

EXECUTIVE AGENDA

**Monday 1st April 2019 at 1000 hours in the
Council Chamber, The Arc, Clowne**

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1.	Apologies for absence	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time. Minutes	
4.	Minutes of a meeting held on 18 th February 2019	3 to 16
5.	Minutes of a meeting held on 4 th March 2019.	17 to 32
6.	Items recommended by Scrutiny Committees	
(A)	Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Post Scrutiny Monitoring (Interim Report).	33 to 73
	<i><u>Recommendation on page 35</u></i>	
7.	Budget and Policy Framework Items None	
8.	Non Key Decisions	
(A)	Anti-Social Behaviour Policy.	74 to 98
	<i><u>Recommendation on page 76</u></i>	
(B)	Tourism and Town Centre Officer Post.	99 to 107
	<i><u>Recommendations on page 101</u></i>	

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 18th February 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor A.M. Syrett in the Chair

Councillors M.J. Dooley, S.W. Fritchley, H.J. Gilmour, D. McGregor, B.R. Murray-Carr, M.J. Ritchie and B. Watson.

Also present

Councillors R. Bowler and J. Smith for Minute Nos 0666 to 0670 only.

Officers:-

D. Swaine (Chief Executive Officer), K. Hanson (Strategic Director – Place), L. Hickin (Strategic Director – People), D. Clarke (Head of Finance and Resources and S151 Officer), S. Sternberg (Head of Corporate Governance and Monitoring Officer), K. Apps (Acting Head of Economic Development), S. Brunt (Head of Street Scene), G. Galloway (Head of Property and Commercial Services), P. Brown (Chief Executive's and Partnership Manager), L. Khella (Partnership Consultant Programme Manager) and D. Cairns (Senior Governance Officer - NEDDC).

0666. APOLOGIES

There were no apologies for absence.

0667. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0668. DECLARATIONS OF INTEREST

Councillor M.J. Ritchie declared a significant other interest arising from his membership of the Dragonfly Ltd Board, in Agenda Item 11A – Land/Property Sale – Mill Lane Depot, Bolsover. Councillor M.J. Ritchie stated his intention to remain in the meeting to present the report and answer questions however he did not enter into the debate and left the room prior to the vote being taken.

Councillor M.J. Dooley declared a significant other interest arising from her appointment to Bolsover Countryside Partnership, in Agenda Item 7D – Bolsover Countryside Partnership. Councillor M.J. Dooley stated her intention to remain in the meeting to present the report and answer questions however she did not enter into the debate and left the room prior to the vote being taken.

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Councillor B.R. Murray-Carr declared a non-significant other interest in Agenda Item 7D – Bolsover Countryside Partnership as he also attends the meetings of the Partnership. Councillor B.R. Murray-Carr remained in the meeting and took part in the discussion and vote on this item.

0669. MINUTES – 7th January 2019

Moved by Councillor S.W. Fritchley and seconded by Councillor D. McGregor
RESOLVED that the minutes of a meeting of the Executive held on 7th January 2019 be approved as a true and correct record.

0670. ITEMS RECOMMENDED BY SCRUTINY COMMITTEES REVIEW OF STANDARDS COMMITTEE BY CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Councillor R. Bowler, Chair of the Customer Service and Transformation Scrutiny Committee, presented the report of the Scrutiny Committee on the Review of Standards Committee completed during 2018/19.

During the 2017/18 municipal year, the Standards Committee responded to the national consultation by the Committee on Standards in Public Life on their 'Review of Local Government Ethical Standards'. As a result of their own review, the Standards Committee felt it was pertinent to also have an external opinion on how they operated and requested that scrutiny complete a review.

A range of concerns were raised by Standards Committee and these were considered as part of the scoping process. The review was completed outside of the usual meeting programme via a small Working Group, with regular reports back to Committee.

The key issues arising from the review were:

- The introduction of a more formalised approach to training, particularly at Parish level;
- Consideration of Article 9 of the Constitution and the Committee Terms of Reference (Part 3.6) as part of the annual review process; and
- Improved public information, both web-based and hard-copy, to ensure the role of Standards Committee is clear.

The Scrutiny Review put forward seven recommendations which were intended to assist the Council in improving existing approaches to Member training and engagement on Standards.

The report outlined the recommendations and the responses received by officers, which included some amendments. The Scrutiny Committee supported the amendments and therefore presented the following recommendations to Executive for consideration:

- 1.1 That training in relation to Code of Conduct and DPIs is programme as part of the District Member Induction Programme, with a refresher course two years later, to accommodate any changes in legislation/Council membership.

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- 1.2 That training in relation to Code of Conduct and DPIs is programme on a minimum annual basis to Parish Council Liaison, to accommodate in-year changes to legislation/Council membership.
- 1.3 That the website is reviewed to ensure information in relation to the Standards Committee is both more accessible and user-friendly, including:
 - Publication of the Standards Annual Report as a document in its own right (rather than embedded in Committee papers);
 - A review of Customer Information Booklet 8, with improved publicity of its availability given that it is not a hard-copy publication.(This recommendation had a revised target date of October 2019)
- 1.4 That Standards Committee considers the analysis of our current membership and benchmark data, as part of any review of Article 9 of the Constitution.
- 1.5 That the appointment of the Co-opted Independent Chair is maintained, as a demonstration of our commitment to the Seven Principles of Public Life.
- 1.6 That the information gathered as part of the review benchmark exercise is taken in to consideration when reviewing the Committee Terms of Reference, within Part 3.6 of the Constitution.
- 1.7 That the Standards Committee produces an Induction Pack for all new Councillors to be utilised by the Monitoring Officer/Parish Clerk when working with newly appointed District and Parish Councillors.
(This recommendation had a revised target date of September 2019)

Executive welcomed the report and the constructive recommendations and thanked Scrutiny for their work undertaken during the review.

Moved by Councillor M.J. Dooley and seconded by Councillor B.R. Murray-Carr

RESOLVED that:

- (1) Executive approve the recommendations of the review outlined in section 2 of the report as amended above.
- (2) the recommendations be monitored by the Customer Service and Transformation Scrutiny Committee over the next 12 months.

REASON FOR DECISION:

To further improve the advice and training given to Councillors at the District and Parish level in relation to compliance with accepted standards.

OTHER OPTIONS CONSIDERED:

There were no alternative options considered and rejected by Executive.

(Scrutiny and Elections Officer)

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0671. POLICY AND BUDGET FRAMEWORK ITEMS

The Medium Term Financial Plan was considered later in the agenda.

NON KEY DECISIONS

0672. CARBON REDUCTION PLAN 2019 - 2030

The Strategic Director - People presented the report which sought approval for a proposed Carbon Reduction Plan 2019 – 2030, which formed part of the Transformation Programme for 2018.

The proposed Carbon Reduction Plan set out eight thematic areas by which the Council aimed to reduce its carbon emissions over the next decade:

- Theme 1 – Sustainable Buildings and Workplaces
- Theme 2 – Renewable Energy
- Theme 3 – Low Carbon Fleet
- Theme 4 – Transport
- Theme 5 – Planning
- Theme 6 – Community and Collaboration
- Theme 7 – Biodiversity
- Theme 8 – Procurement

The delivery and impact of the plan would be monitored by the Transformation Governance Group and reported to Customer Service and Transformation Scrutiny Committee, Executive and Council. To support this work, it was proposed that a Carbon Reduction Sub-Group be established, which would comprise the Portfolio Holder for Finance and Resources & Sustainable Energy, the Lead Officer – Strategic Director – People and the Finance Lead – Head of Finance and Resources. The Sub-Group was to be chaired by the Portfolio Holder. It was recommended that this be specified as the relevant Portfolio Holder with responsibility for sustainable energy, which would take account of any changes in Executive Portfolios over the term of the plan.

Members commented that there were likely to be many challenges in meeting the targets and some works, such as the replacement of refuse vehicles with electric vehicles, were currently cost-prohibitive. It was important, however, to monitor developments and plan for the future in order to deliver the reduction in emissions and carbon footprint.

The Chief Executive Officer thanked the Strategic Director - People and other officers involved for producing the plan, which pulled together a number of existing initiatives.

Moved by Councillor B. Watson and seconded by Councillor A.M. Syrett

RESOLVED - that Executive approve and adopt the proposed Carbon Reduction Plan 2019 – 2030 and requests that the Joint Strategic Director – People:

- (i) establishes a Carbon Reduction Sub Group in line with the proposals set out in the report, as amended to reflect that the Chair will be the relevant Portfolio Holder; and

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(ii) provides a presentation to the next Council meeting outlining details of the plan endorsed by Executive.

REASON FOR DECISION: It was recognised that the Council was well placed to influence change in the district as community leaders, raising awareness about the potential to reduce emissions and by working collaboratively with others to reduce emissions.

OTHER OPTIONS CONSIDERED: The option to do nothing was rejected as the Council prioritised carbon reduction within its operation.

(Strategic Director - People)

0673. COMMERCIAL PROPERTY INVESTMENT STRATEGY

The Strategic Director – Place presented the report which sought approval for a draft Commercial Property Investment Strategy.

Executive had considered reports at previous meetings in November and December 2018 with details of the financial pressures facing the Council and measures that were being taken to maximise income, reduce costs and redesign services in line with the Transformation Programme, and also information on the Council's existing non-housing property stock.

The Commercial Property Investment Strategy had been developed based on expanding the Council's existing non-housing portfolio in order to create and enhance revenue streams to offset the forecast budget deficits for forthcoming years. The approach also supported the economic development and regeneration of the area.

The Strategy set out the principles that commercial investment should follow and the criteria that should be followed in assessing potential investments.

It was proposed that a Property Investment Panel be established to consider property investment opportunities and where appropriate, make acquisition recommendations to Executive. The Panel was to consist of the Cabinet, relevant Directors and Heads of Service and other specialists and external advisers as required. Investment decisions were to be made in accordance with the Council's existing decision making processes, threshold levels and Scheme of Delegation contained within the Council's Constitution. All proposals would be required to include a robust and evidenced business case in order for the financial viability to be assessed.

Members discussed the proposed strategy and criteria set out for assessing proposals, and agreed its adoption.

Moved by Councillor A.M. Syrett and seconded by Councillor S.W. Fritchley

RESOLVED – that Executive approve the draft Commercial Property Investment Strategy.

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REASON FOR DECISION: To take a strategic approach to managing future property investment opportunities, based on the Council's existing budget pressures and the performance of the non-housing property assets.

OTHER OPTIONS CONSIDERED: The options not to develop a Commercial Property Investment Strategy and not consider other high level investment opportunities were rejected as these options would have restricted the Council's ability to generate additional income and deliver key corporate priorities.

(Strategic Director – Place)

0674. BOLSOVER BUSINESS GROWTH FUND

The Chief Executives and Partnership Manager presented the report which updated Executive on the current position with the Bolsover Business Growth Fund Scheme and recommended an extension to the scheme for a further two years.

The report provided details of the scheme, which provided grants of between £1000 and £10,000 and up to 90% of total project costs. 24 businesses had been supported by grants, with targets to create 36 additional jobs. To date, 25 new jobs had been created.

Executive were informed that there continued to be a need and demand for the grant funding as a number of enquiries had been received since the current scheme had been closed to new applications. Given the success of the scheme, it was therefore recommended that it be extended for a further two years.

Some refinement of the eligibility criteria was considered to be beneficial and it was proposed that a further report be submitted to Executive with details of the proposed criteria, costs, forecast outcomes and timescales.

Members queried the success rates of applications to the scheme and were informed that 24 applications had been approved and 8 had been refused.

It was also commented that the scheme was value for money and also delivering additional benefits to the Council and the district, through businesses bringing vacant premises back into use and increases in business rates income.

Moved by Councillor M.J. Dooley and seconded by Councillor D. McGregor

RESOLVED - that Executive:

- (1) note the progress made with the Bolsover Business Growth Fund to date.
- (2) agree to a further Bolsover Business Growth Fund programme in principle and request a further report detailing the proposed criteria, cost, forecast outcomes and timescales to ensure continuity from the existing scheme.

REASON FOR DECISION: To respond to the continued need and demand for grant funding amongst SMEs within the district.

OTHER OPTIONS CONSIDERED: The option to do nothing was rejected due to the impact of no longer being able to offer financial support for businesses with growth

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potential. The option to only signpost local business to other funding was also rejected as the most closely aligned alternative funding stream was also closed for new applicants and offered lower rates of funding contributions.

(Chief Executives and Partnership Manager)

0675. BOLSOVER COUNTRYSIDE PARTNERSHIP

The Chief Executives and Partnership Manager presented the report which provided an update on the work of the Bolsover Countryside Partnership and sought approval for an increase in the Council's contribution to the Partnership.

The report provided a summary of the Partnership's work programme achievements and the funding it had helped to secure. Notable achievements had included:

- Visit. Sleep. Cycle. Repeat
- Archaeological Way
- Limestone Journeys Landscape Partnership
- Other projects such as a Countryside Health and Wellbeing Feasibility Study and supporting the development of a new cycling and walking officer post.

An assessment of the social return on investment as a result of the work of the Partnership's projects was outlined in the report.

Executive were informed that funding for the partnership had been reduced as a result of the reduction in the Public Health locality budget. In order to continue, it was recommended that the Council increase its contribution from £13,000 to £20,000 per annum, on the basis that the remainder of the funding be secured for other sources.

Members queried how the funding of the Partnership related to the development of an internal Tourism Officer post within the Council and were advised that working strategically and co-operatively with the Partnership would be incorporated into the development of the new role. It was noted that the Partnership also focused on environmental benefits and bringing open and green spaces into use to benefit the health and well-being of the community, as well as tourism.

Councillor M.J. Dooley left the room prior to the vote taking place.

Moved by Councillor A.M. Syrett and seconded by Councillor D. McGregor.

RESOLVED - that Executive:

- (1) note the content of the report and the outcomes of the Bolsover Countryside Partnership in recent years.
- (2) agree to increase the contribution made by the Council from £13,500 per annum to £20,000 per annum, funded from the Transformation Reserve and subject to funding being secured for the remainder of the post.

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REASON FOR DECISION: To note the record of the Bolsover Countryside Partnership in delivering significant environmental projects and securing external funding, and to continue to support the project.

OTHER OPTIONS CONSIDERED: The option to do nothing was rejected as if alternative funding was not secured, the potential of securing the significant benefits for the district would be lost. The option for the project to seek alternative funding was also rejected as it was preferred that the post be jointly maintained by Bolsover District Council and Derbyshire County Council.

(Chief Executives and Partnership Manager)

Councillor M.J. Dooley returned to the room for the remainder of the meeting.

0676. FUTURE HIGH STREETS FUND

The Acting Head of Economic Growth presented the report which informed Members of a recent call for bids to the Future High Streets Fund and to recommend the submission of a bid for Bolsover Town Centre to the Expression of Interest stage.

The fund aimed to support local authorities by co-funding transformative and structural changes to overcome challenges affecting town centres and declining high streets. Details of the fund and the bidding process were provided in the report.

The four towns within the district were considered in order to put forward a proposal supported by the strongest evidence base, considering the Regeneration Framework, other funding and developments impacting the different towns.

Bolsover Town Centre was proposed due to the high street being considered dysfunctional and disconnected from Bolsover Castle. The Sherwood Lodge food store needed to be linked to the high street if benefits of the development were to be maximised. The Bolsover North and East housing developments also had potential to increase visits to the high street.

Members were advised that the Regeneration Framework provided the Council with a good methodology and strong evidence to support the bid, however the bidding process was likely to be highly competitive. If unsuccessful with this bid, the Council may submit bids for other towns and proposals in the future.

Moved by Councillor S.W. Fritchley and seconded by Councillor D. McGregor.

RESOLVED - that Executive approve the preparation and submission of a Phase 1 Expression of Interest bid for Bolsover Town Centre for the Government's Future High Streets Fund.

REASON FOR DECISION: To maximise the Council's opportunity for securing an invitation to proceed to a full application stage of the Future High Streets Fund, based on the findings of the Regeneration Framework and regard to existing funding in place and other future development opportunities.

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OTHER OPTIONS CONSIDERED: The option not to submit a bid was rejected as this would have forgone the ability to access the potential funding. The other town centres within the district were considered however Bolsover was selected as the highest priority.

(Acting Head of Economic Growth)

0677. MEDIUM TERM FINANCIAL PLAN

The Head of Finance and Resources and Section 151 Officer presented the report which sought approval of the proposed budget for 2019/20 for the General Fund, Housing Revenue Account and Capital Programme as part of the Council's Medium Term Financial Plan covering the years 2019/20 to 2022/23 and to provide elected Members with an overview of the Council's financial position in order to inform the decision making process.

The Medium Term Financial Plan covered three areas:-

- General Fund;
- Housing Revenue Account (HRA);
- Capital Programme.

Executive's recommendations were to be reported to Council at its meeting on 20 February 2019 in order to secure agreement for the Council's budget in respect of the 2019/20 financial year.

The Council's Section 151 Officer was satisfied that the methodology adopted to calculate the estimates was robust and provided Members with reliable information on which to base their decisions. Likewise the Section 151 Officer was satisfied that the proposed level of reserves was adequate to cover the issues and potential risks which the Council may face.

General Fund

The Council's budget for 2018/19 showed a surplus of £1.027m. Executive considered the Revised Budget in December 2018 and no changes were made to the budget position since that time. The final in-year surplus was dependent on the actual financial performance in line with the revised budget. It was agreed that any surplus generated in the financial year be transferred to the Transformation Reserve to be available for financing future transformation plans and service developments.

The proposed budget for 2019/20 showed a shortfall of £0.083m.

The report set out details of the anticipated level of Government funding and other areas of income, as well as details of the expenditure changes forecast over the Medium Term Financial Plan period. An increase in Council Tax of 2.99% was proposed.

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Housing Revenue Account (HRA)

Setting the budget for the HRA involved the setting of rent levels in line with the Government's regulations which required a reduction in rent levels by 1% per annum for four years commencing from April 2016. The level of income generated from dwelling rents for 2019/20 was therefore set on this basis. This was to be the last year that this would apply. In future years it was assumed that rent policy would revert to increases in line with Consumer Price Index Housing plus 1% and this had been assumed in the forecasts.

When the revised HRA budget was considered in November 2018 a surplus of £0.002m was estimated. The proposed budget for 2019/20 showed a balanced budget with a surplus of £0.023m which would be transferred to the Development Reserve.

The report set out details of the assumptions on which the budget was based and details of the proposed charges in relation to non-dwelling rents.

Capital Programme

Details of the proposed Capital Programmes in respect of the General Fund and the HRA over the period of the Medium Term Financial Plan were set out in the report.

Moved by Councillor B Watson and seconded by Councillor A.M. Syrett.

RESOLVED – That the following recommendations be referred to Council:

- (1) That in the view of the Chief Financial Officer, that the estimates included in the Medium Term Financial Plan 2019/20 to 2022/23 are robust and that the level of financial reserves whilst at minimum levels are adequate, be accepted.
- (2) That officers report back to Executive and to the Budget Scrutiny Committee on a quarterly basis regarding the overall position in respect of the Council's budgets. These reports to include updates on achieving the savings and efficiencies necessary to secure a balanced budget for 2020/21 and future years.

GENERAL FUND

- (3) A Council Tax increase of £5.12 per annum is levied in respect of a notional Band D property (2.99%).
- (4) The Medium Term Financial Plan in respect of the General Fund as set out in **Appendix 1** to the report be approved as the Current Budget 2018/19, as the Original Budget in respect of 2019/20, and the financial projection in respect of 2020/21 to 2022/23.
- (5) That any under spend in respect of 2018/19 is transferred to the Transformation Reserve.
- (6) On the basis that income from Planning Fees may exceed £0.500m in 2019/20, the Chief Executive in consultation with the Leader be granted delegated powers to

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authorise such additional resources as are necessary to effectively manage the resultant increase in workload.

HOUSING REVENUE ACCOUNT

- (7) That Council sets its rent levels in line with Government regulations, reducing rent levels by 1% to apply from 1st April 2019.
- (8) That the increases in respect of other charges as outlined in **Table 1 of Appendix 3** to the report be implemented with effect from 1 April 2019.
- (9) The Medium Term Financial Plan in respect of the Housing Revenue Account as set out in **Appendix 3** to the report be approved as the Current Budget in respect of 2018/19, as the Original Budget in respect of 2019/20, and the financial projection in respect of 2020/21 to 2022/23.

CAPITAL PROGRAMME

- (10) That the Capital Programme as set out in **Appendix 4** to the report be approved as the Current Budget in respect of 2018/19, and as the Approved Programme for 2019/20 to 2022/23.
- (11) That the Head of Property and Estates be granted delegated powers in consultation with the Portfolio Member and the Asset Management group to approve the utilisation of the £260,000 of AMP Refurbishment Work allocation, with such approvals to be reported back to Executive through the Quarterly Budget Monitoring Report.

REASON FOR DECISION – To make recommendations on setting the budget in respect of the General Fund, Housing Revenue Account and Capital Programme to meet the Council's legal obligation to agree a balanced budget.

OTHER OPTIONS CONSIDERED & REJECTED - Alternative options were considered throughout the process of the preparation of the budget and were outlined in the report.

(Head of Finance and Resources and Section 151 Officer)

0678. TRANSFORMATION GOVERNANCE GROUP RECOMMENDATIONS

Although categorised as a key decision on the agenda the decisions under this item were non-key.

The Strategic Director – People presented the report which submitted recommendations made by the Transformation Governance Group. The recommendations related to two projects; investment in a Combined Heat and Power unit at The Arc and investment in software (WebReg) to allow limited access to the Electoral Register software for customer services.

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Combined Heat and Power

It was proposed that a Combined Heat and Power unit be installed at The Arc which would reduce energy costs and carbon usage. The purchase of the unit would require a capital investment however the reduction in costs was estimated to give a payback period of around 1.5 years. It was recommended that Executive agree to comment a competitive tender process for the supply and installation of the unit.

Executive discussed how the unit would work alongside the existing traditional heating system.

WebReg - Electoral Register Software

The proposal was for the introduction of WebReg software which was an add on to the Electoral Register Software – Express, which would enable customer services to have limited access to the system and be able to answer customer questions at the first point of contact rather than passing them back to the Elections Team. The cost of the software was £2000 and there was an licence fee of £2000 per annum.

It was proposed that both proposals be funded from the Transformation Reserve.

Executive were also informed that the Transformation Governance Group had also discussed a change to how the Council considered VAT Sporting Exemption following professional advice and that this was likely to have a positive contribution to the Go Active! Business plan targets.

Moved by Councillor M.J. Dooley and seconded by Councillor B. Watson.

RESOLVED - that Executive agree:

- (1) to commence the tender process for a Combined Heat and Power unit at The Arc. Following the robust tender process, a further report be submitted to Executive summarising the outcome of the tender exercise, including update projections, payback period and budget implications.
- (2) to invest £2000 from the Transformation Reserve to purchase the WebReg software and to build an additional £2000 into the departmental revenue budget to pay for the annual licence.

REASONS FOR DECISIONS:

(1) to support the project to reduce energy costs and carbon usage.

(2) to provide a better service to the customer and increase capacity/improve efficiency within the elections team.

OTHER OPTIONS CONSIDERED: The options to do nothing were rejected as this would not have brought about the improvements and efficiencies forecast by the projects.

(Strategic Director – People)

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0679. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor D. McGregor and seconded by Councillor A.M. Syrett.

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Paragraphs 1, 2 and 3 of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed. [The category of exempt information is stated after each Minute].

PRIVATE SESSION - NON KEY DECISION

0680. RESTRUCTURE OF THE CONTENTIOUS LEGAL TEAM EXEMPT PARAGRAPHS 1, 2 AND 3

The Head of Corporate Governance and Monitoring Officer presented the report which recommended the establishment of a permanent position within the Contentious Legal Team, which would require a revenue budget increase of £31,439.

Executive was advised that this recommendation also implemented the recommendation of the Healthy, Safe, Clean and Green Communities Scrutiny Committee Review of Enforcement, which was approved by Executive. The recommendation included ensuring sufficient legal staffing resource was in place to deliver required enforcement activity.

Moved by Councillor D. McGregor and seconded by Councillor H.J. Gilmour.

RESOLVED that, having considered the financial implications of the proposed change to the structure presented, Executive:

- (1) support the change to the establishment and request that the Joint Chief Executive Officer establish the new permanent position of 0.6 FTE on the establishment;
- (2) agree an increase to the staffing budget of £31,439 to accommodate the changes to the establishment from 2020/21; and
- (3) agree to fund the permanent position for the year 2019/20 from the shortfall in hours of the LEGT031 post and the Legal Reserve.

REASON FOR DECISION: To provide resilience and cover to the team, and to support the team in carrying out more prosecutions with less reliance on external legal services.

OTHER OPTIONS CONSIDERED: The option not to make the post permanent was rejected due to the significant increase in the workload of the Contentious Legal Team.

(Head of Corporate Governance and Monitoring Officer)

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PRIVATE SESSION - KEY DECISION

0681. LAND/PROPERTY SALE – MILL LANE DEPOT, BOLSOVER EXEMPT – PARAGRAPH 3

The Strategic Director – Place presented the report which sought approval for the sale of the former depot site on Mill Lane, Bolsover to Dragonfly Development Ltd.

Details of the offer received from Dragonfly Development Ltd and the independently verified valuation of the site were set out in the report.

Executive were advised of the current condition of the site that was due to become vacant later in 2019, and the estimated costs of the demolition and remediation works required, and the terms of the contract should the costs vary from the estimates.

Councillor M.J. Ritchie left the room prior to the vote taking place.

Moved by Councillor S.W. Fritchley and seconded by Councillor D. McGregor
RESOLVED that Executive:

- (1) approve the sale of the former Council depot site on Oxcroft Lane, Bolsover to Dragonfly Development Ltd on the terms and conditions outlined in the report; and
- (2) grant delegated authority to the Joint Chief Executive Officer, in consultation with the Leader, to negotiate land value in the event that the s.106 cap is exceeded and demolition costs are below £500k.

REASON FOR DECISION: To reduce the risk of anti-social behaviour arising from the site becoming vacant and falling into disrepair, and supporting the project to deliver new housing on the site.

OTHER OPTIONS CONSIDERED: The option to retain the site was rejected as the site was likely to become a liability when vacant. The option to seek to dispose of the site on the open market was also rejected due to the difficulties arising from the demolition and ground contamination issues.

(Strategic Director - Place)

The meeting concluded at 1125 hours.

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 4th March 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor A.M. Syrett in the Chair

Councillors M.J. Dooley, S.W. Fritchley, H.J. Gilmour, D. McGregor, B.R. Murray-Carr, M.J. Ritchie and B. Watson.

Also present

Councillors R. Bowler and J. Smith.

Councillors C. Moesby, S. Peake and J. Wilson.

Officers:-

D. Swaine (Chief Executive Officer), K. Hanson (Strategic Director – Place), L. Hickin (Strategic Director – People), D. Clarke (Head of Finance and Resources and S151 Officer), S. Sternberg (Head of Corporate Governance and Monitoring Officer), K. Apps (Acting Head of Economic Development), P. Brown (Chief Executive's and Partnership Manager), L. Khella (Partnership Consultant Programme Manager), J. Wilson (Scrutiny and Elections Officer) and D. Cairns (Senior Governance Officer).

0738. APOLOGIES

There were no apologies for absence.

0739. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0740. DECLARATIONS OF INTEREST

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

No declarations were made at the meeting.

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ITEMS RECOMMENDED BY SCRUTINY COMMITTEES

0741. REVIEW OF DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING BY THE CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE.

Councillor R. Bowler, Chair of the Customer Service and Transformation Scrutiny Committee, presented the report of the Scrutiny Committee on the Review of Delivery of Environmental Health & Licensing.

This review had been undertaken following the review of the Strategic Alliance in 2017/18, which had suggested areas for further scrutiny. This review topic was primarily chosen as a result of Member concerns that Bolsover residents were receiving a 'lesser' service, as a result of the Partnership arrangement via the Strategic Alliance.

The evidence gathered via the Scrutiny Review had proven that the service was operating in an equitable manner, with the service overcoming a wide range of issues in terms of changes in staffing; pay structures and terms and conditions; an overhaul of supporting IT systems; different operating/organisational cultures; and different back-office and finance systems. Externally, statistics had shown that customer satisfaction had not only been maintained for Bolsover residents, but had in fact improved. Having reviewed the evidence presented, the Customer Service and Transformation Scrutiny Committee reported that they felt on the whole very satisfied and reassured by current delivery.

The key issues arising from the review were:

- The development and approval of a revised Service Level Agreement;
- A review of the online 'Report It' system to ensure that customer engagement remains efficient, with systems that are simple to use.

The Scrutiny Review put forward three recommendations:

1. That the Healthy, Safe, Clean and Green Communities Scrutiny Committee keep the Customer Service & Transformation Scrutiny Committee briefed on the implementation of scrutiny recommendation HSCGC17/18 1.14.
2. That the Council's legal team produces a revised Service Level Agreement for approval by Executive and the Strategic Alliance Joint Committee.
3. That the Customer Service & Transformation Scrutiny Committee receive the draft Service Level Agreement prior to submission to Executive for consideration.

Executive welcomed the report and the constructive recommendations and thanked Scrutiny for their work undertaken during the review.

A breakdown of the performance statistics was requested, identifying types of enforcement actions and the areas affected. The Strategic Director – Place agreed to investigate providing this more detailed performance information in the future.

Executive noted that enforcement action was addressed across both districts based on the priority of each case; this had been shown to result in a fairly proportionate distribution across both districts.

EXECUTIVE

The importance of public perception was discussed and it was suggested that more communications work could be undertaken to improve awareness of the remit and performance of the service.

Moved by Councillor H.J. Gilmour and seconded by Councillor D. McGregor.

RESOLVED that:

- (1) Executive endorses the recommendations of the review outlined in section 2 of the report.
- (2) the recommendations be monitored by the Customer Service and Transformation Scrutiny Committee over the next 12 months.

REASON FOR DECISION: To further improve the service that was already performing well.

OTHER OPTIONS CONSIDERED: There were no alternative options considered and rejected by Executive.

(Scrutiny and Elections Officer)

0742. REVIEW OF THE AUTHORITY'S PERCEPTION OF YOUNG PEOPLE BY THE HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE.

Councillor S. Peake, Chair of the Healthy, Safe, Clean and Green Communities Scrutiny Committee, presented the report of the Scrutiny Committee on the Review of The Authority's Perception of Young People.

The issue had been raised by Bolsover District Youth Council (The Young Voice) and was suggested as an area for review by Scrutiny. The aim of the review was to establish the current approach across frontline services when interacting with young people and to ensure that the Council portrays a positive image.

The key findings arising from the review were:

- That the Council's existing policies and protocols embed a positive approach to service delivery to young people.
- That the CSP continue to review current delivery to ensure that engagement with (and reward to) vulnerable/'at risk' young people requiring additional support/mediation services is maintained, wherever resources allow.
- That further consideration be given to equality of access to leisure provision, with particular reference to the location of provision and ensuring wherever possible that this is spread across the District.
- That the Council continues to work closely with The Young Voice (the Youth Council), as a mechanism of ensuring young people are fully engaged in our planning and decision-making processes; and able to feedback to the Council as and when required on the quality of our services.

The Scrutiny Review put forward two recommendations:

EXECUTIVE

1. That the coverage of community leisure provision is monitored for a twelve month period to assess equality of access across the District.
2. That the Healthy, Safe, Clean & Green Communities Scrutiny Committee approach Bolsover Youth Council with the proposal to consult in a partnership arrangement with local 'secondary age' young people, via their link to Secondary School Councils, as part of their usual schools engagement work.

Executive welcomed the report and the constructive recommendations and thanked Scrutiny for their work undertaken during the review.

Members discussed a number of projects supported or offered by the Council, particularly by the leisure service and were advised of new projects being developed to offer young people physical activity and lifestyle support.

The Chief Executive Officer highlighted the number of positive comments made in the review and Executive's consideration of the report, however he also raised the need for the authority to consider issues that had been occurring nationally with young people involved in knife crime and increasing levels of exclusions of young people from schools. He suggested that this could be an issue for the Scrutiny Committee to consider in a future review.

Moved by Councillor M.J. Dooley and seconded by Councillor A.M. Syrett.

RESOLVED that

- (1) Executive endorses the recommendations of the review outlined in section 2 of the report.
- (2) the recommendations be monitored by the Healthy, Safe, Clean and Green Communities Scrutiny Committee over the next 12 months.

REASON FOR DECISION: To assist in ensuring the Council continues to promote positive engagement with/involvement of young people.

OTHER OPTIONS CONSIDERED: There were no alternative options considered and rejected by Executive.

(Scrutiny and Elections Officer)

0743. REVIEW OF INCOME GENERATION BY THE GROWTH SCRUTINY COMMITTEE

Councillor J. Wilson, Chair of the Growth Scrutiny Committee, presented the report of the Scrutiny Committee on the Review of Income Generation.

The Committee commenced the review in 2017/18 and further refined the scope in January 2018, in order to re-focus on assessing how the Authority had generated income to date and identify new ways of increasing income to the Authority. Due to further changes to the Transformation Programme during 2018, it was agreed that the review be extended in to 2018/19, in order to be able to fully consider the options available to the Council for further income generation.

EXECUTIVE

The key issues identified from the review were:

- How we currently market our services and expertise externally;
- Our approach to investments and being risk aware, not risk averse;
- How we manage and develop our existing assets;
- How we embed a culture of commercialisation across the organisation, in order to secure the future financial stability of the Council

The Scrutiny Review put forward 11 recommendations which were intended to assist the Council in identifying new investments and mechanisms for income generation:

1. That a feasibility study is considered in relation to the replication of The Tangent 'model' at other sites within the District, for both the generation of additional rental income and provision of additional support to the SME sector.
2. That a feasibility study is considered in relation to the development of a dedicated conference/civic function facility, for the generation of additional income (both rental and return on investment).
3. That the Transformation Governance Group give due consideration to the schemes suggested by Leisure and others in relation to potential Leisure developments/ investments at Pleasley Vale and the surrounding area, which have been put forward as an option for delivery in the revised Transformation Programme.
4. That the feasibility of a permanent Business Improvement/Engagement post be considered to further secure the future growth of the PVOAC site, in line with other Business Improvement posts within Leisure Services.
5. That the feasibility of a permanent post for Extreme Wheels covering business improvement and volunteering be considered, pending analysis of the achievements via the temporary post.
6. That a Corporate Marketing Strategy is produced to reflect a revised approach to marketing the commercial services of the Council.
7. That the feasibility of the initiative proposed with the Transformation Plan 2018 for a 'Services Pack', being taken forward as a priority – to include Parishes/VCS organisations; residents and businesses.
8. That Executive considers a more targeted approach is taken to the marketing of our services, with the creation of an additional resource – a Commercial/Marketing Officer, with a specific remit for co-ordinating income generation via services to residents/businesses.
9. That Budget Scrutiny Committee give due consideration to future revisions to the Treasury Management Strategy (as required by the Budget & Policy Framework) and ensure that the new Corporate Investment Strategy is sufficient to allow the Authority to generate the required return on investments.

EXECUTIVE

10. That the Transformation Governance Group considers the initiative within the Transformation Plan 2018, to develop the overnight stay offer within the District, as a priority for further feasibility/development planning.
11. That the Transformation Governance Group considers the initiatives from Housing & Community Safety and Others in relation to Private Rents and residential property within the Transformation Plan 2018, as a matter of priority for feasibility and implementation.

The Chair of Growth Scrutiny Committee informed Executive that the Committee appreciated that the activity suggested would require the production of further business plans and reports to Transformation Governance Group and/or Executive. The Committee requested opportunity for further scrutiny of the business proposals that would come forward arising from the recommendations.

Executive welcomed the report and the constructive recommendations and thanked Scrutiny for their work undertaken during the review. The Leader commented that many of the projects were already in progress through the Transformation Programme.

Members identified that the review and the support for the recommendations reflected that all Members views had been taken on board and consensus on the way forward was achieved.

The Council's financial position was discussed, noting that the next few years there was a relatively sound position. A need remained, however, for the Council to develop an entrepreneurial approach and maximise income generation, particularly through housing and business growth, to support the budget in future years.

Moved by Councillor M.J. Dooley and seconded by Councillor A.M. Syrett.

RESOLVED that

- (1) Executive endorses the recommendations of the review outlined in section 2 of the report.
- (2) the recommendations be monitored by the Growth Scrutiny Committee over the next 12 months.

REASON FOR DECISION: To assist the Council in moving forward with new approaches to income generation and identifying improvements to the management of the Council's existing assets to create further income sustainability.

OTHER OPTIONS CONSIDERED: There were no alternative options considered and rejected by Executive.

(Scrutiny and Elections Officer)

Councillor B.R. Murray-Carr left the meeting at this point.

EXECUTIVE

0744. POLICY AND BUDGET FRAMEWORK ITEMS

There were no policy and budget framework items.

NON KEY DECISIONS

0745. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – OCTOBER 2018 TO DECEMBER 2018. (Q3 – 2018/19).

The Information, Performance and Engagement Manager presented the report which reported the quarter three outturns for the Corporate Plan 2015 to 2019 targets. The report detailed progress on all key tasks and performance indicators that contributed directly to the priorities within the Council's Corporate Plan.

For the period of the review, out of the 61 targets, 30 were on track, 19 had been achieved, 5 were withdrawn, 6 were on alert and 1 was currently suspended. Actions to address the targets that were on alert were outlined in the report.

The Customer Service and Transformation Scrutiny Committee had submitted concerns to Executive in relation to the performance of Target C13 – reduce average re-let times of Council properties (not including sheltered accommodation) to 20 days by March 2019. The Committee had been monitoring this target over the last few years and were concerned with the lack of progress in achieving the reduction of re-let time.

An extract of the minutes of the meeting of the Customer Service and Transformation Scrutiny Committee held on the 25th February 2019 was circulated to Executive for consideration together with extracts of the Performance Data relating to this target since quarter one of 2017/18. The Scrutiny Committee had discussed a number of possibilities for encouraging demand in the properties that were considered hard to let such as offering reduced rents and addressing the factors contributing to the difficulty in letting the properties such as the maintenance of surrounding properties.

The Portfolio Holder of Housing and Community Safety informed Executive that the Housing Stock Management Group were looking at delivery of Council Housing and the service more widely and would be bringing a future report to Members in due course. It was agreed however, that an interim investigation of the performance in terms of re-letting vacant properties be carried out and the Strategic Director – Place was requested to bring a report to the next meeting outlining the scope of the review into the Council approach.

Moved by Councillor D. McGregor and seconded by Councillor S.W. Fritchley.

RESOLVED –

- (1) That progress against the Corporate Plan 2015-2019 targets to be noted.
- (2) That the Strategic Director – Place be requested to provide a report to a future meeting of Executive setting out proposals for a review of the Council's approach to re-letting of vacant properties.

EXECUTIVE

REASON FOR DECISION: To keep Members informed of progress against the corporate plan targets.

OTHER OPTIONS CONSIDERED: There were no alternative options considered and rejected by Executive.

(Strategic Director - Place)

0746. SINGLE EQUALITY SCHEME 2019 – 2023.

The Information, Performance and Engagement Manager presented a report which sought approval for the adoption of the Single Equality Scheme 2019 to 2023 and presented the achievements and progress made under the previous scheme (2015 – 2019).

The Single Equalities Scheme provided a framework for the implementation of the Council's obligation with regard to the general and specific Equality duties and encompassed the range of protected characteristics as defined within the Equalities Act 2010.

The scheme set out the Council's legal responsibilities, four Corporate Equality objectives with actions and measures, performance monitoring arrangements and responsibilities for Equality.

The final review of the Single Equalities Scheme 2015-2019 gave examples of how the Council had met its Equality duties and specific Equality objectives. This information would be published on the Council's website and shared with the Council's Equality Panel who had contributed to the successful implementation of the scheme.

Moved by Councillor M.J. Dooley and seconded by Councillor S.W. Fritchley

RESOLVED – That Executive:

- (1) approves and adopts the Single Equality Scheme 2019-2023.
- (2) Notes the achievements and progress made under the previous scheme (2015 – 2019).

REASON FOR DECISION: To comply with the statutory requirement to prepare and publish equality objectives every four years.

OTHER OPTIONS CONSIDERED: As this report fulfilled a statutory duty, there were no alternative options considered and rejected by Executive.

(Information, Engagement and Performance Manager)

EXECUTIVE

0747. VOLUNTARY COMMUNITY SECTOR SUPPORT

The Chief Executive's and Partnership Manager presented the report which gave an update on the current position in respect of the support for the Voluntary and Community Sector within the Bolsover District following the closure of Community Voluntary Partners in January 2018. The report also sought approval to allocate funding from the grants to voluntary organisations budget in line with the outcome of the feasibility study and to provide a more stable future for the Voluntary and Community sector.

Following the closure of Community Voluntary Partners, Bassetlaw CVS had been providing temporary support to fill the short term gaps under a contract which was to run until the 31st March 2019.

Locality, a local charity, had been commissioned to carry out a research and development project to consider how support could be offered to the Voluntary and Community Sector. The options analysis proposed and evaluated four possible models, which were detailed in the report.

Having considered the review, the Voluntary Sector Steering Group recommended the commissioning of an existing organisation to manage the overall delivery of support to the Voluntary and Community Sector and to utilise existing local organisations to deliver other elements of the service. This was effectively an amalgam of two of the options proposed by Locality and their options analysis.

It was proposed that Executive utilise £23,000 ring-fenced within the grants to Voluntary organisations budget to allocate to the commissioning of the service. It was anticipated that the procurement exercise would be carried out in the next few months with the service being operational from July 2019. The contract with Bassetlaw CVS to provide temporary support would be extended to cover this period.

Moved by Councillor M.J. Dooley and seconded by Councillor D. McGregor

RESOLVED – That Executive:

- (1) Notes the contents of the report.
- (2) Agrees to allocate £23,000 from the Grants to Voluntary organisations budget to contribute towards the cost of the proposed service delivery to be procured via a competitive tender process.

REASON FOR DECISION: To continue to provide support for the Voluntary and Community Sector in the district.

OTHER OPTIONS CONSIDERED: Alternative options included delivery of the service through different models such as a new single provider, a partnership with an existing organisation, a co-designed contract specification and competitive tender process, or co-design and commission of a local partnership with various sub-options. The reasons these options were rejected were set out in the report in detail.

(Chief Executives and Partnership Manager)

EXECUTIVE

0748. FUTURE HIGH STREETS FUND BID OUTLINE.

Executive considered the report of the Acting Head of Economic Development which sought endorsement of the outline expression of interest for Bolsover Town Centre for the Government's call for bids to the Future High Streets Fund. The report also requested the delegation of authority to the Chief Executive Officer in consultation with the Leader to finalise and submit the expression of interest.

Executive had agreed on the 18th February 2019 that Bolsover Town Centre be selected as the subject of the Expression of Interest for this fund.

The Expression of Interest bid was based around three themes against which places would be selected to go forward to phase two. These were defining the place, setting out the challenges and strategic ambition.

Moved by Councillor S.W. Fritchley and seconded by Councillor D. McGregor.

RESOLVED – That Executive:

- (1) notes the contents of this report.
- (2) endorses the outline Expression of Interest for Bolsover Town Centre for the Government's call for proposals for the Future High Streets Fund.
- (3) delegates authority to the Joint Chief Executive Officer in consultation with the Leader to finalise and submit the Expression of Interest.

REASON FOR DECISION: To endorse the Expression of Interest for submission.

OTHER OPTIONS CONSIDERED: Alternative options were considered at the previous meeting when Executive determined that Bolsover Town Centre should be the subject of the bid.

(Acting Head of Economic Development)

0749. CORPORATE PLAN 2015 – 2019 - STATEMENT OF DELIVERY.

The Executive considered the report of the Strategic Director – Place which presented details of the Council's achievements under the current Corporate Plan for the period 2015-2019 and reported on arrangements for the development of the new Corporate Plan from 2020.

The report set out a detailed delivery statement of what had been achieved so far under the Corporate Plan of 2015 – 2019. Some of the notable achievements were outlined as:

- Unlocking our Growth Potential
 - Boosted business growth by £4.7m (gross NNDR)
 - Built 70 new Council properties through our B@Home programme – Executive were advised that this figure had increased to 92 and was projected to rise to 110 by Autumn 2019.

EXECUTIVE

- 458 young people have been supported to raise their aspirations through gaining new skills, qualifications and employment opportunities
- Providing our Customers with Excellence Service
 - Retained Customer Service Excellence accreditation
 - Sustained high levels of customer satisfaction with Contact and Leisure Centres
 - Achieved timeliness targets for processing housing benefit and council tax support claims
- Supporting our Communities to be Healthier, Safer, Cleaner and Greener
 - An average of 96.7% of our streets meet the acceptable level of litter cleanliness
 - 1846 Council properties have been upgraded with more efficient 'A' rated combi boilers
 - An average of 9704 hours of leisure activities and cultural engagement have been provided throughout the district
- Transforming our Organisation
 - We built and opened our new Go! Active leisure facility in January 2017 to improve local communities access to leisure activities and increase income
 - Self-service transactions have increased year-on-year for the last three years totalling 3707.
 - £260k savings achieved under the former transformation programme with a new Transformation Plan adopted in 2018.

As the Council was nearing the end of its current Corporate Plan period, arrangements were being established to develop a new plan to be adopted in 2020. This was to include a comprehensive range of discussions and workshop sessions with Members, staff and full consultation with the public and partners. This was scheduled to take place following the elections in May 2019 and would continue through the summer months.

The existing Corporate Plan targets had been reviewed and extended to cover the period whilst the new Corporate Plan was being developed in 2019/20, to ensure they remained relevant, in date and fit for purpose. The suite of targets were attached to the report at Appendix 2.

Members commented on the delivery statement and the positive record of achievements which were highlighted over recent years.

Moved by Councillor A.M. Syrett and seconded by Councillor S.W. Fritchley
RESOLVED – That Executive:

- (1) notes the Council's achievements under the current Corporate Plan detailed within the Delivery Statement at Appendix 1 to the report.
- (2) approves the refreshed Corporate Plan targets to be taken forward for 2019-20.
- (3) notes the arrangements for the development of a new Corporate Plan to be adopted for 2020.

EXECUTIVE

REASON FOR DECISION: To consider the Council's achievements under the current Corporate Plan for the period 2015-2019 and the arrangements for the preparation of a new Corporate Plan from 2020.

OTHER OPTIONS CONSIDERED: There were no alternative options considered and rejected by Executive.

(Strategic Director - Place)

KEY DECISIONS

0750. AWARD OF CONTRACT TO SUPPLY UPVC EXTERNAL DOORS AND WINDOWS TO COUNCIL HOUSING.

The Strategic Director – Place presented the report which sought approval to appoint Nationwide Ltd to install external entrance doors and windows on a responsive basis to Council owned properties for Bolsover District Council.

The new framework had been identified for the procurement of the service: Efficiency Midlands. Following evaluation of the submission it was recommended that Nationwide Ltd be awarded the contract.

Moved by Councillor H.J. Gilmour and seconded by Councillor M.J. Ritchie.

RESOLVED:

- (1) That the contract for the installation of external entrance doors and windows to Council owned properties for Bolsover District Council be awarded to Nationwide Ltd.
- (2) That the contract be awarded initially for two years with the possibility of two additional periods each of one year.
- (3) That the Joint Head of Housing and Community Safety be given delegated authority in consultation with the Housing Stock Group and the relevant Portfolio Holder to extend the contract for the maximum of two additional periods each of one year each extension to be conditional upon the satisfactory performance of the contractor.
- (4) That progress on this contract is reported through the Housing Stock Group

REASON FOR DECISION: To award the contract as a result of the procurement exercise, carried out in accordance with the statutory requirements and to ensure a fair process and value for money to the Council.

OTHER OPTIONS CONSIDERED: Alternative procurement avenues and other framework agreements were considered, however Efficiency East Midlands was considered to be the most suitable option.

(Strategic Director – Place)

EXECUTIVE

0751. AWARD OF CONTRACT TO PROVIDE VOID CLEANING TO COUNCIL HOUSING.

The Strategic Director – Place presented the report which sought approval to appoint Sweet Aroma for the provision of Void property cleaning to Council owned properties in Bolsover District.

Following an open tender process by the Procurement team it was recommended that Sweet Aroma be awarded the contract.

Moved by Councillor H.J. Gilmour and seconded by Councillor M.J. Ritchie.

RESOLVED:

- (1) That the contract for the provision of void property cleansing to Council owned properties for Bolsover District Council be awarded to Sweet Aroma.
- (2) That the contract be awarded initially for two years with the possibility of two additional periods each of one year.
- (3) That the Joint Head of Housing and Community Safety be given delegated authority in consultation with the Housing Stock Group and the relevant Portfolio Holder to extend the contract for the maximum of two additional periods each of one year each extension to be conditional upon the satisfactory performance of the contractor.
- (4) That progress on this contract is reported through the Housing Stock Group

REASON FOR DECISION: To award the contract as a result of the procurement exercise, carried out in accordance with the statutory requirements and to ensure a fair process and value for money to the Council.

OTHER OPTIONS CONSIDERED: Other bids were evaluated during the tender process, however Sweet Aroma were recommended as the most suitable option.

(Strategic Director – Place)

0752. AWARD OF CONTRACT TO PROVIDE DAMP INVESTIGATIONS AND ASSOCIATED REMEDIAL WORK.

The Strategic Director – Place presented the report which sought approval from Executive to appoint Baggaley and Jenkins (Remedial) Ltd for the provision of damp proofing preservation works of Council owned properties in the Bolsover District.

Following an open tender process completed by the Procurement team it was recommended that Baggaley and Jenkins (Remedial) Ltd be awarded the contract.

Moved by Councillor H.J. Gilmour and seconded by Councillor M.J. Ritchie.

RESOLVED:

- (1) That the contract for the Provision of Damp Proofing Property Preservation Work to Council owned properties for Bolsover District Council be awarded to Baggaley & Jenkins (Remedials) Ltd.

EXECUTIVE

- (2) That the contract be awarded initially for two years with the possibility of two additional periods each of one year.
- (3) That the Joint Head of Housing and Community Safety be given delegated authority in consultation with the Housing Stock Group and the relevant Portfolio Holder to extend the contract for the maximum of two additional periods each of one year, each extension to be conditional upon the satisfactory performance of the contractor.
- (4) That progress on this contract is reported through the Housing Stock Group

REASON FOR DECISION: To award the contract as a result of the procurement exercise, carried out in accordance with the statutory requirements and to ensure a fair process and value for money to the Council.

OTHER OPTIONS CONSIDERED: Other bids were evaluated during the tender process, however Baggaley and Jenkins (Remedial) Ltd were recommended as the most suitable option.

(Strategic Director – Place)

0753. BUSINESS RATES DISCRETIONARY RETAIL DISCOUNT.

Executive considered the report of the Head of Finance and Resources and Section 151 Officer which provided details of the Government's proposals for a new Discretionary Business Rates Retail Discount Scheme to support certain small and medium retail businesses, and requested approval to adopt the scheme to meet the intent of the proposals.

The report set out the details of the scheme and how it would be applied. Members were advised that the total additional discount to be granted was approximately £300,000.

Members welcomed this scheme as support for small retail businesses.

Moved by Councillor B. Watson and seconded by Councillor D. McGregor.

RESOLVED - that Executive formally approves the adoption of a new Business Rates Retail Discount Scheme as set out in Appendix 1 to the report, for the financial years 2019-20 to 2020-2021

REASONS FOR DECISIONS: To introduce the Business Rates Retail Discount Scheme in accordance with the Government's establishment of funding.

OTHER OPTIONS CONSIDERED: The option not to adopt the scheme was rejected as this may have prevented retail properties within the district being eligible to access the discount to their business rates.

(Head of Finance and Resources and Section 151 Officer)

EXECUTIVE

0754. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor M.J. Ritchie and seconded by Councillor D. McGregor.

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Paragraphs 1, 2 and 3 of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed. [The category of exempt information is stated after each Minute].

PRIVATE SESSION - NON KEY DECISION

0755. B@HOME PROGRESS UPDATE. EXEMPT PARAGRAPH 3

Executive considered the report of the Strategic Director – Place which provided Members with an update of the B@Home programme including future pipeline schemes and procurement of B@Home2. The report also requested that Executive approve the progression of the Whitwell cluster and the development of Market Close, Shirebrook, subject to comprehensive business cases and future Council approval.

The report set out the status of the B@Home schemes which were categorised into contracted schemes which had either been completed or were on site; funded schemes which were going through the planning process but prior to signing contracts; and pipeline schemes which had had a high level assessment carried out which suggested they were worthy of further investigation. An outline of the proposed scheme for the B@Home2 procurement were detailed in the report.

Moved by Councillor M.J. Ritchie and seconded by Councillor H.J. Gilmour.

RESOLVED – That Executive:

- (1) acknowledges the progress made on the B@Home programme to date.
- (2) considers and acknowledges the update provided on the current schemes and those currently in the pipeline for delivery.
- (3) approves the progression of the Whitwell cluster and the development of Market Close, Shirebrook, subject to a comprehensive business case and future Council approval for both schemes.

REASON FOR DECISION: To support delivery of the Council's corporate plan target of building new Council properties.

OTHER OPTIONS CONSIDERED: The option not to pursue development on the identified sites was rejected as there was a recognised housing demand which would not be met should these scheme not have been progressed.

(Strategic Director – Place)

EXECUTIVE

PRIVATE SESSION - KEY DECISION

0756. MANAGEMENT OF CORPORATE DEBT – WRITE OFF OF OUTSTANDING AMOUNTS EXEMPT – PARAGRAPHS 1,2 AND 3

Executive considered a report of the Head of Finance and Resources which sought approval to the write off of debt in respect of the Collection Fund, Housing Revenue Account and Housing Benefit accounts as detailed in Appendix 1 to the report.

Moved by Councillor B. Watson and seconded by Councillor D. McGregor

RESOLVED that Executive:

- (1) approve the sale of the former Council depot site on Oxcroft Lane, Bolsover to Dragonfly Development Ltd on the terms and conditions outlined in the report; and
- (2) grant delegated authority to the Joint Chief Executive Officer, in consultation with the Leader, to negotiate land value in the event that the s.106 cap is exceeded and demolition costs are below £500k.

REASON FOR DECISION: To reduce the risk of anti-social behaviour arising from the site becoming vacant and falling into disrepair, and supporting the project to deliver new housing on the site.

OTHER OPTIONS CONSIDERED: The option to retain the site was rejected as the site was likely to become a liability when vacant. The option to seek to dispose of the site on the open market was also rejected due to the difficulties arising from the demolition and ground contamination issues.

(Head of Finance and Resources and Section 151 Officer)

The meeting concluded at 11.45am hours.

Bolsover District Council

Executive

1st April 2019

Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Post Scrutiny Monitoring (Interim Report)

Report of the Chair of Healthy, Safe, Clean & Green Communities Scrutiny Committee

This report is public.

Purpose of the Report

- To present the Interim Post-Scrutiny Monitoring Report on the Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District, as per Executive's request.

1. Report Details

- 1.1 The Healthy, Safe, Clean & Green Communities Scrutiny Committee agreed to undertake a review of Enforcement action as part of the 2017/18 work plan following consideration of a range of topics suggested at the Annual Scrutiny Conference. The review was rolled forward into the 2018/19 municipal year to allow sufficient time to consider all the evidence gathered.
- 1.2 The Committee put together a number of recommendations which aimed to assist the Council, in looking at potential service improvements in relation to enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District
- 1.3 This report acknowledges progress to date by Officers implementing the recommendations.
- 1.4 To date 13 out of 19 recommendations have been achieved, 5 are on track and 1 has been extended but will still complete within the original twelve month monitoring period.
- 1.5 As part of the report from Officers, Scrutiny Members received a presentation from Environmental Enforcement Officers on current activity. Scrutiny Members agreed, with the consent of Officers present, that the presentation also be given to all Councillors following a Full Council meeting, to highlight the progress made by the service.

2 Conclusions and Reasons for Recommendation

- 2.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution.
- 2.2 Executive asked to be kept informed of the implementation of the recommendations and requested an update after six months. This is shown as Recommendation HSCGC17/18 1.19 within the original report.

3. Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 As part of the review process there was a survey of BDC Members to ascertain their views on a range of aspects of the current approach to street cleanliness and environmental enforcement. In addition, Members completed a telephone survey of neighbouring authorities in order to benchmark certain aspects of service delivery.
- 3.3 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.4 Within the process of the review, the Committee took into account the impact of equalities. Where enforcement action is taken against individuals who are vulnerable the Council's policies for Safeguarding Adults and VARM will apply. Where action is taken against an individual with specific communication needs (for example, large print or British Sign Language) the Council's Policy for Equality & Diversity in Service Delivery may apply.

4. Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. Executive Members are required to note the service's response to progress against the review recommendations, as per Recommendation HSCGC17/18 1.19.
- 4.2 Healthy, Safe, Clean & Green Communities Scrutiny Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution and as such the report cannot be rejected.

5. Implications

5.1 Finance and Risk Implications

- 5.1.1 None directly from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000, regulations under section 32 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.
- 5.2.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

5.3 Human Resources Implications

- 5.3.1 None directly from this report.

6. Recommendations

- 6.1 That Executive Members note the progress against the review recommendation, as per Recommendation HSCGC17/18 1.19 within the original report.

7. Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies</p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	Aim: Supporting Our Communities to be Healthier, Safer, Cleaner and Greener Priorities: <ul style="list-style-type: none"> • Ensuring a high standard of environmental maintenance and cleanliness • Developing attractive neighbourhoods

8. Document Information

Appendix No	Title
6A.1	Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Original Service and Executive Response
6A.2	Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Action Plan
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Documents stored in: S:\Governance and Monitoring\Scrutiny BDC\RES\Healthy, Safe Clean and Green Communities Scrutiny Communities\2017-18\Environmental Enforcement\Report	
Please contact Scrutiny & Elections Officer where further information is required.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	01246 242385

Report Reference –

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
HSCGC17/18 1.1 Ref. pp24-25	That the emerging Corporate Enforcement Policy is presented to Committee as part of the 2018/19 Work Programme, for approval and referral to Strategic Alliance Joint Committee (if required) and Executive for full adoption.	That Council ensures effective policy is in place and adhered to.	September 2018.	Team Manager (Solicitor) Contentious.	Staff time.	The draft Corporate Enforcement Policy is close to completion. We are awaiting confirmation from Strategic Alliance Management Team as to whether this will be a joint policy with North East Derbyshire District Council (NEDDC), or a standalone Bolsover District Council (BDC) policy. The draft policy is programmed to be put before the committee for consideration in September 2018. This is to be an overarching policy which covers the whole of the Council's enforcement	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						activities. The policy will ensure we act in a consistent manner with regards to regulatory enforcement. Individual service areas will require specific enforcement policies and procedures which reflect the principles set out in the corporate policy.	
HSCGC17/1 8 1.2 Ref. pp24-25	That all subsequent departmental enforcement policies, as and when reviewed, are brought to the relevant Scrutiny Committee.	That Council ensures effective policy is in place and adhered to.	January 2019.	Team Manager (Solicitor) Contentious.	Staff time.	The Corporate Enforcement Policy (CEP) is an overarching policy that applies to all the Council's services. Specific service areas may have additional and more tailored policies or procedures for enforcement and these should be read in conjunction with the CEP. It is intended that a list of the current policies	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						<p>will be uploaded to the Council website and a link contained within the CEP. This webpage will be reviewed annually Any new polices, or reviews to the existing polices will be brought to the relevant Scrutiny Committee. The revised Anti-Social Behaviour Policy is one such policy and is scheduled for scrutiny review in September 2018.</p>	
<p>HSCGC17/1 8 1.3 Ref. pp32-33</p>	<p>That greater use of environmental enforcement powers is implemented by both Bolsover CAN Rangers and the wider team of Environmental Health Officers, to ensure full use of the Authority's</p>	<p>To ensure effective use of training and staffing resources, to deliver environmental improvements</p>	<p>March 2019.</p>	<p>Joint Head of Housing & Community Safety.</p>	<p>Staff time.</p>	<p>Agreed. A review of legislative powers has been completed, resulting in additional provisions to be utilised by the Environmental Enforcement Team. However, appropriate powers are being utilised by the wider teams.</p>	<p>Agreed.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	enforcement capacity.					The delegated powers of officers are kept under constant review (2-3 times per year) and updated on a regular basis, especially in response to changes in law, case law and changes to the structure. This will continue.	
HSCGC17/18 1.4 Ref. pp24-25	That Executive/ Strategic Alliance Management Team consider the current staffing resource and training within the legal team to ensure existing expertise is maintained, thereby enabling the Authority to have sufficient capacity to move forward with its approach to enforcement.	Sufficient legal staffing resource in place to deliver required enforcement activity.	January 2019	Joint Head of Corporate Governance & Monitoring Officer	Existing staffing budget, with review if required.	Legal – Legal currently has a temporary lawyer in post, who has considerable expertise as a former Crown Prosecution Service lawyer which they are passing on. They are also an experienced trainer, which we are making use of. Legal (and Environmental Health) wish to keep and exploit this expertise. It is also the situation that the	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						<p>number of cases the Contentious Team is dealing with has increased substantially and the additional resource is needed. To make this happen, a report has to be agreed with the Head of Paid Service and sent to Executive to authorise the additional spending. A recruitment exercise may be needed.</p> <p>EH – We strongly support this recommendation and already feel the benefits of training that staff have been given recently. Due to current resourcing we can now progress cases quickly.</p>	
HSCGC17/1 8 1.5	That a full assessment is carried out to	Effective dog control enforcement in	June 2019.	Team Manager (Solicitor) Contentious.	Staff time.	Legal – A small working group will be established by	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
Ref. pp24-25	establish if there is sufficient evidence to establish a Bolsover District-wide Public Space Protection Order (PSPO) for dog fouling and dog control.	place District-wide.				<p>legal and environmental health to collate and review this matter to see if there is sufficient evidence in support of a Public Space Protection Order for dog fouling and dog control. We can only seek to use a Public Space Protection Order where the evidential test is met.</p> <p>EH – As a joint service any assessment and subsequent new Order agreed, would need to be replicated across both Districts.</p>	
HSCGC17/18 1.6 Ref. p29-31	That Indicators SS 03 and SS 04 are kept under review to ensure that performance levels	Improved delivery against service performance targets for street cleanliness.	June 2019.	Joint Head of Streetscene.	Existing staffing/ service resources. Should the service deem additional	Streetscene undertake regular performance monitoring of SS03 and SS04 by way of Local Environmental	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	improve over the next 12 months.				resource is required a further report should be brought to Executive.	<p>Quality Survey of England (LEQSE) carried out monthly and reported quarterly to ensure pre-determined targets are met and actions put in place to address low performance. This is reported at quarterly Directorate Performance Meetings.</p> <p>Arising from housing growth pressures on operational resource, Streetscene have recently increased frontline Street Cleansing resource levels by 2FTE (approx.) equating to 3,800 (approx.) hours of staff time on the ground in order to maintain cleansing performance/standards.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
HSCGC17/18 1.7 Ref. p29-31	That the commentary for cleanliness indicators (both Corporate Plan and service level) in PERFORM includes details of areas surveyed and a clear list of areas not achieving Grade B, including planned intervention.	Greater clarity for Members as to areas surveyed, hot spots identified and intervention planned.	October 2018 onwards.	Joint Head of Streetscene.	Staff time.	LEQSE surveys (streets) change annually and represent a proportionate sample of the district. The quarterly inspection\survey file may be provided to illustrate how overall % site cleanliness is assessed; however, Members should be aware that cleanliness ratings A, B, C & D may be affected by environmental (i.e. wind\rain) conditions and timings between cleansing frequency occurrences and inspections taking place.	Agreed.
HSCGC17/18 1.8 Ref. pp29-31; pp40-41; pp41-44;	That a programme of regular publicity is in place on how to contact the Council and log incidents in relation to street	Improved local awareness of both how to contact the Authority and increased knowledge of	Programme in place by December 2018.	Joint Head of Streetscene/ Environmental Health Manager/ Communications , Marketing and	Staff time; printing internal/ external literature; distribution costs; website/	EH – Existing programme in place will now include ‘How to contact the Council’ and reporting of incidents.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
pp44-45; pp46-49	cleanliness and fly-tipping, using a range of communication channels including InTouch and social media.	action taken by the Authority.		Design Manager.	social media coverage	<p>Streetscene – Streetscene currently place articles in ‘InTouch’ and utilise the Council’s website and social media streams to relay educational messages to residents. These may also be influenced by national campaigns (i.e. Keep Britain Tidy Group) and/or working with other partners (i.e. Environmental Health/County Council) or attending events (i.e. Bolsover Food Fayre).</p> <p>Comms – Regular updates/information is required for any publicity to be undertaken. This could be included in InTouch, District/Parish</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Gazettes, website, Twitter and specific marketing campaigns in target areas.	
<p>HSCGC17/18 1.9</p> <p>Ref. pp32-33; pp40-41; pp41-44; pp44-45; pp46-49</p>	<p>That a standard process is adopted to ensure maximum publicity of environmental enforcement activity taking place across the District.</p>	<p>Regular and consistent publicity of our enforcement activity across all service areas covered via the Corporate Enforcement Group.</p>	<p>Process agreed by December 2018.</p>	<p>Solicitor (Corporate Enforcement Group Lead)/ Communications , Marketing and Design Manager.</p>	<p>Staff time; printing internal/ external literature; distribution costs; website/ social media coverage.</p>	<p>EH – Process now established.</p> <p>Legal – Now that the Environmental Enforcement team is fully staffed, more robust processes are in place with the Communications team to identify the most appropriate methods of publicity for the action that has been taken. Comments from the Portfolio Holder and Legal are incorporated in to the publicity.</p> <p>Enforcing departments (most notably Housing/ Community Safety) have different requirements, so a</p>	<p>Agreed.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						<p>standard procedure isn't necessarily appropriate across all service areas.</p> <p>Comms – Regular updates/information is required for any publicity to be undertaken. This could be included in InTouch, District/Parish Gazettes, website, Twitter and specific marketing campaigns in target areas.</p>	
<p>HSCGC17/1 8 1.10 Ref. pp32-33</p>	<p>That the regular use of CCTV (mobile where available) is continued and measures are taken to ensure staff absence does not impact the ongoing use of the equipment, which is vital for enforcement.</p>	<p>Maximum use of all resources available to ensure effective enforcement levels, regardless of staffing resource.</p> <p>A clear monitoring report which evidences</p>	<p>Continued regular use from July 2018 onwards.</p> <p>Monitoring report of usage by September 2019.</p>	<p>Environmental Health Manager.</p>	<p>Staff time; Existing camera resources.</p>	<p>EH – Agreed. We acknowledge that use of the system has been impacted by staff absence previously. Use of CCTV is a proactive enforcement measure which is overseen by the Information Commissioner to protect human rights and ensure data</p>	<p>Agreed.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
		usage of camera equipment to demonstrate both value for money and if required the need for additional resource.				<p>protection. Only specific EH staff have been trained in privacy impact assessments and are experienced in the deployment of CCTV in order to minimise risks to the Council.</p> <p>Housing & Community Safety Service are also in the process of procuring Body Worn Video. There will be 10 cameras available for use across EH teams when out on patch. A number are also being purchased for Officers in Housing and Community Safety. A Privacy Impact Assessment is complete and roll-out of the equipment is imminent.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Streetscene – Streetscene Team support enforcement arrangements by deployment of mobile CCTV equipment to aid detection of fly-tipping and wider environmental despoilment.	
HSCGC17/18 1.11 Ref. pp34-35; pp44-45	That a formal programme of educational initiatives is maintained as a combined approach by Streetscene and Environmental Enforcement, with greater consideration given to coverage across the whole of Bolsover District. The programme should be adapted to be age specific to suit the school/group as	Improved local knowledge and greater awareness of environmental responsibility. Inclusion in Corporate/ Service Plans beyond March 2019. Programme is enhanced further to cover whole District, with increased number of events/initiatives .	April 2019.	Joint Streetscene & Waste Services Manager/ Environmental Health Manager.	Staff time; printing external literature and distribution costs where required; website/social media coverage.	EH – This is ongoing as part of mainstream delivery. The development of this proactive measure will be considered at the Environmental Enforcement Cleansing and Education group and via engagement with the Youth Council. Specific work is underway looking at environmental education in secondary schools to ensure the programme content is appropriate.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	required and cover primary/secondary and community events.					<p>Streetscene Team have established schools education arrangements with an environmental despoilment and waste recycling focus. This is jointly delivered with Environmental Health and is open to Primary and Secondary schools and is subject to them requesting the programme within their curriculum activity.</p> <p>Streetscene\ Environmental Health attend\participate in community events to deliver these programs (i.e. Bolsover Food Fayre).</p> <p>Public events are chosen based on the size of the event and</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						potential footfall/audience. Streetscene approach all schools but take up by the schools is voluntary. The response from those who have taken up the programme is very positive, with a number of requests for return visits by staff.	
HSCGC17/18 1.12 Ref. pp35-39	That additional staff training take place to ensure there is adequate staffing resource with the ability to support access to the DVLA system and create resilience within the team.	Improved service resilience and effective delivery of service whilst operating 'mobile' across the Districts.	December 2019.	Environmental Health Manager.	Existing staff training budgets; staff time.	We appreciate that this was an issue raised during the course of the review. This is in progress. Another user has now been trained to ensure flexibility, with a further additional Officer in the team identified to receive the training. The abandoned vehicle process is under review with input from Internal	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Audit. This should ensure that the correct checks and balances are in place for access to the DVLA system so as to meet compliance with the DVLA Guidance.	
HSCGC17/18 1.13 Ref. pp41-42	That subsequent to the benchmarking exercise undertaken by Members (Appendix 3), further analysis is completed by the Head of Housing and Community Safety in to staffing levels of the Environmental Enforcement Team to assess if resources adequately meet service demand, with a report back to Committee on the findings.	Adequate staffing resource is available to manage the level of service demand.	September 2019.	Joint Head of Housing & Community Safety.	Staff time; any additional staffing resource identified would require a further report to Executive.	It is my intention to carry out a wider review of Environmental Health staffing not restricted to the one team.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
HSCGC17/1 8 1.14 Ref. pp41-42	That the 'Report It' system on the website is fully reviewed, with 'user' testing, alongside the wider recommendation to improve publicity on communication channels and how to report incidents.	An improved, simple, user-friendly online system to aid prompt reporting of service requests/ incidents to the Authority.	December 2018.	Environmental Health Manager/ Customer Service Manager.	Staff time; Customer/ Member input for testing of system.	EH – This is in progress. Comms – The corporate website is due to be completely revamped during the latter stages of 2018 to make it more user and mobile friendly. Customer Services – Passed to Team Innovate to review script and set up a user testing meeting with an Elected Member, Customer Service Manager, Team Innovate, Customer Information System (CIS) developer and Environmental Enforcement Team Leader.	Agreed.
HSCGC17/1 8 1.15 Ref. pp37-39	That all Environmental Enforcement Technical Officers (EETOs) have	Better communications provision for mobile staff, with particular	March 2019.	Joint Head of Housing & Community Safety/	IT/service budgets for equipment i.e. mobile phones/iPads/	Complete. While we are aware of issues raised during the course of the review, all EETOs and Dog	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	access to mobile technology to ensure they can work off site/make calls etc. while travelling around both Districts.	emphasis on hands-free equipment.		Environmental Health Manager.	mobile equipment.	Wardens have mobile smart phones and laptops to enable new work to be allocated whilst out on the District.	
HSCGC17/18 1.16 Ref. pp37-39	That as per the staffing provision prior to merger via the Strategic Alliance, each District should have a designated Dog Warden and Environmental Enforcement Technical Officer (EETO), to reduce time spent travelling across both Districts. These designated staff should rotate on a bi-monthly basis to maintain local knowledge of both Districts.	Greater consistency in staff cover within the District. Improved resilience in Team when covering both Districts due to rotation of staff.	November 2018.	Joint Head of Housing & Community Safety/ Environmental Health Manager.	Staff time.	HoS – As per 1.13 a wider review of staff is planned. EH – This is already in place. The design of the joint service means that staff operate across designated patch areas already. Patches are designed based on service demand and ensuring maximum efficiency. A bi-monthly rotation would not be practical. Technical Support also assign work based on officer presence in the area at the time. There is also cover for staff	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						leave. The current approach used leads to flexibility and resilience in the team.	
HSCGC17/18 1.17 Ref. pp46-49	That a combination of regular Member Briefings (District and Parish) and additional detail within quarterly performance reports is provided, outlining the level of enforcement taking place.	Improved understanding of Council activity, current trends and how Members can engage with officers where issues arise within their Wards. A programme of briefings in place either weekly or monthly to clarify activity taking place/enforcement in progress.	September 2018.	Environmental Health Manager.	Staff time; potential contribution from Communications Team and option of Member Development Sessions.	EH – Our intention is to work with the Communications team to develop further detailed quarterly updates. We will consider this at Environmental Enforcement, Cleansing and Education Group. Comms – We are producing more publications now and detail such as this can be included in the District/Parish Gazettes, InTouch and website.	Agreed.
HSCGC17/18 1.18 Ref. pp46-49	That the trial Members' Surgery meetings be evaluated for usage/effectiveness and made	Improved/additional options for Member/Officer dialogue to identify Ward	September 2018.	Environmental Health Manager.	Staff time.	Agreed, this can be delivered with a report back on the outcome.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	permanent if demand is proven.	issues and 'hot spots'.					
HSCGC17/18 1.19	That Executive receive an update on progress following the initial six-month monitoring report.	That Executive remain informed as to the progress in implementing the Review's recommendation	May 2019	Scrutiny & Elections Officer	Officer time	An update will be produced as requested.	Agreed.

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District					
Timescale of Review:	July 2018		Post-Monitoring Period:	12 months commencing October 2018. Interim report due April 2019.		
Date agreed by Scrutiny:	July 2018		Date agreed by Executive:	September 2018		
Total No. of Recommendations and Sub Recommendations	Achieved	9	On track	5	Extended	1
	Achieved (Behind target)	4	Overdue	0	Alert	0

Key Achievements:

- Adoption of Corporate Enforcement Policy
- Process in place to ensure Scrutiny consulted for all future enforcement policies, prior to adoption.
- Increased use of enforcement patrols and introduction of Body Worn Cameras.
- Staffing resource in Legal services expanded with agreement for a permanent addition of 0.60fte.
- Assessment of potential District-wide PSPO progressing.
- Performance against SS 03 and SS 04 on track to hit target at Q4.
- Additional commentary now received as part of Quarterly Performance Reports, on areas not achieving the required cleanliness standard.
- All FPNs and enforcement patrols now posted on social media. A quarterly Infograph is put on the website. Regular Enforcement/Streetscene Articles in In Touch,
- Process adopted by Environmental Health for publicity of enforcement activity has now been embedded as the standard template used by all services within Corporate Enforcement Group.

- Environmental Health are now using body worn cameras during enforcement incidents. Deployment of CCTV at fly tipping hot spots is continuing. Use of CCTV is monitored by Environmental Enforcement, Cleansing and Education Group.
- Corporate Plan target for education initiatives (H 12) has been achieved at end of Q3. Officers have jointly delivered school education programmes to 137 classes of 4,100 (approx.) children. Officers now working with the Youth Council to progress a programme for secondary age pupils.
- Three Officers are now trained to use the DVLA system. An audit by the DVLA revealed a high level of compliance (Dec 2018). The internal review of abandoned vehicles is continuing with input from internal audit.
- A review of pressures and service demands on the whole EH service is underway.
- Team innovate have carried out some updates to the 'Online' reporting script. User testing has taken place.
- All EETOs and Dog Wardens have mobile smart phones and laptops to enable new work to be allocated whilst out on the District.
- All EH staff continue to be allocated workloads, to meet the flexible needs of the service. Patches are designed based on service demand and ensuring maximum efficiency.
- Quarterly Infograph on enforcement. Service-wide report on enforcement activity issued Oct 2018. Monthly briefings with Portfolio member. Updates to Parishes on FPNs issued. Various In Touch articles published.
- The Members' Surgery has been in operation for 36 weeks from 23/05/18 until 06/02/19. Continuing to operate Surgery and assessing options for a permanent location, if to be mainstreamed.

Reasons for non-implementation of Recommendations:

All recommendations either on track or completed. No evidence of non-implementation. Further update expected at the end of the twelve month monitoring period.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
HSCGC17/18 1.1 Ref. pp24-25	That the emerging Corporate Enforcement Policy is presented to Committee as part of the 2018/19 Work Programme, for approval and referral to Strategic Alliance Joint Committee (if required) and Executive for full adoption.	Team Manager (Solicitor) Contentious.	September 2018.	November 2018		Staff time.	The Corporate Enforcement Policy went to Scrutiny Committee in September 2018, subsequently to Strategic Alliance Joint Committee and was adopted by the Executive on 5th Nov 2018. This is published on both websites.
HSCGC17/18 1.2 Ref. pp24-25	That all subsequent departmental enforcement policies, as and when reviewed, are brought to the relevant Scrutiny Committee.	Team Manager (Solicitor) Contentious.	January 2019.	November 2018		Staff time.	All new enforcement polices to come to Committee - Revised ASB Policy has been presented to Scrutiny and is due to go to Executive. Nothing further identified since Licensing Act and Gambling Act policies, which are already progressing though Licensing Committee. All future policy revisions will be brought to Scrutiny as

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							part of the approval process.
HSCGC17/18 1.3 Ref. pp32-33	That greater use of environmental enforcement powers is implemented by both Bolsover CAN Rangers and the wider team of Environmental Health Officers, to ensure full use of the Authority's enforcement capacity.	Joint Head of Housing & Community Safety.	March 2019	February 2019		Staff time.	Update Feb 2019 – Environmental Health have introduced weekly litter and dog fouling enforcement patrols and issued a number of FPNs (inc. CAN Rangers) new microchipping powers are being used, fines for abandoned vehicles are being issued, new litter and duty of care for householders powers are being used. Body worn video cameras are in use during enforcement incidents. A number of prosecutions are in progress.
HSCGC17/18 1.4 Ref. pp24-25	That Executive/Strategic Alliance Management Team consider the current staffing resource and training within the legal team to	Joint Head of Corporate Governance & Monitoring Officer	January 2019	February 2019		Existing staffing budget, with review if required.	Following approval of the recommendation by Executive, a report was submitted to February 2019 Executive in relation to the staffing in Legal Services. Executive agreed to

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	ensure existing expertise is maintained, thereby enabling the Authority to have sufficient capacity to move forward with its approach to enforcement.						establish the new permanent position of 0.6 FTE on the establishment from 2019/20 onwards.
HSCGC17/18 1.5 Ref. pp24-25	That a full assessment is carried out to establish if there is sufficient evidence to establish a Bolsover District-wide Public Space Protection Order (PSPO) for dog fouling and dog control.	Team Manager (Solicitor) Contentious.	June 2019.			Staff time.	In relation to further PSPO development, legal officers have received some data from Environmental Health and we have an initial legal meeting to discuss the project on 6.2.19. EH Feb 2019 – Details of dog related complaints received by environmental health and also street scene data on cleansing requests have been collated for consideration.
HSCGC17/18 1.6	That Indicators SS 03 and SS 04 are kept under review	Joint Head of Streetscene.	June 2019.			Existing staffing/service resources.	Streetscene undertake regular performance monitoring of SS03 and

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
Ref. p29-31	to ensure that performance levels improve over the next 12 months.					Should the service deem additional resource is required a further report should be brought to Executive.	<p>SS04 by way of Local Environmental Quality Survey of England (LEQSE) carried out monthly and reported quarterly to ensure pre-determined targets are met and actions put in place to address low performance. This is reported at quarterly Directorate Performance Meetings. Performance at Q3 2018/19 shows an improvement on 2017/18 figures – awaiting year-end outturn.</p> <p>Review of Street Cleansing staffing arrangements was completed at 31.12.18; arising from which, two prior seasonal (30wk) positions have been established on at fulltime (52wk) basis and District Litter Pickers engaged on 30hour working</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							arrangements have been predominantly extended to 37hours arrangements.
HSCGC17/18 1.7 Ref. p29-31	That the commentary for cleanliness indicators (both Corporate Plan and service level) in PERFORM includes details of areas surveyed and a clear list of areas not achieving Grade B, including planned intervention.	Joint Head of Streetscene.	October 2018 onwards.	July 2018.		Staff time.	The Streetscene and Waste Services Manager now provides details of relevant land (i.e. streets) which fail to meet Category B (Code of Practice for Litter & Refuse) to compliment Litter, Detritus, Weeds and Dog Fouling cleanliness performance information as reported to Quarterly Performance Review meetings. This is then circulated to Scrutiny as part of quarterly performance reporting.
HSCGC17/18 1.8 Ref. pp29-31; pp40-41; pp41-44;	That a programme of regular publicity is in place on how to contact the Council and log incidents in relation to street cleanliness	Joint Head of Streetscene/ Environmental Health Manager/ Communications, Marketing and Design Manager.	Programme in place by December 2018.	December 2018.		Staff time; printing internal/external literature; distribution costs;	Streetscene Update (18.1.19) Streetscene continue to place articles in 'InTouch' and utilise the Council's website and

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
pp44-45; pp46-49	and fly-tipping, using a range of communication channels including InTouch and social media.					website/social media coverage	<p>social media streams to relay educational messages to residents; in particular, during the autumn and spring periods to coincide with green bin collection arrangements.</p> <p>They also participate in national campaigns (i.e. Keep Britain Tidy Group Spring Clean March 2019) and continue to support Environmental Health in the deployment of mobile CCTV in detection of fly-tippers and provide evidence to Environmental Health which frontline staff obtain from collection of fly-tips.</p> <p>During July and August 2018, they attended Bolsover Food Fayre and Ashover Show events at which environmental despoilment and waste</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							<p>recycling education was undertaken. Streetscene are also anticipate service the two event in 2019.</p> <p>EH Update Feb 2019 – All FPNs and enforcement patrols now posted on social media. A quarterly Infograph is put on the website. Regular Enforcement Article in In Touch, Attendance at Youth Council Jan 2019, and weekly patrols reported to Parish Councils. Chewing Gum campaign</p> <p>Communications Update Feb 19 – Regular contact with the Enforcement Team as part of coverage in In Touch and publicity of enforcement activity/prosecutions. As part of the roll-out of BDC TV, there will be</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							specific coverage of the work of the Environmental Health Service.
HSCGC17/18 1.9 Ref. pp32-33; pp40-41; pp41-44; pp44-45; pp46-49	That a standard process is adopted to ensure maximum publicity of environmental enforcement activity taking place across the District.	Solicitor (Corporate Enforcement Group Lead)/ Communications, Marketing and Design Manager.	Process agreed by December 2018.	November 2018		Staff time; printing internal/external literature; distribution costs; website/social media coverage.	Process adopted by Environmental Health for publicity of enforcement activity has now been embedded as the standard template used by all services within Corporate Enforcement Group.
HSCGC17/18 1.10 Ref. pp32-33	That the regular use of CCTV (mobile where available) is continued and measures are taken to ensure staff absence does not impact the ongoing use of the equipment, which is vital for enforcement.	Environmental Health Manager.	Continued regular use from July 2018 onwards. Monitoring report of usage by September 2019.			Staff time; Existing camera resources.	Feb 2019 – Environmental Health are now using body worn video cameras during enforcement incidents. Also deployment of CCTV at fly tipping hot spots is continuing. Use of CCTV is monitored by Environmental Enforcement, Cleansing and Education Group.
HSCGC17/18 1.11	That a formal programme of educational	Joint Streetscene & Waste Services	April 2019.	January 2019.		Staff time; printing external literature and	Streetscene and Environmental Health staff throughout 2018

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
Ref. pp34-35; pp44-45	<p>initiatives is maintained as a combined approach by Streetscene and Environmental Enforcement, with greater consideration given to coverage across the whole of Bolsover District.</p> <p>The programme should be adapted to be age specific to suit the school/group as required and cover primary/secondary and community events.</p>	Manager/ Environmental Health Manager.				distribution costs where required; website/social media coverage.	<p>have undertaken educational and promotional events to raise awareness to community groups, local shows (i.e. Bolsover Food Festival and Ashover Show) and in schools, delivering environmental educational messages to primary; in particular, school children, which greatly aids developing their acceptability awareness to recycling and littering.</p> <p>In respect to Schools education arrangements, educational tools (packs) have been developed for Recycling and Litter (Environmental Despoilment) and to date, Officers have jointly delivered school education programmes</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							<p>to 137 classes of 4,100 (approx.) children.</p> <p>EH Feb 2019 – Environmental Health have attended the Youth Council in Jan 2019 to take this forward. The Corporate Plan target of 10 initiatives per annum has been achieved at third quarter which included educational events in the community and PDSA visits.</p>
<p>HSCGC17/18 1.12 Ref. pp35-39</p>	<p>That additional staff training take place to ensure there is adequate staffing resource with the ability to support access to the DVLA system and create resilience within the team.</p>	<p>Environmental Health Manager.</p>	<p>December 2019.</p>	<p>December 2018.</p>		<p>Existing staff training budgets; staff time.</p>	<p>Feb 2019 – Three Officers are now trained to use the DVLA system. An audit by the DVLA revealed a high level of compliance across both authorities within the Alliance (Dec 2018). This validates that the correct checks and balances are in place in our use of the system. The internal review of abandoned vehicle</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							processes is continuing with input from internal audit.
HSCGC17/18 1.13 Ref. pp41-42	That subsequent to the benchmarking exercise undertaken by Members (Appendix 3), further analysis is completed by the Head of Housing and Community Safety in to staffing levels of the Environmental Enforcement Team to assess if resources adequately meet service demand, with a report back to Committee on the findings.	Joint Head of Housing & Community Safety.	September 2019.			Staff time; any additional staffing resource identified would require a further report to Executive.	Feb 2019 – A review of pressures and service demands on the whole EH service is underway.
HSCGC17/18 1.14 Ref. pp41-42	That the 'Report It' system on the website is fully reviewed, with 'user' testing, alongside the wider recommendation to	Environmental Health Manager/ Customer Service Manager.	December 2018.			Staff time; Customer/ Member input for testing of system.	23/11/18 – User Testing carried out with Cllr Clifton, Cllr Moesby, Cllr Peake & EH officer Tommy Rush. Additional meeting/user group

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	improve publicity on communication channels and how to report incidents.						<p>testing to be held once updates from ICT have been carried out. To look at delivering a presentation to all members in conjunction with the re launch of the Online Services page of the BDC public website. Including how to access etc.</p> <p>Contact Centre – Team innovate have carried out some updates to the 'Online' reporting script. Meeting to be arranged with EH / CIS developer to discuss and carry out user testing.</p> <p>Feb 2019 – User testing has been completed by EH.</p> <p>Expected re-launch April 2019. Final amends taking place by IT and Communications to website homepage</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							and individual report forms.
HSCGC17/18 1.15 Ref. pp37-39	That all Environmental Enforcement Technical Officers (EETOs) have access to mobile technology to ensure they can work off site/make calls etc. while travelling around both Districts.	Joint Head of Housing & Community Safety/ Environmental Health Manager.	March 2019.	October 2018.		IT/service budgets for equipment i.e. mobile phones/iPads/ mobile equipment.	Feb 2019 – Complete. While we are aware of issues raised during the course of the review, all EETOs and Dog Wardens have mobile smart phones and laptops to enable new work to be allocated whilst out on the District.
HSCGC17/18 1.16 Ref. pp37-39	That as per the staffing provision prior to merger via the Strategic Alliance, each District should have a designated Dog Warden and Environmental Enforcement Technical Officer (EETO), to reduce time spent travelling across both Districts. These designated staff should rotate	Joint Head of Housing & Community Safety/ Environmental Health Manager.	November 2018.	July 2018		Staff time.	Feb 2019 – Complete staff allocated to meet flexible needs of service. The design of the joint service means that staff operate across designated patch areas already. Patches are designed based on service demand and ensuring maximum efficiency. A bi-monthly rotation would not be practical. Technical Support also assign

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	on a bi-monthly basis to maintain local knowledge of both Districts.						work based on officer presence in the area at the time. There is also cover for staff leave. The current approach used leads to flexibility and resilience in the team.
HSCGC17/18 1.17 Ref. pp46-49	That a combination of regular Member Briefings (District and Parish) and additional detail within quarterly performance reports is provided, outlining the level of enforcement taking place.	Environmental Health Manager.	September 2018.	October 2018.		Staff time; potential contribution from Communications Team and option of Member Development Sessions.	Oct 18 EH – An Enforcement article for In Touch has been provided. Further detail on enforcement has been provided in PERFORM e.g. FPNs issued at weekly patrols. A regular Member briefing on EH enforcement will commence in Oct 2018. Feb 2019 – Quarterly Infograph on enforcement. Service-wide report on enforcement activity issued Oct 2018. Monthly briefings with Portfolio member. Updates to Parishes on FPNs issued. In Touch articles.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
HSCGC17/18 1.18 Ref. pp46-49	That the trial Members' Surgery meetings be evaluated for usage/effectiveness and made permanent if demand is proven.	Environmental Health Manager.	September 2018.	February 2019.		Staff time.	Feb 2019 – The Surgery has been in operation for 36 weeks from 23/05/18 until 06/02/19. For 21 of the 36 weeks there has not been any contact from Members. Of the 15 weeks where contact was received there were a total of 19 enquiries. Should this arrangement be made permanent, the workstation in this room is unsuitable and will require upgrade or alternatively the Members Surgery could be operated from the “hot desks” on the 1 st Floor of The Arc.
HSCGC17/18 1.19	That Executive receive an update on progress following the initial six-month monitoring report.	Scrutiny & Elections Officer	May 2019			Officer time	This will be delivered to Executive in April 2019.

Bolsover District Council

Executive

1st April 2019

Anti-Social Behaviour Policy

Report of the Portfolio Holder - Housing and Community Safety

This report is public

Purpose of the Report

- To inform Executive of a recent review of the Council's Anti-Social Behaviour Policy and request approval for the adoption of the revised Policy.

1. Report Details

- 1.1. The Anti-Social Behaviour, Crime and Policing Act 2014 requires the Council to have an ASB policy and to review it regularly to ensure that it remains updated and fit for purpose.
- 1.2. The Council has been using the tools and powers for tackling ASB very successfully. This has included using Community Safety Warnings and Notices to tackle lower level ASB as well as the more substantial and effective mechanism of being able to use closure powers to close a premises to a tenant and all visitors where serious nuisance is taking place. The Council has also successfully obtained ASB Injunctions and Criminal Behaviour Orders against individuals.
- 1.3. The Council's existing Anti-Social Behaviour Policy was last reviewed in 2013, however the Anti-Social Behaviour, Crime and Policing Act 2014, introduced a simplification of the existing legal powers. The updated policy takes into account these legislative changes to reflect the new tools and powers open to the Council when tackling ASB, as well as experience and knowledge from both within the Council, from outside the council, and acknowledged good practice.
- 1.4. The policy is intended to provide clarity of the Council's role, responsibilities and approach in addressing ASB. It confirms the Council's purpose and operating principles, how we work with partners and what the communities within the District can expect.
- 1.5. The core message still remains and is aligned with Home Office guidance that accompanies the legislation; namely that we will focus our attention on the impact that ASB has on victims and communities. The policy continues to recognise the need to work in partnership with a range of agencies, both statutory and voluntary. It also recognises the role that the Bolsover Community Safety Partnership plays in helping to address ASB across the district.

- 1.6. The Policy sets out to define ASB, whilst recognising that it is defined against the backdrop that an individual's perception is the crucial factor in determining whether or not a person feels alarmed, harassed or distressed. The policy goes on to explain how the Council responds to reports of ASB, explains the investigation process as well as some a list and description of the various enforcement options available.
- 1.7. Vulnerability and safeguarding are also addressed within the policy and it recognises the disproportionate impact that ASB can have on vulnerable people and the need to make safeguarding referrals in appropriate cases. The Council's safeguarding responsibilities are often intertwined with cases of ASB.

2 Conclusions and Reasons for Recommendation

- 2.1 The changes introduced as a result of the review bring the policy up to date with legislation and best practice. It ensures legal compliance with the need to have an up to date and robust Anti-Social Behaviour Policy and also ensures that the Council is able to resist and respond to challenges in the courts.

3 Consultation and Equality Impact

- 3.1 The updated Anti-Social Behaviour Policy has been developed with a number of officers in different department including Housing & Community Safety and Legal Services.
- 3.2 The Policy has been considered by Healthy, Safe Clean and Green Scrutiny Committee at Bolsover District Council.
- 3.3 An Equality Impact Assessment has been completed in consultation with the Improvement Teams at both Councils, which concluded that there were no adverse impacts arising from this policy.

4 Alternative Options and Reasons for Rejection

- 4.1 An alternative option is to do nothing and retain the previously published Anti-Social Behaviour Policy. This is not considered appropriate and would leave the Council open to challenge.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 There are no financial implications associated with the recommendation.

5.2 Legal Implications including Data Protection

- 5.2.1 There is a legal requirement for all local housing authorities publish a statement of their policies and procedures in relation to anti-social behaviour. This needs to be reviewed and updated regularly to ensure that this remains fit for purpose.

5.3 Human Resources Implications

5.3.1 There are no human resource implications associated with the recommendation.

6 Recommendations

6.1 That the Executive approves and adopts the updated Anti-Social Behaviour Policy.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All indirectly
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title	
1	Anti-Social Behaviour Policy	
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)		
Equality Impact Assessment		
Report Author		Contact Number
Victoria Dawson Solicitor (Contentious Team Manager)		01246 242231



Anti-Social Behaviour Policy

April 2019



We speak your language

Polish

Mówimy Twoim językiem

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

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please call us on **01246 242424**

CONTROL SHEET FOR ANTI-SOCIAL BEHAVIOUR POLICY

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Anti-Social Behaviour Policy
Current status – i.e. first draft, version 2 or final version	Final Version
Policy author (post title only)	Housing Enforcement Manager
Location of policy (whilst in development) – i.e. L-drive, shared drive	S drive
Relevant Cabinet Member (if applicable)	Portfolio Holder for Housing and Community Safety
Equality Impact Assessment approval date	26/09/2018
Partnership involvement (if applicable)	Community Safety Partnership Environmental Health Legal
Final policy approval route i.e. Executive/ Council	Executive
Date policy approved	
Date policy due for review (maximum three years)	3
Date policy forwarded to Improvement (to include on Intranet and Internet if applicable to the public)	

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Introduction

Bolsover District, is in the heart of the Country being a wonderful place to live, in either villages or towns, set in a predominantly rural location.

The Council aims to deliver services to enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District. The Council has set four priorities to achieve this aim:

- Unlocking growth potential
- Providing our customers with excellent service
- Supporting communities to be healthier, safer, cleaner and greener
- Transforming our organisation

The Council will meet the relevant priorities by working with partner agencies to support victims and tackle offenders as appropriate, tailoring services to individual needs and with an emphasis on preventing problems of Anti-Social Behaviour (ASB) and crime and disorder from occurring and reoccurring.

Scope and Aim

This policy is intended to provide clarity of the Council's role, responsibilities and approach in addressing ASB. It confirms the Council's purpose and operating principles, how we work with partners and what the Bolsover community can expect from us.

As a landlord, the Council also has a duty to respond to ASB relating to tenants and any ASB affecting the properties they manage. The landlord duties and powers are different from, and usually act in addition to, the duties and powers available to deal with ASB affecting the wider community. The Anti-Social Behaviour, Crime and Policing Act 2014 brought these two aspects closer together. The Anti-Social Behaviour Act 2014 also introduced the concept of Community Trigger, which enables victims to require agencies to carry out a review of their response to the ASB they reported where they feel they did not get a satisfactory response. You can find out more information about this using this link <http://www.bolsover.gov.uk/index.php/29-resident/community-safety-emergencies/103-resident-community-trigger>

This document will also identify where enforcement powers apply both to Council tenancies and the wider community and how the Council will respond. This policy also ensures that the victim is at the heart of the approach in tackling ASB. To achieve this Bolsover District Council is involved in the Anti-Social Behaviour Victims First Project.

The purpose of this project is to build on our strong partnership working to:-

- Ensure the victim is at the heart of our approach to tackling ASB
- Provide a consistent multi agency approach to the identification of vulnerable and repeat ASB victims
- Improve the service for anti-social victims, especially the most vulnerable
- Improve ASB case management for victims and offenders through ICT

This policy also has regard to the Council's Corporate Enforcement Policy found at <http://www.bolsover.gov.uk/index.php/business/corporate-enforcement-policy>

Principles

Bolsover District Council is committed to tackling Anti-Social Behaviour. This Policy will explain how the Council is working with its partners to achieve the Corporate Aims whilst delivering services to enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District which may be affected by ASB.

Bolsover District Council recognises individuals have the right to live the way they want to as long as it doesn't affect or impact on the quality of life of other people around them, being tolerant and respecting the needs and choices of other people.

The Council will:

- Encourage and help individuals to solve their differences wherever possible. This is often the easiest way to solving a problem, as often people do not realise they are causing a nuisance. We will get involved and work with people and other agencies to tackle ASB quickly and efficiently.
- Deal firmly but fairly with ASB, to discourage such behaviour and to encourage and support others to speak out about ASB.
- Where possible ensure that challenging families or individuals receive support to help them to modify their behaviour and then to take action against those families or individuals who continue to cause a nuisance.
- Commit to making sure our neighbourhoods are peaceful, safe and secure places to live. Recognising that ASB can have a severe effect and accept our responsibility to help tackle any problems in a timely manner.
- Take appropriate and prompt actions within our powers when dealing with any disruptive tenants and other people causing a nuisance or harassment in our neighbourhoods and homes.

Policy Statement

The Council will:

- Support residents to enjoy their home and communities
- Take all reasonable steps to ensure that all our tenants fully comply with their obligations under the terms and conditions of their tenancy
- Respect confidentiality
- Respond to customers, normally within 10 working days, in an effective, sensitive and consistent way
- Investigate complaints of ASB thoroughly and take timely, effective action if required
- Encourage customers to resolve their own issues where this is appropriate
- Update customers and work with other agencies to provide support if appropriate and/or necessary
- Not tolerate unlawful discrimination and/or harassment
- Deal with all complaints of harassment in a sensitive and professional manner, always taking a victim centred approach
- Ensure staff are appropriately trained to deal with ASB
- Work effectively with partners in dealing with and preventing ASB.

Roles within the Council

Various pieces of legislation provides Councils with a wide range of tools and powers to deal with ASB within our communities. This policy focuses on the Community Safety and landlord role which is explained below. Other teams within the Council can have a role in addressing ASB for example, Environmental Health, Street Scene and Planning but they have their own policy which explains how they deal with enforcement action. There will be times when a multi-agency/team approach is taken which is explained in part 11 below.

5.1 Bolsover Community Safety Partnership

Under the Crime and Disorder Act 1998, the Council has a duty to work with the Police and other agencies to reduce crime and disorder in the Bolsover District. In this role, the Council considers crime and disorder in all of its decision making across the Authority, plays a key part in dealing with ASB of all kinds and undertakes project and preventative work. The work undertaken by the partnership is to provide support to other agencies (including other teams within the Council) and to address ASB impacting the wider community. In addition, the enforcement powers generally used by the partnership are:

- Community Protection Notices and Warnings
- Enforcement of Public Space Protection Orders
- Criminal Behaviour Orders
- Injunctions (with or without Power of Arrest)

These powers are discussed in more detail later in this policy.

5.2 Housing management/landlord role

The Council owns and manages its housing stock consisting of 5105 properties as at September 2018. All tenants of Bolsover District Council have signed a tenancy agreement, which sets out the rights and responsibilities of the tenant(s) and the Council. The tenancy agreement is a legally binding contract between the Council and the tenant(s). The tenancy agreement states how tenants, those residing at the property, and their visitors, should behave whilst at the property and within the locality of the property. In addition to the enforcement powers set out above, the Council can take specific enforcement action against its tenants which affects the use of the property and the security of tenure. This means that the Council can apply for possession of the property, relying on certain grounds for possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).

When considering this action, the Council will take into account the tenant's personal circumstances and the proportionality of the action the Council is taking.

The Council will not always ask the court for an outright order for possession but may invite the court to allow tenants to remain, but on condition that certain terms are complied with, which will address the behaviour complained of. The Court can make an order for outright possession, meaning that the tenant and anyone living in the property would be evicted.

The Anti-Social Behaviour, Crime and Policing Act 2014 (the Act) amended the Housing Act 1985 and provides an "absolute" ground for possession which means that if ASB or evidence of certain crimes have already been proved by another court, usually the Magistrates Court, the County Court considering the possession application, must make an order for possession.

What is Anti-Social Behaviour?

There have been a number of definitions of what behaviour is anti-social by the courts. As the legislation has developed over the years, the Anti-Social Behaviour, Crime and Policing Act 2014 now defines anti-social behaviour as:

- *Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;*
- *Conduct capable of causing nuisance or annoyance to a person in relation to that persons occupation of residential premises, or*
- *Conduct capable of causing housing-related nuisance or annoyance to any person (referring to directly or indirectly housing management functions of a housing provider or local authority).*

This latest definition gives the Council a greater opportunity for applying appropriate ASB tools and powers to address certain behaviours, issues or occurrences of ASB within our District in respect of tenants and the wider community.

The term 'Anti-Social Behaviour' covers a wide range of unacceptable activity which can blight the lives of many people on a daily basis. ASB may or may not include or consist of criminal activity. The key factor in deciding whether particular behaviour is anti-social or not, will be the impact of that behaviour on others.

The Act refers to housing related nuisance or annoyance which can include interference with the day to day running and strategic management of properties (either by the Council or other housing providers) which could include:

- Maintenance and repairs
- Rent collection
- Estate management
- Other tenancy management

Matters that might 'indirectly' affect the housing management function may include environmental clearance and refuse collection and other services the Council provides that enables the efficient operation of the housing service.

Anti-Social Behaviour can also be caused by:

- A tenant of a private landlord
- An owner or person in control of a property
- An occupant of a privately owned property

Types of behaviours can include, but is not limited to, the following examples:

Anti-Social Behaviour which targets a particular individual or specific group, or is aimed at having an impact on a particular individual or incident rather than a community at large including:

- Verbal or written abuse
- Threats of violence
- Assault
- Damage to property
- Using or allowing premises to be used for illegal or immoral activity for example prostitution, handling/storing of stolen goods, handling/storing of drugs.
- Harassment – including hate related incidents or racial harassment
- Playing amplified sounds from televisions, radios or mobile phones for example

Nuisance Anti-Social Behaviour that causes trouble, annoyance, inconvenience, offence or suffering to people in the local community in general rather than targeted at an individual including:

- Playing amplified sounds
- Persistent, unnecessary or excessive noise
- Shouting or yelling
- Swearing

- Excessively loud and frequent parties
- Persistent alarms
- Persistent dog barking
- Using or handling weapons or bladed articles
- Domestic violence

Environmental Anti-Social Behaviour that are inconsiderate actions which impact upon the natural, built and social environment including:

- Littering
- Fly-tipping
- Graffiti
- Vehicles – burnt out/abandoned
- Dog fouling
- Flyposting
- Burning of controlled waste or nuisance burning
- Waste in gardens
- Vehicles – parking obstructions/noisy vehicles
- Invasion of privacy
- Property damage
- People congregating and causing nuisance or intimidation
- Problems surrounding alcohol and substance abuse/misuse
- Begging
- Street drinking public drunkenness

Anti-Social Behaviour affecting the tenancy:

- Failure by tenants to prevent children of visitors from behaving anti-socially
- Failure by tenants to adhere to all ASB related tenancy conditions
- Any act which directly or indirectly adversely affects the Council's housing management function as discussed above
- Misuse of communal area (including parking issues) and
- Use of motor vehicles in an Anti-Social manner by tenants or visitors

The impact of ASB can often leave victim's helpless, desperate and with a reduced quality of life in their homes and communities.

What may not be Anti-Social Behaviour?

The types of behaviour complained about may not always be clearly ASB and there are some types of circumstances that may not constitute ASB. For example, some behaviour that individuals perceive as being 'Anti-Social' are unavoidable and may be day to day activities or out of the control by the other person. The Council will consider how to effectively address these types of issues to try to secure a positive outcome, for all parties, even the perceived perpetrator of the behaviour.

The type of issues which **may** not constitute ASB includes:

- Living or domestic noises
- A baby crying,

- Ordinary conversation levels through walls,
- Noise from children playing in a garden
- Domestic activities such as vacuuming, toilet flushing or using a washing machine.
- Children playing in the street or communal area
- People gathering socially
- Parking
- DIY and car repairs
- Civil disputes between neighbours (e.g. shared driveways, boundaries)

The Council will consider the facts of the complaint, history and nature of the behaviour and will determine the action, if any, to be taken.

Racial Harassment and Hate Crime

Racial Harassment and Hate Crime includes not only physical attacks on persons and damage to property, but also verbal abuse, intimidation and any other form of behaviour which deprives people of the peaceful enjoyment of their homes and lives.

A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victims:

- Race, colour, ethnic origin, nationality or national origins
- Religion or belief
- Gender or gender identity
- Sexual orientation
- Disability
- Age

Hate crime can take many forms including:

- Physical attacks – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson
- Offensive and malicious communications which can include letters, emails, telephone calls, texts and posts on social media
- Threat of attack – groups hanging around to intimidate
- Unfounded malicious complaints, verbal abuse or insults, offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes, and bullying at school or in the workplace

The Council's definition of a hate crime is:

- Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate

The Council will not tolerate racial harassment or hate crime of any form and will work to address such issues by doing the following:

- Being proactive in preventing racial harassment and hate crime
- Recognising incidents of racial harassment and hate crime
- Responding to incidents of racial harassment and hate crime quickly and

- effectively
- Acting appropriately to support victims and witnesses
- Having clear procedural commitments to respond to incidents of racial harassment
- Ensuring a clear message is sent to perpetrators that racial harassment and hate crime will not be tolerated in any form
- Reporting and monitoring all racist and hate crime incidents

Please see link to Councils policy on Hate Crime:

http://intranet/intranet/index.php?option=com_remository&Itemid=573&func=startdown&id=1523

Domestic Abuse

Domestic abuse will not be tolerated. The Council will work with the Police, Domestic Violence Officer and the Independent Domestic Violence Advocate (IDVA) and other relevant agencies to take informal steps and use legal remedies to address such behaviour. The Council will also, where appropriate, use the Housing Act provisions to evict perpetrators of domestic abuse. Through such enforcement action the Council will:

- Ensure the victim is supported
- Refer to the Domestic Violence Officer
- Provide safe housing if necessary
- Re-house victims if appropriate
- Work together with other specialist agencies and victims to secure a positive outcome
- Provide home security and temporary CCTV cameras if appropriate

Where victims are also perpetrators of domestic violence and/or emotional abuse, the Council will consider taking enforcement action against all parties if the behaviour is impacting on the wider community but will balance the action taken against the impact of the behaviour on others. Support will still be offered.

Safeguarding

The Council is committed to safeguarding children and vulnerable adults. Safeguarding is 'everybody's business' and if Council officers are concerned about the welfare of children or adults alike, appropriate referrals and information sharing will be undertaken.

For more information about preventing, identifying and reporting if you suspect a child or vulnerable adult is at risk or is suffering from neglect or abuse you can contact specifically trained Safeguarding Link Officers on 01246 242424 or if it is out of normal office hours call Starting Point on 01629 533190 or 08456 058 058. (24 hours a day 7 days a week).

Multi-Agency Working

The Council plays a significant role in addressing and managing ASB caused by its tenants and by others whereby the behaviour impacts on the wider community. The Council takes its responsibility seriously both in responding to issues/complaints and in preventing occurrences in the first instance through proactive working.

The problems members of the public will need assistance with, may be complex and contain multiple issues. The Council will address all cases of ASB and nuisance, relating to domestic properties, privately owned land and premises or public places in a proportionate manner and in a staged approach where possible.

The Council will ensure that each victim/perpetrator is allocated to an appropriate officer who is trained and equipped to respond to each of the types of problems presented (which may then be referred to as a case). The appropriate officer may draw upon additional and/or specialist service providers or other key stakeholders to manage certain aspects of the case, but will remain the lead officer, unless required to hand over the case to a different agency, for example, where there are child protection concerns.

The responsibility for dealing with ASB will be shared between agencies and the communities concerned. Usually no one agency is best placed to respond to every type of behaviour. This can however, lead to confusion with who is responsible for managing the problem, therefore the Council seeks to ensure that the person responsible for the case is identified and appropriate agencies are worked with to identify and resolve the problem(s), prevent reoccurrence and reduce the risk of harm for all victims and witnesses of ASB but particularly the most vulnerable.

Residents and communities themselves must play an active part in resolving issues. Officers will support residents so as to facilitate compromise and to find mutually agreeable and informal resolutions where possible. In some cases, the Council may not be able to use the powers available without the support and input from residents or the wider community.

The Council may work with a number of partner agencies to problem solve ASB issues and share information to ensure the victim is at the heart of the Council's approach to tackling ASB and to provide a consistent multi agency approach to the identification of vulnerable and repeat ASB victims. Partner agencies the Council may work with include:

- The Community Safety Partnership and its statutory partners
- Town and Parish Councils
- Derbyshire County Council Multi Agency Teams
- Residents and tenants
- The Police
- Social Services
- Schools
- Community Groups
- Local businesses
- Victims and witnesses
- Youth Offending Teams
- Leisure Services
- Parenting Practitioner
- County Council
- Registered Social Landlords
- Private Landlords

How Does the Council Respond to Reports of Anti-Social Behaviour?

For the purposes of this policy, a report of Anti-Social Behaviour is a request for service made to the Council to deal with the behaviour of tenants, members of their households and visitors to tenant's homes and other individuals within the community of Bolsover District Council.

Reports of ASB may be made by letter, in person, by telephone or by email. There is no requirement for a report to be in writing.

The Council has a team of officers who may be involved in a complaint of ASB. The Council has an Anti-Social Behaviour Caseworker who will deal with the more complex housing related ASB and also wider community ASB. The Council also has a team of Tenancy Management Officers who focus on housing related ASB and breaches of tenancy agreements.

The Council employs Community Action Network Rangers (CAN) who provide a highly visible, uniformed, presence in residential and public areas, town centres and high crime areas.

Unlike Police Community Support Officers (PCSOs), the CAN Rangers do not have any police powers. Rather, they are meant to be the eyes and ears of the community, looking to improve the quality of life of an area and help it along the path to regeneration. They will also try to resolve ASB in the initial stages of a report being received.

As well as providing a link between local residents and key agencies such as the local authority and the police, the CAN Rangers also undertake initiatives to provide education and advice on tackling environmental issues such as litter, graffiti, dog fouling and are authorised to issue Fixed Penalty Notices .

Upon receipt of a report of ASB, the Council will provide the complainant with updates as the case progresses.

Investigation Process

The Council will use different methods to investigate complaints of Anti-Social Behaviour. Such methods may include but are not limited to:

- Use of diary sheets
- CCTV
- Noise monitoring equipment
- Officer observations
- Photographs
- Interrogation of social media
- Body worn video

Wherever possible all requests for cameras and other recording equipment to gather evidence for ASB will be referred to the Anti-Social Behaviour Team, who will make the decision on the necessity and priority of the deployment of the equipment. However, in relation to the investigation of alleged noise nuisance under the Environmental

Protection Act 1990, the Council's Environmental Health Department may use noise monitoring equipment without the Anti-Social Behaviour Team's knowledge.

Anyone utilising covert or overt recording equipment will comply fully with the Regulation of Investigatory Powers Act (RIPA) and the Data Protection Act 2018 (as may be amended from time to time).

Decision Making. The Council will assess the evidence, consider the legislative test, as well as the reasonableness and proportionality of the action, taking into account the personal circumstances of both the victim and perpetrator. This Policy will be applied along with any other relevant Council policy which can be found on the Council's website.

The Equality Act 2010 (as may be amended from time to time) will also be taken into account when decisions are being made and enforcement action is being considered. The Council will undertake Equality Act Impact Assessments when such decisions are being made and will be reviewed and updated as investigations and proceedings are progressed.

After investigating a case, the Anti-Social Behaviour Team may decide that Court action is necessary. All cases where Court action is decided upon will be referred to an "Orders Group Meeting" (unless the incident is urgent and a meeting cannot be called in time). The meeting is called to discuss the case and any agency involved with or who should be involved with the proposed recipient of legal action will be invited to attend the meeting to contribute. Records of the meeting will be kept and stored accordingly. All publicity relating to legal action regarding anti-social behaviour will be considered by the Orders Group.

Enforcement Options

The Council has a broad range of tools to tackle ASB. In the majority of cases, the ASB can be resolved without the need for legal action, particularly if customers are willing to support early intervention action, for example, by completing nuisance diary sheets and participating in mediation solutions. However, we do recognise that some cases can only be resolved through formal enforcement. The following are examples of tools available which the Council may use:

Warning Letters - Warning letters can be issued highlighting breaches of tenancy or general ASB.

Home Visits - Home visits are a useful tool for raising awareness of a particular problem face to face and to identify what needs or support may be required to address the problematic behaviour. These may be undertaken with other agencies.

Mediation Service -The Council offers a free, confidential and impartial service to help resolve disputes with neighbours, if appropriate and depending upon the circumstances of the case. Mediation works best when each party is willing to participate and can often help sort problems in the early stages.

Acceptable Behaviour Contracts (ABC) - An ABC is a written voluntary agreement between a person and the Anti-Social Behaviour Team not to carry out certain acts, which could be considered to be ASB.

Community Protection Warnings and Notices (CPN / CPW) - Community Protection Notices can be served to stop a person aged 16 or over, business or organisation committing ASB which spoils the community's quality of life. A written warning must be served before a notice can be issued. A CPN may contain:

- A requirement to stop doing things;
- A requirement to do specified things;
- A requirement to take reasonable steps to achieve specified results.

Any breach of a CPN can result in a Fixed Penalty Notice being served (see below) or could result in a prosecution.

The CPN will be reviewed 12 months from the date of service and a decisions made as to whether or not the CPN should remain in place.

Criminal Behaviour Order (CBO) - The Anti-Social Behaviour Team and Police will consider a CBO against a person who commits serious and persistent ASB. This is an order which is applied for once a person is convicted of a criminal offence. The criminal offence can be completely unrelated to the ASB.

Civil Injunction - The injunction under Part 1 of the Act is a civil power which can be applied for to deal with anti-social individuals. An Injunction is an Order of the Court and prohibits certain acts or instructs a course of action, including exclusions from certain areas or property. A power of arrest can be attached to the injunction order.

Closure Order - A closure notice can be served by the Police or Council which closes a premises for up to 24 hours but can be extended to 48 hours. The effect is that the premises is closed to a group or class of people save for the owner and persons habitually resident at the premises. The Notice has to be presented to the Magistrates Court who can then make a closure order for up to 3 months and can be extended for a further 3 months (a maximum total period of 6 months). The closure order can close the premises to those who own the premises or are habitually resident.

Possession Proceedings - Where there is a breach of tenancy, the Council can apply to the Court for a Possession Order of a property. This could lead to a person or family being evicted from their home. This type of action requires detailed evidence and complainants may be asked to keep detailed diary sheets of incidents.

Absolute Ground For Possession - The Act introduced a new absolute ground for possession of secure and assured tenancies where ASB or criminality has already been proven by another court, for example where there has been a relevant criminal offence has been committed. These possession proceedings mean that the Court has less discretion to allow the occupants to remain in the property.

Tenancy Demotions - A Secure tenant can be demoted under the Act, which reduces the rights and security of the tenure for a period of up to 12 months.

Fixed Penalty Notices (FPN) - Certain offences and behaviour are subject to fixed penalty notices where prescribed by legislation. Fixed penalties provide the Council with an effective and visible way of responding to low level areas of non compliance or unacceptable behaviour. Fixed penalty notices should only be used for the more minor offences, breaches of statutory Orders or Notices. Payment will be required within the specified period as set out on the notice and at the Contact Centres within the District.

Closure of Cases

The Council will ensure that the ASB complainant is kept fully informed of action taken and when satisfied that no more can be done for a complainant then they will be advised, in writing, when the case is closed.

A case may be closed for a number of reasons:

- Action that has been taken has resolved the matter
- If, after a reasonable amount of time, there has been no further problems.
- There is no evidence of nuisance being caused.

The decision to close a case lies with the case officer. On occasion this may be contrary to the opinion of the complainant. If an ASB complainant, or their representative, is unhappy about the reasons why a case has been closed, they have the right to appeal against this decision. The appeal should be made in writing addressed to the Housing Enforcement Manager. The appeal will be considered by the officer who is more senior to the officer who decided to close the case. There can be no further appeal to reopen a case unless substantial new evidence or information is available.

The outcome of the appeal will be confirmed in writing within 14 days. If a complainant remains unhappy about the decision or how the matter has been dealt with generally, a complaint under the Corporate Complaints Procedure can be made.

In order to improve its services the Council provides all ASB complainants with a customer satisfaction form to obtain their views on the service they have received and identify any improvements which can be made.

Repeated Complaints

The Council will not consider a simple re-instatement of a previous ASB complaint as a new complaint. Where a matter has been closed or a decision has been made that no action can be taken then the complainant will be required to provide the Council with additional new evidence in order to re-open the matter or review the decision to close the case.

The decision to re-open the matter will normally be made within 14 days of receiving a further complaint.

Malicious and Vexatious Complaints

If the Council discovers that a complaint has been made maliciously they will, wherever possible, seek to take legal action against the complainant to ensure that such behaviour is not repeated. In addition future complaints will not be considered unless they are addressed to Customer Services.

The Anti-Social Behaviour Team will follow the corporate procedure in relation to vexatious complaints as detailed in the Corporate Complaints Procedure. The link to the procedure is detailed below.

http://ericssrv.bolsover.gov.uk/intranet/index.php?option=com_remository&Itemid=755&func=startdown&id=94

Support

18.1 Victims and Witnesses of Anti-Social Behaviour

The safety of victims and witnesses will always come first. The Council will endeavour to ensure that witnesses are supported and protected through the process of enforcement action.

Victims will be advised of the support provided by Remedi Restorative Services by Derbyshire Victim Services, see links below.

[S:\Community Safety & Housing\Housing BDC\PUB\Housing Enforcement\Anti Social Behaviour\2017 07 26 Process for Referring ASB Victims for Support from Remedi.docx](#)

[S:\Community Safety & Housing\Housing BDC\PUB\Housing Enforcement\Anti Social Behaviour\2017 06 28 Remedi ASB Referral Form for Emotional and Practical Support.docx](#)

[S:\Community Safety & Housing\Housing BDC\PUB\Housing Enforcement\Anti Social Behaviour\2017 07 26 Remedi ASB Referral Form for Restorative Approaches.docx](#)

The Council may also undertake a victims and witness risk assessment to ensure that victims and witnesses are fully supported in line with Anti-Social Behaviour Victims First Multi Agency Guidance document and it will be recorded on the Empowering Communities Inclusion and Neighbourhood Management system (ECINS). E-CINS is a multi-agency IT system to help Partners share information and manage medium and high risk ASB victims and perpetrators in Derbyshire.

Within the ECINS system the Council will use a risk assessment matrix tool (RAM) which will enable agencies to identify the most vulnerable, or those suffering the most harm as a result of ASB.

The Council may also offer and undertake referrals to other agencies who can deal with specialist issues such as domestic violence, victim support and home security to victims and/or witnesses of ASB.

18.2 Vulnerable Perpetrators of Anti-Social Behaviour

In some cases, the conduct of perpetrators of ASB can be as a consequence of their own vulnerabilities, for example, a disability, mental health problems or drug and alcohol abuse. In these cases it may be appropriate to deal with the nuisance initially by

offering support, which can help in stopping the behaviour or reducing the impact on others. The risk assessment and the Equality Act Impact Assessment carried out will assist in assessing what, if any support should be provided.

If support is provided in the alternative to enforcement action, the perpetrator will be advised that failure to engage in support may lead to enforcement action being taken.

Multi agency meetings may be held to engage and liaise with support agencies and to share information.

Juvenile Perpetrators of Anti-Social Behaviour

The Council will always ensure that actions taken against juvenile perpetrators are compliant with our responsibilities under the Children Act and other legislation. It will seek to provide support and intervention in liaison through Derbyshire County Council Children's Services and other relevant youth services and the District's Senior Parenting Practitioner.

Publicity

It is important to ensure that any publicity relating to ASB is necessary, appropriate, proportionate and contemporaneous. A decision regarding the publicising of Criminal Behaviour Orders and Injunctions will be made at the Orders Group meeting.

All publicity will be approved by the Council's Communications Officer.

Staff Training and Development

The council are committed to training our staff and will ensure that all staff dealing with ASB follow this policy.

Refresher training and updates for changes in legislation or good practice changes will also be provided at appropriate times.

Parenting

The Council, utilising the Senior Parenting Practitioner, will seek to provide education for parents to empower them to deal with the behaviour of their children as this is accepted as a successful method of dealing with problems relating to low level ASB. This can be provided in an evidence based parenting group over several weeks or on a one to one basis with parents.

In the cases of serious higher level ASB, the Senior Parenting Practitioner will work with parents to better manage the behaviour of their children. In some cases enforcement action may be taken against the child or the parent.

Information Sharing and Confidentiality

Any information provided to the Council will be treated in confidence and will be used and managed in accordance with the Data Protection Act 2018 or as may be amended from time to time and the Council's privacy statement on Anti-Social Behaviour. Information will not be shared, without the consent of the person who provided the information unless the law allows it, and/or it is necessary to do so to protect life or prevent crime or harm.

The Council will accept information anonymously and will investigate this information as far as is possible. Anonymous information can be used for enforcement purposes but can be easily challenged, however, it can be valuable information and used to build a picture of particular issues of ASB or support other evidence.

Sharing information can help inform and advise the wider communities about the work the Council and agencies with whom they work are doing to tackle ASB. This may take the form of local media coverage or targeted leafleting.

Sharing of Information with Other Agencies

The Council and Community Safety Partnership are under a duty to act to reduce crime and disorder and will share information where it is necessary to do so to achieve this objective. This sharing has a clear basis in law including the Crime & Disorder Act 1998 and Anti-Social Behaviour, Crime and Policing Act 2014 and is in accordance with the Data Protection Act 2018 which has provisions for crime and legal proceedings. The Council's privacy statement on Anti-Social Behaviour provides further detail.

The Council is a signatory to the Derbyshire Partnership Forum Information Sharing Protocol which is an overarching document that sets out the framework for partner organisations across Derbyshire to manage, process and share personal and sensitive personal information on a lawful, fair and transparent basis to enable them to meet both their statutory obligations and the needs and expectations of the people they serve.

Specifically the Council is a signatory to the Anti-Social Behaviour Information Sharing Agreement and to the Information Sharing Agreement for the Empowering Communities Inclusion and Neighbourhood Management System (E-CINS) for Anti-Social Behaviour. The purpose of these Information Sharing Agreements is to co-ordinate and facilitate the sharing of information between partner organisations, who have a duty, or specific objective, of working with the perpetrators and victims of ASB, with the aim of reducing the harm caused by ASB. These agreements sit under the Derbyshire Partnership Forum (DPF) Information Sharing Protocol.

Glossary of Terms

Acceptable Behaviour Contracts (ABC)	An ABC is a written voluntary agreement between a person and Bolsover District Council and often Derbyshire Constabulary; where conditions are agreed upon to prevent the person from engaging in Anti-Social Behaviour.
Anti-Social Behaviour (ASB)	The term 'Anti-Social Behaviour' covers a wide range of unacceptable activity which can blight the lives of many people on a daily basis. ASB may or may not include or consist of criminal activity. The key factor in deciding whether particular behaviour is anti-social or not, will be the impact of that behaviour on others
Anti-Social Behaviour Victims First Project	Partners in Derbyshire are already familiar with multi-agency working to take enforcement action against perpetrators of ASB. Agencies with responsibilities for tackling ASB, and agencies responsible for supporting victims and witnesses of ASB, need to work together to identify, and then reduce, the risk of harm for all victims and witnesses of ASB, but particularly the most vulnerable.
ASB Case Review	See Community Trigger
CAN Rangers	Community Action Network (CAN Rangers) provide a highly visible, uniformed, presence in residential and public areas, town centres and high crime areas. They are the eyes and ears of the community, looking to improve the quality of life of an area and help it along the path to regeneration. They will also try to resolve anti- social behavioural issues in the initial stages.
Closure Notice / Closure Order (Closure Power)	The Closure Power (Anti-Social Behaviour Crime and Policing Act. 2014) can be used to protect victims and communities by closing premises that are causing nuisance or disorder. A Closure Notice can be issued by the Council or the Police to close a premises for up to 48 hours. A Closure Order can be issued by the Magistrates Court for a period of up to 3 months. This can be extended by the Court for a period of up to 6 months.
Community Protection Notices (CPN)	A Community Protection Notice (Anti-Social Behaviour Crime and Policing Act. 2014) can be used to stop a person aged 16 or over, business or organisation committing anti-social behaviour which spoils the communities quality of life. A breach of a CPN is a criminal offence.

Community Protection Warnings (CPW)	A CPW is a warning that must be issued prior to the use of a CPN.
Community Trigger	The Community Trigger is the name generally applied to the Response to Complaints section of the 2014 Act and enables victims to require agencies to carry out a review of their response to the anti-social behaviour they reported where they feel they did not get a satisfactory response. It is also known as the ASB Case Review. The two names are used interchangeably
Criminal Behaviour Orders	Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.
ECINS – (Empowering Communities Inclusion and Neighbourhood Management System)	A multi-agency IT system to help Partners case manage medium and high risk ASB victims and perpetrators in Derbyshire.
Fixed Penalty Notices (FPN)	A fixed Penalty Notice (sometimes referred to as a 'fine') is a financial penalty that can be issued in relation to some offences.
Mediation Service	Mediation is the process by which we help parties to talk about and agree a solution in an attempt to resolve a dispute. This tool can be used if all parties are in agreement and it is appropriate.
Orders Group Meeting	A meeting which is held between relevant agencies to agree on any enforcement action in an anti-social behaviour case
Perpetrator	Someone who is responsible for causing anti-social behaviour and/or committing an offence.
Police Community Support Officers (PCSO),	Police Community Support Officers (PCSO) are uniformed civilian employees of the Police who have a number of powers to deal with low level crime and anti-social behavior.
Public Spaces Protection Order (PSPO)	Public Spaces Protection Orders (PSPO) are intended to deal with a particular nuisance or problem in a specific area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone.
Regulation of Investigatory Powers Act (RIPA)	The Regulation of Investigatory Powers Act 2000 is an Act of the Parliament of the United Kingdom, regulating the powers of public bodies to carry out surveillance and investigation
Risk Assessment Matrix (RAM)	A risk assessment tool to enable agencies to identify the most vulnerable, or those suffering the most harm, as a result of ASB.

Bolsover

Executive

1st April 2019

Tourism and Town Centre Officer Post

Report of the Portfolio Holder - Town Centre Renewal, Media & Marketing

This report is public

Purpose of the Report

- To create a Tourism and Town Centre Officer post within the Economic Development Team initially for a fixed term of 2 years.

1 Report Details

- 1.1 Bolsover District Council (BDC) is developing its brand and has begun a number of initiatives to achieve this. The development and launch of BDC TV and the creation of town centre leaflets to promote the four town centres are helping to promote the District.
- 1.2 With the recognition of the importance of tourism and the heritage offer within the Bolsover District and the links to the growth agenda, it is appropriate and timely that the Council increases its tourism function and resource. Bolsover is a tourist destination both at district level and also within the broader context of Derbyshire and the East Midlands.
- 1.3 The District has a rich environmental and cultural heritage with 7 nationally important Sites of Special Scientific Interest, 15 Regionally Important Geological Sites, 2 local nature reserves, 380 listed buildings and 28 conservation areas. In addition there are significant green infrastructure areas adjoining the District.
- 1.4 Key attractions within the District include Bolsover Castle, Hardwick Hall and Creswell Crags, which are the main draws for a large percentage of visitors within the District
- 1.5 Currently the Council has a Service Level Agreement (SLA) with Chesterfield Borough Council (CBC) to deliver a number of tourism functions on its behalf. The total cost to the Council under the SLA is £8,000. This includes the delivery of the joint work plan and a contribution towards the cost of the Destination Management System licence fees (used by the Tourist Board), data input, the Visit Chesterfield website and running costs of Chesterfield Visitor Information Centre (VIC).
- 1.6 Although the District is a tourism destination with significant heritage assets it is considered that the current visitor offer is fragmented. Individual attractions are

stronger draws for visitors than the area itself and there are limited opportunities for spend outside of the key visitor attractions. Whilst the towns are working market towns, welcoming visiting friends and relatives, tourism is not the primary focus for any of them. This could be a missed opportunity, especially for Bolsover Town, owing to its proximity to two of the three main attractions.

- 1.7 The creation of a Tourism and Town Centre Officer post would help to deliver the Council's aspirations for a more focused and effective tourism offer. The post holder would be required to:
- Develop and deliver a tourism strategy and action plan, working with Town and Parish Councils
 - Develop and promote a programme of events to increase footfall in the town centres
 - Develop, manage, review and promote visitor information
 - Prepare funding submissions for projects including local, regional and national funding schemes
 - Identify and manage funding and sponsorship opportunities and tourism initiative's with the private and voluntary sectors
- 1.8 A draft job description is attached at Appendix 1. The Tourism and Town Centre Officer would work closely with the Communications Team. This is to ensure that the branding work already being completed is enhanced and there is a One Council approach to the tourism function.

2 Conclusions and Reasons for Recommendation

- 2.1 Bolsover has notable tourism sites of environmental, heritage and cultural significance that generate substantial visitor trips every year. The economic impact from tourism is not being sufficiently maximised and there are opportunities to improve the current offer and join up services to increase spending power of visitors to the District. Creating a 2 year fixed term Tourism and Town Centre Officer post will enable the Council to develop and deliver its aspirations to enhance the tourism offer across the Bolsover District.

3 Consultation and Equality Impact

- 3.1 As part of this review, members of the Strategic Alliance Management Team have been consulted along with the Portfolio Holder for Town Centre Renewal, Media and Marketing.
- 3.2 There are no equalities issues raised by this report.

4 Alternative Options and Reasons for Rejection

- 4.1 To do nothing has been rejected as this will not address the challenges or maximise the opportunities for the Bolsover District.

5 Implications

5.1 Finance and Risk Implications

5.1.1 The finance implication to the Council will be the introduction of the new post on the Council's establishment. Whilst the post has not yet been formally evaluated under the Council's job evaluation scheme, it is anticipated that the post will be paid at grade 7 (currently £27,245 to £29,770 pa) plus on-costs. The post will be subject to the normal annual pay award.

5.1.2 The post will be funded through the transformation reserve for the two years that this report covers.

5.2 Legal Implications including Data Protection

5.2.1 There are no legal or data protection implications arising directly from this report.

5.3 Human Resources Implications

5.3.1 The post will fall within the Economic Development Team and will be recruited to in accordance with the Council's recruitment policy. The salary implications are covered in paragraph 5.1.1 of this report.

6 Recommendations

6.1 That Executive note the contents of the report.

6.2 That Executive requests the Chief Executive Officer exercises his delegated powers to add the post of Tourism and Town Centre Officer within the Economic Development Team to the Council's establishment for a fixed term of 2 years to be funded through the transformation reserve.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000 x</i> <i> Capital - £150,000 □</i> <i>NEDDC: Revenue - £100,000 □</i> <i> Capital - £250,000 □</i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All indirectly
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title
1	Job Description and Person Specification
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Karl Apps	01246 217289

Report Reference –

Job Description

Job title and post number	<i>Tourism and Town Centre Officer</i>
Service Area and Directorate	<i>Economic Development. Place Directorate</i>
Reports to	<i>Joint Housing Strategy and Growth Manager</i>
Direct reports	<i>None</i>
Grade	<i>7</i>
Salary range	<i>£27,245 to £29,770</i>

Job purpose

The post holder will be responsible for promoting and marketing the Bolsover District to support and enhance the vibrancy of the town centres.

The role will support the delivery of the BDC Corporate Plan, the Growth Strategy and the Economic Development and Housing Strategy, with particular emphasis on enhancing the tourism offer and supporting the visitor economy. This involves working closely with a variety of partners across the district including parish and town councils and local business communities.

The role will assist the development and implementation of the district's Economic Development, town centre and tourism policies with particular emphasis around the themes of business engagement, town centre management, tourism and visitor economy, marketing and promotion, identifying and supporting new products and initiatives.

Duties and responsibilities

1. To assist in the development and delivery of relevant strategies and delivery/action plans associated with economic growth and regeneration of town centres and tourism.
2. Working with key partners, to develop and deliver an action plan for each market town, focussing on promoting local businesses, through working with the Town Council's or by setting up and administering town centre teams or equivalent.
3. Working with key partners, to develop, co-ordinate and implement a programme of specialist events, promotions and marketing initiatives to enhance the attractiveness, accessibility and safety of the town centres and increase the footfall and retail sales.
4. Working with internal services and external partners, to develop and

implement marketing and communication strategies for the town centre and for tourism; to develop and implement branding for the towns; promote the destination through www.bolsover.gov.uk, www.visitchesterfield.info and www.marketingpeakdistrictandderbyshire.com, enhancing site content for residents and visitors.

5. To develop, manage, review and promote visitor information and its distribution (Tourist information centres/ points, other access points including websites and social media).
6. To actively engage with the town centres and tourism business communities, relevant organisations, groups and individuals and develop effective partnerships.
7. In response to business enquiries, to provide information and signpost to other organisations and sources of information.
8. To conduct benchmarking activities and any other required business consultation producing detailed reports where applicable.
9. To prepare funding bid submissions for projects under local, regional and national funding schemes and financially manage any successful bids where appropriate in liaison with the Economic Development Unit.
10. Working with partners, to identify and manage funding and sponsorship opportunities for town centre and tourism initiatives including pro-actively engaging with the private sector to facilitate their contribution to town centre and tourism activities.
11. To assist the Economic Development Team to ensure that the needs and priorities of the local economy (with a focus on tourism and town centre) are reflected in relevant policies, plans, development briefs and decisions (including commenting on planning applications), with a view to maximising local economic growth, in accordance with the council's strategic priorities.
12. To coordinate activity with and by other Council Services and external partners that leads to alignment of services, plans and policies and better outcomes for the town centre and tourism.
13. To be accountable for the management and monitoring of relevant budgets and contribute to the setting of future budgets.
14. To undertake all corporate requirements on health and safety, diversity and equality, safeguarding, data protection, risk management and financial regulations.
15. To undertake any other reasonable duties commensurate with the grade and general nature of the post.

Working conditions

There may be the requirement for some early morning, evening, weekend and bank holiday working.

Physical requirements

There are no specific physical requirements associated with this role.

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	<i>Karl Apps</i>
Date approved:	<i>12/02/19</i>
Reviewed:	

PERSON SPECIFICATION

Post Title: Tourism and Town Centre Officer	Section: Economic Development		
Directorate: Place			
Knowledge (Essential)	AM	(Desirable)	AM
<ul style="list-style-type: none"> • Knowledge of local plans, strategies, partnerships, policies and agreements relevant to tourism and economic development, business; skills and training. • Knowledge and understanding of Tourism and Leisure industry and Local Authority services • Awareness of business development needs and methods of business engagement. 	a, i & c	<ul style="list-style-type: none"> • Knowledge of sales, marketing and other business concepts • Knowledge of GDPR and Freedom of Information Act • Knowledge of working with internal and external partners and developing business opportunities • Knowledge and understanding of the private sector 	a & i
Qualifications			
<ul style="list-style-type: none"> • Educated to Degree Level or commensurate experience in Business development, Economic Development, town centre management, marketing, tourism. 	p		
Experience			
<ul style="list-style-type: none"> • At least 2 years' experience in a related field, with a proven track record of implementing initiatives. • Experience in successful project delivery and communicating with businesses 	a & i	<ul style="list-style-type: none"> • Experience in contacting and advising businesses. • Experience of developing and managing projects. • Experience of managing resources including financial resources. • Experience of appointment and management of consultants. 	a & i
Skills			
<ul style="list-style-type: none"> • Ability to interpret complex data; high level literacy and numeracy • Ability to lead and contribute effectively at meetings. 	a & i	<ul style="list-style-type: none"> • Ability to understand the sensitivity of political judgements influencing 	a & i

<ul style="list-style-type: none"> • Good influencing and negotiating skills. • Ability to plan, co-ordinate and manage projects • Ability to manage, control and schedule budget and resources • Ability to prepare and maintain project documentation • Ability to understand the needs of businesses, partners and stakeholders 		<p>the overall objectives of the Council.</p> <ul style="list-style-type: none"> • Ability to interpret and produce technical specifications • Articulate and able to assimilate and impart information on a range of issues, using own initiative 	
Other Requirements:			
<ul style="list-style-type: none"> • Full driving license • Access to a car 	a & i		

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check

(c) (o) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

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Reviewed:	