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To: Leader & Members of the Executive

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Friday, 6th December 2019

Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 16th December, 2019 at 10:00 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised from page 2 onwards.

Yours faithfully



Joint Head of Corporate Governance & Monitoring Officer



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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EXECUTIVE AGENDA

Monday, 16th December, 2019 at 10:00 hours in the Council Chamber, The Arc, Clowne

Item No.	<u>PART 1 – OPEN ITEMS</u>	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.	
4.	Minutes	
	To consider the minutes of the last meeting held on 18 th November 2019.	4 - 9
	<u>MATTERS REFERRED FROM SCRUTINY</u>	
	None	
	<u>BUDGET & POLICY FRAMEWORK ITEMS</u>	
	None	
	<u>NON KEY DECISIONS</u>	
5.	Council Vision 2019-2023	10 - 14
	<i>Recommendations on page 12.</i>	
6.	Corporate Plan Targets Performance Update - July to September 2019 (Q2 - 2019/20)	15 - 26
	<i>Recommendations on page 17.</i>	
7.	Customer Service Standards/ Compliments, Comments and Complaints Report 2019/20	27 - 40
	<i>Recommendations on page 30.</i>	

8. **Bolsover Partnership Funding and Performance Monitoring - April to September 2019** 41 - 99
Recommendations on page 43.
9. **Strategic Risk Register and Partnership Arrangements** 100 - 114
Recommendations on page 104.

KEY DECISIONS

10. **Medium Term Financial Plan - Revised Budgets 2019/20** 115 - 130
Recommendations on page 120.
11. **Exclusion of the public**

To move:-

“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 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 item].

PART 2 - EXEMPT ITEMS

NON KEY DECISIONS

12. **Environmental Health and Enforcement Review** 131 - 141
(Paragraphs 1, 3 and 4)
Recommendations on page 134.

KEY DECISIONS

13. **Safe and Warm Scheme - Ashbourne Court, Shirebrook and Parkfields, Clowne** 142 - 145
(Paragraphs 3)
Recommendations on page 144.

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 18 November 2019 at 10:00.

PRESENT:-

Members:-

Councillor Steve Fritchley in the Chair

Councillors Duncan McGregor, Nick Clarke, Mary Dooley, Clive Moesby, Sandra Peake, Liz Smyth and Deborah Watson.

Officers:- Dan Swaine (Joint Chief Executive Officer), Karen Hanson (Joint Strategic Director - Place), Lee Hickin (Joint Strategic Director - People), Sarah Sternberg (Joint Head of Corporate Governance & Monitoring Officer), Theresa Fletcher (Chief Accountant & Section 151 Officer), Matthew Broughton (Joint Head of Partnership and Transformation), Deborah Whallett (Housing Enforcement Manager) and Donna Cairns (Senior Governance Officer).

431 APOLOGIES FOR ABSENCE

There were no apologies for absence.

432 URGENT ITEMS OF BUSINESS

There was no urgent business to be considered at the meeting.

433 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.

There were no declarations made at the meeting.

434 MINUTES

Moved by Councillor Steve Fritchley and seconded by Councillor Duncan McGregor **RESOLVED** that the minutes of a meeting of the Executive held on 14th October 2019 be approved as a true and correct record.

Councillor Nick Clarke entered the meeting at this point.

435 LOCAL OFFER FOR CHILDREN IN CARE AND CARE LEAVERS

Executive considered the report of the Portfolio Holder – Housing & Community Safety which sought approval for the Council to support and commit to a countywide

District and Borough 'Local Offer for Children in Care and Care Leavers'. Approval was also sought for the Council to support and to commit to the development of a countywide 'Care Leaver Covenant'.

The District and Borough 'Local Offer for Children in Care and Care Leavers' included the following elements:

- Council Tax Discount for Derbyshire Care Leavers (This element had been previously approved by Council in January 2019).
- Active Fostering – Physical Activity Programme
- Employment, Skills, Apprenticeships and Work Experience
- Accommodation and Housing
- Marketing and Promotion

The report set out the rationale and the details for each element of the offer.

Members queried the level of funding from the County Council towards the Active Fostering Physical Activity Programme and were advised that the funding was calculated based on the number of participants which was limited.

It was also proposed that the District Council work collaboratively with Derbyshire County Council, other District/Borough Councils and other partners and stakeholders across the county to develop a 'Derbyshire Care Leaver Covenant'. The Covenant was intended to be a promise made by the private, public and voluntary sectors to provide support for care leavers aged 16-25 to help them live independently.

Members praised the Joint Strategic Director – People for his work in relation to this report.

Moved by Councillor Sandra Peake and seconded by Councillor Mary Dooley

RESOLVED – That Executive:

- (1) approve and adopt the proposals set out at paragraph 1.6 to the report and that further consideration be given to how the Council might work with others across the County to support children in care and care leavers.
- (2) approve the District Council's support and commitment to the development of a county wide 'care leaver covenant' as set out in paragraph 1.7 of the report.

REASON FOR DECISION:

To provide the right support, through raising awareness and promoting opportunities, to ensure that children in care and care leavers were capable of achieving their ambitions, aspirations and life goals.

OTHER OPTIONS CONSIDERED:

The publication of a local offer was a requirement for the local authority so there was no alternative but to approve an offer. The option to produce an offer just for this Council was rejected as it was considered that a joint offer would provide greater consistence, clarity and equity.

(Joint Strategic Director – People)

436 BUDGET MONITORING REPORT - QUARTER 2 - JULY TO SEPTEMBER 2019

Executive considered the report of the Portfolio Holder – Finance & Resources which provided an update on the financial position of the Council following the second quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account (HRA), Capital Programme and Treasury Management activity.

General Fund

The overall position on the General Fund at the end of Quarter 2 showed that there was a favourable variance of £1.538m. This was mainly an issue of timing with a combination of receiving income in advance of spend and under spends due to not receiving invoices yet, for the year.

It was noted in the report that although the budget shortfall for 2019/20 had been met, there was still a need for on-going savings. The shortfall in future years was to be reduced by the efficiencies that had been identified but not yet realised. This included estimates of growth for business rates and council tax as well as transformation programmes.

Members queried work being done to address the underspend in Disabled Facilities Grants and were advised that the Environmental Health team were working proactively with the County Council to speed up the process.

Housing Revenue Account (HRA)

At the end of Quarter 2, the HRA was showing a net surplus of £0.894m. There were no significant issues to report in respect of this period.

Capital Programme

In headline terms, the Capital Programme profiled budget for Quarter 2 was £7.825m and the actual spend and known commitments totalled £5.123m, which was £2.702m behind the planned spend position. The areas of the programme which had underspent were listed in the report.

There were no significant financial issues to report regarding capital expenditure, however it was noted that the delivery of the approved Capital Programme was behind the profiled position as at this half year point. Officers were to continue to review the programme as part of the revised budget process and re-profile expenditure on schemes to future years as appropriate where funding allows.

Treasury Management

The Treasury Management activity undertaken in the second quarter of 2019/20 was in line with the plans agreed as part of the Treasury Management Strategy 2019-2023. The income received from investments was higher than budgeted, however, interest rates were variable and therefore it was too early in the financial year to predict if this trend would continue. A full assessment of this was to be carried out during the next quarter with a view to amending budgets accordingly.

Moved by Councillor Clive Moesby and seconded by Councillor Sandra Peake

RESOLVED – That Executive notes -

- (1) the monitoring position of the General Fund at the end of the second quarter as detailed on Appendix 1 to the report (A net favourable variance of £1.538m against the profiled budget) and the key issues highlighted within the report.
- (2) the position on the Housing Revenue Account, the Capital Programme and Treasury Management at the end of the second quarter (Appendices 2, 3 and 4 to the report).

REASON FOR DECISION: The report summarised the financial position of the Council following the second quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, Capital Programme and Treasury management activity.

OTHER OPTIONS CONSIDERED: The Budget Monitoring report for 2019/20 was primarily a factual report which details progress against previously approved budgets. Accordingly there are no alternative options to consider.

(Head of Finance and Resources & S151 Officer)

437 RENT ARREARS POLICY

Executive considered the report of the Portfolio Holder – Housing & Community Safety which recommended the approval of a Rent Arrears Policy.

The Rent Arrears Policy explained the Council's approach to prevention and collection of rent arrears. The procedure which was to sit alongside the policy was to ensure that all officers involved in tenancy management, at different levels or stages, adopt the same fair but firm approach and took account of the need to consider equality and proportionality when taking any action.

Members queried the reliance in the policy and procedure on the sending of letters or emails rather than home visits and personal contact. The Housing Enforcement Manager explained that the focus of the policy was on prevention of rent arrears through support and budget management. The Equality Act Case Assessment, attached to the policy, demonstrated the actions that had to be carried out prior to authorisation for proceedings for repossession to be issued. This included a number of steps including home visits and attempts to contact the tenant prior to any escalation of the recovery action.

It was also discussed that the Policy did not include reference to the communication with families or next of kin of tenants who have died in relation to the tenancy and any rent arrears owed in respect of it. Some concerns were raised regarding the current wording used. The Housing Enforcement Manager advised Members that the housing service had reviewed the letters sent to the next of kin of tenants who have died in respect of rent arrears owed by their estate. A booklet has been put together with advice on different situations on the termination of a tenancy such as this. This would explain the process in a more sensitive and accessible manner.

It was agreed that the revised letters and guidance sent to the next of kin following the death of a tenant with rent arrears be circulated to Executive Members for information.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor
RESOLVED – That Executive approve and adopt the Rent Arrears Policy.

REASON FOR DECISION:

It was considered good practice to have a policy which set out the Council's approach to the prevention and collection of rent arrears.

OTHER OPTIONS CONSIDERED:

The policy was considered necessary so that members of the public were aware of the Council's approach to prevention and collection of rent arrears. Therefore no alternative options were considered.

(Housing Enforcement Manager)

438 EXCLUSION OF PUBLIC

Moved by Councillor Steve Fritchley and Seconded by Councillor Duncan 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 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].

439 EXEMPT MINUTES

Moved by Councillor Steve Fritchley and Seconded by Councillor Duncan McGregor
RESOLVED that the exempt minutes of a meeting of the Executive held on 14th October 2019 be approved as a true and correct record.

(Paragraph 3)

440 PAYMENT CARD INDUSTRY DATA SECURITY STANDARD - UPDATE

Executive considered the report of the Portfolio Holder – Corporate Governance which provided an update on the cost and service implications in progressing towards Payment Card Industry Data Security Standards (PCI-DSS) compliance. The report also recommended measures to be approved to facilitate this progress.

Moved by Councillor Duncan McGregor and seconded by Councillor Clive Moesby
RESOLVED - That Executive:

- (1) note the outcome of the Kiosk tender process and award the contract to Cammax Ltd as outlined in paragraph 1.9 of the report.
- (2) approve £57,000 to fund the procurement of the Kiosks, funded from the 2019/20 Capital Programme.
- (3) note the progress to date on a 'Customer not present' solution and support the procurement process and await the outcome in a future report.
- (4) approve £30,000 to upgrade/replace the Payment Solution which was considered end of life, to be funded through the 2020/21 Capital Programme.

REASON FOR DECISION:

To provide a practical and economical solution to ensure Payment Card Industry Data Security Standard compliance, whilst maintaining or enhancing the customer experience and trust in the Council when it comes to personal and sensitive data.

OTHER OPTIONS CONSIDERED:

Other bids were considered during the tender process for the replacement of the payment kiosks but were rejected as the recommended bid was considered the most economically advantageous. The upgrade/replacement of the Payment Solution was considered to be essential and therefore no alternative options were applicable.

(Joint Head of Partnerships and Transformation)
(Paragraph 3)

The meeting concluded at 10:35 hours

Bolsover District Council

Executive

16th December 2019

Council Vision 2019 - 2023

Report of the Leader of the Council

This report is public.

Purpose of the Report

- To present the draft Council Vision 2019-2023 to Executive and request that it is recommended to Council for adoption.

1 Report Details

- 1.1 The Corporate Plan 2015-2019 has come to the end of its lifespan. On 4th March 2019, the (then) Executive received a report entitled 'Corporate Plan 2015-2019 Statement of Delivery'. The report acknowledged the end of the Corporate Plan period, identified key achievements and confirmed that development of a new plan would take place during 2019/20 with transitional arrangements put in place in the interim.
- 1.2 Following the Local Elections in May 2019, a new Council Vision 2019 – 2023 has been developed and is attached at Appendix 1. This Vision will replace the Council Plan and outlines the key areas that the Council will focus on during 2019-2023.
- 1.3 The Vision aims to provide a flexible and adaptable approach to performance management, with the role of Scrutiny being central. The Scrutiny Committees will be fully involved in the development and monitoring of the performance management framework to support the Vision. Workshops have been arranged with Scrutiny Committees in early 2020 to progress this.
- 1.4 In addition, Executive and Council will receive an Annual Report which identifies key achievements and challenges, celebrates successes and identifies areas of work which require focus over the forthcoming year(s).
- 1.5 Consultation on the Vision has taken place with all three Scrutiny Committees during November and December 2019 and it was well received. Comments have been noted and minor amendments to the wording have been made.
- 1.6 Following adoption of the Council Vision 2019-2023 and the development of the performance management framework, monitoring of progress will begin. All data relating to the targets will be included in the Council's performance

management system (PERFORM). Individual service departments will also develop their own Service Plans to complement the Council Vision once approved.

2 Conclusions and Reasons for Recommendation

2.1 Following consultation with Scrutiny Committees, the proposed Council Vision 2019-2023 is presented to Executive prior to submission to Council for formal adoption.

3 Consultation and Equality Impact

3.1 Consultation with the Scrutiny Committees has taken place during November and December 2019.

3.2 Within the Council Vision 2019-2023, specific priorities have been included to ensure equality and diversity is embedded into the work of the Council.

4 Alternative Options and Reasons for Rejection

4.1 The aims and priorities within the draft Council Vision have received broad support. All comments have been considered and those concerning more operational matters or suggestions for service improvements will be shared with departments for consideration and further action where appropriate. The Council Vision has therefore been progressed to Executive for recommendation to Council for adoption.

5 Implications

5.1 Finance and Risk Implications

5.1.1 The Council Vision 2019-2023 sets out a clear direction and will ensure that the Council has a set of priorities over the next four years that will enable performance to be monitored and measured throughout this period.

5.1.2 The Council Vision does not contain financial details. These will be provided through the regular financial monitoring processes for the Council and will also be presented through the Council's Medium Term Financial Plan and where relevant in PERFORM.

5.2 Legal Implications including Data Protection

5.2.1 There are no legal or data protection implications in the development of the Council's Vision. The formal approval route for this as part of the Budget and Policy Framework in the Constitution is being followed.

5.3 Human Resources Implications

5.3.1 There are no direct human resource implications in the development of the Council Vision.

6 Recommendations

- 6.1 That Executive notes the development of the Council Vision 2019-2023 and recommends it to Council for adoption.
- 6.2 That the Joint Strategic Director of Place in consultation with the Leader be authorised to make any minor amendments to the Council Vision 2019-2023 prior to submission to Council.

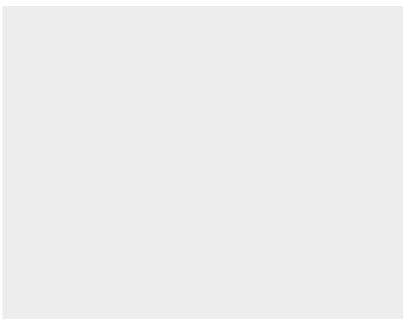
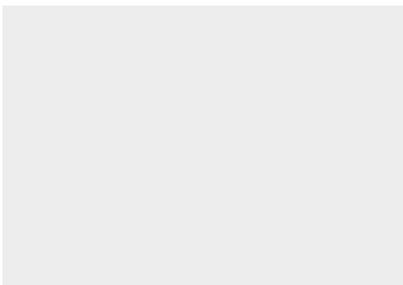
7 Decision Information

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 indirectly

8 Document Information

Appendix No	Title				
1	Draft Council Vision 2019-2023				
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)					
<table border="1"> <thead> <tr> <th>Report Author</th> <th>Contact Number</th> </tr> </thead> <tbody> <tr> <td>Karen Hanson, Joint Strategic Director – Place</td> <td>7053</td> </tr> </tbody> </table>		Report Author	Contact Number	Karen Hanson, Joint Strategic Director – Place	7053
Report Author	Contact Number				
Karen Hanson, Joint Strategic Director – Place	7053				

Together let's deliver Bolsover District's ambitious future



I am not a big believer in setting strict and time-limited targets that restrict what we can do as a Council. We have to be more flexible and adaptable in our approach and not be limited by far-off targets.

For this reason, we are not creating the normal Council or Corporate Plan for 2019-2023 but a vision of where we would like to be within the next four years. This will then be followed by annual reports of what we have achieved and what we would aim to do in the forthcoming year.

That's why this vision is flexible and adaptable. It has the scope for new projects to be delivered to address uncertainties such as reductions in funding and income we receive, changes in legislation that affect our services or influences that affect our local communities and their way of life.

The projects we implement to help us achieve this vision will be subject to revision as we continue to respond to the changing needs of our district.

The first change came in May 2019, at the local elections. This marked a significant political change for the Council meaning there is a much more diverse skill set, with councillors from a variety of backgrounds, both professionally and personally.

This can, and will, be of great benefit to the Council. Coupled with our excellent staff, together we must be 'masters of our own destiny'. And to do this we need to invest. Invest in our staff, invest in our services and invest in our district so we can make a real difference in Bolsover District and for our communities.

So what's our vision?

To become a dynamic, self-sufficient and flexible Council that delivers excellent services, whilst adapting to local aspirations and acting as the economic and environmental driver for Bolsover District.

To do this we need to change. Change the way we operate. Challenge what has always been the norm. Be more flexible. Be bold in our decision-making. Provide services that not only meet but exceed the expectations of our residents.

The following are just some areas we will be focusing on up to 2023 to help us achieve this vision.

- We need to deliver the services we say we will and not hide behind red-tape or legislation. By acting, and acting fast to deal with problems we will save both time and money and deliver good quality services.
- Our Transformation Programme is looking at how we provide these services and can they be better managed which will generate efficiencies both in terms of money and service provision that can then be redeployed into providing better and more services to our communities.
- I want to see a dedicated team of officers whose main aim is income generation. This aim will be clear direction and be unfettered by other demands on their time and purpose. A directorate wholly employed by Bolsover District Council to develop an investment strategy that includes asset creation with a continuous revenue income. Rental income directly from residential and commercial property, indirectly through asset conversion sales etc, delivered either directly or indirectly through joint venture companies. This will, if successful, help secure the authority's future and protect staff from the vagaries of economic fluctuation and government diktat.
- We need to become more business-friendly. Support development opportunities that will help provide new jobs and increase the wealth of our local communities. To do this, we need to get into a business mind-set and have a positive approach that Bolsover District is the best place for available land, is the best place for skills that businesses need, and is the best place for businesses to be based.
- We have some of the best tourist attractions in the country and we will be focusing on increasing the number of visitors who come to Bolsover District. This will be through closer working with the attractions, helping to promote what we have on offer by producing various publications and by working with town centre businesses to improve the offer to tourists, visitors and our residents.
- I am a great believer in diversifying our services and working collaboratively for the benefit of residents and therefore want to build upon our excellent partnership working to date and enhance the offer to wider sectors and organisations.
- We need to protect the quality of life for residents and businesses across Bolsover District from the environmental challenges that we currently face, including, but not limited to the effects of climate change.

To do all this we need to be approachable, innovative and be able to deliver what we say we will for the benefit of our residents, businesses, partners and stakeholders. And by investing in our staff, our services and our communities, we believe we can build a bright future for Bolsover District.



Councillor Steve Fritchley
Council Leader

Bolsover District Council

Executive

16th December 2019

<p>Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)</p>

Report of the Portfolio Holder - Corporate Governance

This report is public

Purpose of the Report

- To report the quarter 2 outturns for the Corporate Plan 2019-2020 targets.

1 Report Details

1.1 The attached contains the performance outturn as of 30th September 2019 (Information compiled on 11th November 2019).

1.2 A summary by corporate plan aim is provided below:

1.3 Unlocking our Growth Potential

- 7 targets in total
- 6 targets on track
- 1 target placed on alert i.e. it may not achieve its intended outcome.
- **G 11** - *Through a programme of targeted refurbishment bring 10 empty private sector properties back into use per annum. To date no properties brought back into use. 7 properties are in the process of being brought back into use. Once these have been completed, this should create 12 units of accommodation. See appendix for further information.*

1.4 Providing our Customers with Excellent Service

- 10 targets in total
- 8 targets on track
- 2 targets placed on alert i.e. they may not achieve intended outcomes.
- **C07** *Install 150 new lifelines within the community each year. April to September - 65 new units of equipment provided to older vulnerable people. This is slightly below the average target. However, the service is currently receiving a high number of enquiries for telecare equipment. The lead officer expects this target to be met.*

- **C10** - *Carry out 300 disability adaptations to Council houses each year. April to September - 104 adaptations completed. The works completed to date have been larger, complex works i.e. wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc.) is currently being ordered. The demand for adaptations remains high and work planning will accommodate this. The lead officer expects this target to be met.*

1.5 **Supporting our Communities to be Healthier, Safer, Cleaner and Greener**

- 8 targets in total
- 7 target on track
- 1 target placed on alert

- **H12** - *Annually undertake 15 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping. 3 initiatives to date, 2 this quarter. 1 held in South Normanton and 1 in Shirebrook (PDSA events). Other planned events have fallen into October and will therefore be reported on in the next quarter. Despite this and knowing the planned events, the lead officer expects this target to be met by March 2020 (see appendix for work plan).*

1.6 **Transforming our Organisation**

- 1 target in total
- 1 target on track

2 Conclusions and Reasons for Recommendation

2.1 Out of the 26 targets 22 are on track (85%) and 4 are on alert (15%)

2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

3 Consultation and Equality Impact

3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable to this report as it provides an overview of performance against agreed targets.

5 Implications

5.1 Finance and Risk Implications

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

6.1 That progress against the Corporate Plan 2019-2020 targets to be noted.

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"/> Please indicate which threshold applies	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	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2019-2020 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q2 July to September 2020
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)	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager	01246 242280

Bolsover District Council
Corporate Plan Targets Update – Q2 July to September 2019

Status key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Alert	The target is six months off the intended completion date and the required outcome may not be achieved.

Aim – Unlocking our Growth Potential

18

Key Corporate Target	Directorate	Status	Progress	Target Date
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 25 local businesses by March 2020.	Place	On Track	Q2 – 22 business engaged with this quarter. To date 24 businesses. The first Shirebrook shopfront refurbishments have commenced through the Building Resilience Programme which has resulted in a very successful engagement with new businesses in this quarter with a large number of the businesses engaging with the project, which will hopefully lead to further on-going and in-depth business relationships, assistance and new growth opportunities identified. The Shutter Art project has also commenced and has received excellent feedback and is making quite an impression on the square. Round 2 of BGF is due to launch next Quarter and work has been underway on the new application forms, processes and promotional items.	Mar-20
G 05 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 40 sustainable jobs in the combined	Place	On Track	Q2: The programme has now approved 37 projects totalling £1,236,034.15. These projects are committed to generating £1,616,173.35 match funding and creating 68.82FTE jobs, which is a unit cost of £17,960 per job. The programme closed nationally to new applications on 30th September 2019 and	Dec-20

Key Corporate Target	Directorate	Status		Progress	Target Date
programme area by December 2020.				no further applications will be considered. Focus for the programme will now be directed to monitoring, claims, site inspections, evaluation, LAG visits and preparations for closure in March 2021.	
G 08 - Process all major planning applications 10% better than the minimum for special measures per annum.	Place	On Track		Q2: 100% (eight out of eight) major applications determined within deadline or agreed extension of time	Mar-20
G 10 - Enable the development of at least 272 new residential properties within the district by March 2020	Place	On Track		Q2 - 331 units are currently under construction in the district so this target should be on track. A figure is produced annually after the end of the financial year 291 units were completed 2018/19.	Mar-20
G 11 - Through a programme of targeted refurbishment bring 10 empty private sector properties back into use per annum.	Place	Alert		<p>Q2 - At the end of this quarter, no properties have yet to be brought back into use. However, 7 properties are in the process of being brought back into use. Once these have been completed, this should create 12 units of accommodation.</p> <p>Action Housing have now purchased the Old Co-op in Whitwell to convert into 5 apartments - work will begin in November and will be completed within 6 months. They have also now signed the lease for a long term empty property in Carr Vale - work has commenced to convert it into 2 apartments and will be completed before the end of March 2020.</p> <p>The empty property officer has supported an owner of a long term problematic empty property in Carr Vale, to sell it at auction. The owner lacked the skills to be able to sell it themselves and therefore a number of departments came</p>	Mar-20

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>together to support them through this process. The property sold for £10k above the guide price, which has helped the owner financially and means that the property is no longer a burden to them. The new owner has now started work to renovate it and this will be completed before the end of March 2020.</p> <p>The empty property officer has referred 2 empty property owners in Bolsover and Pinxton; to an energy company who have a number of different incentives; to help owners bring their empty properties back into use. It is expected that these properties will be occupied by the end of March 2020.</p> <p>The empty property officer and Environmental Health are supporting 2 owners of a long term empty property in Bolsover. The property they own is a non-standard build and it is causing issues within its locality; the Council are working with the owners to clear the property of their belongings and support them through the sale process. It is expected that the site will be on the market within the next 6 months, which will enable a developer to redevelop the site as a new single dwelling.</p> <p>The empty property officer and Environmental Health are commencing proceedings to enforce the sale of a property in Shirebrook, where there is a large amount of waste, which is causing problems to neighbouring properties. The owners have failed to cooperate and therefore both departments are working together to bring this property back into use. It is expected that this process will take between 6 and 9 months. They are also due to commence proceedings for enforced sale on a property in Langwith, where there is a large debt</p>	

Key Corporate Target	Directorate	Status		Progress	Target Date
				recorded against the property (owed to the Council for a garden clearance) which has not been paid - the property is also in a state of disrepair and is causing problems for neighbours and the owners have failed to act as instructed.	
G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.	Place	On Track		Q2: The total for the year is calculated after year end. There are currently in excess of 20 affordable housing units under construction so the target should be met at end of the financial year.	Mar-20
G17 - Procure new partner for building next generation of council housing by 2020	Place	On Track		Q2 - Contract out to tender, report going to Executive in December.	Mar-20

21

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status		Progress	Target Date
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Place	On track		April to Sept - 109 approaches from people facing homelessness. 55 cases prevented from becoming homeless (50%) 10 cases still open and receiving support (60% in total)	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	Alert		April to Sept - 65 new units of equipment provided to older vulnerable people. This is slightly below the average target. However, the service is receiving a high number of enquiries for telecare equipment. The lead officer expects this target to be met.	Mar-20
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q2 – 17.39 days	Mar-20
C 09 - Process changes to Housing	People			Q2 – 4.08 days	Mar-20

Benefit and Council Tax Support within an average of 10 days.		On track			
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	Alert		April to Sept - 104 welfare adaptations completed. - The works completed to date are larger, complex works i.e. wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc) is currently being ordered. The demand for adaptations remains high and work planning will accommodate this. The lead officer expects this target to be met.	Mar-20
C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	On track		Q2 - Two out of the three scheduled Equality Panel meetings have been held. We are in the process of recruiting more diverse members to join the existing panel. Corporate equalities training delivered on 10th Sep 2019 to new members of staff from both Councils in addition to existing staff who were attending in a 'refresher' capacity. Two Member Development sessions delivered	Mar-20
C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	On track		Q2 - Total of 33 new referrals were received during Q2, 8 of which were high risk. A total of 1 did not engage with the service and a total 7 feedback forms have not yet been completed. Positive responses were received from 25 service (100%) users	Mar-20
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	On track		Q2 -The average relet time for the quarter is 25 days (including sheltered housing the overall average was 49 days). For information Q1 - The average Relet time for the Quarter is 20 days. Including sheltered housing the overall average was 55 days The status of the target will be reviewed at Q3.	Mar-20
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		Q2 - 766 attended within 6 hrs and 16 outside 6 hours resulting in 97.95% attended within standard	Mar-20

C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		Q2 - No courses have been delivered this quarter due to a shortage of facilitators following the restructure from MAT teams to the Transition Team	Mar-20
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Aim – Supporting our Communities to be Healthier, Safer, Cleaner and Greener

23

Key Corporate Target	Directorate	Status		Progress	Target Date
H 01 - Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year.	People	On Track		Q2 The target figure for the year is 8000 hours, actual performance to end of quarter 2 is 6953.	Mar-20
H 02 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	People	On Track		Q2 – Year-end target is 300,000 attendances. Actual to date is 196,966 on track to exceed annual target.	Mar-20
H 03 - Deliver a health intervention programme which provides 485 adults per year with a personal exercise plan via the exercise referral scheme.	People	On Track		Q2 - Bolsover District Council is commissioned by Bolsover Partnership and County Public Health to deliver a Health Intervention programme, the combined number of people starting this programme in the first half year is 350, against an annual target of 485. Slightly ahead on quarter target.	Mar-20
H 09 - Achieve a combined recycling and composting rate of 47% by March 2020.	People	On Track		Q2 Estimated on performance ending September 2018 at 47.7% (based on 4,668 tonnes collected between June and September 2018) due to Waste Data Flow information not being available until December 2019. Q1 Actual 4,269 tonnes of recyclable\compostable waste was collected between April to June 2019 yielding a	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
				combined recycling rate of 46.8%.	
H 10 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	People	On Track		Q2 LEQS's established 4% of streets and relevant land surveyed for litter fell below grade B cleanliness standards resulting in 96% meeting the target standard.	Mar-20
H 11 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	People	On Track		Q2 LEQS's established 0% of streets and relevant land surveyed for dog fouling fell below grade B cleanliness standards resulting in 100% meeting the target standard.	Mar-20
H 12 - Annually undertake 15 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	Place	Alert		<p>Q2 - 1 initiative was held in South Normanton and 1 in Shirebrook (PDSA events). Other planned events have fallen into October completion and will therefore need to be reported in the next quarter. Despite this and knowing the planned events, the lead officer expects this target to be met by March 2020.</p> <p>To date : 3 initiatives held</p> <p>Q1 - 1 x enforcement patrol in Bolsover - completed</p> <p>Q2 - PDSA event in South Normanton - completed PDSA event in Shirebrook - completed 2 enforcement patrols - planned</p>	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
				<p>Q3 - approx. 5 enforcement patrols - planned PDSA event in Shirebrook - planned PDSA event in South Normanton - planned</p> <p>Q4 - approx. 5 enforcement patrols - planned.</p>	
H 17 - To deliver the Building Resilience Programme by September 2019	People	On track		<p>Q2 - The final evaluation of Phase 1 of the Building Resilience programme is currently taking place and will be available in December 2019. Some strands of Phase 1 have been extended to March 2020 - this has been agreed with the Ministry of Housing, Communities and Local Government (MHCLG).</p> <p>Further funding has been secured through the MHCLG's Controlling Migration Fund for Phase 2 which has included the appointment of a Shirebrook Business Forum Co-ordinator through East Midlands Chamber. The first meeting of the Forum took place in September which focused on better support and improved connectivity with the local community. Other activity in Phase 2 includes:</p> <ul style="list-style-type: none"> • Continued support to EAL students - discussions ongoing with local primary schools • Plans for a Multi User Games Area at Rainbow Park • Establishing a landlords forum • Welcome information pack for new arrivals • Community engagement events under the branding 'I 	Sep-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				Love Shirebrook' This target should be extended to 'To deliver the Building Resilience Programme by December 2020'	

Aim – Transforming our Organisation

26

Key Corporate Target	Directorate	Status		Progress	Target Date
T 13 - Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year.	People	On Track		<p>Q2 - Online transactions = 1739 (843 Self Service & 896 - Webchats) 462 new SELF accounts created. To date 3219 transaction. This is 80% towards the annual target.</p> <p>Redesign of the BDC Homepage to make the Self Service function easier to access and more prominent to go live for National Customer Service Week event Contact centre staff promoting Self and other online services available , payments , repairs and benefits etc. also registering customers with a new Self Service Account (NCSW wk comm 07/10/19) 2875 Residents have registered for a Self Service Account (2019/20 Q1 & Q2 462)</p> <p>Target for on-line transactions for 2019/20 is 4003 (this is 20% increase on 3336 - all Online Self (2350) and Webchat (986) contact during 2018/19). From 01/04/19 baseline and target measurement to include webchats also to reflect all online activity.</p>	Mar-20

Bolsover District Council

Executive

16th December 2019

Customer Service Standards/ Compliments, Comments and Complaints Report 2019/20

1st April 2019 to 30th September 2019

Report of the Portfolio Holder – Corporate Governance

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2019 to 30th September 2019.

1 Report Details

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to Customer Service Standards across the organisation.

Customer Service Standards

- 1.2 Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones – corporate (Appendix 2)

Target - 93% to be answered within 20 seconds

- 1.3 Appendix 2 shows the performance between 1st April 2019 and 30th September 2019 by quarterly period. The report identifies 98% of incoming calls are being answered corporately within 20 seconds cumulatively. The department not achieving the key customer service standard of 93% over these periods was:

- Streetscene Services, who narrowly missed the target in Q1 (92%)

Contact Centres

Target - 80% of incoming calls to be answered within 20 seconds

- 1.4 Contact Centres achieved 76% and 78% for quarters 1 & 2 respectively (78% cumulatively). This is a significant improvement from the same reporting period last year (73%).

Revenues & Benefits (direct dial)

Target - 60% of incoming calls to be answered within 20 seconds

- 1.5 Revenues & Benefits 'direct dial' achieved 79% and 81% for quarters 1 & 2 respectively (80% cumulatively).

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

- 1.6 For this reporting period, 1st April 2019 to 30th September 2019:
- 7,459 email enquiries (3,750 in Q1 and 3,709 in Q2) from the public were received through enquiries@bolsover.gov.uk
 - All were acknowledged within one working day
 - 99% were replied to in full within 8 working days.
- 1.7 Despite other contact channels being available e-mails still appear to be an increasingly popular method of contact, 6,026 e-mails were received in the same period in 2018/19.

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

- 1.8 Waiting times were monitored during week commencing 15th July 2019. During the week 813 customers called into the Contact Centres 812 of which (99.88%) waited less than 20 minutes to be served.
- 1.9 During the same period, 199 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during week commencing 15th July 2019 to **1012**.

Compliments, Comments and Complaints (Appendix 3)

Compliments

- 1.10 Appendix 3 (A) shows the number of written compliments received for the period by department. In total 111 written compliments were received and represents a slight decrease of recorded compliments (we received 123 for the same period 2018/19). A good cross section of compliments was received from customers appreciating excellent service, including 23 for Housing, 22 for Streetscene Services, 18 for Leisure, 16 for Planning and 14 for Customer Services (Contact Centres). As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

Comments

- 1.11 Appendix 3 (B) shows the number of written comments received for the period. All 16 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Some comments raised valid issues and cross cut departments, as such they were

responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

Complaints

Frontline resolution (stage one)

- 1.12 Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, and recorded on the Customer Information System (Firmstep) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days. 91% were responded to within this timescale, which is a significant improvement from the 85% achieved in the same period last year, 2018/19.

Formal Investigation (stage two)

- 1.13 Appendix 3 (D) shows the number of Formal Investigation complaints by department. 98 complaints were received during this period. 97 (99%) were responded to within our customer service standard of 15 working days, the remaining 1 was partly regarding a service provided by another organisation and was responded to within 19 working days.
- 1.14 There were no trends for this period.
- 1.15 As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Internal Review (stage three)

- 1.16 Appendix 3 (E) shows the number of stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 28 stage three complaints were received, 93% (26) of which were responded to within standard. As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Ombudsman

- 1.17 Appendix 3 (F) shows the status of Ombudsman complaints for 2019/20 as of 18th November 2019. During this period, the Council received eight decisions from the Local Government and Social Care Ombudsman of 'closed after initial enquiries', one of 'not upheld: no maladministration' and one of 'upheld: maladministration and injustice'. This last complaint was a complex one and the criticism was about a delay in putting the person back on the housing waiting list. The Council received one decision of 'close the case' from the Housing Ombudsman (HO) and another of 'close the case' for a review of the same complaint as at 18th November 2019.

2 Conclusions and Reasons for Recommendation

- 2.1 The report is to keep Elected Members informed of volumes and trends regarding customer service standards and compliments, comments, complaints and to maintain and improve upon our Customer Service targets.

3 Consultation and Equality Impact

- 3.1 The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable as the report is to keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.
- 5.1.2 In cases of maladministration, financial penalties can be imposed by the Local Government and Social Care Ombudsman or the Housing Ombudsman.
- 5.1.3 In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

- 5.2.1 The Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

- 5.3.1 Not applicable as the report is to keep Elected Members informed.

6 Recommendations

- 6.1 That Executive note the overall performance on compliments/comments and complaints and customer service standards.

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>	Not applicable
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All indirectly
<p>Links to Corporate Plan priorities or Policy Framework</p>	Providing Our Customers with Excellent Service Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 1/4/19– 30/9/19
Appendix 2	Corporate telephony performance by quarterly period 1/4/19 – 30/9/19
Appendix 3:	Compliments, Comments and Complaints information:
A:	Compliments by department 1/4/19 – 30/9/19
B:	Comments by department 1/4/19 – 30/9/19
C:	Frontline resolution complaints by department 1/4/19 – 30/9/19
D:	Formal Investigation complaints by department 1/4/19 – 30/9/19
E:	Internal Review complaints by department 1/4/19 – 30/9/19
F:	Ombudsman complaints summary for 1/4/19 – 30/9/19
<p>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)</p>	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353

Key Customer Service Standards - Performance Monitoring - 2019/20													
Period	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	No. of Incoming Calls - Revenues & Benefits (direct dial)	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99%		97%
April to June	4104	97%	18,874	76%	13,713	79%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	4,104	97%	18,874	76%	13,713	79%	3,750	100%	98%			56	100%
July to September	3,865	98%	19,486	78%	12,073	81%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	7,969	98%	38,360	78%	25,786	80%	7,459	100%	99%	813	100%	98	99%
October to December													
Quarter 3 Cumulative													
January to March													
Quarter 4 Cumulative													

Appendix 2 - Telephony Figures 1/4/19 – 30/9/19

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
People Directorate						
Partnerships & Transformation	135	135	100%	102	102	100%
Customer Services	44	42	95%	39	37	95%
ICT	940	936	100%	1037	1036	100%
Leisure	80	77	96%	83	82	100%
Legal, Governance, Scrutiny & Elections	489	483	99%	551	544	99%
HR, Payroll & Health & Safety	546	545	100%	582	581	100%
Performance	101	98	97%	151	149	99%
Finance	175	174	99%	165	164	99%
Revenues & Benefits	94	97	93%	74	73	99%
Streetscene Services	860	787	92%	575	541	94%
	3464	3374	97%	3359	3309	99%
Place Directorate						
Housing & Community Safety	175	164	94%	153	142	93%
Property & Commercial Services	195	189	97%	240	230	96%
Planning	95	89	94%	93	90	97%
Economic Development	175	174	99%	20	20	100%
	640	616	96%	506	482	95%
Total	4104	3990	97%	3865	3791	98%
<p>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds</p>						
<p>Does not meet target <input type="checkbox"/></p>						

Appendix 3

A- Compliments 1/4/19- 30/9/19		Number
People	Customer Services	14
	Leisure	18
	Legal, Governance & Elections	1
	Communications	9
	Revenues & Benefits	10
	Streetscene Services	22
		74
Place	Housing	23
	Environmental Health	5
	Property & Commercial Services	1
	Planning	16
		45
Total		119

Compliments included:

Resident wishes to thank all involved in getting her missed bin collected. From the advisor who took the call (Customer Advisor) to the refuse team for collecting the bin on the day that was stated. Contact with the Contact Centres either face to face or over the telephone she always receives a great service and we are always polite, helpful and very patient	Customer Services Streetscene Services
Resident e-mailed to say he watched the video last week and he has nothing but praise for the efforts to promote the district. The video ought to be shown to a wider audience with input from other areas, maybe a slot on local TV.	Communications
Resident would like to say thank you to the Advisor who dealt with her yesterday with regards to the drainage complaint. The drains team came out and found a fault higher up and sorted it out. Customer would like to thank the drains team for sorting it out and explaining it to her, putting her mind at rest.	Customer Services Property & Commercial Services

<p>Following my garden wall being graffittied, early hours of 19th March, just writing to thank everyone who got involved at Bolsover Council for their time, patience, listening ears and kindness after this very distressing incident, when I contacted them that day. Advisor from customer service was wonderful, very sympathetic and helpful. She alerted the Rangers, who came out to me that afternoon, reassured me and set me up with alarms etc. and promised it would be dealt with, they were so kind and helpful too. Also to the 2 chaps who came today, Tuesday 2nd April to remove it, I didn't get their names but they did a brilliant job and got rid of it all completely. Such a relief and am so pleased it was dealt with as quickly and thoroughly as it was. Delighted with your service all</p>	<p>Customer Services Streetscene Services Housing</p>
<p>Hi. Thought you'd appreciate hearing this, my daughter has recently had swimming lessons with you through Clowne Juniors. She had been scared of water until recently. We are currently in Gran Canaria and a little girl jumped in and couldn't get back to the surface. Lots of kids were jumping in and diving for toys so no one really noticed. My daughter grabbed the edge of the pool with her fingers in the drain grid and managed to get hold of the girls arm and dragged her to the edge. She coughed up some water and had a good cry but she was ok. My daughter said she learnt what to do during her lessons with you and if she didn't know, the little girl could've have ended having a holiday in hospital or much worse! My daughter is with St John Ambulance, wanting to be a paramedic and is so pleased she has already saved a life and wanted to thank the swim instructors for teaching her what to do!</p>	<p>Leisure</p>
<p>I wanted to drop you a quick line outlining the great work of both the Planning Manager and a Planner. We have been working together on the site in Bolsover for much of 2019 and both have been excellent to work with. In the private sector we appreciate that time and resources are stretched in local authority. Despite this both have been a pleasure to deal with. They have both sought to work with us through some challenging and complicated matters at the site, where we have all learnt as we have progressed by open and honest discussions and finding solutions to problem. Great work - and thank you for making the process simple and efficient – always with a polite smile!</p>	<p>Planning</p>
<p>Tenant rang to say that she had had two workmen out to her property today, one for electrics and the other to fix a handle on a door. She wanted to say that they were both very professional and did the jobs well and she was very pleased with the work and their attitude. She asked that this please be passed on to the relevant departments</p>	<p>Housing</p>

Company would like to thank the Planner, they appreciate the speed of her response. An excellent pre-application experience, especially compared to the other Local Planning Authorities they work with. Thank you!	Planning
The staff are all extremely positive about the content of what is being delivered and the teaching and learning that is evident. The children are engaged and are constantly moving! (In relation to School Sports Coaching).	Leisure Services
Resident would like to say thank you to the Benefits Department for all their help and support during the last weeks	Revenues & Benefits
Resident would like to thank the Pest Control Officer for the service he provided in connection with a rat problem last week. His advice was very welcome and he was very kind	Environmental Health
Lady in Blackwell rang to compliment the two grounds maintenance workers who strimmed the gardens along Woburn Close on 19th August. They made a fantastic job and the area now looks lovely.	Streetscene Services

B - Comments 1/4/19 - 30/9/19		Number
People	Customer Services	1
	Leisure	3
	Legal, Governance & Elections	2
	Streetscene Services	6
		12
Place	Housing	4
	Environmental Health	2
	Property & Commercial Services	2
		8
Total		20

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/19 - 30/9/19		Number	Out of timescale (3 working days)
People	Leisure	1	
	Revenues & Benefits	1	
	Streetscene Services (Grounds Maintenance)	20	2
	Streetscene Services (Refuse)	85	2
		107	4
Place	Housing	19	8
	Property & Commercial Services	5	
	Environmental Health	3	
		27	8
Total		134	12 (9%)

D – Number of Formal Investigation (Stage 2) complaints 1/4/19 - 30/9/19		Number	Within timescale of 15 working days	Out of timescale
People	Partnerships	1	1	
	Customer Services	5	5	
	Leisure	24	24	
	Legal, Governance & Elections	4	4	
	Performance	3	3	
	Finance	1	1	
	Revenues & Benefits	16	16	
	Streetscene Services	21	21	
		75	75	

D – Number of Formal Investigation (Stage 2) complaints 1/4/19 - 30/9/19		Number	Within timescale of 15 working days	Out of timescale
Place	Housing	38	38	
	Environmental Health	5	5	
	Property & Commercial Services	8	7	1
	Planning	5	5	
	Economic Development	1	1	
		57	56	1
Total		132	131	1

E – Number of Internal Review (S3) complaints 1/4/19 - 30/9/19		Number	Within timescale of 20 working days	Out of timescale
	Legal, Governance & Elections	2	0	2
	Performance	3	3	
	Communications	2	2	
	Revenues & Benefits	4	4	
	Streetscene Services	1	1	
		12	10	2
Place	Housing	6	6	
	Environmental Health	3	2	1
	Property & Commercial Services	2	2	
	Planning	7	6	1
		18	16	2
Total		30	26	4

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
03/12/18 13/02/19 04/03/19	LGSCO Initial enquiries. LGSCO (intention to investigate) LGSCO Investigation Complainant unhappy with noise nuisance outcome	Environmental Health	21/05/2019 12/06/19	Not upheld: no maladministration. There was no fault by the Council in the way it investigated complaints of a nuisance caused by the neighbour
05/03/19 16/04/19	LGSCO (intention to investigate) On behalf of son, wants an adapted Council property LGSCO Investigation Complainant unhappy with welfare adaptations	Housing	03/07/2019 17/9/19	Upheld: maladministration and injustice. There was delay in placing the complainant on the housing waiting list.
20/03/19	LGSCO Initial enquiries - wants an investigation into why a Parish Council meeting was made exempt	Legal	03/04/19	Closed after initial enquiries - no further action '. Complainant is not caused a significant, personal injustice from his complaint.
10/04/19	LGSCO Initial enquiries - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault in the way the Council considered the complaint about a Councillor's conduct; and the matter does not cause the complainant a significant personal injustice which would warrant an Ombudsman investigation.
12/04/19	LGSCO Initial enquiries - Unhappy about the Council's decision not to enforce the license agreement in relation to a wildflower area near to his property	Streetscene Services Leisure	07/05/19	Closed after initial enquiries - not to investigate this complaint. This is because there is insufficient evidence of fault which has caused injustice.
08/05/19	LGSCO decision - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault by the Council in the way it decided the councillor had not breached the Code of Conduct.

16/05/19	THO investigation about succession rights	Housing	29/07/19	Close the case - there was no maladministration by the Council in respect of the information it provided to the complainant regarding her son's possible succession to her tenancy
19/06/19	LGSCO Initial enquiries about why the complainant was excluded from the Housing Waiting list	Housing	11/07/19	Closed after initial enquiries - no further action. This is because there is insufficient evidence of fault by the Council.
02/07/19	LGSCO Initial enquiries about a planning decision	Planning	Committed to Internal Review as complainant has not fully completed the complaints process	
08/07/19	LGSCO Initial enquiries about a company handling benefit reconsiderations	Revenues & Benefits	25/07/19	Closed after initial enquiries – no further action. This is because there is no injustice to the complainant or the housing provider he represents.
19/08/19	THO investigation review about succession rights	Housing	04/11/19	Close the case - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/8/19	LGSCO (intention to investigate)	Legal	Awaiting allocation to investigator	
10/09/19	LGSCO Initial enquiries Not happy with unadopted road status - feels planning should enforce	Legal	10/09/19	Closed after initial enquiries - out of jurisdiction
16/09/19	LGSCO Initial enquiries complaint about development near property	Planning	16/09/19	Closed after initial enquiries - no further action. This is because there is no evidence of fault by the Council.
07/10/19	LGSCO (intention to investigate)	Planning	Awaiting allocation to investigator	
5/11/19	LGSCO Initial enquiries regarding a complainant presenting themselves as homeless	Housing	Committed to Internal Review as complainant has not fully completed the complaints process	

LGSCO* Local Government and Social Care Ombudsman
HO* Housing Ombudsman

Bolsover District Council

Executive

16th December 2019

<p>Bolsover Partnership Funding and Performance Monitoring – April to September 2019</p>

Report of the Portfolio Holder - Partnerships and Transformation

This report is public

Purpose of the Report

- The attached report titled 'Bolsover Partnership Funding and Performance Monitoring April to September 2019' aims to provide a comprehensive overview of the various programmes, initiatives and activities that the Partnership Strategy and Policy Team has been involved with over the last 6 months and provide a resource document for members, officers and partners.

1 Report Details

1.1 The attached report contains:

- The financial position of funding streams managed by the Partnership
- An overview of activities such as PALS, Lloyds Bank Foundation, Voluntary Community Sector Support and Social Connectedness, and One Public Estate
- Progress with commissioning activity via the Public Health Localities funding
- How the Council's Business Growth Fund Phase 2 monies plan to be spent
- Progress made through the B@Home Partnership and social value outcomes
- An update on the Building Resilience Programme funded by the Controlling Migration Fund
- How Grants to Voluntary Organisations have been impacting their local communities
- Progress on the LEADER programme which operates across Bolsover and North East Derbyshire
- Case studies demonstrating the impact of project activity to local people
- Statistical insight with a focus on vulnerable groups within the district. Future bi-annual reports will focus on different thematic areas aligned to the Action Groups of Bolsover Partnership.

1.2 Key achievements highlighted throughout the report, and subsequently include:

- Collaboration with the Lloyds Bank Foundation (LBF) and recent confirmation that Bolsover has been selected as one of eight local authority areas nationally that the LBF want to partner with for ongoing work to test new ideas and re-design services
- The receipt of £54,000 to Bolsover Partnership from Public Health Localities and Place Based Programme for a two year 'Social Connectedness' programme
- The receipt of £207,361 funds from a second tranche of the Controlling Migration Fund from the Ministry of Housing, Communities and Local Government
- A social return on investment for the Raising Aspirations Year 8 Resilience programme at Heritage High School of £21.72 for every £1 invested (measurement derived from the HACT tool using the Shortened Warwick Edinburgh Mental Wellbeing Survey)
- The launch of the second phase of the Business Growth Fund, making available £200,000 of grant funding to businesses demonstrating growth potential
- Significant social value outcomes achieved through the B@Home Partnership including 4485 young people engaged, 43 work experience opportunities, and 8 apprenticeship starts
- Social value outcomes valued at £1.2 from the Council's investment in the Grants to Voluntary Organisations programme

2 Conclusions and Reasons for Recommendation

- 2.1 The report provides a comprehensive overview of projects, funding and initiatives that the Partnership Team is involved with and aims to provide a resource document for members and officers and to ensure Partnership funding is targeted to best effect.

3 Consultation and Equality Impact

- 3.1 Activities commissioned through the Partnership are consulted upon as part of the commissioning process.

4 Alternative Options and Reasons for Rejection

- 4.1 Options are considered as an integral element of all commissioning processes.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 As detailed within the report the Partnership Team manages a range of different funding streams. This includes external funding, for example, from Public Health Localities and Place Based budget; Phase 1 and Phase 2 Controlling Migration Fund; as well as internal budgets such as the Business Growth Fund and Grants to

Voluntary Organisations Programme. With respect to these funding streams, the Partnership Team are proactive in contingency planning and evolving as necessary.

5.2 Legal Implications including Data Protection

5.2.1 The Partnership Team minimises data protection risks by not keeping personal data as part of its agreed monitoring processes. All projects are required to obtain consent for use of case studies/photographs. Contracts/Service level agreements are in place with all providers of activity commissioned by the Partnership Team and activity is monitored quarterly.

5.3 Human Resources Implications

5.3.1 There are human resource implications in respect of commissioning and monitoring all activities commissioned, but this falls within the remit of the Partnership Team, so there are no additional implications.

6 Recommendations

6.1 To note the contents of this 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: <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></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	Not applicable
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All indirectly
<p>Links to Corporate Plan priorities or Policy Framework</p>	Unlocking our Growth Potential Supporting our Communities to be Healthier, Safer, Cleaner and Greener

8 **Document Information**

Appendix No	Title
1	Bolsover Partnership Funding and Performance Monitoring April to September 2019
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
Laura Khella Partnership Programme Management Consultant	07760 223704



April to
September
2019

Bolsover Partnership

Funding and Performance Update

 www.bolsover-partnership.co.uk

**Bolsover**
District Council

45



/ CONTENTS PAGE

	Page No
Bolsover Partnership - Overview	3
Funding Overview	3
Programme Updates	5
PALS (Physical Activity and Lifestyle Support)	5
Lloyds Bank Foundation	7
Bolsover Voluntary Community Support	7
Social Connectedness	8
One Public Estate	8
Controlling Migration Fund Phase 2	9
Public Health Locality Funding:	
• Bolsover Wellness Plus	10
• Working Together for Older People	13
• Raising Aspirations	15
• I-Venture	18
• Extreme Sports Academy	19
• Bolsover Countryside Partnership	20
Traineeship and Apprenticeship Programme	22
Talent Match and Legacy 6	23
Business Growth Fund	24
Building Resilience Programme (Controlling Migration Fund)	25
B@Home Employment and Skills Report	34
Grants to Voluntary Organisations Programme	39
BNED LEADER Programme	43
Bolsover District Statistical Insight	45

/ Bolsover Partnership Overview

Our Vision

“Our Sustainable Community Strategy has a vision of a diverse, healthy, fair and prosperous district, building on the strengths of our industrial past to become a vibrant, thriving community capable of meeting the challenges and the opportunities of the future”

Introduction

Welcome to Bolsover Partnership’s Funding and Performance Monitoring Report for the period April to September 2019. This report provides an update on activities that the Partnership has been involved with over the past 6 months and reports on outcomes and achievements of commissioned programmes to support and work with residents of all ages across the whole district.

This report shows that despite shrinking funds we continue to use our resources to maximum effect by collaborating locally, and with our near neighbours, to deliver an array of projects and interventions.

Contained within this report for April to September 2019 is:

- ✓ An overview of the various programmes, initiatives and activities that the Partnership Team have been involved with
- ✓ The financial position of funding streams managed by the Partnership
- ✓ An update on the Council’s Business Growth Fund
- ✓ Progress made through the B@Home Partnership and social value outcomes
- ✓ An update on the Building Resilience Programme funded by the Controlling Migration Fund
- ✓ How Grants to Voluntary Organisations have been impacting their local communities
- ✓ Progress on the LEADER programme which operates across Bolsover and North East Derbyshire
- ✓ Case studies demonstrating the impact of project activity to local people
- ✓ Statistical insight highlighting key statistics/trends for the district in respect of Deprivation and Vulnerable Groups.

Funding Overview

The Partnership Strategy and Policy Team manage a range of different funding streams, and the following page outlines which projects were delivered between April and September 2019; this demonstrates how the Partnership uses resources to deliver against the priorities within the Sustainable Community Strategy. Further details of which are provided throughout this report.

/ Partnership Strategy and Policy Team

One Public Estate	Residual Working Neighbourhoods Fund	DCC Public Health Locality Funding	Grants to Voluntary Organisations
Controlling Migration Fund	Business Growth Fund	Small Grants Fund	Raising Aspirations

Project Spend April to September 2019

Project Name	Residual WNF	Bolsover District Council	Health & Well-Being	DCLG CMF	BIG Lottery	Other	Total
BDC Apprenticeships	14854	0	0	0	0	1500	16354
Raising Aspirations	0	0	9912	0	0	57750	67662
New Bolsover Model Village	0	0	3900	0	0	0	3900
Working Together	0	0	8633	0	0	0	8633
Bolsover Countryside Partnership	0	0	3250	0	0	0	3250
I-Venture	0	0	14113	0	0	41473	55586
Bolsover Wellness	0	7500	24000	0	0	16497	47997
Active Confidence	0	0	4989	0	0	0	4989
Active Lunchtimes	0	0	5000	0	0	0	5000
Children's Wellness	0	0	2500	0	0	0	2500
Extreme Sports Academy	0	6998	5000	3418	0	0	15416
Grants to Vol Organisations	0	46207	0	0	0	0	46207
VCS Support	0	16834	0	0	0	0	16834
LEADER contribution	0	12,000	0	0	0	0	12000
HWB small grants	0	0	5500	0	0	0	5500
Building Resilience Programme	0	0	0	194676	0	0	194676
TOTAL	14854	89539	86797	198094	0	117220	506504

/ Programmes Updates

/ PALS (Physical Activity and Lifestyle Support)

*PALS is currently delivering a pilot of the programme in Creswell only

PALS is a programme aimed at changing behaviours and finding solutions to help people face their daily challenges which will allow them to concentrate more on their health and wellbeing.

PALS brings together different agencies and services to support individuals and families in their households and within their lives. It helps to assess their needs, unpick situations, and provide consistent support in an effort to improve their lifestyle and become more physically active.

The PALS approach recognises that there are three key elements when attempting to create behaviour change:

- ✓ Capability to change
- ✓ Motivation to change
- ✓ Opportunity to change

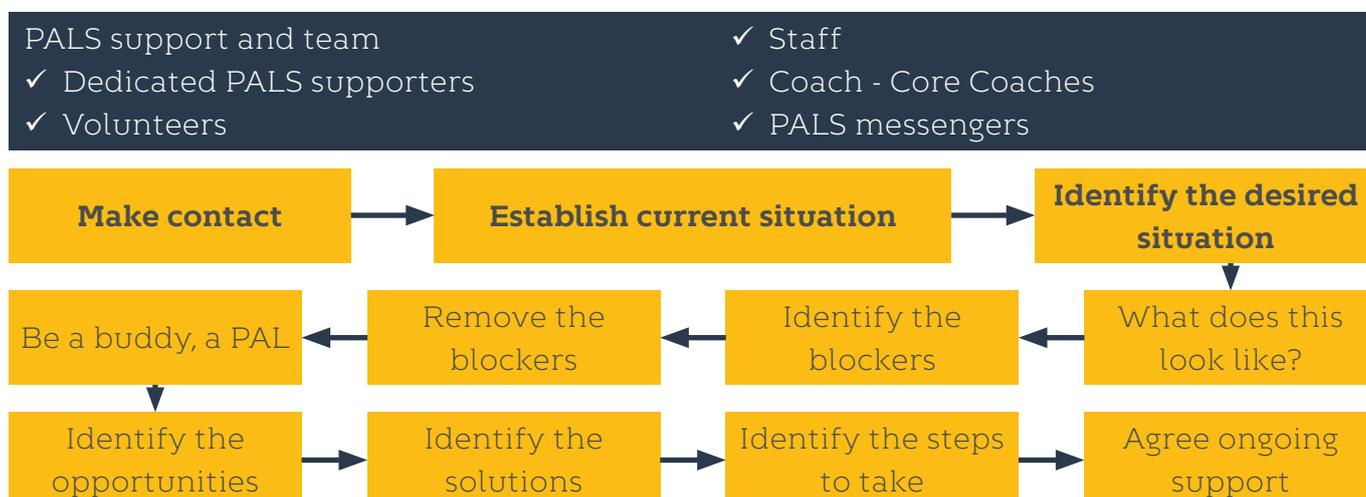
Alongside these, there are also five key factors that have an impact on the above:

- ✓ Age
- ✓ Socio-economic
- ✓ Disability/Condition
- ✓ Gender
- ✓ Ethnicity

It's more than just signposting, it's about supporting!

A PALS coordinator's role is to help join the dots as there are many agencies and organisations working hard to provide services to the people within their community with the aim of improving overall community health and wellbeing.

We create a package/personal plan to enable a path to a more active and healthier lifestyle working with other agencies to navigate through what is available for the individual or family.



/ Case Study

Frank was referred to the PALS programme through Limestone House. Frank has very poor eye sight and is hard of hearing. He currently goes everywhere on an electric buggy because he has poor balance at present.

Frank had missed numerous appointments at Sheffield City Hospital for his eyes to be treated due to not being able to get there via public transport and also when transport has been provided Frank has often got the times and dates wrong.

On my initial meeting with Frank at Limestone House I managed to get him another appointment at the Hospital and arranged for him to be picked up by Derbyshire Ambulance non-emergency service. Frank also showed a willingness to become more physically active but I thought the priority was for him to get his eyes and ears sorted as this could be causing his poor balance.

On my next meeting with Frank I went to his bungalow to have a chat and to see how he was getting on living on his own since the death of his wife a few years ago. Frank had no heating or hot water on due to not being able to see where to insert the card in the box outside which I sorted for him. Frank thought that someone had entered his property without him knowing and working with our housing department we have recently had Franks locks changed which has made a big difference as Frank would not go to bed due to being too scared but now the locks have been changed he feels more secure in the bungalow. Subsequently

I also arranged for an assessment to be carried out a housing officer on Frank's bungalow to make sure it was safe.

I arrived at Frank's house on the day of his hospital appointment around 5:15am to make sure he was up and ready and made sure he got away to his appointment on time.

Following on from Frank's appointment he is now ready to start attending our falls prevention classes we run in Creswell and is really looking forward to it.



Frank had this to say about the programme;

"I would not know where I would be if it wasn't for the help I have received from Craig. I now have hospital appointments booked in and Craig makes sure I attend these. I am starting to feel more independent and I am now looking forward to attending the chair based classes initially with Craig and hopefully meeting new people as well as helping me with my balance and co-ordination"

Finally I asked Frank what he thinks of the PALS programme and he said;

"The programme is fantastic and will help lots of people and long may it continue."

https://selfservice.bolsover.gov.uk/service/Physical_Activity_and_Lifestyle_Support_PALS_Referral_Form

/Lloyds Bank Foundation

Bolsover Partnership has been approached by the Lloyds Bank Foundation (LBF) who are looking to partner with organisations in eight towns or small Local Authorities, where there's an appetite for testing new ideas, and for having open and honest conversations about how services could look different in the future. This seemed right up our street, so we invited Jill Baker from LBF to come and meet with key representatives of Bolsover Partnership and the VCS! Jill was really impressed with our existing partnership arrangements and we've had recent confirmation that Bolsover will indeed be one of the selected areas that the LBF will work with. Harriet Balance has since been appointed to post by LBF so we organised a two day visit to the district so that Harriet could get a better understanding of the area and meet key representatives from the Partnership.

LBF's development objectives are to:

1. Help charities to diversify their income

This will involve undertaking research into how LBF's funding fits into the wider context of charities' incomes, as well as looking at how services are designed, developed, delivered and resourced in any given area. This can help change the system, so it works for everyone - commissioners, funders and businesses so that small local charities are able to do the work they do best more effectively.

2. Encourage cross-funder collaboration

By working closely with other funding services to make sure they're communicating and collaborating. These might include grant makers, community foundations, local authorities, clinical commissioning groups, public health and police, local businesses and universities.

3. Build Business Connections

Using the knowledge and experience of Lloyds Banking Group to explore the most effective methods of partnership between businesses and charities. This

could be skills-based volunteering, trustee recruitment, charity mentoring, but also exploring ways of working with a range of other local businesses to help charities widen their support network and source help and support and charitable income (e.g. through payroll giving).

The next stage will be for LBF to organise a one day workshop with representatives from across Bolsover Partnership to collaborate and agree a key priority area for the work to be focused towards. This was due to take place in November but has been re-scheduled to January 2020.

/ Voluntary Community Sector (VCS) Support and Social Connectedness

In April this year, Bolsover District Council on behalf of Bolsover Partnership and the wider VCS went out to tender for an established and quality assured VCS infrastructure organisation to provide a strategic voice for the Bolsover district sector as well as operational delivery to support individuals and groups. This followed the recommendations of the feasibility study undertaken by Locality to identify a preferred model for the district.

Tender evaluations and clarification interviews took place during May, which resulted in Bassetlaw CVS successfully securing the contract following the submission of an excellent tender and subsequent presentation. BCVS's model combines the benefits of having an existing infrastructure and track record, and therefore quick lead in time, whilst recognising that there is a vibrant and local network that can be utilised to bring in local delivery elements as required. BCVS also brings a wealth of experience of working with Clinical Commissioning Groups on commissioning and social prescribing and we are looking forward to benefiting from that expertise and best practice.

BCVS model for delivery involves the appointment of two Locality Workers. Simon Redding commenced employment on the 1st October and has already made links with many community groups and organisations. A service manager has also been recruited by BCVS and will support programme delivery. This is an in-kind addition covered by BCVS free reserves. Recruitment to the second Locality Officer post is currently on hold and will be reviewed once local insight regarding need has been established. On the ground delivery will be supported by the Service Manager and BCVS Involve Volunteering throughout the next quarter.

A bespoke e-bulletin 'Bolsover Together' has been created which is circulated to 238 contacts on a weekly basis and social media remains active with 300 posts during the July to September reaching 9101 people, and 194 articles added to the website page. Six community groups have been supported with governance advice and volunteer recruitment. The BCVS director continues to work at a strategic level and is actively engaged with the following:

- ✓ 3D Consortium
- ✓ Lloyds Bank Foundation
- ✓ Bolsover Can Do Group
- ✓ BNED Place Alliance
- ✓ DCC Public Health
- ✓ Active Derbyshire
- ✓ Building Better Opportunities
- ✓ The emerging Primary Care Networks.

/ Social Connectedness

In April 2019, Bolsover Partnership was allocated £54,000 to develop local approaches to social connectedness. Indicators of loneliness have been identified as widowed, living alone 65+, limited day to day activities, no car, pension credits, age 60+ and mobility.

Approximately 50% of the funding has

been allocated to BCVS to enable the two Locality Officer posts described above to be increased from part time to full time posts in order to provide greater resource to the VCS within Bolsover district. This work will initially involve:

- ✓ the establishment of a Social Connectedness sub group which will report directly to the Health and Well-Being Partnership
- ✓ a mapping exercise to understand existing services and current gaps
- ✓ the development of an action plan for activities to improve social connectedness over the next two years.

The remaining funding will be used to fund activities agreed within the Social Connectedness Action Plan and allow further development of partnership approaches to reduce the burden of social isolation within local communities.

/ One Public Estate

The North Midlands One Public Estate (OPE) programme is collaborative partnership focussing on public service transformation through co-location and co-delivery of services, using property and land assets as an enabler. Under Phase 6, a feasibility study to consider the viability of developing a joint multi agency hub with key service providers in Shirebrook has been undertaken by Gleeds consultants.

The critical success factors for a future hub are:

- ✓ Integrated delivery of co-located services
- ✓ Better access and convenience of location for customers and end users
- ✓ More fit for purpose public estate
- ✓ Car parking and external spaces
- ✓ Flexibility for future proofing

A number of options have been developed on sites at Patchwork Row, Carter Lane

and Portland Road. These site options are now in the process of being evaluated against the identified critical success factors, in order that a full business plan of the preferred site can be completed.

/ Controlling Migration Funding - Phase 2 monies secured

Bolsover Partnership has been successful in securing additional funding through Phase 2 of the Controlling Migration Fund, managed by the Ministry of Housing, Communities and Local Government. £57,571 was awarded in 2018/19 and a further £196,361 awarded in 2019/20. The bid contained a number of different strands, and a brief outline is provided below:

Business Forum Co-ordinator - Following a tender process, East Midlands Chamber of Commerce have been appointed to lead this area of work. Their contract which commenced in July 2019 and will run until April 2020 aims to develop a strong business forum focussed on the retailers in and around the market square, market traders, and businesses from the wider town and provide co-ordinated development and delivery of an action plan for the forum. Nick Chischniak is leading this work, alongside his colleague Laurie Wootten. Two meetings of a newly established forum have taken place to date, and setting up arrangements for the forum's longevity in mind has been a cornerstone of the way the work is being conveyed to those involved so that the ownership and management of forum tasks can be as seamless as possible once the co-ordinator steps back after April 2020 when the contract expires. There has been and continue to be some challenges, including uniform business hours, IT skills, communication and identifying a forum chair, however, 41 businesses have been engaged to date and commitments of involvement moving forward have been secured. Events being planned aimed at increasing footfall in the market square, and bringing businesses and the

community together include:

7th December 2019 - pop-up Christmas cinema

January 2020 - football themed event on the market square

22nd February 2020 - lantern parade around Shirebrook, finishing on the market square

Jeremy Flint, Proprietor of H Flint and Son on Main Street, in Shirebrook said *"I feel that Shirebrook's retail offering is likely to be much stronger in the long run through the businesses working together thanks to the creation of a Forum that allows them a platform they can all use."*

Multi User Games Area (MUGA) at Rainbow Park - Bolsover District Council is leading the procurement of this work, which will provide further enhancements at Rainbow Park through the installation of a MUGA. This is intended to reduce anti-social behaviour in the area.

Teaching Assistant/Family Liaison Support - additional teaching assistant/family liaison support at 3 schools with highest levels of pupils with English as an additional language. This was as a result of learning from Phase 1 that identified the additional support would be most effective at primary, rather than secondary, age.

Welcoming Information Pack - to be designed both in hard copy and online formats, the provision of service information packs to aid migrants and support integration

Landlord's Forum - as a result of the work undertaken in Phase 1, this area of work will see the establishment of a landlord's forum to improve housing and wider impacts.

/ Public Health Locality Funding

Derbyshire County Council's (DCC) Public Health Localities and Place-based work is seen as integral to addressing the wider determinants of health; in particular, employment and skills, financial inclusion, community cohesion and social isolation experienced by some of Derbyshire's most vulnerable communities.

Bolsover district receives an annual allocation of Public Health Locality Funding from Derbyshire County Council (DCC). The allocation to Bolsover district under this programme in 2019/20 is £78,097 - this is broken down as follows:

- ✓ £68,097 under the fair share formula
- ✓ £10,000 for a small grants fund

The Bolsover Partnership Commissioning Group agrees how to allocate the Public

Health locality funding based on evidence of need, impact and available funding. The following section provides an update and case study on all activities funded by Public Health.

Unless otherwise stated, social value measurements detailed throughout this report have been calculated using the HACT Social Value Bank and the work is attributed as follows:

Title: Community investment values from the Social Value Bank

Authors: HACT and Daniel Fujiwara (www.hact.org.uk / www.simetrica.co.uk)

Source: www.socialvaluebank.org

Licence: Creative Commons Attribution-NonCommercial-No Derivatives licence (http://creativecommons.org/licenses/by-nc-nd/4.0/deed.en_GB)

/ Bolsover Wellness Plus

Social impact measurement: £197,616

- ✓ Good overall health £74,217 (HACT)
- ✓ High confidence £27,483 (HACT)
- ✓ Frequent moderate exercise £75,288 + £6,041 Children's Wellness (HACT)
- ✓ Frequent mild exercise £9,062 + £3,450 Active confidence (HACT)
- ✓ Regular volunteering £2,075
- ✓ Improvements in mental health £6,174 (Quality Adjusted Life Year for a person with mild mental health issue according to Sainsbury Centre for Medical Health, 2009, 80% deadweight)
- ✓ Investment: £63,736 (Wellness £49,997; £4,989 Active Confidence; £3,750 Children's Wellness; £5,000 Active Lunchtimes)
- ✓ SROI £1 – £3.10

Bolsover Wellness is delivered by Bolsover District Council with Public Health Locality Funding. Outputs/outcomes achieved April to September 2019:

- ✓ Bolsover Wellness - 348 patients referred; 157 completed the 12 week programme during the quarter; 155 patients are committed to continuing a healthier lifestyle (99%), and 100% reported improvements in health on completion).
- ✓ 235 chair based exercise sessions delivered and 1766 attendances
- ✓ Overall, the number of attendances at either the gym, swimming pool or thermal suite by referral clients over the past 6 months has been 5576
- ✓ 8 Active Outdoor sessions delivered benefiting 8 clients, of which 75% completed the programme.
- ✓ 17 self-help activity sessions benefiting 9 clients

- ✓ Active Lunchtimes - 39 schools participating, 75 supervisors were trained to Play Leaders so they are able to engage a wider number of pupils in physical education activities; and 31 schools achieved the Schools Games Marks. 608 structured lunchtime activities have taken place and 816 mini leaders trained
- ✓ 5/60 programme - 7 schools involved, 106 sessions delivered and 354 children participating in a range of activities, resulting in increased levels of activity for 82% and improved diet and nutrition and weight management for 62%
- ✓ Children's Wellness - 15 Extreme Wheels sessions (5 in Shirebrook and 10 in Whitwell) with 149 beneficiaries and 267 attendances in total. Other Extreme Wheels sessions funded by the Community Safety Partnership

and Parish Councils/Galas took place in Bolsover, South Normanton, Tibshelf, Doe Lea, Pleasley/New Houghton and Barlborough.



/ Case Study - Bolsover Wellness

Miss W was referred by Welbeck Road Health Centre in May 2019. Her referral was for a Body Mass Index of 38, type 2 diabetes, lower back ache and joint pain in her legs. She started the Bolsover Wellness Programme in June 2019 with a weight of 102.6kg, waist 121 cm circumference and blood pressure of 137/81, pulse 90.

Miss W attended swimming initially 3 times a week for 60 minutes and intended to start using the gym. At her 6 week assessment Miss W had lost 7.6kg, 22 centimetres from the waist which was now 99cm and weighed 95kg.

At the 12 week assessment Miss W is now swimming 4 to 5 times per week and 12 week assessment readings



for weight are 89.5kg, 95cm for waist circumference, blood pressure of 112/76 and BMI of 33.1. This has resulted in the Doctor stopping her Metformin medication for diabetes and Miss W reports her back and leg pain had reduced.

She quotes "I've loved taking part in the programme, I never got round to using the gym as I've enjoyed the swimming so much and it's changed my whole way of life, to keep fit and look after myself.

I will continue to attend and take out a membership, something I would have never done without the Bolsover Wellness Programme".

/ Case Study - Active Lunchtimes

On 27th September coaches from the Physical Activity and Sports Development Team at BDC delivered the PlayMaker award for 13 Year five pupils at Whaley Thorns Primary School. Completing the award helps pupils to gain and develop their confidence whilst supporting and delivering sessions before they reach their final year of primary school. Gaining the confidence and experience during Year 5 enables them to be better leaders, aiding their transition through the leadership pathway.



The overall aim of the award is to develop children's leadership skills so they are equipped to be "playmakers" (another term for a leader) at their school. The PlayMaker award is a progression from Mini Leader training which gives children some knowledge of how to run a session to their peers at lunchtimes. The children who have the potential to develop their skills further are handpicked to attend the PlayMaker award. The

course is developed in line with the PACE principle (Participants, Area, Communication and Equipment). Each aspect of the PACE principle is covered providing participants with an insight into what a leader or coach has to think about, whilst also giving children an understanding on what they will have to deal with when they are leading.

It was great to see all children's confidence levels improve. Throughout the day children were put on the spot and asked to deliver a particular game/activity in order to help improve their confidence and develop

their skills. At the end of the day children are asked and encouraged to support and deliver some lunchtime sessions alongside the school's Play Leader. We also leave a series of documents with the PE lead which contain a number of session plans that children can use as well as a number of tutor resources the PE lead can utilise should they wish to do any additional training with the playmakers.

/ Case Study - Active Confidence

JH started his involvement through the Active Confidence programme in the 1st Quarter of the year. Being overweight, he did not engage with the Activity Group although he did start engaging with some of the short walks (approx. 2hrs.) that the team at Pleasley Vale Outdoor Activity Centre support on Wednesday afternoons. Now having been motivated to go to slimming classes, JH has lost over 10 stone in

weight. As a result he has started coming out with the Thursday Self Help activity group. He has commented on how he has surprised himself with what he can now manage to do. Most recently he completed a 7mile walk from Holmebrook Park to Linacre Reservoirs and back.

/ Working Together for Older People

Social impact measurement: £83,656

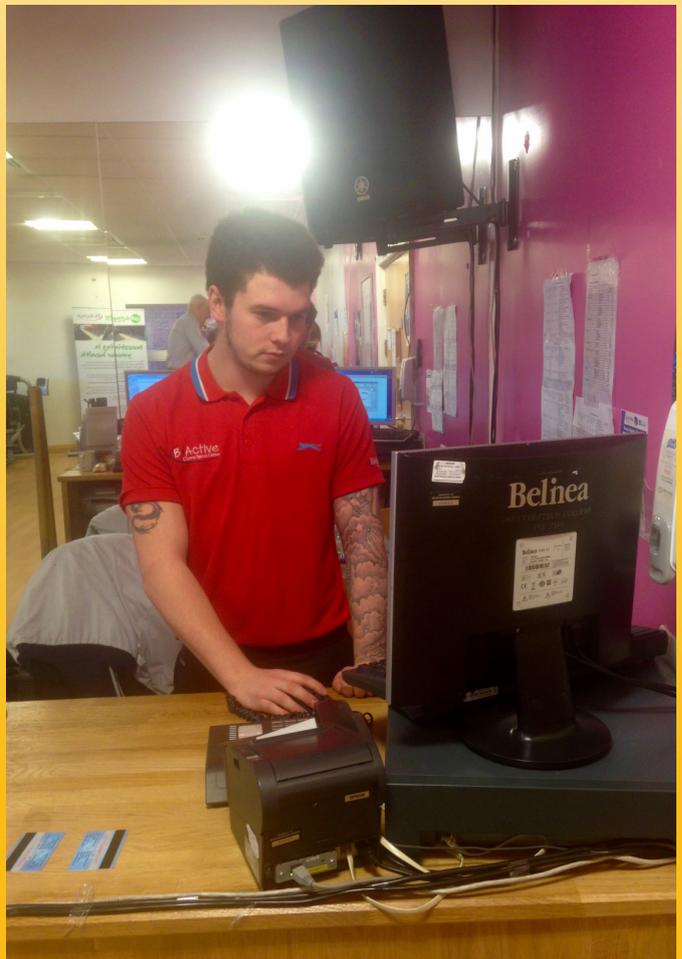
- ✓ Member of a Social Group £25,469 (HACT)
- ✓ Regular Volunteering £58,187 (HACT)
- ✓ Investment: £8,633
- ✓ SROI £1 – £9.69

Working Together for Older People is led by Age Concern to build local capacity and infrastructure to engage/ involve older, more vulnerable and/ or isolated adults in community and social activities and operates in the northern part of Bolsover district i.e. Barlborough, Bolsover, Clowne, Creswell, Elmton, Hodthorpe and Whitwell.

Outputs/outcomes achieved between April and September 2019:

- ✓ 55 beneficiaries
- ✓ 19 regular volunteers
- ✓ 908 volunteer hours
- ✓ 17 members of a social group
- ✓ 14 partnerships established
- ✓ 10 individuals with increased levels of activity

Age Concern have been successful in securing funding from the National Lottery Community Fund for their ACTIVE AGE project which has enabled the appointment of an outreach worker to help older people to become less socially isolated. In instances where older people because of their illness or infirmity are unable to attend clubs and groups the new worker will encourage community clubs and groups to maintain contact. Some of the functionality of the WTFOP project could be integrated with this project providing a route for sustainability and ongoing impact.



/ Case Study

Despite dreadful weather, everyone thoroughly enjoyed the Working Together for Older People trip to the Wartime Weekend at Clumber Park. A soggy walk up to the Walled Garden and tasty lunch in the Garden Tea House was followed by a stroll to the Turning Yard where a break in the clouds allowed us to see some 40's dancing. The marquee provided shelter when the rain returned but with Johnny Victory entertaining it was far from gloomy.

Dot and Brenda both have mobility problems so trips out are difficult for them -

Dot: "I've had such a lovely day out, I

didn't care about the rain. It was all so easy because scooters were arranged for us and brought right up to the bus when we arrived"

Brenda: "The volunteers on these trips are always so kind and helpful - it makes you feel really special and gives you a boost"

Mother and daughter Beryl and Jenny had been really looking forward to their day out and they weren't disappointed!

Jenny "Did you see Johnny Victory? He was brilliant! I wish we could stay longer because he's on again later"

Beryl "Oh I have enjoyed it. Thank you so much for bringing us"



/ Raising Aspirations

'Raising Aspirations' is Bolsover Partnership's flagship project. During 2009 - 2014 it achieved strong recognition for its role in increasing progressions at post 16 and raising aspirations of more vulnerable groups. Since 2015, Public Health Locality Funding has been invested in the programme and following a Derbyshire County Council Cabinet meeting in September 2018, it was agreed that £231,000 of the Localities and Place Based investment would be used to provide a two year extension to the Bolsover

Partnership commissioned 'Raising Aspirations' programme delivered across the county by Derbyshire Education Business Partnership for academic years 2018/19 and 2019/20.

The last 6 months saw the end of the 18/19 academic year, and the start of the 19/20 academic year. In 2018/19, the three schools supported in Bolsover district were Frederick Gent, Heritage High and Tibshelf Community Schools. The outputs below show the planned and actual outputs for the 2018/19 academic year.

School	TARGET					ACTUAL				
	Yr 10	Yr 11	Universal delivery	Targeted programme	Total yp	Yr 10	Yr 11	Universal delivery	Targeted programme	Total yp
Frederick Gent School	12	0	165	24 - Yr 6 Transition 'Move On, Move Up'	201	0	14	160	22	196
Tibshelf Community School	12	0	165		177	10	0	206		216
Heritage High School	0	0	0	12 - Yr 8 'Shine'	12				9	9
Total	24	0	330	36	390	10	14	366	31	421



/ Impact

The Social Return on Investment (SROI) captured across the whole RA programme has been positive with every £1 spent, showing a £4.68 value.

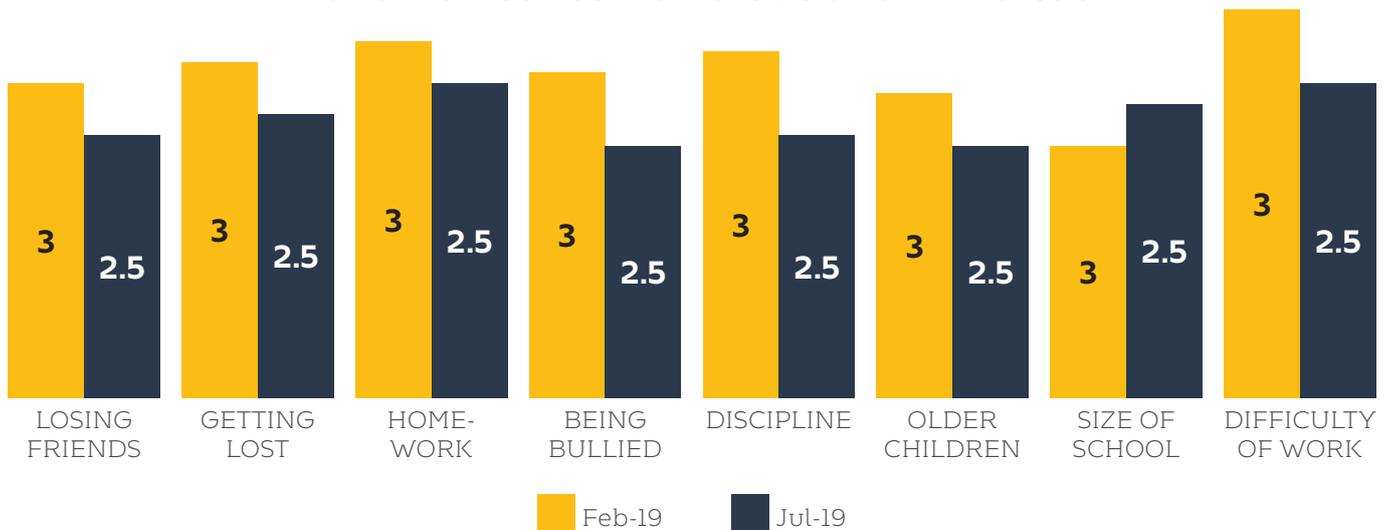
The Year 8 building resilience initiative (Shine), provides targeted support for key stage 3 learners, who are experiencing difficulties that are impacting their educational experience and causing low level mental health issues. This programme was delivered at Heritage High School and produced a social return on investment of £21.72 for every £1 spent! This measurement was derived from the Shortened Warwick Edinburgh Mental Wellbeing Survey (SWEMWBS) which has been developed by HACT to enable the

monitoring of mental wellbeing in the general population. This return provides a great indication of the impact that the programme is having on the students who receive the support.

The Primary transition programme (Move On, Move Up) worked with the two primary schools in the Frederick Gent secondary cluster for their Year 6 by identifying learners for whom the move to secondary education was causing anxiety. To analyse the SROI of this initiative, students are asked to assess against the common areas that create anxiety for Year 6.

Below is the change expressed by the two schools:

Transition concerns - Glebe and Kirkstead



2019/20 academic year delivery commenced in three schools in Bolsover; these being:

- ✓ Frederick Gent School - core RA + universal delivery, and Year 6 'Move On, Move Up' - expected to benefit 282 students in total
- ✓ Heritage High School - Year 8 Developing Resilience programme - expected to benefit a cohort of 12 students
- ✓ Stubbin Wood School - core RA

delivery of 12 Special Educational Needs and Disabilities (SEND) students

One notable change for the current academic year has been for the RA programme to support Stubbin Wood Special School (previously Tibshelf School had been supported through RA). The differentiated approach taken for SEND learners enables, not only the young people themselves, but their support network, to recognise potential and raise the expectations had for learners with additional needs.

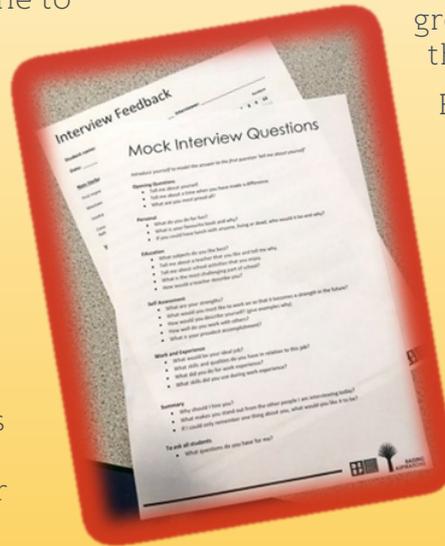
/ Case Study - Frederick Gent Community School

DEBP delivered a full year mock interview morning for students providing 16 employers including support from the STEM Ambassadors network.

112 students were given a one to one 20 minute interview. Employers gave students both immediate verbal feedback and then wrote feedback sheets that were given to students as a reminder of the positives and possible actions to work on for future interviews. DEBP provides employers with example questions but asks employers to utilise any that they would use in their own processes to make the interviews as authentic as possible.

The aim of the session was to give students an experience of a professional interview. For many

students this was the first time they had an interaction with an employer. Students were all given interview slots and had to arrive on time and were held in a 'reception' area, the employers would then go to meet and greet the students leading them to the interview.



Employer feedback from the event was how impressive students were able to answer questions as they had not been given any detailed preparation for the day. Students were impeccable in the way they approached the event with their professional attitudes and detailed answers.

"Thank you so much for organising and being involved in today. The feedback has been great and the students all really enjoyed it!" - Tracie Jenkinson School Raising Aspirations lead.



/I-Venture

The 'I-Venture' project aims to offer opportunities for learning and personal growth to young people from Bolsover district. Delivered in partnership with local schools, the programme aims to raise the aspirations of young people and develop skills and attributes around confidence, communication, planning, team working and increased global and cultural awareness.

In July 2018, students from schools across Bolsover district were given the opportunity to apply to be part of the I-Venture 2019 programme which culminates in spending ten days in South Africa under canvas (no hotels in sight) and travelling (mostly on foot) to a variety of locations to undertake their international citizenship programme that involves:

- ✓ delivering essential first aid training to the local communities
- ✓ working with a local school and an orphanage
- ✓ working alongside lead ecologists to study the wildlife population
- ✓ conducting an environmental impact study
- ✓ learning about other cultures

The young people that were selected, following an application and selection process, were all from Years 9 and 10 and aged between 13-14 years. The schools that they represent are Frederick Gent School, Shirebrook Academy, Stubbin Wood Special Educational Needs School and Tibshelf Community School.

As the departure for the expedition phase rapidly approaches (Monday 21st October) the whole group (19 young people in total) has attended their final training and preparation days including:

- ✓ Saturday 6th September - First Aid and Community Health training

- ✓ Sunday 7th September - Final team building and risk management training
- ✓ Saturday 21st September - Mock departure and final briefing for students and parents/carers. 2-hour presentation delivered by Angus Wingfield, Expedition Leader, Dr Steven Lloyd and Clare Talati providing a final rules and responsibilities overview and communications protocol.

All the participants were signed off as being ready for the expedition phase following the final date. However, following consultation with one young person and her family on 06/09/19, further investigation was required around recent medical symptoms. Unfortunately, due to the undiagnosed cause of the symptoms and the remote location of the expedition, the decision was made that the young person would be unable to attend the expedition phase due to increased risk. This was understandably a very hard, but necessary decision, and one that the family appreciated had to be made. The aim is to include this exemplary member of the team in a later programme, when the medical situation has stabilised.

Where final issues have presented with other participants, Claire Bergmann, pastoral support on the programme, has been conducting home visits and providing extensive support to families in particular need. This has ensured that the participants at risk of not making it through the final phase, have stabilised and can focus on the trip of a lifetime. There has also been extensive work to ensure that the health and safety of the expedition is all ready for approval from the schools and local authority. This process will be signed off with full authorisation week commencing the 7th October.

Next stop - South Africa!

/ Extreme Sports Academy

Social impact measurement: £48,655

- ✓ General Training for Job £42,614 (HACT)
- ✓ Frequent Moderate Exercise £6,041 (HACT)
- ✓ Investment: £15,416
- ✓ SROI £1 – £3.16

The Extreme Sports Academy volunteering scheme started in September 2018 and has been working with 14 volunteers. During the period April to September 2019, the volunteers have delivered 485 volunteering hours, and been involved in 44 Extreme Sports sessions - this involves setting-up, running the sessions and packing away.

The Level 2 Sports Leadership Course for the volunteers took place on the 23rd/24th/30th/31st March 2019. 11 volunteers completed their training and are now in the process of gaining work experience with Extreme Wheels Roadshows to complete their volunteering hours so they can gain their qualification. The Academy also has 4 newly qualified Sports Leaders, who are awaiting their Certificates, and

13 of the volunteers have achieved their Derbyshire Passport.

July to September was Extreme Wheels busiest time, so volunteering opportunities were at their greatest, with a massive selection of varied events and activities. Although the academy had 11 volunteers attend at least a selection of events, a pattern started to emerge, with six young people regularly attending community activities in the daytime and evening, large gala events within and outside the district and a number of skate festivals.

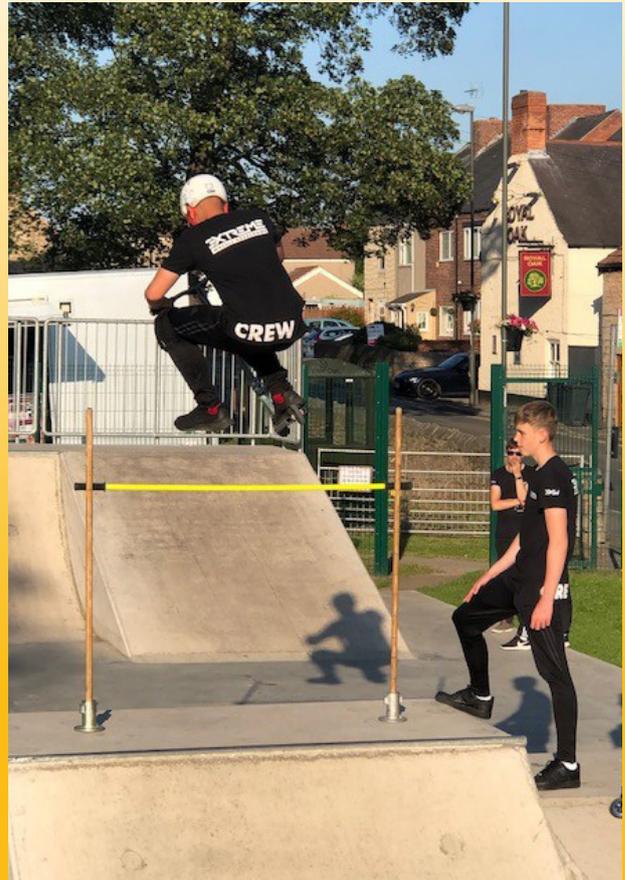
During the day at Corby Skate Park, 21st Sept 2019, staff members had a good conversation with the volunteers about a number of topics, in which they all provided positive input. A subject which generated quite a bit of discussion was about how their volunteering time could eventually turn into paid employment and what they are doing now could open doors for other opportunities including different career paths, further education, employment and other volunteering schemes.



/ Case Study

The Extreme Sports Team have been in contact with a young person for over 4 years now, and have seen him develop and mature over this period, to the point where he is showing real potential of gaining employment with the team. Initial contact with this young person was when he used to attend Extreme Wheels Roadshows and participate, but he was very cheeky, not obeying health and safety rules and basically causing issues and concerns. He was also known to the police and around the local community for anti-social behaviour.

Over this period the team at Extreme Sports have got to know him and when the initial idea of volunteering came about he was keen to be part of it. The Extreme Sports team were also happy for him to be involved, because of the motivation he was now showing. His behaviour has greatly improved, and he now regularly attends sessions, making himself available for training days and completing available qualifications.



/ Bolsover Countryside Partnership (BCP)

Social impact measurement: £11,256

- ✓ Regular Volunteering £11,256 (HACT)
- ✓ Investment: £3,250
- ✓ SROI £1 – £3.46

Using the HACT (Housing Associations' Charitable Trust) model to evaluate social return on investment, the BCP Archaeological Way Access Volunteers volunteering provision provided a return of £11,256. However this does not take account of any of the strategic, infrastructure or funding work, which is at the heart of BCP's delivery. Other useful information to put the social return on investment into context for the BCP includes information recently

highlighted in the Land Trust study which identified:

- ✓ that for every £1 spent on site management of its greenspaces, another £30.30 was generated in health benefits and £23.30 in reduced crime and anti-social behaviour
- ✓ people valued greenspace at 2.5 times the cost of maintenance
- ✓ there was an average uplift of £8,670 in the value of house prices within 500m of well managed greenspace
- ✓ on average, an additional £38,000 was generated by local small businesses.

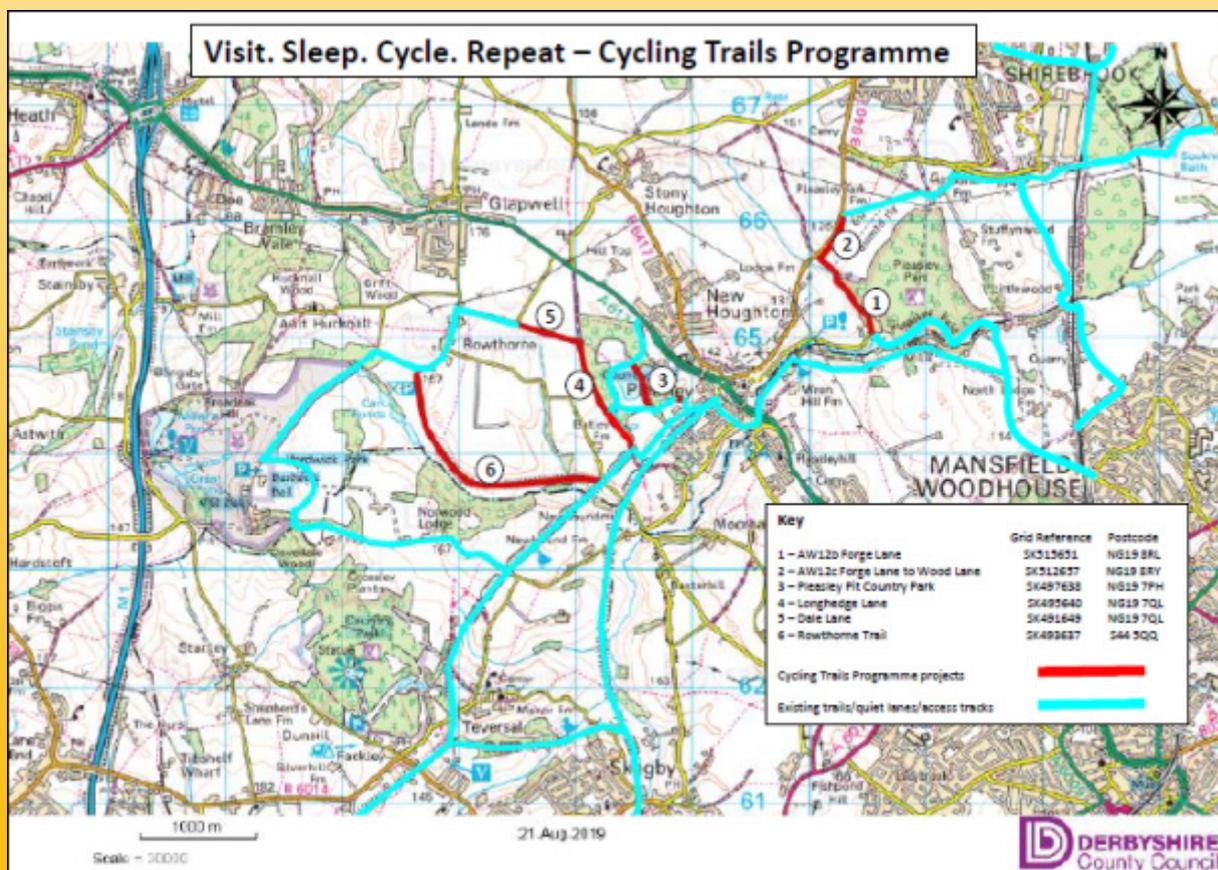
Visit. Sleep. Cycle. Repeat (VSCR)

- A bid to the Rural Development Programme for England (RDPE) was submitted on 13th September for £404,000. If successful, the bid will deliver 5.7km of new and improved cycling trails as part of the development of the Pleasley Visitor Hub, and will include the following projects:

- ✓ AW12b - Reinstate 788m Forge Lane (Pleasley BW16)
- ✓ AW12c - 480m new section of trail between Forge Lane and Wood Lane

- ✓ Rowthorne Trail - Reinstate 2,240m of the trail to accommodate cycling
- ✓ Pleasley Pit Circular Route - upgrade 590m of desire lines around the country park to create a circular waling and cycling route
- ✓ Longhedge Lane - Reinstate 1,065m of bridleway (Pleasley BW13)
- ✓ Dale Lane - Reinstate 577m of concessionary bridleway (Ault Hucknall FP29)

The map, below, highlights the six trails included in the programme.



Volunteering - delivered a total of 150 hours of volunteering work by 4 volunteers, who installed a new bench, carried out cutbacks on a number of sites and repaired a gate.

Funding - Secured £97,000 of BRRP funding that will pay for the following projects:

- ✓ Pleasley visitor hub feasibility study
- ✓ Pleasley pit Camping Pods planning and delivery model feasibility study
- ✓ VSCR PR, social media and marketing plan
- ✓ Pleasley Pit, Grassmoor and Archaeological Way accessibility audits

/ Traineeship and Apprenticeship Programme

The Council's Traineeship and Apprenticeship programme, aimed predominantly at 16 - 17 year olds, commenced in April 2014 as a legacy to the flagship Apprenticeship programme developed when the Council was in receipt of Working Neighbourhoods Fund.

Joe started his apprenticeship with the Council at the age of 16. He had always known that he wanted to pursue a career in the leisure sector and had been involved in a range of sports from an early age, specifically boxing having been a member of a local club. At school he won Sports Personality Award on numerous occasions. He achieved 3+ grades in the majority of his GCSE's and was keen to find an apprenticeship to enable him to continue his studying whilst working and gaining practical work experience in the sector.

Joe successfully gained an apprenticeship at the Council's Go Active Leisure Facility

where he was employed as an Apprentice Leisure Attendant for 12 months. He achieved an NVQ Level 2 Exercise and Fitness along with the RLSS Pool Lifeguard qualification. During his time as an apprentice he has undertaken and supported in activities such as Bounce, Aqua Fit, Junior Gym Programmes, Studio Circuits and Max 10. Both colleagues and customers have commented that he is growing in confidence and that has become an asset to the team.

Joe said "It is such a great environment to work in, the people are really friendly and I'm learning a lot from everyone and my mentor Shannon is extremely supportive"

Joe has recently successfully gained permanent employment with the Council as a Pool Lifeguard. His Line Manager David Hall said "Joe has been one of the most exceptional apprentices they have had to date"



/Talent Match and Legacy 6

Although the Talent Match programme finished in December 2018, the BIG Lottery approved a proposal from Sheffield Futures to utilise underspend from years 1-4 for a 15 month targeted programme which commenced January 2019. Although this extension is for a much smaller and more targeted programme, clients that were still on the Talent Match programme, and had potential to progress into employment, have continued to be provided with intensive support. The results for the first 9 months of the programme are shown below:

Outcome	Target Jan-Sep 19	Actual Jan-Sep 19	% target achieved
Clients engaged	20	20	100%
Clients participating in pre-workplace activity	15	15	100%
Clients participating in workplace activity	3	3	100%
Clients entering paid employment	5	6	120%
Clients sustaining employment	0	3	300%
Clients developing well-being and/or employability skills	20	11	41%
Clients improving capacity to manage own well-being	10	15	150%
Clients improving proximity to labour market	0	12	>100%



/ Business Growth Fund

Bolsover District Council has re-launched its Business Growth Fund to help support business growth and create jobs across the area.

£200,000 has been allocated and is split into two schemes that can provide firms with grants of up to £500 (start-up) and £10,000 (business growth) towards project costs.

The investment will help businesses across Bolsover District and has been specifically designed to support them with grants to help grow their business and create local jobs.

Bolsover District Council's Cabinet Member for Economic Development Councillor Liz Smyth said, "The majority of our economy is made up of small and medium sized businesses, so they are the lifeblood of our economy.

"We have a great entrepreneurial spirit in the area. People and businesses coming up with great ideas, new innovation and willingness to succeed, so it's important

that we support them as much as possible.

"That is why we have re-launched the Business Growth Fund to allow us to support more businesses so that they can invest, grow and create the good quality well-paid jobs the people of Bolsover District deserve."

The funding can be used for a variety of projects, that support businesses to:

- ✓ Expand/grow
- ✓ Diversify into new markets / Exporting
- ✓ Relocate to premises within the district
- ✓ Attract new investment
- ✓ Become more carbon efficient
- ✓ Improve productivity
- ✓ Develop the local supply chain

Applications for the funding are open and businesses should speak to the Council's Economic Growth team to find out more information on the application process and eligibility criteria on 01246 242512 or email info@businessbolsover.com



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Business Growth Fund

Bolsover District Council's Business Growth Fund (BGF) re-opens in October 2019.

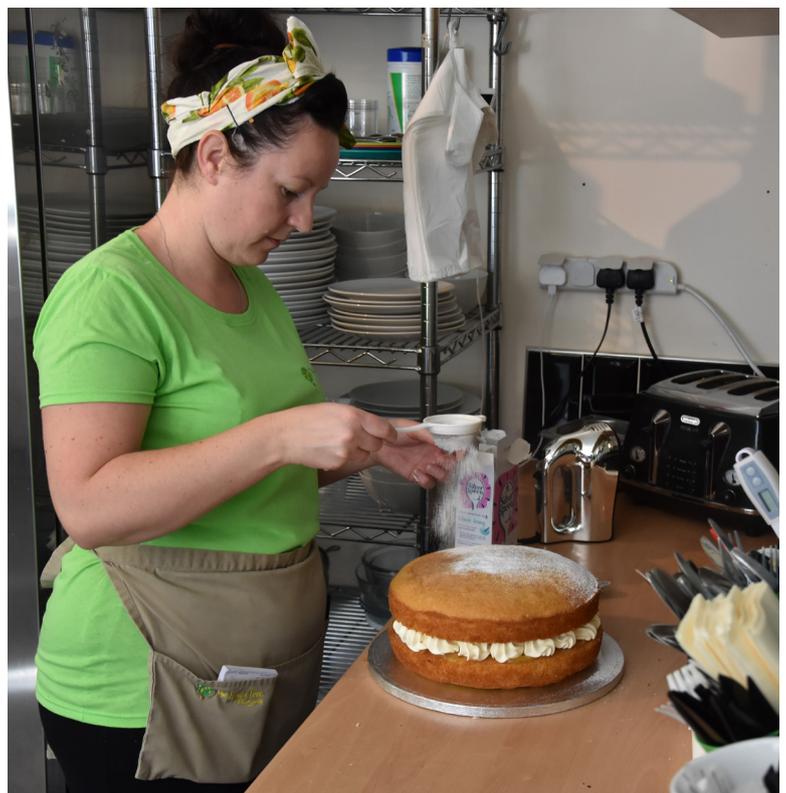
We want to support businesses within our district to grow and have allocated a further £200,000 to the BGF. 2 types of grants are available:

Business Growth Grants
Are you an established business (generally 2+ years trading) located in Bolsover District with plans to grow and employ more staff?
Up to £10,000 may be available to help you grow, diversify, export, relocate, become more carbon efficient, improve productivity or develop your local supply chain.

Start-Up Grants
Are you planning to start a new business, or in your first two years of trading?
Small grants of up to £500 are available to help kickstart your business.

For more information on the application process and eligibility criteria, please contact the Economic Development Team on:
Email: info@businessbolsover.com Tel: **01246 242512**

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/Controlling Migration Fund Building Resilience Programme

/Understanding the issues

Sports Direct as an employment opportunity at the warehouse is still the key factor attracting immigrants to the NG20 area. There is a common belief that low levels of English is not a barrier to find employment in Sports Direct. The two largest employment agencies operating in the NG20 area confirm that the two main migrant nationalities employed in the NG20 area are Polish and Romanian.

Feedback that the Building Resilience Programme Officer and Multicultural Adviser receive from communities is that the pace of migration had slowed down as UK is no longer perceived as a great place to work (lower value of GBP, uncertainty about rights after Brexit). The number of migrants who have decided to return to their home country has also increased recently.

Nevertheless, the annual number of applications for National Insurance Number completed by residents of the NG20 area stays at similar levels as the previous two years (165 - 2017/18; 175 - 2018/2019).

Since the massive influx of migrants from the EU took place (2015-2016), the majority of British local residents have accepted the fact that Eastern Europeans have

become members of the NG20 community. Links created between British, Polish and Romanian community groups help to maintain community cohesion by including more people.



Due to the significant percentage of migrants living in the area, there is still a risk of tensions between different communities. Working closely with community groups, and the inclusion of migrants in the work of the local Safer Neighbourhood Team, helps to reduce perceptions by residents of issues motivated by hate.

The table below shows significant reductions in Anti-Social Behaviour (ASB) in three of the five wards in Shirebrook when comparing the last 12 month period ending September 2019, with the previous 12 month period ending September 2018. Only small increases in ASB have been seen in two of the five wards.

Lack of English proficiency is still the main challenge preventing people from using services, socialising and integrating. This is also the main reason for assistance being asked of members of the Project Team.

Ward	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	12 Month Total	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	12 Month Total	Difference	% Difference
Shirebrook East	13	19	16	8	18	11	10	25	13	21	19	17	190	21	25	15	11	15	20	14	21	9	22	14	7	194	4	2.1%
Shirebrook Langwith	5	12	6	4	7	1	2	2	9	11	12	7	78	2	3	1	1	8	8	7	7	1	1	7	2	48	-30	-38.5%
Shirebrook North West	11	15	20	12	5	7	15	8	11	16	10	14	144	14	5	4	4	13	11	10	15	7	3	9	4	99	-45	-31.3%
Shirebrook South East	12	7	7	6	9	5	11	5	12	9	5	16	104	7	2	5	7	8	9	3	9	7	2	5	1	65	-39	-37.5%
Shirebrook South West	4	2	3	5	3	1	5	5	1	8	6	4	47	7	4	4	1	2	6	6	4	4	4	5	3	50	3	6.4%

/Project Management

During the current reporting period, Sioned Dolan (Project Community Development Worker) left the team after securing a permanent position at North East Derbyshire District Council. Despite leaving the project early, she managed to complete all tasks and achieve all targets relating to her work (volunteering element, supporting local communities).

In line with the MHCLG's approval to extend the Building Resilience Programme until the end of September 2019 (due to the late start of several interventions), five strands have now finalised their interventions (A1 - Community Resilience-School; A2 - Community Resilience-Community; E1 - Social Norms & UK Laws-Street Scene; E2 - Social Norms & UK Laws-Vehicles; G1 - Healthy Workforce Programme. Four interventions have been extended for an additional 6 months (B1 - Market Square Enlivenment, C1 - Migrant Community Access, D1 - Improve Access & Quality of Private Sector Housing, F1 - Additional GP Resources).



The process of final programme evaluation commenced in September 2019, with data collection, interviews, and public consultations. The final report is expected to be ready in December 2019

and is being delivered by GBA Limited.

The Project Team continue to use the premises at Shirebrook Market Square (96 Market Street, Shirebrook) to promote the Programme and services available locally. The Project Show Room is also used as a contact point for business owners involved in the 'Shutter Art' project (05/08/19 - Market Shops Enlivenment Open Day) and equally as a point for local residents where information can be collected about local activities, volunteering or events. The space is used (no fee) for 'Migrant Help' charity organisation which have been contracted

to provide support to vulnerable people with EU Settlement Status Scheme. On a daily basis the Project Worker and NG20 Multicultural Adviser provide support, signposting people to adequate services or helping with language barrier.



/Project Delivery Progress

The Programme covers interventions organised into nine strands. The key approach is a multi-agency collaboration, executed by multiple complementary projects. Below is an update on each strands' goals and progress to September 2019.

Community Resilience- Shirebrook Academy (A1)

Planned:

- ✓ Additional English language capacity to improve educational outcomes and to improve youth activities to foster cohesion.

Actual:

- ✓ English lessons for adults completed June 2019 - 4 hours per week, cohort of approx. 20 students attended
- ✓ Well qualified Polish speaking EAL Teaching Assistant employed October 2018 to Sept 2019 to replace previous leaver. Contributed to EAL support in lessons and family liaison
- ✓ Range of community activities undertaken including Market Square Shutter Project, development of the Shirebrook APP and Yong Voices (Youth Parliament) as well as charity fund raising events for a range of charities including MacMillan, Bobby Moore Foundation, British Legion.

Indicators which demonstrate the impact of this intervention work are the GCSE attainment levels for EAL (English as an Additional Language) students as opposed to non EAL students as shown below:

Measure	EAL	Non EAL
Attainment 8 (Average points score across 8 subjects)	55	44
Grade 5+ in both Eng & Maths	63	39
Grade 4+ in both Eng & Maths	88	62
Grade 5+ Eng	75	49
Grade 5+ Maths	75	53
Grade 4+ Eng	88	71
Grade 4+ Maths	88	72
Ave Grade Eng	5.13	4.52
Ave Grade Maths	5.63	4.52

Community Resilience - Bolsover Partnership Team (A2)

Planned:

- ✓ Volunteering opportunities and development capacity to enable local groups to integrate.

Actual:

- ✓ Project Team organised two very successful community events.
 - » Community Heritage Day that took place in May. In this initiative, different communities have been showcasing their culture, traditions, important and interesting facts about their countries. This involved the Polish Community, Romanian Community and local, Shirebrook, British Community. There were artists singing and dancing in different languages and the preparation of traditional food.
 - » Second event took place in July at Rainbow Park in Shirebrook. There were a lot of

activities for all members of the community as well as free BBQ and many stalls with handmade goods. Attendees were encouraged during the event to join local community groups.

- ✓ Project officer continues to support the development of The Polish Community Group in Shirebrook. As a result, the group has been successful in securing 2 grants, one from Derbyshire Community Action and the second from Polish Consulate in Manchester.
- ✓ Project officer and NG20 Multicultural Advisor have been busy with supporting local community in applying for EU Settled Status and another major issue is application for Universal Credit.
- ✓ Our regular event: Let's sing along club is very popular and we have noticed a significant increase in the number of people (mix of British and Polish) that are attending our club.
- ✓ Finally, 43 local regular volunteers have been confirmed (Volunteer Programme, Extreme Sports Academy) completing 969.5 hours of volunteering in favour of local communities.

Market Square Enlivenment (B1)

Planned:

- ✓ Upgrade shop fronts and create an inviting social space

Actual:

- ✓ Final designs for shutter artwork were received from artist Peter Massey in July.
- ✓ An open day was held on 5th August 2019, where the final designs and the stories behind each one were put on display.
- ✓ Junction Arts released the first part of the film for the Market Shops Enlivenment project and this was circulated to partners and stakeholders on 7th August 2019.
- ✓ Between the open day at the beginning of August and end September 2019 a total of 27 retailers had signed up to the project.
- ✓ 6 shop fronts have benefitted from physical improvements to date - 5 through the shop front grants scheme and 1 demonstrator property. 4 have been completed and are in the final stages of claiming the grant payment. One other and the demonstrator property should be completed by the end of October 2019. There have been significant delays and additional costs to complete the demonstrator due to unforeseen work to make good the shop front and fascia. Original expected completion date was end July 2019 (3 month delay).
- ✓ Shutter Media began installation of shutter artworks on site in August 2019. 16 shutter designs have been signed off and are in various stages of prep/completion - these should all be completed by end October 2019 (weather permitting). 6 of these 16 have already been finished to date (two have also received new signage).



Migrant Community Access (C1)

Planned:

- ✓ Additional Contact Centre resource capacity.

Actual:

- ✓ The drop in sessions arranged at Shirebrook Contact Centre (with assistance from a Polish speaking adviser) have continued to be popular with increased attendance levels throughout the NG20 area. From the beginning of September a decision was made to increase the sessions from fortnightly to be able to accommodate demand.
- ✓ The Specialist Customer Advisor continues to network throughout the community, building relations with the migrant communities
- ✓ The Specialist Customer Advisor continues to support the Job Centre with Universal Credit claimants.
- ✓ September also saw the relocation of Shirebrook Contact Centre to the new shared accommodation within Shirebrook Town Council where improvements to joint working and service provision to the community are envisaged.

/ Case Study

Case study created by Josie Woods, Specialist Customer Advisor at Shirebrook Contact Centre.

I had a man who came to see me at the Freedom Community Project and the Job Centre. He had lost his job at Sports Direct and he had a family to support, but could not get Universal Credit because his documents were being held by Police until he attended court in London in September. He had not received any money for several months and had come to the Drop in Session previously to sort out a Discretionary Housing Payment for his family.

I arranged for a family food voucher. His wife had managed to secure employment for 14 hrs per week. I asked him if he would show me his court papers, it appeared the court in London was the one that extradites them back to their own country. It also became apparent that they owed arrears on their rent and the landlord was due to take them to court for eviction. He explained that he was in this position due to owing someone in Poland £300, but the court he was appearing at seemed to deal with very serious cases.

Due to the man not having his original ID I was struggling to sort out his Universal Credit claim, as I was trying to get the claim back dated so that this would sort out his rent arrears. I rang Derbyshire Police in Ripley and spoke to someone who deals with Eastern Europeans in Derbyshire. She agreed that if he attended the Police Station in Chesterfield he could collect his ID, she also assured me that what he was saying about the £300 was probably correct, and in some cases it could just be a loaf of bread, as this is the way the law works in their country.

The man has collected his ID and his Universal Credit has now been back dated from when he first applied. Housing have now stopped Court proceedings for the rent arrears, and I have given him a telephone number of an Agency with job vacancies. The man has now been successful in obtaining full time employment. He has contacted the Authority to acknowledge how grateful he was for all the help given to him.

Improve Access & Quality of Private Sector Housing (D1)

Planned:

- ✓ Resource to tackle immediate safety and environmental issues, take enforcement action and raise awareness of standards amongst migrant community.

Actual:

- ✓ In June, July and August 2019, three of the experienced Inspection Officers left the Authority (and the Project) to take up new positions with new employers.
- ✓ In September 2019, 3 new staff members were recruited (to the Joint EH Service), who are keen to undertake NG20 Property inspections under the same arrangements of a separate inspection contract in their own time.
- ✓ The part-time Technical Support Assistant has continued to create, update and maintain the risk based privately rented property inspection database.
- ✓ Information regarding properties potentially being used as HMOs continues to be received from a local employer in the NG20 area. Appropriate intelligence continues to be shared amongst the neighbouring local authorities (Mansfield & Bassetlaw DCs), Police, Fire Service, Gangmasters and Labour Abuse Authority (GLAA).
- ✓ Based on the outcomes of the current NG20 Project i.e. an increased number of HMOs requiring to be licensed, we were successful in receiving Rogue Landlords funding to produce an HMO electronic database to hold all information relating to HMO's and to streamline and enhance our proactive approach to HMO enforcement. The HMO Database Project has been completed (final report delivered July 2019) and the electronic HMO system is now being used within the Joint Environmental Health Service for all current and future recording of HMO licensing applications and data.
- ✓ 1115 properties inspected. To meet the designed target (1500) Strand Lead asked for an extension until the end of March 2020.

Social Norms & UK Laws - Street Scene (E1)

Planned:

- ✓ Public realm improvements, nudge theory and enforcement action.

Actual:

- ✓ Street Scene had purchased 14 new litter bins to increase the number in the Market Place but then had



to just replace the old bins (10x) because of the delays on the re-development planned by Shirebrook Town Council.

ON CORNER OF
FROM ADJACENT
TO CARPARK DRILL
ACCESS FROM
POLISH SHOP



PATH BETWEEN
STATION ROAD
AND CAR PARK

- ✓ The final shape of an informational board for HMO's had been agreed. Boards will be installed at the properties until the end of October.
- ✓ 4 more bins have been installed at locations suggested by Shirebrook Town Council.

Social Norms & UK Laws - Vehicles (E2)

Planned:

- ✓ Vehicle checks, driving law awareness raising and migrant recruitment within the Police.

Actual:

- ✓ Zaneta Pieprzak continues full time employment as a Police Community Support Officer. Zaneta has been an incredibly valuable asset to my team and the fact that she is Polish means that my team can offer a higher level of service when dealing with Polish victims of crime.
- ✓ On 10th June Adrian Portianow attended his attestation ceremony, meaning that he is now a fully qualified Police Officer with warranted powers. Great news for the project is the fact that Adrian will be patrolling Shirebrook as well as other areas on Bolsover and North East section.
- ✓ To improve cooperation with local communities in terms of reporting crimes, we designed, printed and distributed a leaflet explaining ways to communicate with Police forces in UK (in English, Polish and Romanian).
- ✓ Shirebrook Safer Neighbourhood Team have now delivered road safety inputs to all Shirebrook Primary Schools.
- ✓ Mobile ANPR camera continues to get great results.

/ Case Study

Adrian Portianow

On 3rd October 2019 Adrian attended his attestation ceremony at Police HQ. I was honoured that he invited me as one of his guests. Adrian is a great Shirebrook success story. Since a very young age he wanted to become a police officer. He moved from Poland to Shirebrook when he was only a few years old. In recent years Adrian has successfully done various jobs but nothing made him waiver from chasing his dream of becoming a police officer. Adrian originally joined my team a couple of years ago as a Police Support Volunteer (PSV). He then trained to become a Special Police Constable (SC) and was successful. Again he performed this role in a voluntary capacity on my team. On 07/10/19 Adrian leaves his training and will start his first day as a fully warranted and full time paid Police Officer. He could have been posted to anywhere in Derbyshire so I feel that Shirebrook is incredibly fortunate to be one of the towns that Adrian will police. Like Zaneta Pieprzak, Adrian has allowed my team to improve the level of service offered to the community of Shirebrook.



Additional GP Resources (F1)

Planned:

- ✓ Resource to increase capacity and proactively register new patients, limiting emergencies and double-appointments.

Actual:

- ✓ Advanced Nurse Practitioner appointed, offering additional minor illness appointments over 4.5/5.5hr sessions x 4 sessions per week.
- ✓ Receptionist offered a Community Interpreting Course to become an additional support to the medical staff in dealing with language barrier.
- ✓ Surgery staff is supported by NG20 Multicultural Adviser in tackling the language barrier and to support efforts to decrease the number of double appointments.
- ✓ The surgery has not been able to achieve a reduction in the number of double appointments. This is mainly due to fact that we have increased the number of registrations among migrant communities (492 new registrations = twice what was targeted).

Healthy Workforce Programme (G1)

Planned:

- ✓ Major employer engaged with the Healthy Workforce Programme.

Actual:

- ✓ The Healthy Workplace Derbyshire (HWD) strand has met its KPI's and outcomes with the exception of engaging 20 workplaces (13 achieved).
- ✓ The Healthy Workplace Programme has been introduced to the following local employers: Derbyshire Unemployed Workers Centre; Fitted Home; Lighthouse Homes; Rhubarb Farm; Shirebrook Academy; Shirebrook Town Council; Shirevale Resource Centre; Sports Direct; Stubbin Wood Nursery; Stubbin Wood School; The Tangent Business Hub; Westville Ltd; Whaley Thorns SSEN
- ✓ 326 engagements in total, which included:
 - » 9 Body MOT/Health and Wellbeing MOT Consultations
 - » 17 employees received mental health training
 - » 21 employees attended Weight Management courses
 - » 15 employees received Alcohol Awareness training
 - » 160 employees (Smoking Cessation).
- ✓ Many of the workplaces engaged in NG20 have appointed a Workplace Health Champion (WHC) within their workplace.

"From the outset, the Healthy Workplaces Team has been instrumental in supporting Sports Direct in the design and implementation of their Wellbeing strategy across our Head Office in Shirebrook. The Healthy Workplaces Team has facilitated specific programmes such as a Stop Smoking service for warehouse workers. Moreover, the Healthy Workplaces Team has always been on-hand to offer guidance to myself regarding the support services available in the wider community that I can use to refer workers to in order to help them improve their own health and wellbeing. I look forward to a continued relationship with the Healthy Workplaces Team as we look forward to increasing the scope of our wellbeing provision in the future."

- **Alex Sheldon, Workplace Wellbeing Coordinator, Sports Direct**

"It has been a pleasure working with Penny over the last few months. Her help has been invaluable and we are so grateful that Derbyshire Council have given us the opportunity to work with them on this project. We believe the health needs assessments have been a great help to us in ascertaining the needs of our workforce and we are enthusiastic to take this further. We have already set our dates for Body MOT's and tomorrow will be meeting with Jo Bailey to discuss Mental Awareness. Again thank you to Penny and her team for giving us this opportunity."

- **Lynne Hutchinson, Office Manager, Westville Ltd**

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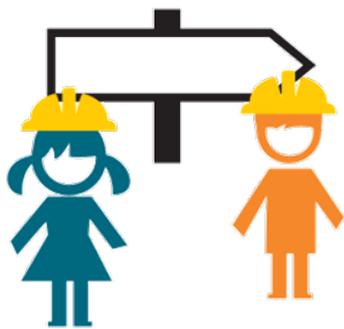
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/B@Home Employment and Skills Report



In July 2015, Bolsover District Council and Robert Woodheads Limited signed a partnership agreement to work collaboratively and maximise social value outcomes following Woodhead's successful tender for a 4 year framework agreement to build a minimum of 100 new houses. The update below has been provided by Woodheads and covers the period June 2019 - October 2019.



4

Career Events



391

Young People Engaged



CSR Accreditation Achieved



Work Experience Employer of the Year Award



1

Meet the Buyer Event

/ Young People Engaged

JULY 2019

Shirebrook Academy Industry Day

On **8th July 2019**, we supported **Shirebrook Academy** With their Industry Day. 2 Woodhead employees, including one of our Apprentices delivered a Maths Challenge to a number of Groups, which involved teaching students on how maths is used in the Construction Industry. The students were each given plans of a house and were asked to work out the area of the house and how many bricks and blocks it would take to build the house.

As a result of this task, we have been approached to see if we would be willing to develop this challenge into a lesson plan which could be taught by teachers in schools across the district.

In total **39 students** were supported.



AUGUST 2019

Whitwell Primary School Play Scheme

On **7th August 2019** we supported **Whitwell Primary School's** Play Scheme which runs through the summer holidays.

Matt Bust attended along with 2 of Woodhead's Technical Apprentices, Harvey Gregory and James Bracegirdle. We delivered a number of sessions throughout the day in which the students were tasked with building the tallest standing tower out of paper and sellotape.

In total **60 students** were supported.



OCTOBER 2019

Year 10 & 11 Careers Evening, Shirebrook Academy

On **15th October 2019** we attended **Shirebrook Academy's** Careers Evening in which Years 10 & 11 students were in attendance accompanied by their parents. It was an opportunity for the students to find out about opportunities available to them once they leave school. We took along a stand and some promotional material and spoke about opportunities for careers in construction.

In total **150 students** were supported.



Post 16 Careers Day, The Bolsover School

On **23rd October 2019** we attended The **Bolsover** School’s Post 16 Careers Day. The event was aimed at Year 11 students who are due to finish school in 2020. A number of companies and colleges were in attendance, promoting the different opportunities available to students for when they finish Year 11.

In total **142 students** were supported.

Summary of Activities:

Description of Activity	School Supported	Date	No. of Students Engaged
Year 10 Industry Day	Shirebrook Academy	08/07/19	39
Play Scheme	Whitwell Primary School	07/08/19	60
Year 10 & 11 Careers Evening	Shirebrook Academy	15/10/19	150
Post 16 Careers Day	The Bolsover School	23/10/19	142

CSR Accreditation

We recently applied for National CSR Accreditation which independently assessed our approach to social value, evaluating our outputs such as local spend, apprentices and training.

We achieved **CSR Gold** status, the highest possible accreditation, recording the highest score ever awarded by the scheme of **92%**.

A significant element of our application, centred on the highly successful work we have delivered with Bolsover District Council.



Meet the Buyer Event

On **29th May 2019** we hosted our 3rd B@HOME Meet the Buyer event at the Tangent in Shirebrook.

The event was an opportunity for everyone who has been involved in the B@HOME Framework, including supply chain, client and staff to celebrate

what has been achieved and the future pipeline of work.

We also launched the B@HOME Monopoly Board which has been developed to showcase the achievements of the framework.



I-Venture

Working closely with The Bolsover Partnership Team, we took part in a number of fundraising initiatives in order to raise funds for I-Venture, an expedition to South Africa in which students from 4 schools across Bolsover District will take part.

The fundraising included a 5 a side football tournament which included 2 teams from Woodhead's and a number of sub-contractors who have worked on the B@HOME Framework.

A 'Try Scuba Diving' event also took part at the swimming pool at the ARC in Clowne, in which 49 people booked on to attend.

Between the 2 events a total of £2,057 was raised. There was a shortfall of £181 which was donated by Woodhead's, to ensure the funding gap was achieved.



Chesterfield College Work Experience Award

On 5th June 2019 we were invited to Chesterfield College Student Awards in which Woodhead's were nominated for the College's Work Experience Employer of the Year award.

The award was specifically related to the work experience opportunities which have been created through the B@HOME Framework. We were delighted to not only be nominated but to win the award.



Total Outputs to Date

Output	Target Based on 100 Completed Units	Outputs Achieved to Date	Target Achieved
Young People Engaged	3000	4485	Bronze Achieved
Training Events/Courses	200	175	88%
Adult Employment Opportunities	4	8	Gold Achieved
Career Fairs	3	17	Gold Achieved
Work Experience Opportunities Pre 16	6	20	Gold Achieved
Work Experience Opportunities Post 16	50	23	46%
Meet the Buyer Events (1 per year)	4	3	75%
Number of Upskilling Opportunities to BDC Housing Maintenance Section	5	5	Gold Achieved
Number of Traineeships	5	1	20%
Apprenticeship Starts	4	8	Gold Achieved
Apprentice Completions	4	2	50%
Apprentice Weeks on Site	552	124.3	23%

/ Grants to Voluntary Organisations Programme

Bolsover District Council has awarded grants to third sector/voluntary organisations over a number of years, each receiving an agreed amount annually to support the objectives of that organisation. The table below identifies the annual financial contribution agreed by the Council for the 2019/20 financial year.

Organisation	Grant Awarded 2019/20
Groundwork Creswell Mansfield and Ashfield	£13,600
Derbyshire Law Centre (DLC)	£18,000
Derbyshire Unemployed Workers Centre (DUWC)	£19,900
Junction Arts	£16,000
North East Derbyshire Citizens Advice Bureau (NEDCAB)	£19,000
TRUST	£3,650
Rural Action Derbyshire	£2,265
TOTAL	£92,415

The table below shows, for the period April to September 2019, the estimated value of outcomes by individual organisations achieved through the services provided (NB other funding has contributed to the outcomes achieved; the Council's investment is not therefore 100% attributable).

Organisation	Value of Outcomes
Derbyshire Unemployed Workers Centre (DUWC)	£359,479
Junction Arts	£97,678
North East Derbyshire Citizens Advice Bureau (NEDCAB)	£777,037
TOTAL	£1,234,194

NB Outcomes of all organisations funded through this programme will be provided in the 2019/20 end of year report

/ Derbyshire Unemployed Workers Centre (DUWC)

Outputs achieved April to September 2019

- ✓ £484,227 recovered from appeals tribunals
- ✓ £321,775 of additional benefits claimed
- ✓ 1 volunteer recruited/retained

/ Case Study

We were visited at our Shirebrook Office by a woman claiming Universal Credit (UC). She was visibly distressed, and during our face to face conversation, she revealed the extent of her difficulties being a UC claimant and the hardship she was experiencing, which also included rent arrears.

The woman had been advised to contact us by a friend who believed that her UC payments seemed a little on the low side. She said she was unable to work and was previously claiming Employment and Support Allowance (ESA) before moving to UC, (she handed over to us a DWP letter confirming that she had ESA support group status) because she had moved to a new local authority area and had to seek help with her rent; the woman had a dependent child and received child benefit. She did have claimant commitment to obtain benefit despite being quite ill.

We asked the woman if we could view her UC online account and her payments. She agreed and we were to discover why she was in so much hardship. Firstly, we discovered that there was a shortfall in her rent (the UC housing element was not covering her actual rent)-secondly, there was no Limited Capability for Work Related Activity Element (LCWRA) within her

UC standard amount - this was worth £336.20 a month.

We rang the DWP UC Section and highlighted the woman's problems. It was confirmed that when she moved to UC originally she had ESA support group status so the UC equivalent LCWRA element should have been added to her claim. As for the housing element in UC -it was discovered that the DWP had her child as a non-dependent because they had the wrong date of birth on their system - so reducing the housing element payable.

All the above issues were rectified, with a substantial amount of arrears of UC elements being paid to the woman - we also advised a claim for Personal Independence Payment (PIP). We were later contacted by the woman who thanked us and told us she was now in receipt of PIP.



/ Junction Arts

Outputs achieved April to September 2019

- ✓ 7,684 people have attended events and exhibitions in the district
- ✓ £49,440 member of a social group
- ✓ £96,475 Good neighbourhood

/ Case Study

Junction Arts are working with Bolsover Partnership and the Shirebrook Forward NG20 Group on a year-long project, which began in 2018, to deliver a range of art and design projects and activities aimed at brightening the centre of Shirebrook. The project will help to meet three aims of the Building Resilience programme:

- ✓ Building community pride and identify - improving perceptions of the area and developing stronger connections between people and place
- ✓ Community involvement - ideas and improvement that are created and shaped by local people
- ✓ Safe and welcoming spaces - creating a bright, lively and attractive Market Square, in which residents and visitors feel welcome

Between April and September this year we have produced part one of a documentary about the project. We interviewed retailers, participants, co-ordinators and residents to tell the

story of the project so far. You can watch the film on our YouTube channel here: <https://www.youtube.com/watch?v=Vnt98ylleX8>

In July we attended Shirebrook Academy's Industry Day with The University of Sheffield. Students from MA Urban Design and Planning brought a virtual reality game for students to play based on Shirebrook Market Square. In teams, students used the VR headset to try and local 3 items in the market square. They also spent time speaking to university students and professors about urban planning, university and how they feel about Shirebrook Market Square.

Final artworks for the shutters were agreed in July and the first shutter was installed in August. Junction Arts and the partnership team have been continuing to sign retailers up for shutter artworks and throughout August and September these have been installed. The artwork has already brightened up the area and is a conversation piece amongst local people.



/ North East Derbyshire Citizens Advice Bureau (NEDCAB)

Outputs achieved April to September 2019

- ✓ 3,274 debt/benefits enquiries received
- ✓ 455 housing specific (including homelessness) enquiries received
- ✓ 240 volunteer hours

/ Case Study

Background

Thomas is 40 years old, single and lives in local authority property. He receives Income related Employment Support Allowance, Housing benefit and Council tax Support. Thomas has two children that he sees only rarely since he split from his partner. Lack of contact is caused by limited finances to travel to see them as they now live in a different part of the country but also he needs help to plan & undertake the journey. This impacts on his mental wellbeing. Thomas has disabilities including one that means that he is unable to use his left arm effectively and also has dyslexia. He also has mental health issues and has previously been a patient at the Hartington Mental Health Unit at Chesterfield Royal Hospital. Thomas came to see a Citizens Advice caseworker on the recommendation of his GP to establish whether he was entitled to any additional financial support.

How did we help?

The Citizens Advice caseworker made Thomas aware that he could be entitled to a benefit, Personal Independence Payments (PIP). PIP is extra money to help you with everyday life if you've an illness, disability or mental health condition. You can get it on top of Employment and Support Allowance or other benefits. The assessment of entitlement is based not on the condition you have or the medication you take but on the level of help you need because of how your condition affects you. Thomas had received a disability benefit

in the past but this had stopped a long time ago when he was in hospital.

The Citizens Advice caseworker assisted Thomas to apply for PIP. Due to his disability, Thomas finds it difficult to get dressed, wash and get out of bath. Thomas cannot effectively prepare a meal because of the disability. He finds it difficult to remember to take his medication and needs support because of his mental health. The application is complex and fully explaining a person's situation is critical to success. The caseworker liaised with adult social services to help facilitate further understanding of Thomas' issues at home and his mental health to inform options as to what support and care might be available after an assessment. The Citizens Advice caseworker also researched local charities that may be able to provide funds so that Thomas could visit his children.

Outcomes of Advice

Personal Independence Payments were awarded £108.25 per week, worth £5629 per annum. Due to receiving PIP, Thomas was entitled to additional premiums in his Employment Support Allowance that reflected his disability. These premiums increased his income by £4298 per annum. Thomas received a charitable payment of £100 and was able to visit his children for the first time in a long time.

Thomas now feels better able to live independently.

/ BNED LEADER 2014-2020

Update: October 2019



Bolsover North East Derbyshire (BNED) LEADER is a European Funded Programme which aims to develop a vibrant, dynamic and diverse rural economy and increase economic productivity and growth.

The primary objectives of the Programme are job creation and economic growth within the rural economy, with projects meeting one of the six priorities:

- ✓ Support for increased farming productivity
- ✓ Support for micro/small enterprises and farm diversification
- ✓ Support for tourism activities
- ✓ Provision of rural services
- ✓ Support for culture and heritage activities
- ✓ Support for increased forestry productivity

The current Programme commenced in 2015 and we have recently approved the final 3 projects of the 2014-2020 BNED LEADER Programme which sees our allocation spent.

No. of Projects Supported			Grant Awarded (£)			Jobs Created		
Total	BDC	NEDDC	Total	BDC	NEDDC	Total	BDC	NEDDC
37	12	25	£1,248,696	£541,366	£707,330	69.82	41.75	28.07

In total, 98 Expressions of Interest (EOIs) have been received 95 of which have been invited to Full Application.

Overall 37 of these applications have been contracted and 10 have been rejected at either the ECR stage or LAG approval meetings.

46 applicants have withdrawn from the process citing problems with match-funding, arranging quotes and programme complexity and 2 contracted projects have had their grant funding agreements withdrawn due to non-compliance of LEADER processes.

The table below shows the split of the grant monies awarded across all 6 LEADER priorities.

PROJECT GRANT REQUEST BY PRIORITY						TOTAL GRANT APPROVED
Increasing Farming Productivity	Micro and small enterprises and farm diversification	Rural Tourism	Rural Services	Culture and Heritage Activity	Increasing Forestry Productivity	
£222,911.47	£524,589.80	£230,721.34	£210,269.37	£0.00	£38,436.70	£1,248,695.88

The Programme has now moved into the monitoring phase. All the beneficiaries of the live projects are being kept in contact with to ensure that their project remains on track and to help with any issues that arise ensuring that all RPA processes are fully complied with.

All beneficiaries are aware and are regularly reminded that the cut-off for final claims being submitted to the LEADER team is October 2020 and close monitoring will continue to ensure that this timescale is met.

The RPA has now issued Post Payment Monitoring forms and guidance and the LEADER team are starting to process these for all the completed projects (projects that have submitted and been paid their final claim).

The Economic Development Units and Partnership Strategy Teams of BDC and NEDDC have played a key role in promoting the scheme, supporting applicants and undertaking project appraisals.

Promotion

Promotion will shift to case studies of completed projects in the near future. Closed project details are now starting to be added to the website (www.bned-leader.co.uk/index.php/projects-2014-2020) and more will be completed after the busy application processing period. Tours of completed projects will also be organised for BNED Local Action Group members and key partners up to the end of the Programme and an evaluation of the impact of BNED LEADER and lessons to learn for the future will also be a particular focus for the team.

BNED LEADER Staffing

Nicola Parsons joined the team in August 2020 and as she has previously worked on the BNED LEADER programme has hit the ground running and required minimum refresher training. Nicola will be part of the team until March 2021.

Sharon Stevenson,

BNED LEADER Programme Officer

15th October 2019

/ Bolsover District Statistical Insight

This section of the Bolsover Partnership bi-annual report aims to give the reader an insight into some of the key statistical data available for Bolsover District.

Data in this Statistical Insight report focuses on vulnerable groups within the district and has been extracted from the Local Insight Profile for Bolsover district, which uses data from government agencies, collected and updated by OCSI. Further information can be found at <http://local.communityinsight.org/>

Future bi-annual reports will focus on different thematic areas.

/ Finding your way around this Local Insight profile



Population

There are 79,100 people living in Bolsover



Education & skills

33% of people have no qualifications in Bolsover compared with 22% across England



Vulnerable groups

19% of children are living in poverty in Bolsover compared with 17% across England



Economy

39% people aged 16-74 are in full-time employment in Bolsover compared with 39% across England



Housing

1% of households lack central heating in Bolsover compared with 3% across England



Access & transport

23% of households have no car in Bolsover compared with 26% across England



Crime & safety

The overall crime rate is lower than the average across England



Communities & environment

The % of people 'satisfied with their neighbourhood' (71.5%) is lower than the average across England (79.3%)



Health & wellbeing

25% of people have a limiting long-term illness in Bolsover compared with 18% across England

Oxford Consultants for Social Inclusion (OCSI), www.ocsi.co.uk / 01273 810 270. ©OCSI 2019.

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/ Vulnerable groups: Deprived neighbourhoods (1)

What information is shown here?

The information on this page looks at overall levels of deprivation across Bolsover based on the Index of Multiple Deprivation (IMD) 2019. IMD 2019 is the most comprehensive measure of multiple deprivation available. The concept of multiple deprivation upon which the IMD 2019 is based is that separate types of deprivation exist, which are separately recognised and measurable. The IMD 2019 therefore consists of seven types, or domains, of deprivation, each of which contains a number of individual measures, or indicators.

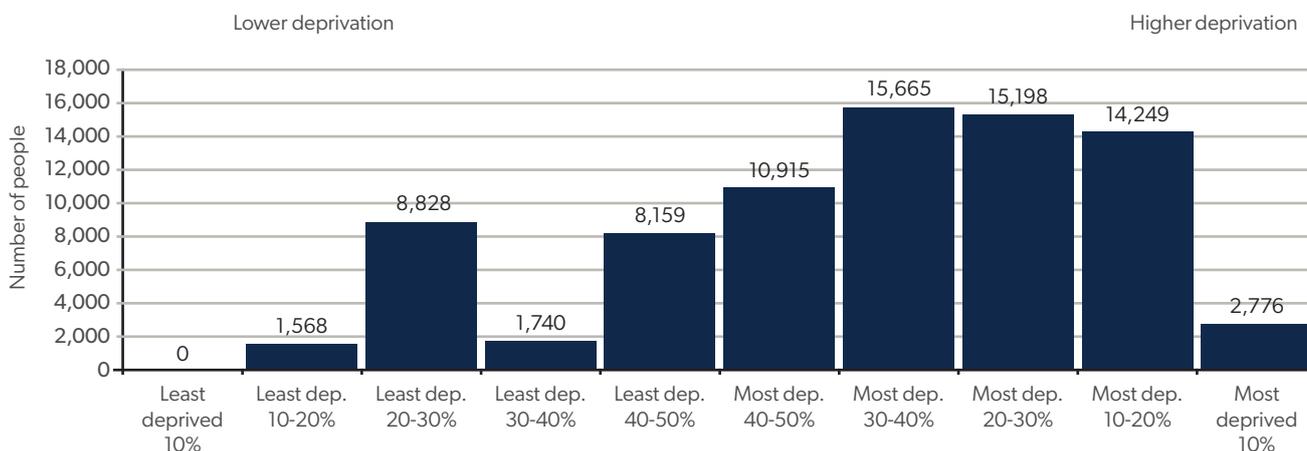
The information boxes on the right show the number of people in Bolsover living

in neighbourhoods ranked among the most deprived 20% of neighbourhoods in England on IMD 2019 and the seven IMD domains. The chart on the right shows the number of people living in neighbourhoods grouped according to level of deprivation. The charts on the following pages show the same information for each of the domains. All neighbourhoods in England are grouped into ten equal sized groups “deciles”; the 10% of neighbourhoods with the highest level of deprivation (as measured in the IMD) are grouped in decile 10, and so on with the 10% of neighbourhoods with the lowest levels of deprivation grouped in decile 1.

Number of people in Bolsover living in the most deprived 20% of areas of England by Indices of Deprivation (ID) 2019 domain			
Index of Multiple Deprivation	Income domain	Employment domain	Education domain
17,025	16,976	24,657	36,256
21.5% (England average = 20.0%)	21.5% (England average = 20.1%)	31.2% (England average = 19.6%)	45.8% (England average = 19.9%)
Health domain	Barriers to Housing and Services domain	Living Environment domain	Crime domain
33,511	1,961	0	0
42.4% (England average = 19.6%)	2.5% (England average = 21.4%)	(England average = 21.0%)	(England average = 20.5%)

Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)

Figure: Number of people in each deprivation decile, Index of Multiple Deprivation 2019



Vulnerable groups: Deprived neighbourhoods (2)

Figure: Number of people in each deprivation decile, ID 2019 Income domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)

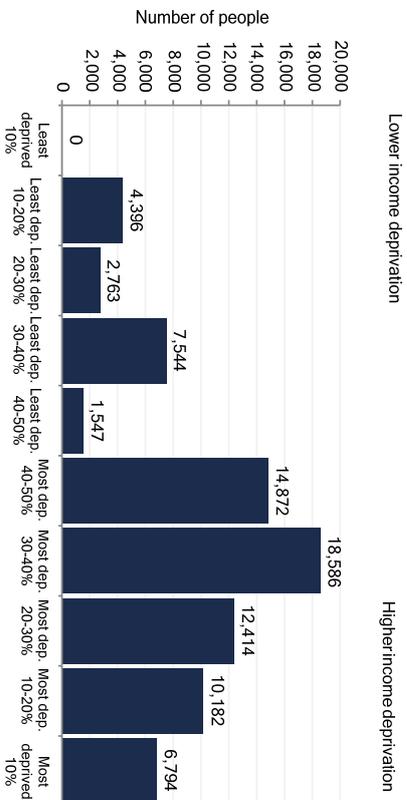


Figure: Number of people in each deprivation decile, ID 2019 Employment domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)

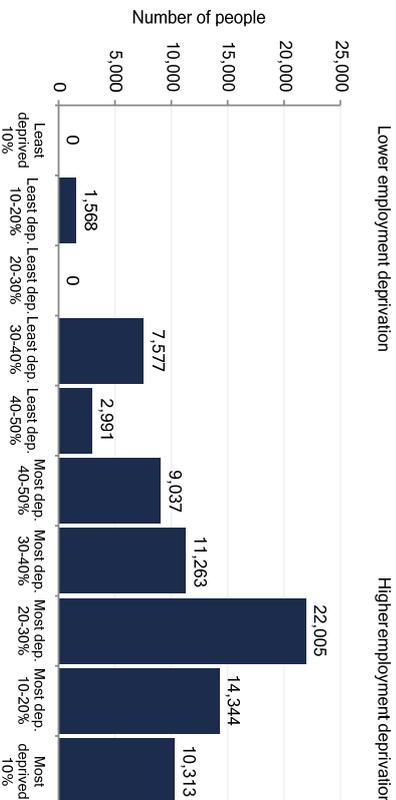


Figure: Number of people in each deprivation decile, ID 2019 Education domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)

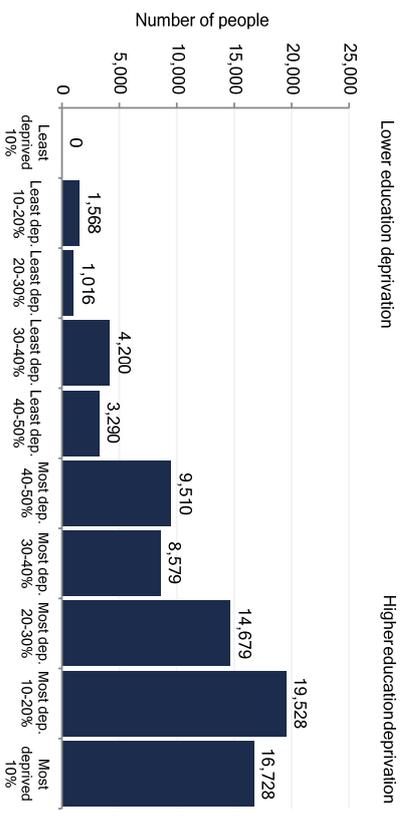
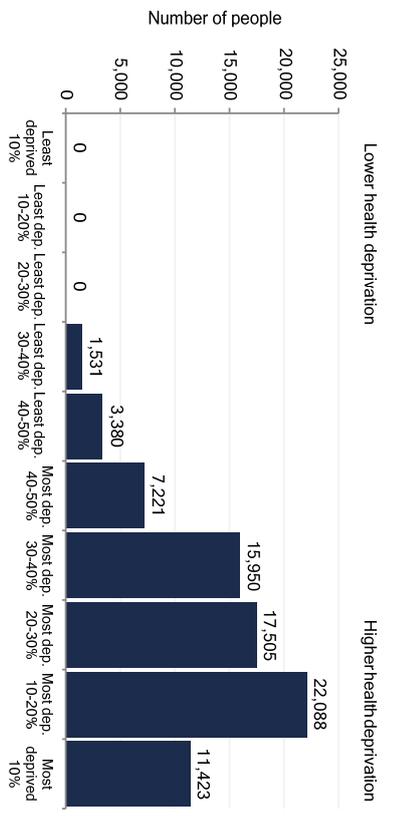


Figure: Number of people in each deprivation decile, ID 2019 Health domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)



Vulnerable groups: Deprived neighbourhoods (3)

Figure: Number of people in each deprivation decile, ID 2019 Barriers to Housing and Services domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)

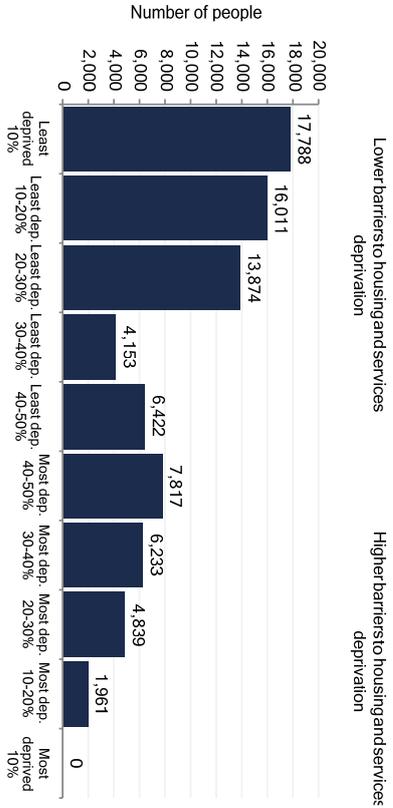


Figure: Number of people in each deprivation decile, ID 2019 Crime domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)

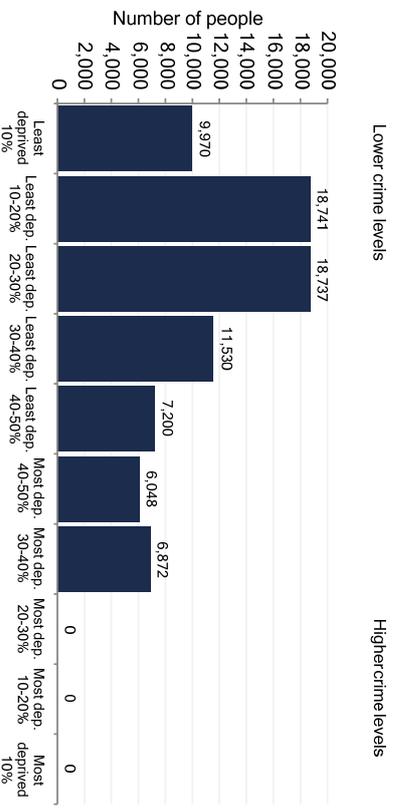
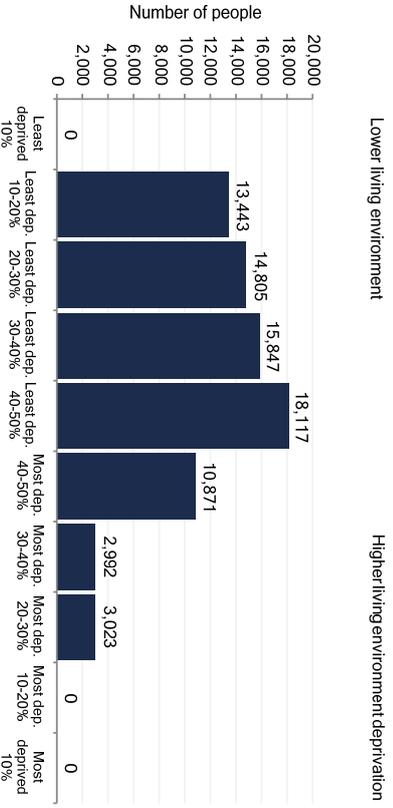


Figure: Number of people in each deprivation decile, ID 2019 Living Environment domain
Source: Ministry of Housing, Communities and Local Government (Indices of Deprivation 2019)



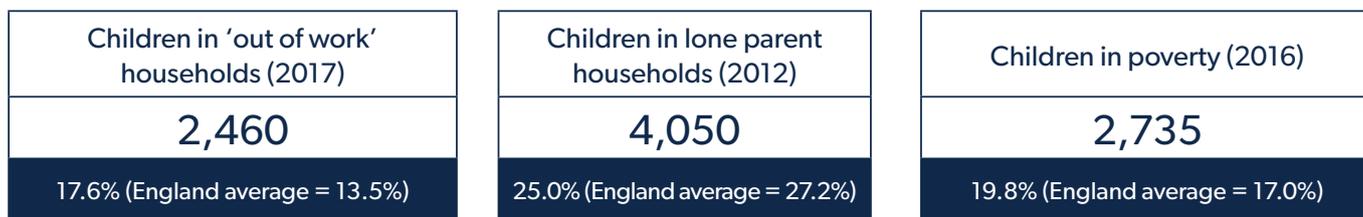
/Vulnerable groups: Children (1)

What information is shown here?

This page looks at children in out of work households, children in poverty and children in lone parent households. Children in 'out of work' households, are defined as dependent children living in families where all adults are in receipt of Jobseeker's Allowance, Income Support, Employment and Support Allowance, Incapacity Benefit/Severe Disablement Allowance or Pension Credit. This measure includes Universal Credit claimants. The children in poverty measure shows the proportion of children (aged 0-15) in families in receipt of out of work benefits, or in receipt of tax credits where their

reported income is less than 60% median income. Out of work means-tested benefits include: Income-Based Jobseekers Allowance, incapacity benefits and Income Support.

The information boxes below show the count of people in each of these three categories in Bolsover. The bar chart shows the percentage for Children in 'out of work' households and Children in poverty categories across Bolsover and comparator areas. The line chart shows the year on year change in the proportion of children in out of work households.



Source: Children in lone parent households - HM Revenue and Customs; Children in 'out of work' households, Children in poverty - Department for Work and Pensions

Figure: Children living in poverty and worklessness
Source: Children in 'out of work' households - Department for Work and Pensions (2017); Children in poverty - Department for Work and Pensions (2016)

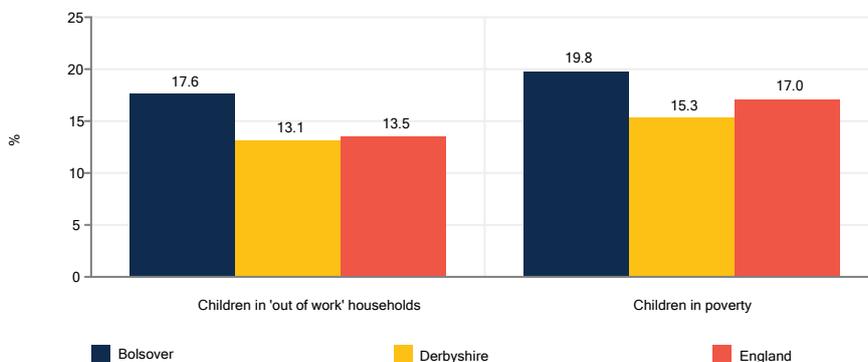
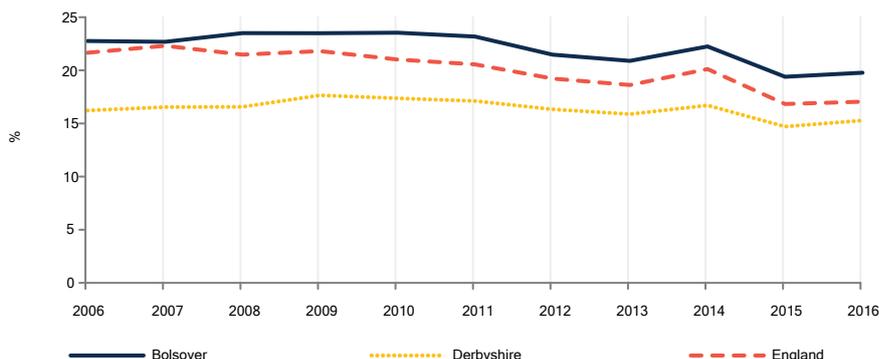


Figure: Children living in poverty
Source: Department for Work and Pensions



/ Vulnerable groups: Children (2)

Child Wellbeing Index

What information is shown here?

The information on this page shows levels of child wellbeing across Bolsover as measured using the Child Wellbeing Index (CWI) from 2009³. The CWI is a small area index measuring child wellbeing - how children are doing in a number of different aspects of their life. The index covers the major domains of a child's life that have an impact on child wellbeing and that are available for neighbourhoods in England. The CWI is made up of seven domains.⁴

The eight information boxes below show the number of people in Bolsover living

in areas ranked among the most deprived 20% of neighbourhoods in England on CWI and the seven domains. The chart on the right shows the number of people living in neighbourhoods grouped according to level of child wellbeing deprivation. All neighbourhoods in England are grouped into ten equal sized groups "deciles"; the 10% of neighbourhoods with the highest level of deprivation (lowest level of child wellbeing) are grouped in decile 10, and so on with the 10% of neighbourhoods with the lowest levels of deprivation grouped in decile 1.

Number of people in Bolsover living in the most deprived 20% of areas of England by Child Wellbeing Index domain

Child Wellbeing Index	Children in Need domain	Material Wellbeing domain	Education domain
14,230	26,610	14,230	31,470
19.1% (England average = 20.2%)	35.8% (England average = 20.1%)	19.1% (England average = 20.2%)	42.3% (England average = 19.8%)
Environment domain	Health domain	Housing domain	Crime domain
5,665	31,610	0	12,855
7.6% (England average = 20.5%)	42.5% (England average = 19.9%)	(England average = 20.4%)	17.3% (England average = 19.8%)

Source: Communities and Local Government (Child Wellbeing Index 2009)

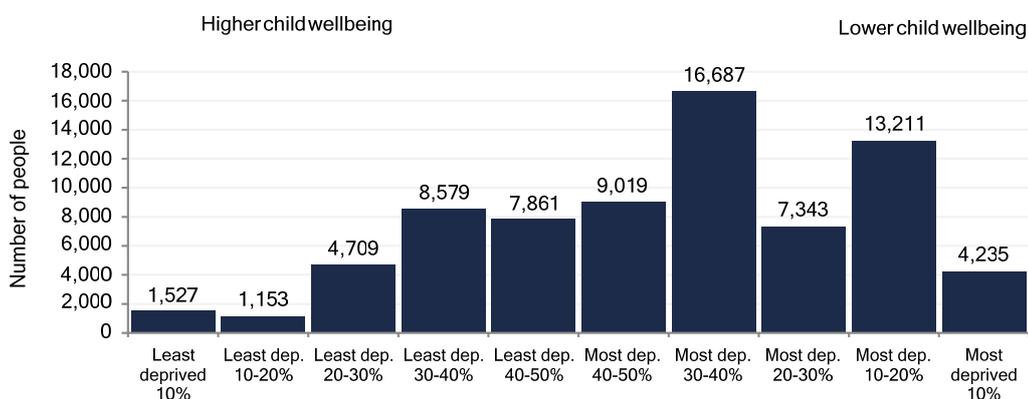


Figure: Number of people in each deprivation decile, Child Wellbeing Index 2009

Source: Communities and Local Government (Child Wellbeing Index 2009)

³ Please note that there are currently no planned updates for this dataset, however we still consider it to be relevant.

⁴ Material wellbeing - children experiencing income deprivation; Health and disability – children experiencing illness, accidents and disability; Education - education outcomes including attainment, school attendance and destinations at age 16; Crime - personal or material victimisation of children; Housing - access to housing and quality of housing for children; Environment - aspects of the environment that affect children's physical well-being; Children in need – vulnerable children receiving LA services.

/Vulnerable groups: Pensioners

What information is shown here?

The information on this page looks at pensioner groups including those that may face greater risks or who may have different types of need. There are three measures included: pensioners without access to transport, pensioner loneliness and pensioners in poverty.

Pensioners without access to transport are those with no access to a car or van. The dataset only includes pensioners living in private households.

There are two indicators of pensioner loneliness. The census provides a measure of the proportion of pensioners living alone (defined as households of one pensioner and no other household members). In addition, Age Concern have developed a Loneliness Index (which predicts the prevalence of loneliness amongst people aged 65+) based on census data. Areas with a value closer to

0 predict a greater prevalence of loneliness amongst those aged 65 and over and living in households compared to areas with a value further away from 0.

Pensioners in poverty are those in receipt of Pension Credit. Pension Credit provides financial help for people aged 60 or over whose income is below a certain level set by the law.

The information boxes present information on the counts of pensioner households or pensioners in each category. The chart on the top right shows the change in the proportion of people receiving Pension Credit across Bolsover and comparator areas.

The chart on the bottom right compares Loneliness Index scores across Bolsover and comparator areas - a value closer to 0 predicts a greater prevalence of loneliness amongst those aged 65.

Private pensioner households with no car or van (Census 2011)	Households of one pensioner (Census 2011)	State pension claimant (DWP Feb-19)	Pension credit claimant (DWP Feb-19)
3,484	4,411	15,512	2,305
46.7% of pensioner households (England average = 40.8%)	59.2% of pensioner households (England average = 59.6%)	98.9% (England average = 97.9%)	14.7% (England average = 13.6%)

Figure: Pension Credit claimants, Source: Department for Work and Pensions (Nov-18)

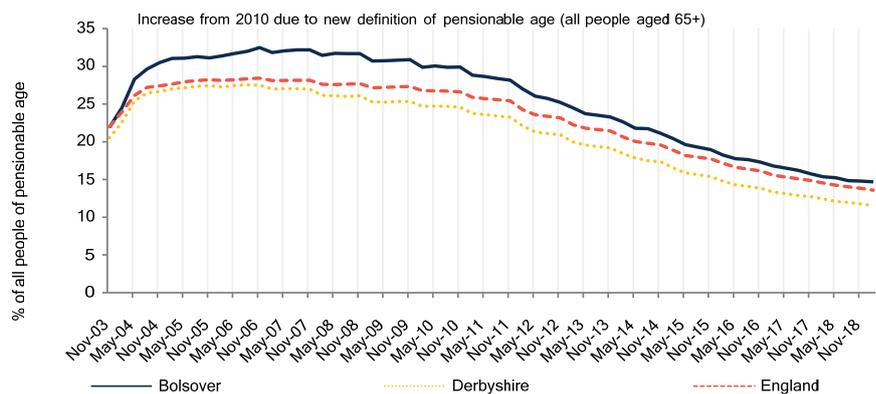
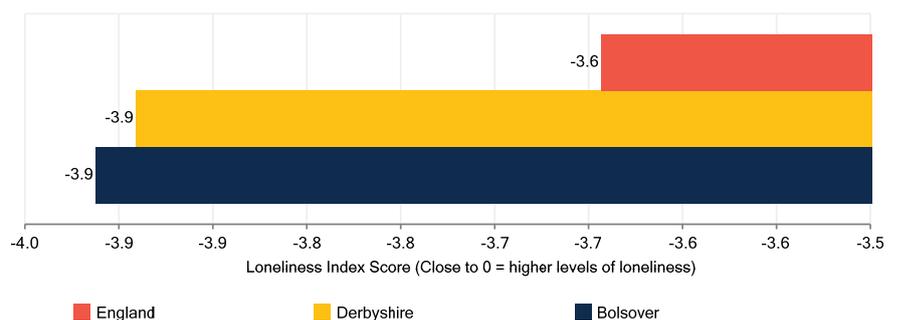


Figure: Loneliness index (probability of loneliness for those aged 65 and over). Source: Age UK (2011)



/ Vulnerable groups: Households with multiple needs

What information is shown here?

The information on this page looks at household deprivation and households with multiple deprivation.

The information boxes show the number of households which are deprived in one of the four Census 2011 deprivation dimensions. The Census 2011 has four deprivation dimension characteristics: a) Employment: Any member of the household aged 16-74 who is not a full-time student is either unemployed or permanently sick; b) Education: No member of the household aged 16 to pensionable age has at least 5 GCSEs (grade A-C) or equivalent AND no member of the household aged 16-18 is in full-time education c) Health and disability: Any member of the household has general health 'not good' in the year before Census or has a limiting long term illness d) Housing: The household's accommodation

is either overcrowded; OR is in a shared dwelling OR does not have sole use of bath/shower and toilet OR has no central heating. These figures are taken from responses to various questions in census 2011.

Households with multiple deprivation are households experiencing four key measures of deprivation:

- ✓ All adult household members have no qualifications
- ✓ At least one household member is out of work (due to unemployment or poor health)
- ✓ At least one household member has a limiting long-term illness
- ✓ The household is living in overcrowded conditions

Household is not deprived in any dimension (Census 2011)
11,691
35.6% (England average = 42.5%)

Household is deprived in 1 dimension (Census 2011)
10,206
31.1% (England average = 32.7%)

Household is deprived in 2 dimensions (Census 2011)
8,541
26.0% (England average = 19.1%)

Household is deprived in 3 dimensions (Census 2011)
2,253
6.9% (England average = 5.1%)

Households suffering multiple deprivation (Census 2011)
110
0.3% (England average = 0.5%)

/ Vulnerable groups: Other groups

What information is shown here?

The information on this page looks at the number and proportion of people in two groups with specific needs: mental health issues and people providing unpaid care.

The figures for people with mental health issues are based on Employment Support Allowance/Incapacity Benefit claimants who are claiming due to mental health related conditions. Incapacity Benefit is payable to persons unable to work due to illness or disability.

Informal care figures show people who provide any unpaid care by the number of

hours a week they provide that care. A person is a provider of unpaid care if they give any help or support to another person because of long-term physical or mental health or disability, or problems related to old age.

The line chart on the right shows the change in the number of people claiming Incapacity benefit for mental health reasons as a proportion of the working age population and the chart below it includes figures for children and all people providing unpaid care across Bolsover.

Mental health related benefits (DWP Nov-18)	People providing unpaid care (Census 2011)	Unpaid care (50+ hours per week) (Census 2011)
1,775	9,623	2,690
3.6% of working age adults (England average = 2.5%)	12.7% (England average = 10.2%)	3.5% (England average = 2.4%)

Figure: Receiving Employment Support Allowance (ESA) and Incapacity Benefit (IB) due to mental health

Source: Department for Work and Pensions

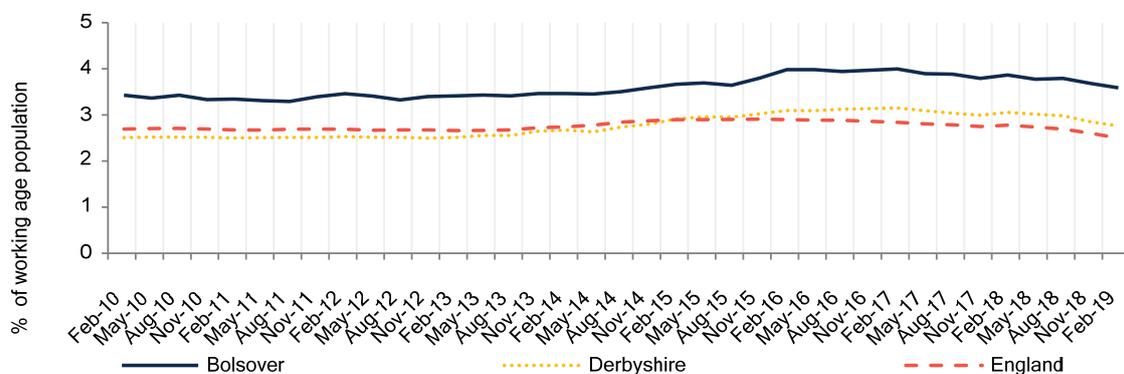
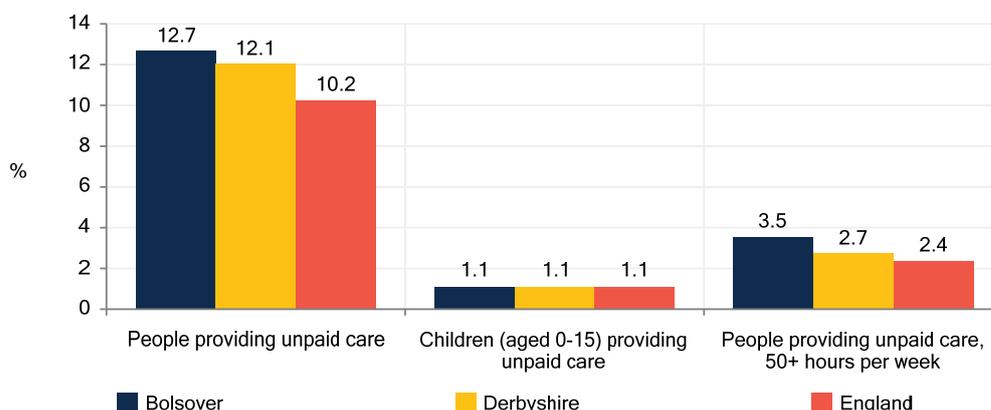


Figure: People providing unpaid care Source: Census 2011





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Bolsover District Council

Executive

16th December 2019

Strategic Risk Register and Partnership Arrangements

Report of the Portfolio Holder – Finance & Resources

This report is public

Purpose of the Report

- To update Members concerning the current position regarding Risk Management and Partnership Arrangements and the Strategic Risk Register as at 30th September 2019.

1 Report Details

Background

- 1.1 The Council's Strategic Risk Register has been developed with consideration of the strategic and operational risks which have been identified by Members and Officers as part of the Council's risk, service management and quarterly performance arrangements.
- 1.2 In its approach to risk management, the Council is seeking to secure a number of objectives and to operate in line with recognised best practice. In order to appreciate the importance of risk management it is useful to reiterate these objectives:
 - To improve the way in which the Council manages its key risks so as to reduce the likelihood of them happening, and to mitigate the impact in those cases where they do materialise. This is a key element in protecting service delivery arrangements, the financial position and the reputation of the Council.
 - To strengthen the overall management arrangements of the Council. From a governance perspective the effective operation of risk management is a key element of the managerial framework operating within a council.
 - Effective risk management is a key component in ensuring that organisations are able to achieve their objectives, and that key projects proceed in line with plan.
 - The identification of the risks attached to existing service delivery, or to a project or new initiative allows a fully informed decision to be made, and helps ensure that all appropriate measures to mitigate (or reduce) the risk are in place from the outset.

- An appreciation of the risk environment within which the Council operates assists in determining an appropriate level of financial reserves, whilst ensuring the organisation has a good awareness of its overall risk exposure.

The Strategic Risk Register

1.3 The revised Strategic Risk Register as at 30th September 2019 is set out in **Appendix 1** for consideration by Executive. The intention is that this review of the Register will secure the following objectives:

- Identify any newly emerging risks which need to be added to the Register and removing any risks that have been resolved to maintain a focus on current risks.
- To revisit risk score assessments and ensure that appropriate mitigation remains in place.

1.4 A key theme which emerges from the Strategic Risk Register is an ongoing requirement to maintain performance levels in respect of service delivery, performance and governance and ensuring that the Council mitigates the risk of a catastrophic event or service failure impacting upon our community. This objective needs to be secured against a background of both declining and less certainty concerning financial resources. Allied to the financial position, local authorities are faced with significant legislative change impacting upon the financial framework and systems within which Councils operate. Any such change may impact on the way in which services to local residents are delivered with the potential to disrupt service provision.

1.5 The current Strategic Risk Register identifies the following risks:

1. Legislative change at a national level including uncertainty surrounding Brexit
2. Failure to deliver a balanced budget over the life of the Medium Term Financial Plan (MTFP)
3. Significant operational service failure
4. Emergency planning and business continuity arrangements fail to meet required standards
5. Increasing difficulty to recruit and retain appropriately qualified staff
6. Failure to deliver against the Council's Plan targets
7. Failure to provide effective community leadership
8. Lack of governance arrangements robust enough to deal with a rapidly changing environment
9. Decrease in staff morale/increase in sickness levels
10. Failure to have robust, comprehensive policies/procedures in place for safeguarding children and vulnerable adults.
11. Failure of the Local Plan to be found sound at examination
12. Impact of HS2 and electrification of the Midland Main Line

Full details of the strategic risks identified above and the mitigations currently in place can be found in a copy of the register at **Appendix 1**.

Partnership Arrangements

- 1.6 Under the Council's Risk Management Strategy (including Partnership Working), a range of strategic partnerships are reported on and monitored within the Council's quarterly report processes in respect of Risk. These are complementary to the Partnership Funding and Performance Monitoring reports prepared by the Partnership Strategy and Policy Team to Executive twice a year which sets out the range of partnerships it works directly with. While the Partnership Strategy and Policy Team co-ordinate the Council's work with these external organisations it should be noted that many of these have been assessed as being of relatively limited risk, with officers adopting a 'light touch' approach in developing appropriate working relationships.
- 1.7 While there will invariably be an overlap between the two reports, this report will focus on what might be termed as the Council's strategic partnerships. These are as follows:
- The relationship with the North Midlands authorities (Derbyshire and Nottinghamshire) and Sheffield City Region in progressing the economic development and devolution agenda.
 - The Strategic Alliance with North East Derbyshire District Council which is central to the transformation agenda of delivering services at lower costs whilst enhancing service resilience.
 - Shared Services arrangements with Chesterfield Borough Council (Internal Audit) and Derbyshire Dales District Council (Joint ICT) which help secure cost effective arrangements.
 - Arrangements with Derbyshire County Council to secure aligned services across the public sector in areas such as health and economic development.
 - The Community Safety Team and associated statutory partners including the Police.
- 1.8 Although the partnerships outlined above are very different in terms of scope and working arrangements they all have in place formal governance arrangements between the partners, supported by appropriate internal governance arrangements which cover performance, finance and risk. Appropriate approvals have been agreed as required by the Council's constitution. The arrangements in place are intended to be risk based and proportionate to the risks of the Council.
- 1.9 The risks facing the Council are many and varied and the approach to managing those risks should be applied within decision making processes. Risks will change over time so need continual monitoring. The approach to risk management should also be continuous with a structured review process. A comprehensive review of the Council's risk management framework is currently being undertaken to ensure that the continued effective and systematic management of risk is achieved.
- 1.10 A new 'Risk Management Strategy' will be produced following this period of review which will include a revised approach to the following;
- The nature of 'risk' both the 'threats' and the 'opportunities'
 - The benefits of a robust risk management approach
 - The Council's risk appetite
 - Risk categorisation – *Operational, Governance, Strategic*

- Project and Partnership risk
- The Council's risk management approach and arrangements including a new 'Risk Management Group'
- Roles and responsibilities including *Senior Risk Officer* and *Senior Information Risk Officer* (SRO and SIRO)

1.11 Future reports will more closely reflect the 'Risk Management Strategy' and the work plan of the 'Risk Management Group'.

2 Conclusions and Reasons for Recommendation

2.1. The Strategic Risk Register is intended to highlight the major areas where the Council needs to manage its risks effectively. One of the key purposes of this report is to set out the risks that have been identified in the Strategic Risk Register and to encourage both Members and Officers to actively consider whether the Strategic Risk Register and supporting Service Risk Registers actively cover all of the issues facing the Council. It is proposed that a comprehensive review of the Council's risk management framework be undertaken at this time to ensure that the continued effective and systematic management of risk is achieved. The section on Partnerships serves to highlight the extent of these working arrangements, together with the approach that has been adopted for their effective management.

Reasons for Recommendation

2.2 To enable Executive to consider the risks identified within the Strategic Risk Register / Partnership Arrangements in order to assist in maintaining effective governance arrangements, service and financial performance.

3 Consultation and Equality Impact

3.1. There are no consultation or equalities issues arising from this report which necessitate a formal consultation process.

4 Alternative Options and Reasons for Rejection

4.1. Under relevant good practice and to facilitate the development of robust managerial arrangements the Council is required to prepare a Strategic Risk Register as part of its risk management framework. This report is intended for Members and Officers to consider both the Strategic Risk Register, together with the Council's wider framework for managing risk and partnerships. Given the importance of these arrangements for the overall governance of the Council it is necessary to subject them to regular review. The alternative of not providing this is therefore rejected.

5 Implications

5.1 Finance and Risk Implications

5.1.1 There are no additional financial implications arising out of this report. Whilst, where appropriate, additional mitigation measures have been identified and implemented during the course of preparing the Strategic and Operational Risk Registers, the cost of implementing this mitigation will be met from within previously agreed budgets.

5.1.2 Risk Management issues are covered throughout the body of the main report.

5.2 Legal Implications including Data Protection

5.2.1 There are no legal or data protection issues arising directly out of this report.

5.3 Human Resources Implications

5.3.1 There are no human resource issues arising directly out of this report.

6 Recommendations

6.1. That Executive approves the Strategic Risk Register as at 30th September 2019 as set out in **Appendix 1**.

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: <i>BDC: Revenue - £75,000</i> <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></p>	<p>No</p>
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	<p>No</p>
<p>Has the relevant Portfolio Holder been informed</p>	<p>Yes</p>
<p>District Wards Affected</p>	<p>None directly</p>
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>All</p>

8. **Document Information**

Appendix No	Title
1	Strategic Risk Register as at 30 th September 2019
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)	
Service Plan Risk Registers	
Report Author	Contact Number
Lee Hickin – Joint Strategic Director People	7218

STRATEGIC RISK REGISTER SUMMARY AS AT: 30th September 2019

	Risk	Consequences	Risk Score (Likelihood x Impact)	Risk Score (Likelihood x Impact) Taking into Account Current Controls	Risk Owner / Lead Officer	
106	1	Parliamentary uncertainty following the General Election, Government Legislation / impact of referendum vote to leave the EU / adverse external economic climate has an accelerating impact on Council funding, or upon the local economy, to which Council is unable to adopt an appropriate change of Strategic direction. The decision to leave the EU creates significant uncertainties whilst there is a significant programme of legislative change which impacts directly upon local government.	<ul style="list-style-type: none"> Unable to deliver a package of services that both addresses changing national priorities whilst meeting changing local needs and aspirations. Increases costs or reduces resources available to the Council directly, or to its key partners. Reduced influence over delivery of local services. Unable to effectively support local communities. Increased demands on Council services at a time when Council resource base is reducing. 	4,4, 16	3,4 12	SAMT / Political Leadership

	<p><u>Mitigation.</u></p> <ul style="list-style-type: none"> • The Council is outward looking and actively works to secure details of proposed change and the approaches that might be adopted to mitigate against associated risks, including working to identify new income streams. • The Council has effective political and managerial arrangements in place to manage change. • Appropriate levels of financial reserves / investment funding are maintained to fund strategic shifts in service delivery. <p>Effective engagement with staff to ensure they embrace necessary change.</p>				
2	<p>Failure to deliver a balanced budget in line with the MTFP, at a time when the Council's reserves are at an acceptable rather than a robust level, and localism has created significant uncertainties re future funding levels.</p>	<ul style="list-style-type: none"> • Impact upon ability to deliver current level of services. • Unable to resource acceptable levels of service. • Significant adverse reputational Impact. 	4,4 16	3,4 12	SAMT / Chief Executive / Chief Financial Officer / Political Leadership
	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has effective financial management in place to ensure budget arrangements are robust. • The Council has appropriate managerial arrangements and culture in place to manage any necessary change. <p>The Council has 'adequate' financial reserves in place to cushion against any loss of income for a period of at least one financial year.</p>				
3	<p>The Council is affected by an operational service failure which has a major impact upon the local community, this impact being reflected in the Council's sustainability and reputation. Failure could arise from services – inc Data Protection –</p>	<ul style="list-style-type: none"> • A significant service failure associated with a major impact on the local community. • Deterioration in services to the public, potentially a major impact upon a local resident or a group of local residents. • Significant staff and financial resources required to resolve 	3,5 15	2,5 10	SAMT / Heads of Service

	<p>failing to adhere to best practice. Resulting in a potential impact upon the Council's ability to secure its corporate objectives. Given the efficiency measures that have been introduced to date this is considered to be an increasing issue for the Council.</p>	<p>position, impacting on other services.</p> <ul style="list-style-type: none"> • A major service has its operating capacity significantly impact and is required to introduce major reform in its approach to service delivery. • Severe reputational damage 			
	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has appropriate managerial arrangements in place supported by staff recruitment and training to ensure these risks are effectively managed. • The Council has a Performance Management Framework in place to help ensure that services are delivered in line with good practice and industry standards. On-going monitoring and regular reporting will help ensure that any emerging issues re service performance are effectively identified and resolved at the earliest possible opportunity. 				
4.	<p>Emergency Planning and Business Continuity arrangements fail to meet required standards when tested by flu pandemic, natural disaster (flood), etc.</p> <p>Cyber-crime with a loss of data / systems, results in the inability to provide core services and reputational damage.</p>	<ul style="list-style-type: none"> • Inability of Council to provide services as a consequence of a severe catastrophic external event (e.g. flooding, major terrorist incident, flu pandemic, fire, cyber-crime). • Failure of IT infrastructure, leading to inability to effectively operate services and to safeguard income streams. • Business Continuity Plans prove ineffective in practice. 	3,4 12	2,4 8	SAMT / Chief Executive

	<u>Mitigation</u> <ul style="list-style-type: none"> • The Council works in partnership with a range of partners on its Emergency Planning arrangements to ensure that we operate in line with best practice. There is an annual 'desktop' scenario to test officers understanding of the arrangements and validate that they are fit for purpose in a realistic 'trial' scenario. • All services have Business Continuity plans in place which identify key risks and mitigation. Corporate IT systems have been tested against Industry standards for Business Continuity. • The Council works in partnership with a range of other agencies that should be able to provide support in the event of the Council's own procedures failing to be effective. • The Council has in place industry standard measures to minimise the risk of cyber-crime. 				
5	<p>Increasing difficulty in recruiting to key posts or in replacing key staff who leave. Staff morale is adversely affected arising from the pace of change, tightening financial circumstances or external circumstances.</p>	<ul style="list-style-type: none"> • Deterioration in services to the public. • Increasing inefficiencies in service provision. • Weakening of Internal Control arrangements. • Increased pressure on other members of staff. 	3,4 12	2,4 8	SAMT / Head of Legal & Governance
	<u>Mitigation</u> <ul style="list-style-type: none"> • The Council has effective communication and working with staff as validated by securing 'silver' accreditation at IIP. • There is sufficient funding to bring in agency staff where required to maintain service performance. • At this stage the problematic areas are those where there are national 'shortages'. In the majority of areas it has proved possible to recruit appropriate replacement staff. • Appropriate training budgets are in place to ensure that staff receive necessary training to maintain service quality / continuity. • The Council is looking to introduce appropriate apprenticeship / training schemes in order to develop suitable staff. 				

6	<p>Delivery of the Council's Agenda is dependent upon effective delivery of both a number of major initiatives / projects and implementing a range of new government reforms whilst achieving financial targets and maintaining service quality, which may overstretch our reduced organisational capacity.</p>	<ul style="list-style-type: none"> • New initiatives are not delivered in a cost-effective manner. • Failure to maintain / improve services in line with local aspirations. • Failure to generate the savings required to balance the budget. • Financial savings measures weaken Governance / Internal Control arrangements. • Service deterioration / failure arising from capacity issues. 	3,4 12	2,4 8	SAMT / Chief Executive
<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has effective prioritisation and project management arrangements in place to ensure resources are directed at key objectives. • The Council has made efforts to ensure effective use of employees by utilising shared services to protect service resilience, by maintaining appropriate training arrangements and by investing in transformational service delivery projects. • The Council has a robust performance management framework that is intended to highlight emerging issues. 					
7	<p>Need to effectively engage with local communities and a range of local partners (inc Shared / Joint services) to deliver cost effective joined up services.</p>	<ul style="list-style-type: none"> • Failure to provide effective community leadership. • Loss of trust in the Council • Inability to deliver good quality cost effective services targeted at local needs. • Poor outcomes for local residents, due to failure to engage other agencies. 	3,4 12	2,4 8	Political Leadership Team / Chief Executive

	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has in place a range of mechanisms designed to secure feedback from local residents including the Performance Framework, a range of consultation events and the role of Elected Members as local champions. • The Council has an active Partnerships Team and senior Members / Officers actively engage with other organisations serving the area. • The Council's management structures are aligned to our key partnership arrangements. 				
8	<p>Governance Arrangements including Performance, Finance and Risk Management need to be maintained in order to continue to operate effectively in a rapidly changing environment.</p>	<ul style="list-style-type: none"> • Adverse Impact upon Service Quality. • Failure to deliver high quality services which address national and local priorities. • Significant adverse reputational impact. 	3,4 12	2,4 8	Chief Financial Officer / Monitoring Officer
	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has appropriate managerial arrangements in place supported by staff recruitment and training to ensure these risks are effectively managed. • The Council has active Standards and Audit Committees which provide independent review of the Governance arrangements in the Council. • The Annual Governance Report sets out an evidence based structured assessment of the operation of the Council's governance arrangements. 				
9	<p>Staff morale / Sickness Levels adversely affected as a result of the pace of change, tightening financial circumstances or external circumstances.</p>	<ul style="list-style-type: none"> • Deterioration in services to the public and loss of productivity. • Loss of key staff / increased sickness levels. • Increased pressure on other members of staff. • Loss of 'goodwill.' 	3,4 12	3,3 9	SAMT / Head of Corporate Governance

	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council operates in line with the independent IIP standards and HR 'good practice' to help ensure current staff are well managed and motivated. • The staff has a range of communication mechanisms in place to ensure staff engagement with the Council's agenda. • The Council has reduced its emphasis of securing savings through vacancy management and seeks to bring in 'agency staff' etc as required. • While the Council cannot control external circumstances it has continued to work with staff to mitigate the impact of these on individual employees. 				
10	<p>Failure to have in place robust, comprehensive and up to date policies and procedures for safeguarding children and vulnerable adults.</p>	<ul style="list-style-type: none"> • Profile of safeguarding is poor • Staff and members do not know what safeguarding is and their role within it • Staff and members do not know how to spot the signs • Staff and members do not know how to report it and to who? • Lack of public confidence in Council policies plans and staff • Reputational damage • Potential significant harm to individuals resulting from abuse and neglect of Children and/or Vulnerable Adults possibly leading to personal harm, injury and death 	4,4, 16	2,4, 8	SAMT/Political Leadership

	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has in place up to date policies for safeguarding both Children and Vulnerable Adults. These policies are aligned to DCC policies which in turn are in line with legislation, regulation and statutory duties placed on Local Authorities. • The Council has in place and maintain systems of working practice to safeguard children and vulnerable adults at Council activities and those who receive Council services. • Staff recognised as appropriate to do, are DBS/CRB checked • All staff receive mandatory safeguarding training • Safeguarding is widely promoted and embedded throughout the organisation with all staff being issued with a wallet sized 'safeguarding quick reference guide' which details what to look out for and what to do • The Council has an internal safeguarding group which meets quarterly which has representation from all service areas of the Council. • The Council host and Chair the Countywide Derbyshire Safeguarding Leads Sub Group of the Derbyshire Safeguarding Children's Board and Derbyshire Safeguarding Adults Board • The Council are represented on both the Derbyshire Safeguarding Children's Board (DSCB) and the Derbyshire Safeguarding Adults Board (DSAB) 				
11	Failure of BDC's Local Plan to be found sound at independent examination.	<ul style="list-style-type: none"> • Potential Government intervention • Undermining the local plan • Reputational damage • Loss of control of planning and development 	4,4, 16	2,4, 8	SAMT / Political Leadership
	<p><u>Mitigation</u></p> <ul style="list-style-type: none"> • The Council has successfully avoided Government intervention in the plan-making process. • Following Submission in August 2018, the Examination Hearing Sessions took place in January, February and March 2019. The Inspector provided her judgement on the necessary Main Modifications to make the Local Plan for Bolsover District legally compliant and sound in May 2019. Consultation on the necessary Main Modifications took place in June and July 2019 and the Council submitted the representations received on the Main Modifications to the Inspector in August 2019 and is now awaiting the Inspector's Report. As such, the emerging Local Plan for Bolsover District is at a very advanced stage and is progressing towards Adoption early in 2020. • The Council has taken all reasonable steps in the preparation of the emerging Local Plan and has kept the Government informed of this progress. 				

12	Impact of HS2 and the electrification of the MML on environment, heritage, communities and businesses.	<ul style="list-style-type: none"> Without considerable environmental mitigation measures will have a negative impact on the visual amenity of the district, disruption to businesses, home owners and communities. It also has the potential to sterilise areas of development due to uncertainty. 	4,4,16	4,4,16	SAMT / Political Leadership
<p><u>Mitigation</u></p> <ul style="list-style-type: none"> CEX and senior management actively engaged with HS2 staff to discuss proactive business mitigation measures. Political leadership working with relevant community groups and agencies lobbying for enhanced mitigation measures. Contributing to the East Midlands HS2 growth strategy and also that we part of the mitigation study 					

Bolsover District Council

Executive

16th December 2019

Medium Term Financial Plan - Revised Budgets 2019/20

Report of the Portfolio Holder - Finance & Resources

This report is public

Purpose of the Report

- To seek Executive approval of the 2019/20 revised budget for the General Fund, Housing Revenue Account and Capital Programme which will assist in improving the Council's financial position in both 2019/20 and future financial years.

1 Report Details

General Fund Revenue Account

- 1.1 The revised budget process is now complete and the proposed 2019/20 revised budget for the General Fund is attached at **Appendix 1**. The appendix shows the original budget for 2019/20 which was agreed in February 2019, the current budget which reflects budget transfers and approved changes during the financial year, and the proposed revised budget for 2019/20. The revised budget shows that Net Cost of Services has increased to £10.655m which is £0.802m above the original budget figures. This increase in the Net Cost of Services reflects approvals during the year to fund new expenditure, predominantly funded from either earmarked reserves, new grant allocations or new income received, since the original budget was set.
- 1.2 The original budget showed a funding deficit of £0.083m. The current budget position before changes from the revised budget process were included was a surplus of £0.261m. This included the council tax increase £0.112m, the quarter 1 vacancy savings of £0.093m and transformation programme items of £0.139m.
- 1.3 Table 1 below shows the revised budget position for 2019/20. Finance worked with budget managers to review all income and expenditure. Additional budget savings were captured as well as unavoidable budget pressures. Government funding assumptions were updated where necessary and corporate costs such as debt charges and investment interest were also revised.

Table 1

	2019/20 Original Budget £000	2019/20 Current Budget £000	2019/20 Revised Budget £000
Opening Budget Shortfall	83	83	83
Efficiencies identified + removed from budget	0	(344)	(344)
General Fund (surplus)/Budget Shortfall	83	(261)	(261)

- 1.4 Although the General Fund surplus remains unchanged from the current budget figure of £0.261m, lots of movement within the budgets has taken place. In all cases the budget managers have been consulted and are in agreement with the budget changes proposed. It has been a clear objective in the exercise not to make any budget changes that have a significant adverse impact on the service provision being delivered. The key variances within the revised budget are given in Table 2 below:

Table 2

	£000's
Debt charges/investment income	(167)
Vacancy management quarter 2	(127)
Extra planning fee income and external grants	(153)
Net miscellaneous cost increases/income reduction	29
Savings from revised budget process before transfers to reserves for future use.	(418)
Net transfer to NNDR growth protection reserve	168
Transfer to reserves to finance future expenditure	250
Net movement	0

- 1.5 An explanation of each of the variances in table 2 is as follows:

- Debt charges/Investment income – updates to the debt charges calculation for the 2018/19 outturn position have meant a reduction in charges of £0.131m (changes from swapping the financing of the capital programme will not affect budgets until 2020/21). More favourable interest rates and higher levels of cash flow have meant an increase in interest income of £0.036m.

- In the first 6 months of the year £0.220m has been saved through vacancy management. Each vacancy is considered to ensure there is still a business need for it before recruiting. The requirements of the service are also considered to ensure no negative impact is caused by delaying or changing the staffing provision.
- The continued increase in planning applications has meant a further £0.055m has been added to the planning fee income budget. Receipts of external grant for differing services are expected to increase by £0.098m.
- Miscellaneous income cost increases/income reduction - the main changes are an increase in the cost of Pleasley Vale electricity of £0.035m; reduction in the ICT software and equipment of £0.035m; net changes to Strategic Alliance joint working is a cost of £0.038m; increases to the District elections budget of £0.031m and various small service net reductions of £0.040m.
- As reported in quarter 1, the income for business rates included in the budget needed to be revised for the 2019/20 NNDR1 form. Extra income of £0.420m was included and £0.588m was transferred to the NNDR growth protection reserve. This reserve will be used to mitigate against future changes to the business rates system, by allowing the flow of income back to general fund in a controlled and manageable manner.
- Transfer to reserves to finance future expenditure - £0.050m has been transferred into the ICT and office equipment reserve to allow the financing of capital expenditure. £0.200m has been transferred to the transformation reserve to be ring-fenced for invest-to-save projects.

Contributions to the Local Government Pension Scheme (LGPS)

- 1.6 As Members will be aware, the Council participates in the LGPS administered by Derbyshire County Council. Every 3 years the fund is valued and is compared against the current and future pensions it will have to pay to pensioners. There is a shortfall in the fund (deficit) and every year the Council pays towards this. The fund has been valued during 2019/20 and the results are awaited. The costs for 2019/20 are fixed as they are based on the previous valuation. The last time the fund was valued, costs increased to the general fund by roughly 1% or £0.080m per year. In preparation for this extra cost payable by the general fund from 2020/21, it is proposed that the surplus generated £0.0261m, be allowed to increase the general fund balance.
- 1.7 The final position on the general fund revenue account will clearly be dependent on the actual financial performance out-turning in line with the revised budgets as there may be further costs and/or savings identified as the year progresses. The estimated surplus generated in 2019/20 is £0.261m. **Appendix 2** details the net cost of each cost centre by Directorate.

Housing Revenue Account (HRA)

- 1.8 The Housing Revenue Account revised budget for 2019/20 is set out in **Appendix 3** to this report.

Income

- 1.9 In total, income is £0.004m lower than the current budget. Dwelling rents are £0.054m higher due to a reduction in the level of voids resulting from the capital scheme.
- 1.10 Income from Special Services has been revised down by £0.065m. This is due to a reduction in the income expected from heating charges after the Safe and Warm capital scheme.
- 1.11 Income from Derbyshire County Council for Supporting People – Central Control has been reduced by £0.035m, while income has been increased by £0.024m in Repairs and Maintenance for the Travis Perkins profit share amount.

Expenditure

- 1.12 Expenditure on the HRA is showing a net reduction against current budgets of £0.195m. Vacancies from Repair and Maintenance and Supporting People - Wardens have been removed of £0.171m.
- 1.13 The remainder of the HRA expenditure reduction is from lower sub-contractor expenditure £0.067m; lower utilities costs of £0.038m linked to the Safe and Warm scheme. Transfer to reserves have been increased by £0.076m to cover spending in future years.
- 1.14 Taking account of the proposed budget changes detailed above, the HRA is anticipated to deliver a surplus in the current financial year of £0.155m, which is £0.132m higher than the current budget. As already discussed for general fund in 1.6 above, after the previous pension fund valuation the cost to the HRA was increased by £0.033m per year. It is proposed for this £0.155m surplus to increase the HRA balance in readiness for the increased pension costs in 2020/21, payable by the HRA.

Capital Programme

- 1.15 The Council's capital programme is shown in **Appendix 4**. It has been updated from the original budgets to reflect approvals within the year and the profiling of the individual schemes following approved changes by Members and from detailed discussions with budget officers.
- 1.16 As part of the revised budget process, officers have estimated the likely level of spend in the current financial year. As a result £1.712m has been removed from the current budget and put into 2020/21 as this is when the work is likely to be undertaken. The proposed estimated outturn for 2019/20 is therefore a budget of £18.057m.
- 1.17 The changes that are shown in the revised capital programme mean that the financing is adjusted accordingly to meet the anticipated spend. There are no issues to report with regard to the financing of the 2019/20 capital programme.

2 Conclusions and Reasons for Recommendation

- 2.1 The purpose of this report is to set revised budgets as early as possible within the financial year to ensure that identified budget savings are realised, that all budget managers are working to the revised budgets and to allow any planned changes to be delivered. The improved position on both the Council's main revenue budgets reflects a combination of favourable circumstances during the year, together with careful budget management and the ongoing policies of progressing the transformation agenda in order to reduce the underlying level of expenditure in line with the ongoing reductions in the level of government grant. The savings achieved will be used to support service delivery to residents and tenants in future financial years.

3 Consultation and Equality Impact

- 3.1 There are no consultation and equality impact implications from this report.

4 Alternative Options and Reasons for Rejection

4.1 General Fund and HRA

The anticipated surplus on the Council's two main revenue accounts will result in an increase in financial balances at the year-end which are available to protect services at a time of declining central government support. It is proposed that these additional resources are utilised to mitigate the expected increase in the contribution to the Local Government Pension Scheme over the next three financial years.

4.2 Capital

There are no alternative options being considered with regard to the proposed allocations from the Capital Programme budget as it ensures the Council's assets meet health and safety requirements in that they are maintained in a fit for purpose state that ensures they remain fully operational.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 The issue of financial risk is covered throughout the report. In addition, however, it should be noted that the risk of not achieving a balanced budget is outlined as a key risk within the Council's Strategic Risk Register. While officers are of the view that these risks are being appropriately managed it needs to be recognised that continued reductions in budgets may mean that adverse variances arising from particular issues or pressures may not be able to be absorbed from favourable variances in other budgets.

There is also no provision within the revised budget to meet any costs of delivering financial savings required for future years. Any proposals to utilise the forecast surplus in the current year must take this risk into account.

5.1.2 The capital programme identifies and recognises the need to maintain the Council's assets in a fit for purpose state and to retain and attract income streams for the Council. The financing of the capital programme is secured for 2019/20 thus minimising the risk of any additional unplanned borrowing.

5.1.3 Financial issues and implications are covered in the relevant sections throughout this report.

5.2 Legal Implications including Data Protection

5.2.1 There are no legal issues arising directly from this report.

5.3 Human Resources Implications

5.3.1 There are no human resource implications arising directly out of this report.

6 Recommendations

6.1 That Executive approves the revised General Fund budget for 2019/20 as set out in Appendix 1 and detailed in Appendix 2.

6.2 That Executive approves the revised HRA budget for 2019/20 as set out in Appendix 3.

6.2 That Executive approves the revised Capital Programme for 2019/20 as set out within Appendix 4.

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: <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></p>	<p>Yes</p>
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	<p>Yes</p>
<p>Has the relevant Portfolio Holder been informed</p>	<p>Yes</p>
<p>District Wards Affected</p>	<p>All</p>
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>All</p>

8 **Document Information**

Appendix No	Title
1	General Fund Summary
2	General Fund Detail
3	HRA
4	Capital Programme
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
Head of Service – Finance and Resources	01246 242458

**BOLSOVER DISTRICT COUNCIL
GENERAL FUND**

APPENDIX 1

Description	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
People Directorate	10,424,721	10,648,714	10,274,260
Place Directorate	3,156,636	3,350,100	3,419,339
Recharges to HRA and Capital	(3,738,619)	(3,738,619)	(3,738,619)
<u>S106 Expenditure</u>			
People	10,013	412,212	279,855
Place	0	600,248	420,106
Net Cost of Services	9,852,751	11,272,655	10,654,941
Debt Charges	1,087,636	1,087,636	956,778
Investment Interest	(258,884)	(258,884)	(294,639)
	10,681,503	12,101,407	11,317,080
Appropriations:			
Contributions to Reserves	161,625	161,625	406,640
Contribution from Earmarked Reserves	(189,602)	(561,600)	(629,146)
Contribution (from)/to NNDR Growth Protection Reserve	(453,469)	(453,469)	134,531
Contribution from Grant Accounts	(52,991)	(52,991)	(52,991)
Contribution (from)/to Holding Accounts	(486,569)	(763,570)	(536,476)
Contribution from S106 Holding A/cs	(10,013)	(1,012,460)	(799,961)
TOTAL EXPENDITURE	9,650,484	9,418,942	9,839,677
Parish Precepts	2,901,779	2,901,779	2,901,779
Council Tax Support Grant - Parish	167,933	167,933	167,933
TOTAL SPENDING REQUIREMENT	12,720,196	12,488,654	12,909,389
Revenue Support Grant	(1,169,290)	(1,169,290)	(1,169,290)
Business Rates Retention total	(3,992,475)	(3,992,475)	(4,412,429)
New Homes Bonus Grant total	(811,095)	(811,095)	(811,095)
COUNCIL TAX - BDC precept	(3,762,808)	(3,875,302)	(3,875,302)
Council tax - Parish element from above	(2,901,779)	(2,901,779)	(2,901,779)
TOTAL FUNDING	(12,637,447)	(12,749,941)	(13,169,895)
FUNDING GAP / (SURPLUS)	82,749	(261,287)	(260,506)

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
Total for: Appropriations	(9,852,751)	(11,272,655)	(10,654,941)
G001 Audit Services (G001)	120,160	120,160	104,602
G002 I.C.T. (G002)	778,981	778,981	806,477
G003 Communications (G003)	229,452	246,873	249,871
G005 Joint Chief Executive Officer 50% People (G005)	40,930	40,930	41,151
G006 Partnership, Strategy + Policy (G006)	402,370	404,308	435,012
G014 Customer Contact Service (G014)	761,473	773,546	754,339
G015 Strategy + Performance (G015)	121,503	120,203	120,779
G024 Street Cleansing (G024)	338,644	329,323	290,113
G028 Waste Collection (G028)	909,251	899,950	907,791
G032 Grounds Maintenance (G032)	661,523	657,317	668,118
G033 Vehicle Fleet (G033)	793,602	789,786	740,370
G038 Concessionary Fares + TV Licenses (G038)	(9,460)	(9,460)	(10,097)
G040 Corporate Management (G040)	143,962	143,962	144,827
G041 Non Distributed Costs (G041)	697,651	697,651	697,651
G044 Financial Services (G044)	292,525	296,623	257,846
G052 Human Resources (G052)	214,253	218,169	211,919
G054 Electoral Registration (G054)	162,318	164,318	153,558
G055 Democratic Representation + Management (G055)	544,978	547,978	530,961
G056 Land Charges (G056)	(3,304)	(3,304)	(4,432)
G057 District Council Elections (G057)	40,800	40,800	84,508
G058 Democratic Services (G058)	183,110	183,110	183,962
G060 Legal Services (G060)	213,480	233,408	229,385
G061 Bolsover Wellness Programme (G061)	73,075	73,075	64,583
G062 Extreme Wheels (G062)	8,449	(2,235)	790
G064 Bolsover Sports (G064)	159,370	159,370	138,016
G065 Parks, Playgrounds + Open Spaces (G065)	49,679	68,595	48,541
G066 Coach Bolsover (G066)	0	0	2,000
G069 Arts Projects (G069)	46,227	46,227	46,199
G070 Outdoor Sports + Recreation Facilities (G070)	19,047	19,047	22,805
G072 Leisure Services Mgmt + Admin (G072)	216,274	216,716	257,219
G084 Head of Partnerships and Transformation (G084)	35,262	35,262	34,717
G086 Alliance (G086)	7,250	7,250	7,250
G094 Joint Strategic Director - People (G094)	53,698	52,254	50,821
G097 Groundwork + Drainage Operations (G097)	61,773	62,040	64,547
G100 Benefits (G100)	527,762	516,230	358,358
G103 Council Tax / NNDR (G103)	333,668	330,729	364,017

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
G104 Sundry Debtors (G104)	95,518	89,283	21,858
G111 Shared Procurement (G111)	39,318	39,318	44,847
G115 One Public Estate (G115)	0	11,032	21,032
G117 Payroll (G117)	72,853	72,453	71,981
G123 Riverside Depot (G123)	183,260	183,260	166,330
G124 Street Servs Mgmt + Admin (G124)	73,203	73,203	68,800
G125 S106 Percent for Art (G125)	0	56,979	56,979
G126 S106 Formal and Informal Recreation (G126)	10,013	164,148	164,148
G129 Bolsover Apprenticeship Programme (G129)	23,995	23,995	10,023
G146 Pleasley Vale Outdoor Activity Centre (G146)	44,614	44,614	46,524
G148 Trade Waste (G148)	(103,000)	(103,000)	(124,600)
G149 Recycling (G149)	49,037	49,037	143,182
G155 Customer Services (G155)	29,883	29,883	29,829
G157 Controlling Migration Fund (G157)	369,233	615,207	485,370
G161 Rent Rebates (G161)	(58,505)	(58,505)	(29,662)
G162 Rent Allowances (G162)	39,976	39,976	22,978
G164 Support Recharges (G164)	(3,738,619)	(3,738,619)	(3,738,619)
G168 Multifunctional Printers (G168)	42,776	42,776	42,776
G170 S106 Outdoor Sports (G170)	0	191,085	58,728
G179 School Sports Programme (G179)	(1,385)	(1,385)	(4,171)
G180 Special Events (G180)	0	0	350
G181 STEP (G181)	0	775	775
G182 SHIFT (G182)	0	489	489
G183 Netball (G183)	0	64	64
G192 Scrutiny (G192)	21,729	21,729	22,109
G195 Head of Corporate Governance (G195)	37,230	37,230	37,100
G197 Head of Finance and Resources (G197)	37,163	37,163	63,832
G199 Head of Street Scene (G199)	37,393	37,393	36,792
G207 Balanceability (G207)	0	250	203
G216 Raising Aspirations (G216)	27,560	27,560	20,426
G218 Namibia Bound (G218)	(17,926)	(6,393)	(7,301)
G220 Locality Funding (G220)	0	0	(76,003)
G228 Go Active Clowne Leisure Centre (G228)	94,409	(35,286)	(39,693)
G238 HR Health + Safety (G238)	56,651	68,901	90,946
G241 Working Together for Older People (G241)	0	8,712	8,712
G244 Bolsover Business Growth Fund (G244)	0	39,788	39,788
Total for People Directorate	6,696,115	7,322,307	6,815,496

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
G004	40,936	40,936	41,153
G007	56,970	54,348	46,420
G010	90,020	90,020	90,220
G013	288,440	327,847	304,044
G017	60,468	60,468	54,701
G020	(78,000)	(78,000)	(68,000)
G021	170,009	170,009	164,677
G022	0	0	(250)
G023	36,724	36,724	34,794
G025	124,110	124,110	122,035
G026	94,088	94,088	94,238
G027	15,847	33,331	32,128
G036	191,759	191,759	190,744
G043	53,421	53,421	53,610
G046	166,997	166,997	166,728
G048	(10,700)	(10,700)	(10,600)
G053	5,183	5,183	(327)
G073	343,892	362,716	361,826
G074	(11,137)	32,704	(22,442)
G076	82,871	98,582	98,079
G079	21,405	21,405	21,207
G080	92,438	95,738	97,067
G081	3,300	0	0
G082	0	0	34,897
G083	55,000	55,000	55,000
G085	29,425	29,425	28,815
G088	15,000	15,000	15,000
G089	(74,006)	(74,006)	(69,408)
G090	(141,606)	(141,879)	(162,278)
G091	11,793	14,093	10,879
G092	(74,976)	(74,976)	(40,000)
G095	642,552	628,055	624,618
G096	95,070	95,227	95,681
G099	5,200	500	500
G106	79,247	80,152	97,411
G109	0	0	23,425
G110	0	0	17,456
G113	34,761	34,761	33,982

APPENDIX 2

List of net budgets per cost centre per directorate

	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
G132 Planning Conservation (G132)	45,419	45,419	45,706
G133 The Tangent Business Hub (G133)	(67,033)	(67,033)	(40,921)
G135 Domestic Violence Worker (G135)	42,116	42,116	41,998
G138 Bolsover Town Centre Consultation (G138)	0	34,163	34,163
G142 Community Safety - CCTV (G142)	0	8,515	8,515
G143 Housing Strategy (G143)	40,292	40,292	26,943
G144 Enabling (Housing) (G144)	38,918	38,918	25,584
G151 Street Lighting (G151)	31,000	31,000	31,000
G153 Housing Advice (G153)	12,933	12,933	12,909
G156 The Arc (G156)	159,285	159,285	136,522
G167 Facilities Management (G167)	10,338	10,611	10,611
G169 Closed Churchyards (G169)	10,000	10,000	10,000
G172 S106 Affordable Housing (G172)	0	1,116	1,116
G176 Affordable Warmth (G176)	35,808	35,808	34,058
G188 Cotton Street Contact Centre (G188)	20,261	20,261	19,639
G193 Economic Development Management + Admin (G193)	140,004	140,004	118,807
G194 Head of Economic Development (G194)	37,603	37,603	34,321
G196 Head of Planning (G196)	37,088	37,088	37,398
G198 Head of Housing (GF) (G198)	134	134	31,462
G208 Head of Estates and Property (G208)	37,641	37,641	28,650
G226 S106 - Highways (G226)	0	569,000	569,000
G227 S106 - Public Health (G227)	0	30,132	(50,010)
G229 Housing Standards (G229)	0	0	(1,984)
G237 Joint Venture (LLP) (G237)	0	35,218	35,218
G239 Housing + Community Safety Fixed Penalty A/c (G239)	1,500	7,086	710
G242 New Bolsover MV - CVP Worker (G242)	6,828	0	0
Total for Place Directorate	3,156,636	3,950,348	3,839,445

APPENDIX 3

HOUSING REVENUE ACCOUNT	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
Expenditure			
Repairs and Maintenance	4,897,470	4,912,470	4,677,764
Rents Rates and Taxes	266,564	266,564	245,398
Supervision and Management	5,090,574	5,331,998	5,386,344
Special Services	549,994	549,994	512,631
Supporting People - Wardens	606,571	606,571	569,640
Supporting People - Central Control	224,968	224,968	248,327
Tenants Participation	66,247	74,379	77,124
New Bolsover Project	32,300	32,300	32,300
Increase in Bad Debts Provision	150,000	150,000	180,000
Cost of Capital - Interest	3,513,950	3,513,950	3,537,751
Debt Management Expenses	8,120	8,120	8,678
Total Expenditure	15,406,758	15,671,314	15,475,957
Income			
Dwelling Rents	(20,025,070)	(20,025,070)	(20,079,179)
Garage Rents	(144,027)	(144,027)	(146,389)
Other Income	(23,060)	(23,060)	(31,302)
Repairs and Maintenance	(16,445)	(16,445)	(40,300)
Supervision and Management	(380)	(380)	(300)
Special Services	(138,135)	(138,135)	(73,458)
Supporting People - Wardens	(515,863)	(515,863)	(518,719)
Supporting People - Central Control	(245,522)	(245,522)	(210,371)
Tenants Participation	0	0	(3,552)
New Bolsover Project	(32,300)	(32,300)	(32,300)
Leased Flats	(19,000)	(19,000)	(19,697)
Leased Shops	(7,980)	(7,980)	(7,980)
Total Income	(21,167,782)	(21,167,782)	(21,163,547)
Appropriations			
Depreciation	3,200,000	3,200,000	3,200,000
T/f to/(from) Major Repairs Reserve	908,249	908,249	984,241
Contribution to Insurance Reserve	50,000	50,000	50,000
Contribution to Development Reserve	1,500,000	1,500,000	1,500,000
Cont to Vehicle Replacement Reserve	80,000	80,000	120,000
Use of Reserves	0	(234,556)	(285,000)
Use of Holding Account	0	(30,000)	(36,426)
	5,738,249	5,473,693	5,532,815
Net Operating (Surplus) / Deficit	(22,775)	(22,775)	(154,775)
Working Balance at Beginning of Year	(2,000,000)	(2,000,000)	(2,000,000)
Contribution to/(from) Balances	(22,775)	(22,775)	(154,775)
Working Balance at End of Year	(2,022,775)	(2,022,775)	(2,154,775)

APPENDIX 4

CAPITAL PROGRAMME SUMMARY

	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
General Fund			
AMP - PV Mills	0	123,505	123,505
AMP - The Arc	0	41,491	92,107
AMP - Leisure Buildings	0	28,864	28,864
AMP - Riverside Depot	0	24,551	65,355
AMP - The Tangent	0	4,995	4,995
AMP - Investment Properties	0	745	9,712
AMP - Refurbishment Work	260,000	20,961	35,083
Refurbishment - Oxcroft House	0	27,500	27,500
Shirebrook Contact Centre	0	30,114	0
Pleasley Vale Mill 1 - Dam Wall	0	114,825	36,493
Car Parking at Clowne - Additional	0	105,203	105,203
The Tangent - Phase 2	0	29,878	21,490
PV Mansafe System	0	29,229	29,229
PV Fire Compartmentation & Fire Doors	0	99,150	23,095
Rock Face Stabilisation Work	0	20,000	20,000
Can Ranger Expansion	0	14,532	14,532
	260,000	715,543	637,163
Project Horizon			
Clowne Campus - Refurbishment	0	23,077	23,077
	0	23,077	23,077
ICT Schemes			
ICT infrastructure	141,200	164,077	106,380
Payment Kiosks	0	0	57,000
Governance Software	0	14,000	14,000
Fleet Management System	0	0	32,500
	141,200	178,077	209,880
Leisure Schemes			
P Vale Outdoor Education Centre Ph 2	0	29,770	29,770
Clowne Leisure Facility	0	45,211	45,211
Go Active Equipment	0	15,000	15,000
Pool Cover	0	30,000	23,697
	0	119,981	113,678
Private Sector Schemes			
Disabled Facility Grants	900,000	999,472	999,472
Group Repair (WT)	0	2,675	2,675
Station Road Shirebrook	0	1,341	1,341
	900,000	1,003,488	1,003,488
Joint Venture			
Dragonfly Joint Venture Shares	188,750	375,750	375,750
Dragonfly Joint Venture Loan	1,510,000	1,806,002	1,806,002
	1,698,750	2,181,752	2,181,752
Vehicles and Plant			
Vehicle Replacements	524,500	948,000	486,425
Vehicle Lift for Garage	12,000	0	0
Vehicle Wash Area	0	94,707	94,707
	536,500	1,042,707	11
Total General Fund	3,536,450	5,264,625	4,169,049

APPENDIX 4

CAPITAL PROGRAMME SUMMARY	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
Housing Revenue Account			
New Build Properties			
Recreation Close Clowne	0	168,430	168,430
Hilltop	0	56,354	56,354
Ash Close Pinxton	0	36,628	36,628
Beech Grove South Normanton	0	13,794	13,794
St Michaels Drive South Normanton	0	3,363	3,363
Highcliffe Ave Shirebrook	0	443	443
The Paddock Bolsover	1,900,000	1,369,381	1,969,381
Keepmoat Properties at Bolsover	700,000	825,408	850,908
	2,600,000	2,473,801	3,099,301
Vehicle Replacements	172,500	172,500	0
	172,500	172,500	0
Public Sector Housing			
Electrical Upgrades	200,000	209,149	129,149
Ashbourne Court Extension	1,490,000	0	0
Cavity Wall + Loft Insulation	0	4,692	4,692
External Door Replacements	50,000	114,754	109,235
Heating Upgrades	0	2,692	2,692
Environmental Works	50,000	38,900	50,000
Reactive Capital Works	200,000	188,736	190,000
Kitchen Replacements - Decent Homes	300,000	360,236	360,236
Safe and Warm	2,163,929	2,797,588	2,697,588
Regeneration Mgmt & Admin	69,320	69,320	69,320
Re Roofing	750,000	807,663	807,663
Flat Roofing	50,000	50,000	25,000
Soffit and Fascia	100,000	112,431	112,431
Welfare Adaptations	175,000	275,000	480,000
Bramley Vale	0	100,000	200,000
House Fire Damage (Insurance)	0	50,000	50,000
	5,598,249	5,181,161	5,288,006
ICT Schemes			
Open Housing	0	39,569	56,269
	0	39,569	56,269
New Bolsover Scheme (inc HLF)			
New Bolsover-Regeneration Scheme	0	3,213,356	4,863,469
	0	3,213,356	4,863,469
Total HRA	8,370,749	11,080,387	13,307,045
TOTAL CAPITAL EXPENDITURE	11,907,199	16,345,012	17,476,094

APPENDIX 4

CAPITAL PROGRAMME SUMMARY	Original Budget 2019/20 £	Current Budget 2019/20 £	Revised Budget 2019/20 £
Capital Financing			
General Fund			
Better Care Fund	(900,000)	(999,472)	(999,472)
Prudential Borrowing	(2,495,250)	0	0
Reserves	(141,200)	(4,112,910)	(3,541,455)
External Funding	0	(152,243)	(152,243)
Capital Receipts	0	0	(57,000)
	(3,536,450)	(5,264,625)	(4,750,170)
HRA			
Major Repairs Reserve	(5,098,249)	(7,272,341)	(9,395,999)
Prudential Borrowing	(1,820,000)	(2,293,801)	(2,293,801)
Vehicle Reserve	(172,500)	(172,500)	0
HRA Development Reserve	0	0	(500,000)
HRA Direct Revenue Financing	(500,000)	(500,000)	0
1-4-1 Capital Receipts	(780,000)	(780,000)	(805,500)
External Funding	0	(61,745)	(311,745)
	(8,370,749)	(11,080,387)	(13,307,045)
TOTAL CAPITAL FINANCING	(11,907,199)	(16,345,012)	(18,057,215)

Capital Reserves

Major Repairs Reserve

Opening Balance	(5,271,050)	(5,271,050)	(5,271,050)
Contribution to reserve in year	(4,108,249)	(4,108,249)	(4,184,241)
Amount to be used in year	5,098,249	7,272,341	9,395,999
Closing Balance	(4,281,050)	(2,106,958)	(59,292)

HRA Development Reserve

Opening Balance	(1,544,983)	(1,544,983)	(1,544,983)
Contribution to reserve in year	(1,000,000)	(1,000,000)	(1,500,000)
Amount to be used in year	0	234,556	785,000
Closing Balance	(2,544,983)	(2,310,427)	(2,259,983)

HRA Vehicle Reserve

Opening Balance	(335,529)	(335,529)	(335,529)
Contribution to reserve in year	(80,000)	(80,000)	(120,000)
Amount to be used in year	172,500	172,500	0
Closing Balance	(243,029)	(243,029)	(455,529)

1-4-1 Capital Receipts Reserve

Opening Balance	(1,250,276)	(1,250,276)	(1,250,276)
Contribution to reserve in year	0	(142,209)	(142,209)
Amount to be used in year	780,000	780,000	805,500
Closing Balance	(470,276)	(612,485)	(586,985)

Agenda Item 12

By virtue of paragraph(s) 1, 3, 4 of Part 1 of Schedule 12A of the Local Government Act 1972.

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Agenda Item 13

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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