



To: Leader & Members of the Executive

The Arc
High Street
Clowne
S43 4JY

Contact: Donna Cairns
Telephone: 01246 242529

Email: donna.cairns@bolsover.gov.uk

Friday, 16th October 2020

Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held as a Virtual Meeting and in the Council Chamber, The Arc, Clowne on Monday, 26th October, 2020 at 10:00 hours.

Members will be sent the details on how to access the Virtual Meeting by email.

Virtual Attendance and Hybrid Meetings

I have provided the Leader and Deputy Leader with advice on the holding of "hybrid" meetings outlining the risks including to employees dealing with the Chamber and to Members. Hybrid meetings are those where some attendance is in person in the Council Chamber and some is virtual.

I would encourage you all to attend virtually.

Accordingly if you attend in person you will be deemed to have accepted the following disclaimer (overleaf) as applying.



We speak your language

Polish **Mówimy Twoim językiem**

Slovak **Rozprávame Vaším jazykom**

Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001
- Meetings – EM001 - Committee and Council Meetings during the Covid-19 pandemic

These documents have been emailed to Members and are available on the Modern.Gov App library.

The same advice is given to officers who are also encouraged to participate in the meeting remotely.

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 3 onwards.

Yours faithfully

A handwritten signature in black ink, reading "Sarah Steenberg". The signature is written in a cursive, flowing style with a large initial 'S'.

Solicitor to the Council & Monitoring Officer

EXECUTIVE AGENDA

Monday, 26 October 2020 at 10:00 hours taking place as a Virtual Meeting and in the Council Chamber, The Arc, Clowne

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the last meeting held on 28 th September 2020.	5 - 18
<u>MATTERS REFERRED FROM SCRUTINY</u>		
None.		
<u>BUDGET & POLICY FRAMEWORK ITEMS</u>		
None.		
<u>NON KEY DECISIONS</u>		
5.	Budget Monitoring Report - Quarter 2 - April to September 2020 <i>Recommendations on page 25</i>	19 - 42
6.	Customer Service Standards/ Compliments, Comments and Complaints Report 2019/20 <i>Recommendations on page 47</i>	43 - 56

7. **Annual Letter from the Local Government & Social Care Ombudsman 2019/20** 57 - 66

Recommendations on page 59

8. **Council Targets to Deliver the Ambition 2020-2024 - Performance Framework Update - April to June 2020 - (Q1 - 2020/21)** 67 - 77

Recommendations on page 69

9. **Transformation Programme Review** 78 - 82

Recommendations on page 81

10. **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

11. **Culverts Remedial Works at Pleasley Vale Business Park** 83 - 85

Recommendations on page 84

(Paragraph 3)

KEY DECISIONS

12. **Business Retention and Rent Relief in Council-owned Commercial Property** 86 - 93

Recommendations on page 90

(Paragraph 3)

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Minutes of a meeting of the Executive of the Bolsover District Council held in the Virtual Meeting and Council Chamber, The Arc, Clowne on Monday, 28 September 2020 at 10:00 hours.

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:- Karen Hanson (Joint Director of Environment and Enforcement), Lee Hickin (Joint Director – Corporate Resources and Head of Paid Service), Grant Galloway (Director of Development), Sarah Sternberg (Solicitor to the Council & Monitoring Officer), Theresa Fletcher (Head of Finance and Resources & Section 151 Officer), Chris Fridlington (Assistant Director of Development and Planning), Pam Brown (Head of Leader's Executive and Partnerships), Ian Barber (Head of Property Services & Housing Repairs), Matthew Broughton (Joint Head of Transformation & Organisation), Nicola Calver (Governance Manager) and Donna Cairns (Senior Governance Officer).

EX28-20/21 APOLOGIES FOR ABSENCE

There were no apologies for absence.

EX29-20/21 URGENT ITEMS OF BUSINESS

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

EX30-20/21 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.

In the interests of transparency, Councillors Steve Fritchley and Sandra Peake stated that they were Members of Shirebrook Town Council however they did not have an interest in Agenda Item 7 – Framework of 'in principle' permissions to facilitate and enable regeneration of Shirebrook's Town Centre – as Shirebrook Town Council was not directly affected.

EXECUTIVE

EX31-20/21 MINUTES

Moved by Councillor Duncan McGregor and seconded by Councillor Mary Dooley
RESOLVED that the minutes of a meeting of Executive held on 27th July 2020 be approved as a true and correct record.

NON KEY DECISIONS

EX32-20/21 BUDGET MONITORING REPORT - QUARTER 1 - APRIL TO JUNE 2020

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

General Fund

This is the first budget monitoring report to be presented in the new three Directorate format.

The original budget for 2020/21 showed a funding deficit of £0.290m. The current budget shows this had been reduced to £0.171m deficit after the Council tax increase and other small movements were included.

A breakdown of the Quarter 1 monitoring position by Directorate was included in the report. The overall position on the General Fund at the end of Quarter 1 showed that there was a favourable variance of £0.223m. However, this included the S106 under spent expenditure; the position without these was £0.069m under achieved. As has been reported in the Leader's updates, in April, May and June the Council lost leisure income totalling £0.412m which would not be recovered in 2020/21. Planning income was also under achieved at this time. Performance in Quarter 2 would reveal how much other income had been lost on sundry debtor invoices and other miscellaneous income.

Executive were advised that the Fair Funding Review and reform of the business rates system had been delayed for a year. It was also anticipated, although not confirmed, that the Spending Review 2020 and reform to New Homes Bonus would also be postponed.

Housing Revenue Account (HRA)

At the end of Quarter 1, the HRA income figures showed an adverse variance of £0.552m. Expenditure showed an overall favourable variance of £0.534m. Overall the HRA showed a net deficit of £0.027m. In light of the expenditure patterns to date, there were no significant issues to report regarding the overall position for the HRA at the end of the first quarter. In the second quarter a clearer indication could be given as to how much rent arrears have been affected by the financial impact of Coronavirus on Council tenants.

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Capital Programme

In headline terms, the Capital Programme profiled budget for Quarter 1 was £3.179m and the actual spend and known commitments totalled £2.483m, which was £0.696m behind the planned spend position.

There were no significant financial issues to report regarding capital expenditure, however it was noted that the delivery of the approved Capital Programme was slightly behind the profiled position as at Quarter 1, in part due to Coronavirus related delays.

This was anticipated and caused concern regarding the spending of the 1-4-1 capital receipts that had a deadline to be spent by 30/9/20 or they had to be returned. This issue was highlighted to MHCLG in March and the Council had received notification of an extension to the deadline to 31/12/20.

Treasury Management

The Treasury Management activity undertaken in the first quarter of 2020/21 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 being received on investments was generally lower than estimated. A full assessment of this was to be carried out during the next quarter in preparation of revised budgets.

Cllr Clive Moesby updated Executive that the Council had received a grant from the government of £1m to cover expenses related to Coronavirus pandemic. He also advised that under the Government's Income Recovery Scheme, the Council could reclaim lost income up to certain thresholds. It was anticipated that this may be between £0.150m to £0.220m. Since July, the Council had recommenced recovery activity however it was proceeding sensitively to take into account the challenging financial circumstances.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor
RESOLVED – that Executive notes

- 1) the monitoring position of the General Fund at the end of the first quarter as detailed on Appendix 1 to the report and the key issues highlighted within the report.
- 2) the position on the Housing Revenue Account (HRA), the Capital Programme and Treasury Management at the end of the first quarter as detailed in Appendices 3, 4 and 5 to the report.

REASON FOR DECISION:

The report summarised the financial position of the Council following the first 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 2020/21 was primarily a factual report which detailed progress against previously approved budgets. Accordingly there were no alternative options to consider.

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EX33-20/21 CORPORATE DEBT - 2019/20

Executive considered the report of the Portfolio Holder - Finance and Community Safety which presented a summary of the corporate debt position at 31 March 2020.

The corporate debt position was broken down into Business Rates, Council Tax, Housing Rents, Overpaid Housing Benefits and Sundry Debtors.

It was considered unlikely that the increases in arrears levels were related to the coronavirus pandemic, and more that they were a consequence of the higher income figures. Both business rates and council tax remained in line with the 2018/19 levels.

It was anticipated that the 2020/21 financial year would be affected by the pandemic in terms of levels of arrears. Officers were therefore proposing to maintain higher than usual bad debt provisions.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor
RESOLVED – That Executive notes the report concerning the Council's Corporate Debt as at 31st March 2020.

REASON FOR DECISION:

To ensure that Executive were informed of the latest position concerning the Council's debt.

OTHER OPTIONS CONSIDERED:

This report was for information only.

EX34-20/21 **FRAMEWORK OF 'IN PRINCIPLE' PERMISSIONS TO FACILITATE AND ENABLE REGENERATION OF SHIREBROOK'S TOWN CENTRE**

Executive considered the report of the Portfolio Holder – Economic Development which provided an update on regeneration proposals for Shirebrook's town centre secure funding for pre-planning technical work.

The purpose of this report was to secure funding to support the Council's Economic Development Team and Planning Service put into place a framework of 'in principle' permissions to redevelop various sites that are currently in public ownership to accelerate delivery of regenerations schemes in and around the town centre.

The preliminary list of sites being considered included:

- the market square;
- library;
- health centre;
- two public car parks;
- land adjacent to Lidl; and
- Carter Lane Community Education Centre

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Councillor Mary Dooley queried how much underspend was anticipated from the budget requested and what would it be spent on. The Assistant Director of Development and Planning advised that the amount was not known but it was expected to be directed to the market place renewal.

Members also noted that the proposals built on the One Public Estate outline business case for a Shirebrook Public Services Hub.

Moved by Councillor Liz Smyth and seconded by Councillor Duncan McGregor

RESOLVED – that

- 1) £20,000 be allocated from the transformation reserve to commission the necessary technical reports to support the grants of 'permission in principle' for the identified sites.
- 2) delegated authority be granted to the Assistant Director of Development and Planning to utilise any underspend on bringing forward Council-sponsored projects within Shirebrook's town centre.

REASON FOR DECISION:

The funding was to create a framework of 'in principle' permissions that was to help to facilitate and enable regeneration of Shirebrook's Town Centre.

The framework was to be flexible enough to accelerate delivery of individual projects if the opportunity was to arise but robust enough to support future bids for external funding.

OTHER OPTIONS CONSIDERED:

A 'do nothing' option was rejected because there was an identified need to promote and encourage the regeneration of Shirebrook's town centre and consensus that there was a need to move from 'master planning' to delivery.

A 'do more' option was rejected because of the cost and delay incurred attempting to agree detailed designs and delivery options with a range of different stakeholders.

EX35-20/21 EXTENSION TO LOCAL DEVELOPMENT ORDER TO SUPPORT THE SHOP FRONT REPAIRS GRANTS SCHEME

Executive considered the report of the Portfolio Holder – Corporate Governance which sought approval for an extension to the Local Development Order to grant planning permission for alterations and improvements to shop frontages in Shirebrook covered by the Phase 2 Shop Front Repairs Grants Scheme.

The report set out the background to the Shop Front Repairs Grants Scheme from the Ministry of Housing, Communities and Local Government Controlling Migration Fund.

The scheme was supported by a Local Development Order that grants automatic planning permission for alteration to shop fronts in the Market Square providing that they were in accordance with the Shop Front Design Guide.

In March 2020, a further £375,000 funding had been secured through the Business Rates

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Pooling Pilot to fund a second phase of the scheme. This second phase would apply to Market Square, Kind Edward Street, Patchwork Row and Main Street. An extension to the Local Development Order was proposed to support this.

Members commented that the shop front alterations already completed in the first phase had greatly improved their appearances.

It was discussed that the local schools had been given an opportunity to contribute to the designs for the new shop fronts. The Shop Front Design Guide had received input from many local stakeholders.

Moved by Councillor Duncan McGregor and seconded by Councillor Liz Smyth

RESOLVED –

- 1) That an extension to the Local Development Order is put in place to support the Shop Front Repairs Grants Scheme across the wider area
- 2) The reason for the extension to the Local Development Order is to support the significant investment being made in improving the environmental quality of the Market Square in Shirebrook by
 - (i) streamlining the planning process for the works that the Shop Front Repairs Grants Scheme is targeting,
 - (ii) speeding up the delivery of grant money and subsequent improvements to the Town centre, and
 - (iii) ensuring a consistent high quality of design is achieved that provides a long-lasting legacy that will benefit the local community, improve the character and appearance of the local area and improve the local economy.
- 3) The Extended Local Development Order grants planning permission for alterations and improvements to shop frontages, including replacement windows and doors, new or replacement canopies, new or replacement cladding, new or replacement fascia, new or replacement shutters and similar items, for all premises located within the areas edged green, blue and red on the plan attached as Appendix A.1 operating either in an A1 Use (retail), A2 Use (professional offices), A3 Use (cafes), A4 Use (drinking establishments) or A5 Use (hot food takeaway) and/or Class E and Class F (business premises and community facilities) at street level, subject to the following conditions:
 - Prior approval for the proposed alterations must be obtained from the Local Planning Authority prior to the commencement of any development;
 - The design of the proposed alterations and the final external appearance of the shop frontage must be in accordance with the design principles set out in the Shop Front Design Guide.
 - Any alterations approved under this Order must be completed within two years of approval

Development not permitted:

- There must be no alterations to the shape to the main roof over the existing premises.

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- 4) That the Order shall take effect following approval by the Executive.
- 5) That delegated authority be granted to the Planning Manager (Development Control) to grant and/or grant delegated powers to other officers in the Planning Service to grant prior approval for subsequent applications made under this LDO.

REASON FOR DECISION:

The reason for the extension to the Local Development Order was to support the significant investment being made in improving the environmental quality of the Market Square in Shirebrook by (i) streamlining the planning process for the works that the Shop Front Repairs Grants Scheme is targeting, (ii) speeding up the delivery of grant money and subsequent improvements to the Town centre, and (iii) ensuring a consistent high quality of design is achieved that provides a long-lasting legacy that will benefit the local community, improve the character and appearance of the local area and improve the local economy.

OTHER OPTIONS CONSIDERED:

When the original LDO was considered, the alternative options included 'do nothing' or 'widen the scope' of the proposed LDO. The do nothing option was rejected because this would have simply maintained the status quo and done nothing to support the Shop Front Repairs Grants Scheme. The do nothing option at this stage would have done nothing to support the Scheme across the wider town centre.

The option to "widen the scope" of the LDO was originally deferred rather than rejected because it was considered that it would be useful to understand how effective the original LDO had been. Funding for shop front repairs to other premises off Market Street had not been agreed under the terms of Phase two of the scheme that was being funded from Business Rates Pooling Pilot. As this funding had been secured the "widen the scope" to support the Shop Front Repairs Grants Scheme in the wider town centre was considered appropriate.

The meeting was adjourned momentarily at this point due to a technical issue with the live stream on YouTube. When the meeting recommenced the votes on the resolutions at Minute Nos. EX34-20/21 and EX35-20/21 were reconfirmed before the meeting proceeded.

EX36-20/21 COMMUNITY LOTTERY SCHEME

Executive considered a report of the Portfolio Holder – Partnerships and Leisure which sought approval to establish a Community Lottery Scheme for Bolsover District that was to provide an additional income stream to the district's community and voluntary sector, whilst also providing an opportunity for the Council to raise money to fund additional community focused initiatives.

The proposal was described as a great opportunity for income to be generated to support initiatives in the local community.

Details of the scheme and the proposed provider were set out in the report.

Members discussed concerns regarding gambling and its impact on families and communities. It was noted that there is a limit on the number of tickets per person and

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that an annual contribution from the income of the scheme would be made to one or more organisations which research into the prevention and treatment of gambling related harm, develop harm prevention approaches and identify and fund treatment to those harmed by gambling.

It was also noted that other local authorities run community lottery schemes and the Council would benefit from their experience.

Councillor Clive Moesby asked for a report to be brought back in one years' time to review the performance of the lottery. The Leader advised Members that the scheme would be closely monitored and reviewed.

RESOLVED – that

- 1) the contract be awarded to Gatherwell as the External Lottery Manager for the provision of a Community Lottery Scheme for Bolsover District Council.
- 2) the contract will be awarded initially for two years with the possibility of three additional periods each of two years.
- 3) the Head of Leader's Executive and Partnerships be given delegated authority in consultation with the Portfolio Holder - Partnerships and Leisure to extend the contract for the maximum of three additional periods each of two years. Extensions to be conditional upon the satisfactory performance of the contractor.
- 4) the Section 151 Officer be nominated the responsible officer for the Gambling Commission's lottery licence.
- 5) £5,871 be allocated from the Transformation Reserve to set up the scheme and that any ongoing costs are met from income received from the Community Lottery Scheme.

REASON FOR DECISION:

The contract was awarded to Gatherwell Ltd following a compliant procurement exercise.

OTHER OPTIONS CONSIDERED:

The option not run a Community Lottery Scheme and to continue to fund community initiatives from the Council's general fund budgets was rejected as budgets were reducing and alternative avenues to raise income were needed.

EX37-20/21

ENDORSEMENT OF URGENT DELEGATED DECISION TO CREATE A FIXED TERM FOUR YEAR PLANNING APPRENTICESHIP POST WITHIN THE PLANNING ENFORCEMENT TEAM

Executive considered a report of the Portfolio Holder – Corporate Governance which sought Executive's endorsement of the Delegated Decision (DD-062-20-DC) taken by the Director of Corporate Resources and Head of Paid Service as an urgent commercial decision to establish a new post for a planning apprenticeship within the Planning Enforcement Team.

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Moved by Councillor Duncan McGregor and seconded by Councillor Sandra Peake

RESOLVED – that Executive endorses the Delegated Decision DD-062-20-DC as there was an urgent need for the commercial decision.

REASON FOR DECISION:

The proposals allowed the Planning Service to offer a better service to local residents and to do more to protect the quality of the District's built environment alongside providing a meaningful development opportunity for a member of staff and address capacity issues and succession planning within the Planning Enforcement Team and the Planning Service as a whole.

As the creation of the post required additional funding beyond approved budgets, the decision was taken using the delegated power for urgent commercial decisions due to the need for the funding and post to be confirmed prior to the start of September. The Delegation Scheme required that such decisions be reported to Executive for endorsement.

OTHER OPTIONS CONSIDERED:

The alternative option, to do nothing, was rejected as it meant that there would have been a twelve months delay pending next year's intake of new apprentices in September 2021.

EX38-20/21 SELLING SERVICES

Executive considered a report of the Portfolio Holder – Partnerships and Leisure which sought approval to market and promote a range of Council services to Parish and Town Council's within the district.

Councillor Mary Dooley noted that the services being offered did not include ground maintenance and street services. Executive were advised that some further work needed to be conducted on the charges for these services and it was hoped they would be added in due course.

Members commented that there were many more services that the Council could look to offer in the future and it was considered that this offer would be very beneficial to Parish and Town Councils, as well as generating income for the District Council.

Moved by Councillor Mary Dooley and seconded by Councillor Duncan McGregor

RESOLVED – that Executive agrees to promote the services of the Council to Town and Parish Council's as outlined in the Trusted Services marketing pack attached to the report.

REASON FOR DECISION:

The 'Selling Services' project had been a long-standing transformation project with wide support from across the Council. The marketing pack formalised the Council's offer to Town and Parish Councils and promoted the services on offer. It was anticipated that by through this approach the Council would generate additional income whilst supporting Town and Parish Councils with trusted and professional support.

OTHER OPTIONS CONSIDERED:

The alternative option to continue with the ad-hoc approach and deal with

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enquiries/opportunities as and when they arrive was rejected in favour of a more strategic offer of services.

KEY DECISIONS

EX39-20/21 THE PROVISION OF POSITIVE INPUT VENTILATION SYSTEMS FOR BOLSOVER DISTRICT COUNCIL HOUSING DEPARTMENT

Executive considered a report of the Portfolio Holder – Housing that sought approval to appoint EnvironVent Ltd to install Positive Input Ventilation systems for Bolsover District Council Housing department as and when required.

Positive Input Ventilation Systems were a proven concept to deliver fresh filtered air into a property at a continuous rate. The Council had been fitting them in tenanted properties for the last 5 years with excellent results where major issues had been experienced with mould and condensation. The unit draws filtered and clean air from outside and gently ventilate the property from a central position on the landing or central hallway. Moisture laden air is diluted, displaced and replaced to control humidity levels within the property. By doing this it eliminates surface condensation and lowers levels of humidity within the property which are the breeding grounds for mould. This was backed up with a 7 year warranty and free damp survey service.

Moved by Councillor Sandra Peake and seconded by Councillor Mary Dooley

RESOLVED – that the

- 1) contract for the Installation of Positive Input Ventilation Systems for Bolsover District Council be awarded to EnviroVent Ltd.
- 2) contract be awarded initially for two years with the possibility of two additional periods each of one year.
- 3) Head of Property Services & Housing Repairs be given delegated authority in consultation with the Housing Stock Group and the relevant Portfolio Holder to extend the contract for the maximum of two additional periods each of one year. Extensions to be conditional upon the satisfactory performance of the contractor.

REASON FOR DECISION:

The contract was awarded to EnviroVent Ltd following a compliant procurement exercise.

OTHER OPTIONS CONSIDERED:

There were no alternative options considered.

EX40-20/21 EXCLUSION OF THE PUBLIC

Moved by Councillor Duncan McGregor and seconded by Councillor Steve Fritchley

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

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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].

PART 2 - EXEMPT ITEMS

KEY DECISIONS

EX41-20/21 ESTABLISHMENT OF AN ECONOMIC LOAN FUND

Executive considered a report of the Portfolio Holder – Economic Development and the Portfolio Holder – Partnerships and Leisure which sought authorisation for the use of earmarked reserves to establish an Economic Loan Fund. It was also proposed to delegate authority to officers to finalise and implement the eligibility criteria, the application process and to issue eligible businesses with fixed term loans for between £2,000 and £10,000 from this fund.

The Economic Loan Fund was intended to supplement the Council's investment in the Business Growth Fund by allowing the Council to offer small and medium-sized businesses loans of between £2,000 and £10,000 for a variety of projects.

It was noted that this fund was intended to cover businesses who would not be eligible for other government schemes. Robust financial checks and eligibility criteria would be put in place to mitigate against the risk of the loans not being repaid.

Moved by Councillor Liz Smyth and seconded by Councillor Mary Dooley

RESOLVED – that

- 1) £150,000 be allocated from the earmarked reserve to establish an Economic Loan Fund.
- 2) Executive grant delegated authority to the S.151 Officer, in consultation with the Assistant Director of Development and Planning and the Head of Leader's Executive and Partnerships, to finalise and implement the eligibility criteria, the application process and to issue eligible businesses with fixed term loans for between £2,000 and £10,000 from this fund.

REASON FOR DECISION:

It was considered that the Economic Loan Fund would be an additional but valuable source of financial support for many local businesses that will help grow the local economy and benefit the District.

OTHER OPTIONS CONSIDERED:

A 'do nothing' option was rejected taking into account the Council's ambitions to support local businesses and grow the local economy. A 'do more option' was rejected because of the increased financial risk to the Council and the affordability of a larger scheme.

(Paragraph 3)

EXECUTIVE

EX42-20/21 FUTURE OF FORMER CRESWELL STATION BUILDING

Executive considered the report of the Portfolio Holder – Economic Development which set out possible options for the Council's approach to the future preservation of the former Creswell Station building following the completion of a feasibility study into the viability of commercial uses of the building and potential redevelopment of adjacent land in the same ownership, which accommodated a workshop used for car repairs..

Moved by Councillor Liz Smyth and seconded by Councillor Duncan McGregor

RESOLVED - that

- 1) the Council's Planning Service be requested to investigate the expediency of formal planning enforcement action and the appropriateness of issuing a s.215 notice in this case.
- 2) further approval is sought for funding for works in prior to the issue of a s.215 notice in the event that formal planning enforcement action is deemed to be reasonable and necessary.

REASON FOR DECISION:

The purchase and redevelopment of the site by the Council did not appear to be a viable option. It was therefore considered appropriate to remit this case back to the Council's Planning Service for further consideration of the appropriateness and expediency of issuing a s.215 notice that could secure the long-term preservation of the former Creswell Station building in the absence of any other feasible options.

OTHER OPTIONS CONSIDERED:

The purchase and redevelopment of the site by the Council were rejected as they did not appear to be a viable options.

(Paragraph 3)

EX43-20/21 PROPOSED DEMOLITION OF FLATS OFF HIGH STREET, TIBSHELF

Executive considered the report of the Portfolio Holder – Housing which sought approval for the demolition of the Council-owned flats on High Street, Tibshelf.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor

RESOLVED – that

- 1) approval be granted for demolition of the Council-owned flats and ancillary buildings on land at High Street, Tibshelf.
- 2) the site be laid to grass following demolition pending future redevelopment of the site.

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- 3) delegated authority be given to the Head of Property Services and Housing Repairs to procure a contract for demolition of the flats to a maximum value of as detailed in the report.

REASON FOR DECISION:

There were no compelling reasons to retain the existing buildings but there was significant potential for re-development of the site that would enhance the amenities of the local area and better serve the local community. However, leaving the buildings empty once they have been vacated was considered likely to detract from the character and appearance of the High Street and attract additional anti-social behaviour.

OTHER OPTIONS CONSIDERED:

The option to continue letting the flats was rejected primarily because of low demand and associated anti-social behaviour. The option to retain the buildings was rejected primarily because of their limited design value but also in view of the limited opportunities to put the building into a different use and the ongoing risk of continued anti-social behaviour in and around the flats.

(Paragraph 3)

EX44-20/21 PURCHASE OF SECTION 106 PROPERTIES FROM AVANT OFF SKINNER STREET – CRESWELL

Executive considered a report of the Portfolio Holder – Housing regarding the opportunity to purchase 9 properties for rent within the Housing Revenue Account from Avant at Skinner Street, Creswell.

Moved by Councillor Sandra Peake and seconded by Councillor Mary Dooley

RESOLVED – that

- 1) Executive approve the purchase of the 9 properties from Avant off Skinner Street – Creswell for the agreed price in paragraph 1.4 of the report subject to SDLT and 10% contingency to include fees.
- 2) the Director of Development be given delegated powers to enter into contract with Avant for the purchase of the properties. This includes the timescale for delivery and to agree the final purchase price and costs.

REASON FOR DECISION:

This proposal offered value for money, met local housing need and increased the Council's housing stock.

OTHER OPTIONS CONSIDERED:

The option not to purchase the properties was rejected as the properties would fulfil a housing need in the area. This housing mix best supported that identified housing need.

(Paragraph 3)

EXECUTIVE

EX45-20/21 SALE OF COUNCIL-OWNED LAND AT SHIREBROOK

Executive considered the report of the Portfolio Holder – Economic Development which sought approval for the sale of Council-owned land in Shirebrook.

Moved by Councillor Liz Smyth and seconded by Councillor Duncan McGregor

RESOLVED – that Executive

- 1) approve the sale of land owned by the Council to the rear of Hardwick Street in Shirebrook for market value as set out at paragraph 1.5 of the report.
- 2) delegate authority to the Director of Development to agree the final sales price and the remaining terms and conditions of the sale and sale agreement.

REASON FOR DECISION:

The offer to purchase the Council's land was for market value and the land had limited utility for the Council having recently entered into the purchase of a similar sized piece of employment land at another site with unfettered access.

OTHER OPTIONS CONSIDERED:

The alternative option of retaining the land in the Council's ownership was rejected.

(Paragraph 3)

The meeting concluded at 11:30 hours.

Bolsover District Council

Executive

26th October 2020

<p>Budget Monitoring Report</p> <p>Quarter 2 – April to September 2020</p>
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Report of the Portfolio Holder - Finance and Community Safety

This report is public

Purpose of the Report

- To update Executive 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.

1 Report Details

- 1.1 This report provides the current financial position following the 2020/21 quarter two monitoring exercise. It does not yet include any of the grant received from Government to help mitigate expenditure incurred and/or income lost due to the Coronavirus pandemic. This will be included when the revised budgets are produced in November when a clearer idea of the financial support to be received is known.

General Fund Revenue Account

- 1.2 The General Fund Revenue Account summary is shown in **Appendix 1**. The original budget for 2020/21 showed a funding deficit of £0.290m. The current budget shows this has reduced to £0.003m deficit after the Council tax increase and other movements are included. As savings are identified and secured they are moved into the relevant cost centres within the main General Fund Directorates. **Appendix 2** details the net cost of each cost centre within the Directorates.
- 1.3 During quarter 1 the salary budgets were reviewed and £0.168m was removed from budgets. This was due to a combination of vacant posts taking longer to fill, maternity leave and changes due to restructuring. Salary budgets will be reviewed for quarter 2 savings as part of the revised budget process and savings removed where possible.
- 1.4 The original budget was prepared based on 2 Directorates. We have since increased to 3 with the new Development Directorate. As such there are some transition lines within the top half of **Appendix 1**.

1.5 Within the Directorates there is the following to report:

- The Corporate Resources Directorate shows a favourable variance of £0.025m. This relates mainly to :
 1. Under spends due to invoices not yet paid and vacancies at the end of the quarter (£0.507m) – favourable.
 2. Income received in advance of any expenditure (£0.547m) – favourable
 3. Annual invoices were paid in quarter 2 which makes the profiled budget look overspent (£0.289m) – adverse.
 4. Expenditure has been spent but the income hadn't been received as it is claimed in arrears (£0.138m) – adverse.
 5. Over spends against quarter 2 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.617m) – adverse
- The Development Directorate shows a favourable variance of £0.417m. This relates mainly to:
 1. Under spends due to invoices not yet paid and vacancies at the end of the quarter (£0.363m) – favourable.
 2. Income received in advance of any expenditure (£0.380m) – favourable.
 3. Annual invoices were paid in quarter 2 which makes the profiled budget look overspent (£0.246m) – adverse.
 4. Expenditure has been spent but the income hadn't been received as it is claimed in arrears (zero) – adverse.
 5. Over spends against quarter 2 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.113m) – adverse.
- The Environment and Enforcement Directorate shows an adverse variance of £0.029m. This relates mainly to:
 1. Under spends due to invoices not yet being paid and vacancies at the end of the quarter (£0.180m) – favourable.
 2. Income received in advance of any expenditure (£0.302m) – favourable.
 3. Annual invoices were paid in quarter 2 which makes the profiled budget look overspent (£0.120m) – adverse.
 4. Expenditure has been spent but the income hadn't been received as it is claimed in arrears (zero) – adverse.
 5. Over spends against quarter 2 budget due to less income received, new pressures or where expenditure is seasonal and not profiled over 4 quarters (£0.395m) – adverse.

- 1.6 In order to improve the monitoring and control of Section 106 monies received by the Council, the sums due to be utilised in a financial year are now recorded within the General Fund directorate budgets with the expenditure recorded against these sums. The amount budgeted to be spent in 2020/21 is £1.210m. Of this £0.036m has to be spent by 14th January 2021 or the funding will be lost. Officers are working to ensure that this spend is undertaken in line with the S106 legal requirements.
- 1.7 The overall position at the end of quarter 2 shows that there is a favourable variance of £0.413m. However, this includes the S106 under spent expenditure, the position without these is £0.195m under achieved. As mentioned at 1.1, the figures in this report have not yet been adjusted for the financial effect of Coronavirus. Extra expenditure incurred will be covered by the Government grant and irrecoverable losses of fees and charges will be compensated in part, by the MHCLG income compensation scheme.
- 1.8 As part of the revised budget process we will identify as best we can how much other income we have lost due to sundry debtor invoices not being paid for such as trade waste, commercial property rent, housing benefit overpayments and other miscellaneous income. We will reduce the leisure fees and charges budgets to our best estimate of what we might receive and include the amount of compensation receivable from MHCLG. There will be a gap of roughly £0.120m that we will have to stand, which will be the first 5% of the fees and charges budget. We will also have a better idea of the losses to the collection fund due to increased arrears which we will share with the preceptors for business rates and council tax.
- 1.9 The table below shows the latest position of all years in the current MTFP as reported in the February Council report. It should be remembered that for all years from 2021/22 there is a transfer into the general fund from the NNDR Growth Protection Reserve to replace the losses caused by changes in Government funding. As a Council we made it our strategy to save extra income earned in years when we received more than we estimated, to be able to use it in future years when income was reduced. These transfers are £1.027m 2021/22, £1.033m 2022/23 and £1.246m in 2023/24. Any surplus made since February 2020 will be returned to the reserve to extend the use of the reserve for as long as possible.
- 1.10 This reserve is not a sustainable source of income for the general fund. This is where we look to the new directorate for development to generate income and replace the funding we've lost before we run out of the NNDR Growth Protection Reserve.

<u>Table 1</u>	2020/21 Budget £000	2021/22 Budget £000	2022/23 Budget £000	2023/24 Budget £000
Budget Shortfall – MTFP Feb 2020	290	441	594	682
Efficiencies identified to date (removed from budget)	(287)	(131)	(141)	(151)
Current Budget Shortfall	3	310	453	531
Efficiencies identified <u>not yet realised</u>	0	(250)	(402)	(552)
Pension costs to be funded by GF balance	(79)	(81)	(82)	(19)
Target Budget Shortfall/(Surplus)	(76)	(21)	(31)	(40)

- 1.11 Officers worked with budget managers during September and October to compile a revised budget for 2020/21. This will amend the current budgets to capture additional budget savings and losses and reduce spending where it is anticipated that there will be a minimal impact upon service delivery. Where possible the budget in future years will be amended to reflect savings identified to assist with projected budget shortfalls. The revised budget position will be presented to Executive in November.

Delays to Government Reviews

- 1.12 MHCLG has confirmed that the Fair Funding Review and reform of the business rates system will be delayed for at least a year in the wake of the Coronavirus pandemic. There is a lot of uncertainty regarding what the Spending Review 2020 will include and how many years it will cover.

Housing Revenue Account (HRA)

- 1.13 The Housing Revenue Account summary for the second quarter of 2020/21 is set out in **Appendix 3** to this report. At the end of quarter 2 the HRA is showing a net surplus of £0.188m.

Income

- 1.14 The quarter 2 income figures show an adverse variance of £0.192m. The adverse variance on the Dwelling Rents £0.066m is due to higher than budgeted void levels. This is a combination of measures taken initially during the pandemic and as part of introducing the new Open Housing management system. The large adverse variance on Supporting People Wardens is due to the quarter 2 invoice to DCC for the Provision of Independent Living Service not yet being raised - £0.070m.

Expenditure

1.15 Expenditure shows an overall favourable variance of £0.400m. The main areas to highlight are listed below:

1. Repair and Maintenance is £0.190m lower than forecast which is due to a combination of the following:
 - Vacancies are £0.028m under spent.
 - Subcontractor payments and stores issues through Travis Perkins combined are £0.151m under spent. This is mainly related to delays caused by Coronavirus.
2. Rent, Rates, Taxes and Other Charges expenditure are £0.088m under spent due to the Council Tax liability on void properties not billed as yet.
3. Special Services expenditure is £0.055m under spent because the utility costs are usually higher in the winter months.
4. Leasehold flats expenditure is £0.046m under spent because the refund of the management fee has not yet been made.

HRA – Overall Summary

1.16 In light of the above and the expenditure patterns to date, there are no significant issues to report regarding the overall position for the HRA at the end of the second quarter. All of the HRA Budgets will be reviewed as part of the revised budget process.

Capital Programme

Capital Expenditure

1.17 The capital programme summary for the second quarter of 2020/21 is provided in **Appendix 4** to this report.

1.18 In headline terms, the capital programme profiled budget for quarter 2 is £8.701m and the actual spend and known commitments total £4.424m, which is £4.277m behind the planned spend position. The main areas to highlight are listed below:

1. The New Bolsover Scheme has spent more in the first two quarters than the profiled budget. This is not a problem but it makes the scheme look over spent by £0.431m against the profiled budget.
2. General Fund Vehicle Replacements appear under spent at £0.232m but the scheme can't really be quarterly profiled.
3. Dragonfly loan and acquisition of share capital are showing as £1.061m under spent which is due to a delay to the start of the next phase of the scheme.
4. The new build HRA properties are together £2.531m under spent due to the phasing of the individual schemes.
5. The Public Sector Housing schemes on our own properties are currently £0.425m under spent at the end of the second quarter.

6. The Disabled Facility Grants are also under spent at this time being £0.280m below budget.

- 1.19 Whilst there are no significant financial issues to report regarding capital expenditure at the end of the second quarter, it must be noted that the delivery of the approved capital programme is behind the profiled position as at quarter 2, in part due to Coronavirus related delays. This was anticipated and caused concern regarding the spending of the 1-4-1 capital receipts that had a deadline to be spent by 30/9/20 or they had to be returned.
- 1.20 Officers highlighted this as a problem to MHCLG in March and have received notification of an extension to the deadline to 31/12/20. It is felt this may still cause a problem and MHCLG have been informed of this and are being kept updated on the spend position of the 1-4-1 receipts on a quarterly basis. Officers will continue to closely monitor the delivery of the Programme.

Capital Resources

- 1.21 HRA – The Council has sufficient capital resources in place to finance the HRA actual expenditure and commitments at the end of the second quarter.

General Fund – The financing of the General Fund part of the capital programme is in line with the approved financing arrangements.

Treasury Management

- 1.22 The treasury management function covers the borrowing and investment of Council money. This includes both the management of the Council's day to day cash balances and the management of its long term debt. All transactions are conducted in accordance with the Council's approved strategy and the CIPFA Code of Practice. Good treasury management plays an important role in the sound financial management of the Council's resources.
- 1.23 The Council approved the 2020/21 Treasury Management Strategy at its meeting in February 2020. **Appendix 5** identifies the Treasury Management activity undertaken during the second quarter of 2020/21 and demonstrates that this is in line with the plans agreed as part of the strategy. The income received from investments is currently higher than budgeted although interest rates being received on investments is generally lower than estimated.
- 1.24 We have been able to fix a number of investments for longer than 3 months to take advantage of slightly higher rates because we don't have an immediate need to use the cash. Careful monitoring of our cash balances is being undertaken on a daily basis to ensure this can be maintained for as long as possible. A full assessment of this will be done as part of the revised budgets process.

2 Conclusions and Reasons for Recommendation

- 2.1 The report summarises 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.

3 Consultation and Equality Impact

- 3.1 There are no equalities issues arising directly out of this report.

4 Alternative Options and Reasons for Rejection

- 4.1 The Budget Monitoring report for 2020/21 is primarily a factual report which details progress against previously approved budgets. Accordingly there are no alternative options to consider.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Financial implications are covered throughout this report.

- 5.1.2 The issue of Financial Risks 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 there may be pressures on all of the Council's main budgets as these have been or are being reduced to minimum levels. These will need to be managed carefully during the course of this financial year if we are to protect the existing levels of financial balances.

5.2 Legal Implications including Data Protection

There are no legal issues arising directly from this report.

5.3 Human Resources Implications

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

6 Recommendations

- 6.1 That Executive notes the monitoring position of the General Fund at the end of the second quarter as detailed on Appendix 1 (A net favourable variance of £0.413m against the profiled budget) and the key issues highlighted within this report.
- 6.2 That Executive notes the position on the Housing Revenue Account (HRA), the Capital Programme and Treasury Management at the end of the second quarter (Appendices 3, 4 and 5).

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:</i> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <i>NEDDC:</i> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <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	All
Links to Corporate Plan priorities or Policy Framework	Providing Excellent customer focussed services. Continually improving our organisation

8 Document Information

Appendix No	Title
1	General Fund Summary
2	General Fund Detail
3	HRA Summary
4	Capital Programme
5	Treasury Management Update
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 Finance and Resources	2458

GENERAL FUND SUMMARY - 2020/21

APPENDIX 1

	Per Exec 10/2/20	Per FMS			
	Original Budget £	Current Budget £	6 months Budget £	6 months Actuals £	6 months Variance £
People (including recharge to HRA)	6,654,668	0	0	0	0
Place	3,218,301	0	0	0	0
Corporate Resources	0	3,660,848	1,830,424	2,042,903	212,479
Development	0	2,249,345	1,124,673	1,078,826	(45,847)
Environment and Enforcement	0	4,715,382	2,357,691	2,386,523	28,832
<u>S106 due in year</u>					
People	188,663	0	0	0	0
Place	113,390	0	0	0	0
Corporate Resources	0	497,577	248,789	11,155	(237,634)
Development	0	712,842	356,421	(14,717)	(371,138)
Net Cost of Services	10,175,022	11,835,994	5,917,997	5,504,690	(413,307)
Debt Charges	844,473	844,473	422,237	422,237	0
Investment Interest	(303,739)	(303,739)	(151,870)	(151,870)	0
Contributions to Reserves	1,693,667	2,821,904	1,410,952	1,410,952	0
Contributions from Earmarked Reserves	(391,697)	(875,810)	(437,905)	(437,905)	0
Contribution (from)/to S106 Holding A/cs, Grant A/cs and Miscellaneous Holding A/cs	(700,631)	(2,053,472)	(1,026,736)	(1,026,736)	0
Parish Precepts	2,901,779	3,241,198	1,620,599	1,620,599	0
Total Spending Requirement	14,218,874	15,510,548	7,755,274	7,341,967	(413,307)
Revenue Support Grant	(1,190,000)	(1,190,000)	(595,000)	(595,000)	0
Business Rate Retention	(4,982,049)	(4,982,049)	(2,491,025)	(2,491,025)	0
NNDR Collection Fund surplus	0	(1,128,237)	(564,119)	(564,119)	0
New Homes Bonus Grant	(947,182)	(947,182)	(473,591)	(473,591)	0
BDC Council Tax Requirement	(3,908,279)	(4,019,068)	(2,009,534)	(2,009,534)	0
Parish Council Council Tax Requirement	(2,901,779)	(3,241,198)	(1,620,599)	(1,620,599)	0
Funding Requirement	(13,929,289)	(15,507,734)	(7,753,867)	(7,753,867)	0
Funding gap/(surplus)	289,585	2,814	1,407	(411,900)	(413,307)

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G001	Audit Services	119,350	59,675	119,350	59,675	Budget committed for the full year (call-off order)
G002	I.C.T.	815,821	407,911	501,141	93,231	Maintenance & Business Software contracts paid for the full year.
G003	Communications, Marketing + Design	265,545	132,773	140,454	7,681	
G005	Chief Executive Officer - 50% People	21,532	10,766	0	(10,766)	Will be dealt with at revised budget.
G006	Partnership, Strategy & Policy	489,956	244,978	229,733	(15,245)	Includes holding a/c & Reserve funding - cannot 1/4ly profile spend
G011	Head of Leader's Executive Team	66,759	33,380	32,875	(504)	
G014	Customer Contact Service	764,771	382,386	337,754	(44,632)	Staff related under spends of £44k due to vacancies & staffing changes
G015	Customer Service + Improvement	122,968	61,484	61,590	106	
G038	Concessionary Fares & TV Licenses	(10,097)	(5,049)	(270)	4,779	
G040	Corporate Management	147,819	73,910	80,666	6,757	
G041	Non Distributed Costs	684,582	342,291	211,102	(131,189)	September superann payment £80k not due until October. Added years commitment for Q2 not yet on - £50k
G044	Financial Services	295,114	147,557	125,020	(22,537)	Savings due to staff changes not yet fully implemented.
G052	Human Resources	215,283	107,642	101,748	(5,893)	
G054	Electoral Registration	181,020	90,510	70,426	(20,084)	Costs for postage and staff expenses not yet incurred.
G055	Democratic Representation & Management	514,939	257,470	261,652	4,182	
G056	Land Charges	(2,928)	(1,464)	11,119	12,583	
G057	District Council Elections	5,000	2,500	0	(2,500)	
G058	Democratic Services	226,122	113,061	107,948	(5,113)	
G060	Legal Services	234,003	117,002	117,192	191	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G061	Bolsover Wellness Programme	73,680	36,840	29,287	(7,553)	
G062	Extreme Wheels	(4,066)	(2,033)	20,228	22,261	Reduction in Fees and charges income due to Covid.
G064	Bolsover Sport	139,360	69,680	71,788	2,108	
G065	Parks, Playgrounds & Open Spaces	44,643	22,322	22,802	480	
G069	Arts Projects	48,386	24,193	19,025	(5,168)	
G070	Outdoor Sports & Recreation Facilities	19,436	9,718	2,296	(7,422)	
G072	Leisure Services Mgmt & Admin	263,170	131,585	103,269	(28,316)	Contributions to other authorities under spent -cannot be profiled. Revised budgets will be reduced where possible.
G084 G084	Head of Transformation and Organisation	36,957	18,479	18,408	(71)	
G086	Alliance	7,250	3,625	3,250	(375)	
G094	Director of Corporate Resources	54,068	27,034	27,228	194	
G100	Benefits	515,180	257,590	70,642	(186,948)	£177k additional grant funding received in advance for the year . Software maintenance paid for the year showing £31k over spent for the qtr. Salaries savings of £33k under spent due to vacancies.
G103	Council Tax / NNDR	375,552	187,776	290,504	102,728	Salary savings of £35k for the qtr due to vacancies & staffing changes. Income not posted until year end, showing £113k down on income for the quarter. Software invoices paid for full year, showing £25k over for the quarter.
G104	Sundry Debtors	0	0	0	0	moved to G044 on here but recodes to do
G111	Shared Procurement	45,004	22,502	22,993	491	
G115	One Public Estate Shirebrook	6,033	3,017	6,032	3,016	
G116	Parish Council Elections	0	0	315	315	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G117	Payroll	75,318	37,659	37,996	337	
G125	S106 Percent for Art	43,250	21,625	0	(21,625)	Can't be 1/4ly profiled - S106 group to meet Oct/Nov.
G126	S106 Formal and Informal Recreation	161,632	80,816	5,200	(75,616)	Can't be 1/4ly profiled. Earliest deadline 06/02/22 - S106 group to meet Oct/Nov.
G129	Bolsover Apprenticeship Programme	(1,209)	(605)	1,047	1,652	
G130	Parliamentary Elections	0	0	767	767	
G146	Pleasley Vale Outdoor Activity Centre	56,541	28,271	39,200	10,930	
G155	Customer Services	30,693	15,347	15,348	1	
G157	Controlling Migration Fund	208,331	104,166	128,948	24,783	Holding a/c funding - cannot 1/4ly profile spend
G158	Police Commissioners Election	0	0	(5,396)	(5,396)	
G161	Rent Rebates	(26,532)	(13,266)	(13,266)	0	Transfer payments
G162	Rent Allowances	(12,985)	(6,493)	(6,493)	0	Transfer payments
G164	Support Recharges	(3,905,014)	(1,952,507)	(1,967,507)	(15,000)	Error on journal to correct revised budgets - should be zero.
G168	Multifunctional Printers	39,900	19,950	27,787	7,837	
G170	S106 Outdoor Sports	292,695	146,348	5,955	(140,393)	Can't be 1/4ly profiled. Earliest deadline 14/01/21 - S106 group to meet Oct/Nov.
G177	Discretionary Housing Payments	0	0	0	0	
G179	School Sports Programme	511	256	22,803	22,548	Reduction in Fees and charges income due to Covid.
G186	PL4S Satellite Programme	0	0	44	44	
G192	Scrutiny	22,125	11,063	10,452	(610)	
G195	Head of Governance + Monitoring	38,460	19,230	19,464	234	
G197	Head of Finance + Resources	68,171	34,086	33,992	(93)	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G204	CEPT - BIG Lottery Talent Match	15,000	7,500	0	(7,500)	
G205	Innovation	550	275	181	(94)	
G207	Cycling	54	27	527	500	
G216	Raising Aspirations	7,500	3,750	(54,000)	(57,750)	Expenditure not yet incurred. Can't be 1/4ly profiled.
G218	I-Venture/Namibia Bound	9,363	4,682	3,121	(1,561)	
G220	Locality Funding	(75,265)	(37,633)	(97,139)	(59,507)	Expenditure not yet incurred. Can't be 1/4ly profiled.
G228	Go Active Clowne Leisure Centre	13,528	6,764	554,647	547,883	Income £572k under achieved & expenditure £116k under spent, both as a result of Covid. Business rates paid for full year £80k.
G238	HR Health + Safety	106,371	53,186	35,669	(17,517)	
G244	Bolsover Business Growth Fund	207,225	103,613	37,141	(66,472)	Reserve funded expenditure not yet incurred.
	Total for Corporate Resources Directorate	4,158,425	2,079,213	2,054,058	(25,154)	
G031	S106 - Biodiversity	0	0	(15,036)	(15,036)	Can't be 1/4ly profiled - S106 group to meet Oct/Nov.
G073	Planning Policy	318,118	159,059	117,641	(41,418)	Planning Development reserve budget under spent. Cannot profile 1/4ly.
G074	Planning Development Control	9,622	4,811	22,331	17,520	Planning fees under achieved at 1/2 year by £31k.
G076	Planning Enforcement	118,758	59,379	57,278	(2,101)	
G079	Senior Urban Design Officer	22,137	11,069	19,161	8,092	
G080	Engineering Services (ESRM)	99,949	49,975	83,531	33,557	Business rates paid for full year £28k.
G082	Tourism Promotion + Development	46,876	23,438	24,065	627	
G083	Building Control Consortium	55,000	27,500	9,083	(18,417)	Invoice for Q2 not yet received.
G085	Economic Development	99,425	49,713	16,298	(33,414)	Reserve funded expenditure not yet incurred.
G088	Derbyshire Economic Partnership	15,000	7,500	0	(7,500)	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G089	Premises Development	(67,620)	(33,810)	(8,554)	25,256	Increase due to Bolsover Depot being empty.
G090	Pleasley Vale Mills	(169,835)	(84,918)	30,190	115,108	Hired & Contract budget committed for the year
G091	CISWO Duke St Building	1,647	824	(10,891)	(11,715)	
G092	Pleasley Vale Electricity Trading	(37,212)	(18,606)	8,441	27,047	Expenditure £30k under spent, income £57k under achieved both due to lack of use during lockdown.
G095	Estates + Property	648,883	324,442	276,651	(47,790)	Staff related expenditure £47k due to vacancies and maternity leave.
G096	Building Cleaning (General)	97,636	48,818	46,075	(2,743)	
G099	Catering	500	250	0	(250)	
G109	Director of Development	101,376	50,688	49,154	(1,534)	
G110	Assistant Director of Development	69,129	34,565	33,786	(778)	
G114	Strategic Investment Fund	413,054	206,527	13,839	(192,688)	Expenditure not yet incurred. Can't be 1/4ly profiled.
G132	Planning Conservation	81,961	40,981	39,048	(1,933)	
G133	The Tangent Business Hub	(66,687)	(33,344)	31,355	64,699	Hired & Contract budget committed for the year
G138	Bolsover TC Regeneration Scheme	24,245	12,123	3,000	(9,123)	
G151	Street Lighting	31,442	15,721	16,856	1,135	
G156	The Arc	106,134	53,067	76,018	22,951	Business rates paid for full year £33k.
G167	Facilities Management	10,338	5,169	9,518	4,349	
G169	Closed Churchyards	10,000	5,000	2,388	(2,612)	
G171	S106 Education	18,196	9,098	18,195	9,097	
G188	Cotton Street Contact Centre	18,713	9,357	9,138	(218)	
G193	Business Growth Management + Admin	121,360	60,680	79,876	19,196	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G196	Head of Planning	38,121	19,061	18,892	(168)	
G200	Head of Housing Repairs + Property Services	0	0	806	806	Budget to be included at revised budget time.
G226	S106 - Highways	551,124	275,562	(17,876)	(293,438)	Can't be 1/4ly profiled. Deadline for spend is 5 years after completion, not yet completed. S106 group to meet Oct/Nov.
G227	S106 - Public Health	143,522	71,761	0	(71,761)	Can't be 1/4ly profiled. Earliest deadline 01/08/22 - S106 group to meet Oct/Nov.
G237	Joint Venture (LLP)	31,275	15,638	3,850	(11,788)	
	Total for Development Directorate	2,962,187	1,481,094	1,064,109	(416,985)	
G004	Chief Executive Officer - 50% Place	21,534	10,767	0	(10,767)	Will be dealt with at revised budget.
G007	Community Safety - Crime Reduction	58,140	29,070	16,433	(12,637)	
G008	Community Safety Grant	0	0	13,005	13,005	
G010	Neighbourhood Management	91,911	45,956	38,435	(7,521)	
G013	Community Action Network	319,229	159,615	114,539	(45,076)	Reserve funded expenditure not yet incurred.
G017	Private Sector Housing Renewal	64,308	32,154	28,886	(3,268)	
G020	Public Health	(70,000)	(35,000)	70,000	105,000	Income accrual still outstanding from CBC. Chasing as part of revised budgets.
G021	Pollution Reduction	167,116	83,558	86,889	3,331	
G022	Env Health - Health + Safety	0	0	(12)	(12)	
G023	Pest Control	34,893	17,447	19,032	1,585	
G024	Street Cleansing	324,435	162,218	162,352	135	
G025	Food, Health & Safety	120,845	60,423	65,044	4,621	
G026	Animal Welfare	83,648	41,824	43,754	1,930	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G027	Emergency Planning	44,163	22,082	(9,682)	(31,764)	Grant received in advance of expenditure being spent.
G028	Domestic Waste Collection	934,055	467,028	445,467	(21,560)	Trade waste sundry debtor invoices raised in advance although not necessarily all paid yet.
G032	Grounds Maintenance	677,810	338,905	354,475	15,570	Salaries showing £33k over spent for the qtr due to seasonal staffing. Agency income from DCC received for full year £16k over achieved compared to profile.
G033	Vehicle Fleet	776,661	388,331	421,991	33,660	Diesel purchase £26k under spent for the qtr. Lodge tyre committed for the year, showing £17k over spent. £24k fuel recharge to NE for Q2 not yet done. MOT income under achieved by £16k due to coronavirus pandemic.
G036	Environmental Health Mgmt & Admin	188,246	94,123	105,453	11,330	
G043	Director of Environment + Enforcement	54,643	27,322	26,999	(322)	
G046	Homelessness	200,050	100,025	24,092	(75,933)	Additional grant funding received . Cannot profile 1/4ly
G048	Town Centre Housing	(10,600)	(5,300)	0	5,300	
G053	Licensing	2,068	1,034	26,571	25,537	Income under achieved. Suspected due to Covid but hoping only temporary.
G097	Groundwork & Drainage Operations	67,527	33,764	34,483	719	
G106	Housing Anti Social Behaviour	106,414	53,207	53,497	290	
G113	Parenting Practitioner	36,093	18,047	17,235	(812)	
G123	Riverside Depot	163,306	81,653	103,082	21,429	Business rates paid for full year.
G124	Street Servs Mgmt & Admin	61,061	30,531	15,669	(14,861)	
G135	Domestic Violence Worker	43,099	21,550	21,100	(449)	
G142	Community Safety - CCTV	7,577	3,789	0	(3,789)	
G143	Housing Strategy	43,251	21,626	24,002	2,376	

General Fund Detail

APPENDIX 2

List of net budgets per cost centre per directorate		Full Years	6 months	6 months	6 months	
		Budget	Budget	Actuals	Variance	
		£	£	£	£	
G144	Enabling (Housing)	26,109	13,055	16,990	3,935	
G148	Commercial Waste	(124,600)	(62,300)	(313,132)	(250,832)	Income over achieved by £157k as sundry debtor invoices have been raised in advance but they're not necessarily paid at this stage. Waste disposal cost £98k under spent.
G149	Recycling	136,843	68,422	331,006	262,584	Recycling credits invoice for Q1 + Q2 not raised yet £224k. Hired + Contract paid in advance for full year £49k.
G153	Housing Advice	13,276	6,638	6,861	223	
G172	S106 Affordable Housing	0	0	0	0	
G176	Affordable Warmth	20,922	10,461	9,759	(702)	
G198	Head of Enforcement + Housing Management (GF)	(7,167)	(3,584)	(5,190)	(1,607)	Budget to be included at revised budget time.
G199	Head of Street Scene	37,516	18,758	18,763	5	
G229	Housing Standards	0	0	(542)	(542)	
G239	Housing + Comm Safety Fixed Penalty Acc	1,000	500	(780)	(1,280)	
	Total for Environment + Enforcement Directorate	4,715,382	2,357,691	2,386,523	28,832	
	Total Net Cost of Services	11,835,994	5,917,997	5,504,690	(413,307)	

Appendix 3

APPENDIX 3

Housing Revenue Account

	Full Years Budget £	6 months Budget £	6 months Actuals £	6 months Variance £
Expenditure				
Repairs and Maintenance	4,899,491	2,449,746	2,259,530	(190,216)
Supervision and Management	5,485,937	2,742,969	2,744,850	1,882
Rents, Rates, Taxes + Other Charges	223,576	111,788	24,288	(87,500)
Special Services	500,030	250,015	194,666	(55,349)
Supporting People - Wardens	602,324	301,162	297,100	(4,062)
Supporting People - Central Control	268,830	134,415	126,182	(8,233)
Tenants Participation	68,090	34,045	30,335	(3,710)
New Bolsover Project	27,842	13,921	3,865	(10,056)
Leasehold Flats	92,000	46,000	-	(46,000)
Debt Management Expenses	8,938	4,469	7,991	3,522
Total Expenditure	12,177,058	6,088,529	5,688,807	(399,722)
Income				
Dwelling Rents	(20,510,920)	(10,255,460)	(10,189,605)	65,855
Non-dwelling Rents	(151,234)	(75,617)	(87,491)	(11,874)
Leasehold Flats and Shops Income	(26,980)	(13,490)	(3,344)	10,146
Repairs and Maintenance	(20,700)	(10,350)	20,502	30,852
Supervision and Management	(1,650)	(825)	(1,055)	(230)
Special Services	(72,673)	(36,337)	(25,022)	11,315
Supporting People - Wardens	(416,431)	(208,216)	(134,732)	73,484
Supporting People - Central Control	(342,051)	(171,026)	(172,217)	(1,192)
New Bolsover Project	(27,842)	(13,921)	-	13,921
Total Income	(21,570,481)	(10,785,241)	(10,592,964)	192,277
Net Cost of Services	(9,393,423)	(4,696,712)	(4,904,157)	(207,446)
Appropriations				
Provision for Doubtful Debts	180,000	90,000	90,000	-
Interest Costs	3,559,789	1,779,895	1,779,895	-
Investment Interest Income	(26,400)	(13,200)	(13,200)	-
Depreciation	3,800,000	1,900,000	1,900,000	-
Transfer to Major Repairs Reserve	308,249	154,125	154,125	-
Contribution to HRA Reserves	1,846,367	923,184	923,184	-
Use of HRA Earmarked Reserves	(235,886)	(117,943)	(117,943)	-
Net Operating (Surplus) / Deficit	38,696	19,348	(188,098)	(207,446)

CAPITAL PROGRAMME SUMMARY

APPENDIX 4

	Full Years Budget £	6 months Budget £	6 months Actuals £	6 months Variance £
General Fund				
Asset Management Plan				
Investment Properties	23,289	11,645	21,330	9,686
Leisure Buildings	61,314	30,657	51,204	20,547
Pleasley Vale Business Park	118,547	59,274	118,408	59,135
Riverside Depot	76,419	38,210	46,994	8,785
The Arc	92,315	46,158	75,237	29,080
The Tangent	10,000	5,000	0	(5,000)
Asset Management Plan not yet allocated to an individual scheme	62,097	31,049	0	(31,049)
Assets				
Car Parking at Clowne	47,581	23,791	34,165	10,375
Land at Portland Dr Shirebrook	165,000	82,500	431	(82,069)
LED Lighting Upgrade	68,875	34,438	68,875	34,438
Pleasley Vale Mill - Dam Wall	106,682	53,341	912	(52,429)
Pleasley Vale Man safe System	22,463	11,232	0	(11,232)
Pleasley Vale Rock Face Stabilisation Work	3,412	1,706	285	(1,421)
Shirebrook Contact Centre	15,000	7,500	13,855	6,355
	872,994	436,497	431,696	(4,801)
ICT Schemes				
E-Store lite & PCI Pal Midcall solution	28,000	14,000	27,840	13,840
ICT infrastructure	129,718	64,859	7,652	(57,207)
Modern.Gov Software	2,100	1,050	2,100	1,050
	159,818	79,909	37,592	(42,317)
Leisure Schemes				
Playing Pitch Improvements	262,500	131,250	0	(131,250)
Go Active Equipment	6,202	3,101	4,900	1,799
	268,702	134,351	4,900	(129,451)
Private Sector Schemes				
Disabled Facility Grants	999,472	499,736	220,306	(279,430)
	999,472	499,736	220,306	(279,430)
Joint Venture				
Dragonfly Joint Venture Shares	369,150	184,575	0	(184,575)
Dragonfly Joint Venture Loan	1,753,202	876,601	0	(876,601)
	2,122,352	1,061,176	0	(1,061,176)
Vehicles and Plant				
Vehicle Fleet Management System	3,260	1,630	0	(1,630)
Vehicle MOT testing Equipment	18,000	9,000	17,850	8,850
Vehicle Replacements	458,270	229,135	771	(228,364)
Vehicle Wash Area	8,098	4,049	0	(4,049)
CAN Rangers Equipment	14,231	7,116	0	(7,116)
	501,859	250,930	18,621	(232,309)
Total General Fund	4,925,197	2,462,599	713,115	(1,749,484)

CAPITAL PROGRAMME SUMMARY

APPENDIX 4

	Full Years Budget £	6 months Budget £	6 months Actuals £	6 months Variance £
Housing Revenue Account				
New Build Properties				
Avant Creswell	990,000	495,000	0	(495,000)
Keepmoat Properties at Bolsover	622,000	311,000	28,750	(282,250)
Recreation Road Clowne	12,200	6,100	0	(6,100)
Rippon Homes South Normanton	302,500	151,250	0	(151,250)
The Paddock Bolsover	1,431,565	715,783	543,935	(171,848)
The Whitwell Cluster	2,913,975	1,456,988	32,247	(1,424,741)
	6,272,240	3,136,120	604,932	(2,531,188)
Vehicle Replacements	63,500	31,750	59,464	27,714
	63,500	31,750	59,464	27,714
Public Sector Housing				
Bramley Vale	124,313	62,157	19,204	(42,953)
Electrical Upgrades	130,268	65,134	22,485	(42,649)
Environmental Works	26,846	13,423	11,483	(1,940)
External Door Replacements	152,347	76,174	0	(76,174)
Flat Roofing	25,000	12,500	16,924	4,424
House Fire Damage	41,409	20,705	40,640	19,936
Kitchen Replacements	200,000	100,000	39,582	(60,418)
Re Roofing	537,607	268,804	370,377	101,574
Regeneration Mgmt & Admin	69,320	34,660	34,660	0
Safe & Warm	3,270,684	1,635,342	1,303,027	(332,315)
Soffit and Facia	38,415	19,208	28,296	9,089
Unforeseen Reactive Capital Works	120,000	60,000	300	(59,700)
Welfare Adaptations	376,354	188,177	243,830	55,653
	5,112,563	2,556,282	2,130,808	(425,474)
ICT Schemes	69,494	34,747	4,875	(29,872)
	69,494	34,747	4,875	(29,872)
New Bolsover Scheme (inc HLF)				
New Bolsover-Regeneration Scheme	958,750	479,375	910,377	431,002
	958,750	479,375	910,377	431,002
Total HRA	12,476,547	6,238,274	3,710,456	(2,527,818)
TOTAL CAPITAL EXPENDITURE	17,401,744	8,700,872	4,423,571	(4,277,301)
Capital Financing				
General Fund				
Better Care Fund	999,472	499,736	220,306	(279,430)
Reserves	3,540,463	1,770,232	201,329	(1,568,903)
Capital Receipts	100,267	50,134	96,715	46,582
External Funding	284,995	142,498	194,765	52,268
	4,925,197	2,462,599	713,115	(1,749,484)
HRA				
Major Repairs Allowance	6,107,176	3,053,588	3,005,420	(48,168)
Prudential Borrowing	1,479,655	739,828	409,505	(330,323)
Development Reserve	2,944,532	1,472,266	32,247	(1,440,019)
Vehicle Reserve	63,500	31,750	59,464	27,714
Capital Receipts	1,840,275	920,138	163,180	(756,958)

CAPITAL PROGRAMME SUMMARY

APPENDIX 4

	Full Years Budget £	6 months Budget £	6 months Actuals £	6 months Variance £
External Funding	41,409	20,705	40,640	19,936
	12,476,547	6,238,274	3,710,456	(2,527,818)
TOTAL CAPITAL FINANCING	17,401,744	8,700,872	4,423,571	(4,277,301)

Treasury Management Update - Quarter 2 2020/21

APPENDIX 5

The Council's main current account is held with Lloyds Bank and the current contract is due to expire on 30th April 2022.

PWLB Borrowing

As at 1 April 2020 the Authority's total outstanding PWLB debt amounted to £99,100,000.

The Council has not taken any new loans from the PWLB during the first six months.

At 30 September 2020 £2,000,000 has been repaid to the PWLB.

The profile of the outstanding debt is analysed as follows: -

PWLB Borrowing Term	Maturity Profile 30-Sep-20 £
12 Months	0
1-2 years	5,700,000
2-5 years	14,600,000
5-10 years	22,800,000
10-15 years	24,000,000
over 15 years	30,000,000
Total PWLB Debt	97,100,000

PWLB Interest

The total interest cost to the Council of the PWLB debt for 2020/21 is estimated at £3,474,355. This cost is split between the HRA and General Fund based on the level of debt outstanding. Interest paid to the PWLB in the six months was £1,747,850.

Temporary Borrowing

Cash flow monitoring and management identifies the need for short term borrowing to cover delays in the receipt of income during the year. Minimal interest charges were incurred during the first six months on overdrawn bank balances (<£10). At 30 September 2020 the only temporary borrowing undertaken by the Council was £817,980 which is the investment balances held on behalf of Parish Councils.

Compliance with Treasury Limits

During the financial year the Council continued to operate within the treasury limits set out in the Council's Borrowing and Investment Strategy.

	Actual to Date 2020/21	Approved Limits 2020/21
Authorised Limit (Total Council external borrowing limit)	£121,227,547	£126,688,000
Operational Boundary	£121,227,547	£121,688,000

Temporary Investments**Interest Received**

The performance of the Council's investments is as follows:

	6 months Actual	6 months Budget	6 months Variance
Interest generated (£)	(121,145)	(104,958)	(16,187)
Average rate of interest	0.48%	0.68%	-
Bank of England base rate	0.10%	0.75%	-

The investments have been made in accordance with the Council's Treasury Management Strategy.

The Bank of England base rate is currently 0.10%, the above actual figure is the 6 month average rate. The base rate was cut from 0.75% to 0.25% on 11th March and then from 0.25% to 0.10% on 19th March, both reductions were in light of the expected economic downturn due to the Coronavirus.

Interest rates offered by most institutions remain low.

The following tables show the investments and interest earned to 30 September 2020:

Investments on call

Counterparty	Balance at 1/4/20	Deposits	Withdrawals	Interest received	Balance at 30/09/20
	£	£	£	£	£
Aberdeen (MMF)	0	5,000,000	(5,953)	5,953	5,000,000
Federated (MMF)	3,500,000	6,500,000	(5,003,911)	3,911	5,000,000
Invesco (MMF)	0	14,000,000	(9,003,111)	3,111	5,000,000
SSGA (MMF)	0	9,000,000	(9,000,469)	469	0
CCLA (MMF)	5,000,000	0	(6,227)	6,227	5,000,000
Aviva (MMF)	0	5,000,000	(488)	488	5,000,000
JP Morgan (MMF)	0	4,000,000	(4,000,024)	24	0
Santander (Bank)	0	5,000,000	0	625	5,000,625
DMADF (Gov)	0	5,000,000	(5,000,010)	10	0
	8,500,000	53,500,000	(32,020,193)	20,818	30,000,625

Fixed-term investments

Counterparty	Term of Loan	Balance at 1/4/20	Deposits	Withdrawals	Interest received at six months	No of Days Interest at six months	Balance at 30/09/20
		£	£	£	£		£
Local Authorities							
Thurrock Council (Unitary)	1 year	5,000,000		(5,008,815)	8,815	65	0
Conwy County Borough Council	9 months	2,500,000		(2,502,752)	2,752	49	0
West Dunbartonshire Council	1 year	5,000,000		(5,017,200)	17,200	91	0
Kingston Upon Hull	9 months	5,000,000		(5,009,863)	9,863	90	0
Monmouthshire County Council	8 months	5,000,000		(5,017,281)	17,281	91	0
Shirebrook Town Council	3 months	453,888		(454,027)	139	14	0
Flintshire County Council	9 months	5,000,000			30,082	183	5,030,082
Shirebrook Town Council	6 months	0	454,813		1,263	169	456,076
Thurrock Council (Unitary)	1 year	0	5,000,000		12,932	118	5,012,932
		27,953,888	5,454,813	(23,009,938)	100,327		10,499,090

Bolsover District Council

Executive

26th October 2020

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

1st October 2019 to 31st March 2020 and Annual Summary

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 October 2019 to 31st March 2020
- To provide an Annual Summary on the above.

1 Report Details

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

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

Target - 93% to be answered within 20 seconds

- 1.3 Appendix 2 shows the performance between 1st October 2019 and 31st March 2020 by quarterly period. The report identifies 98% (in both Q3 and Q4) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments narrowly missing the key customer service standard of 93% for these periods were:

- Housing and Community Safety 92% in Q3
- Planning 92% in Q3.

- 1.4 Cumulatively performance is 98% over 2019/20.

Contact Centres

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

- 1.5 Contact Centres achieved 80% and 76% for quarters 3 & 4 respectively (78% cumulatively).

- 1.6 Cumulatively performance is 78% over 2019/20, which falls just short of the target of 80%.

Revenues & Benefits

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

- 1.7 Revenues & Benefits 'direct dial' achieved 81% and 81% for quarters 3 & 4 respectively (81% cumulatively).
- 1.8 Cumulatively performance is 77% over 2019/20, which exceeds the target of 60%.

E-mails

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

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

- 1.9 For this reporting period, 1st October 2019 to 31st March 2020:
- 6,488 email enquiries (3,388 in Q3 and 3,100 in Q4) 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.
- 1.10 There were more e-mails compared to the same period (4,798) in 2018/19 and this remains a popular method of contact.

Face to face monitoring

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

- 1.11 Waiting times were monitored during one week (w/c 15th July 2019) in 2019/20 due to the Contact Centre being closed because of the Covid-19 pandemic. Of the 813 customers who called into the Contact Centres, 812 (99.9%) waited less than 20 minutes to be served. This exceeds the corporate target and demonstrates excellent service.
- 1.12 During the same period, 199 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during the monitoring period to **1012**.

Compliments, Comments and Complaints

Compliments

- 1.13 Appendix 3 (A) shows the number of written compliments received for the period by department. In total 218 written compliments were received. Compliments were received from customers who appreciated excellent service. These included 44 for Leisure, 35 for Streetscene Services, 35 for Revenues & Benefits and 26 for Housing. As there are some compliments which cross cut departments, the number does not correspond with the total above when viewed in this way.

Comments

- 1.14 Appendix 3 (B) shows the number of written comments received for the period. 100% (all 39) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

- 1.15 Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints is 3 working days.

Formal Investigation (stage two)

- 1.16 Appendix 3 (D) shows the number of Formal Investigation complaints by department. 110 complaints were received during this period, 92% of which were responded to within our customer service standard of 15 working days. This does not meet the target of 97%, however the contingency plans put in place for dealing with Covid-19 pandemic impacted on the availability of Officers and, consequently, response times.
- 1.17 As some complaints cross cut departments, the number does not correspond with the total above when viewed in this way.

Internal Review (stage three)

- 1.18 Appendix 3 (E) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 13 stage three complaints were received, 77% (10) of which were responded to within the standard of 20 working days. Again, this does not meet the target of 100%, due to the Covid-19 pandemic impact on the availability of Officers and, consequently, response times.

Ombudsman

- 1.19 Appendix 3 (F) shows the status of Ombudsman complaints for 2019/20 as at the end of March 2020. During this period three cases were received, one decision was 'Not upheld: no maladministration', one was commuted to the Internal Review stage as the complainant had not fully completed the complaints process and the Council is awaiting the decision in respect of the third.

Summary for 2019/20

- 1.20 The following tables provide a summary of performance for compliments, comments and complaints for 2019/20, with comparative data from previous years.

Volume and Performance

Volume by type	2019/20 Total	2018/19 Total	2017/18 Total	2016/17 Total
Compliments	273	258	266	264
Comments	55	69	58	70
Formal Investigation Complaints (S2)	208	193	179	176
Internal Review Complaints (S3)	41	33	46	35
Total	577	553	549	545
Stage 1 Complaints	205	252	213	224
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	96%	99%	98%	99%
Average response in days (target 15 working days)	13	11	10	10
% Stage 3 responded to within standard (target 100%)	88%	97%	98%	100%
Average response in days	19	16	14	14

1.21 When comparing 2019/20 to the previous year of 2018/19, the following is noted:

- There were more written compliments
- We have received fewer comments
- We have received fewer frontline resolution complaints
- Received more formal investigation complaints
- Received more internal review complaints

1.22 The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and Housing Ombudsman.

1.23 When looking at Ombudsman complaints decisions for this financial year, it is satisfying to note the Ombudsman has closed 8 of the 17 after making initial enquiries. Five complaints were 'Not upheld: no maladministration' or to 'Close the case' (Housing Ombudsman), 2 were commuted to Internal Review stage as the complainants had not fully completed the complaints process, one was 'Upheld: maladministration and injustice' and we are awaiting a decision in the remaining one.

1.24 As reported to Executive previously, the 'upheld' complaint was a complex one.

Complaints Feedback

1.25 Whilst there were no real trends leading to service improvements during this financial year we have identified some issues around the New Bolsover regeneration project, which is currently the subject of a Scrutiny Review.

2 Conclusions and Reasons for Recommendation

- 2.1 The report is to keep Elected Members informed of volumes and trends regarding compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

3 Consultation and Equality Impact

- 3.1 The report is to keep Elected Members regularly informed of volumes and trends regarding 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 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 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 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 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 Customer Service Standards and Compliments, Comments and Complaints.

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: 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	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
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title
1 2 3	Customer Service Standards monitoring Telephony performance Compliments, Comments and Complaints: A. Compliments by department 1/10/19 – 31/3/20 B. Comments by department 1/10/19 – 31/3/20 C. Frontline resolution complaints by department 1/10/19 – 31/3/20 D. Formal Investigation complaints by department 1/10/19 – 31/3/20 E. Internal Review complaints by department 1/10/19 – 31/3/20 F. Ombudsman complaints summary for 2019/20
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
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	% 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%	72%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	4,104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
July to September	3,865	98%	19,486	78%	74%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	7,969	98%	38,360	78%	73%	7,459	100%	99%	813	100%	98	99%
October to December	3,807	98%	17,131	80%	81%	3,388	100%	99%			54	96%
Quarter 3 Cumulative	11,776	98%	55,491	78%	76%	10,847	100%	99%			152	98%
January to March	3,899	98%	19,755	76%	81%	3,100	100%	98%	No monitoring undertaken due to Covid-19 pandemic (CC closed)		56	88%
Quarter 4 Cumulative	15,675	98%	75,246	78%	77%	13,947	100%	99%			208	96%

Appendix 2

Appendix 2 - Telephony Figures 1/10/19 – 31/3/20

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Partnerships & Transformation	106	106	100%	101	95	94%
Customer Services	44	43	98%	44	42	95%
ICT	973	971	100%	1343	1334	99%
Leisure	65	65	100%	72	71	99%
Legal, Governance, Scrutiny & Elections	562	557	99%	528	522	99%
HR, Payroll & Health & Safety	528	527	100%	500	498	100%
Performance	85	84	99%	84	84	100%
Finance	153	153	100%	153	153	100%
Revenues & Benefits	102	100	98%	18	18	100%
Streetscene Services	649	605	93%	563	534	95%
Housing & Community Safety	198	183	92%	149	141	95%
Property & Commercial Services	262	252	96%	263	256	97%
Planning	62	57	92%	71	67	94%
Economic Development	18	18	100%	10	10	100%
Total	3807	3721	98%	3899	3825	98%
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 Does not meet target <input type="checkbox"/>						

Appendix 3

Appendix 3

A- Compliments 1/10/19 - 31/3/20		Number
People	Partnerships	6
	Customer Services	15
	Leisure	44
	Communications	6
	Revenues & Benefits	35
	Streetscene Services	35
	Legal, Governance & Elections	2
		143
Place	Housing	26
	Environmental Health	7
	Property & Commercial Services	4
	Planning	5
		42
Total		185

Compliments included:

Regarding Bolsover TV and Arc Angels walking netball - It's brilliant. Thank you. Hopefully a bit uplifting for people, roll on when we can get back.	Communications Leisure
Resident would like to thank the Partnership Team and Streetscene Services for their response about the proposed work to the tree at Albine Road. You make living in our district a joy and a pleasure.	Streetscene Services Partnership Team
I just wanted to reiterate our thanks from Ashgate Hospice for your review of mandatory relief on our accounts and for the adjustment of retail relief. Thanks for your quick and helpful response.	Revenues & Benefits
Resident rang to say that she had had pest control service and that he was a very pleasant gentleman and wanted to pass on her thanks	Environmental Health
Resident would like to say a big thank you for helping her resolve problems with her previous landlord. They were sleeping four to a room downstairs because the property was in bad disrepair. This was reported to EH and they were helped to apply for housing. They have now received a housing association property.	Customer Services Partnership Strategy Housing Environmental Health
Tenant would like to thank the Benefits Section as she had received her payment into her account and she was grateful. It has helped her greatly	Revenues & Benefits
7 compliments received from feedback in relation to Safeguarding and Protecting Children course delivered by Leisure Officer: Lovely tutor very understanding Great tutor and excellent delivery of material It was informative and makes you aware off everything you need to be with regards to safeguarding. Was informative and relevant. I have received training from my school in relation to safeguarding and this course was similar but more relevant in a coaching capacity Tutor was friendly and welcoming. She made me feel comfortable within the group. She was very knowledgeable and supportive. Very good, good group interaction and an excellent facilitator The course was very interactive and gave me quite a lot of knowledge	Leisure
Resident wanted to say thank you for all the help after her husband had died. She had no food or money not even to bury her husband. All her benefits was sorted her tenancy is now in her name and with the help of Environmental Health the funeral was taken care of.	Housing Customer Services Environmental Health

B - Comments 1/10/19 - 31/3/20		Number
People	Leisure	1
	Customer Services	1
	Legal, Governance & Elections	7
	ICT	1
	Revenues & Benefits	4
	Streetscene Services	3
		17
Place	Housing	11
	Environmental Health	13
	Planning	6
		30
Total		47

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/19 - 31/3/20		Number	Out of timescale (3 working days)
People	Leisure	2	
	Customer Services	2	1
	Revenues & Benefits	3	
	Streetscene Services (Grounds Maintenance)	25	1
	Streetscene Services (Refuse)	126	2
		158	4
Place	Housing	13	14
	Property & Commercial Services	6	
	Environmental Health	8	2
		27	16
Total		185 (90%)	20 (10%)

D – Number of Formal Investigation (Stage 2) complaints 1/10/19 - 31/3/20		Number	Within timescale of 15 working days	Out of timescale
People	Customer Services	5	5	
	Leisure	28	28	
	Legal, Governance & Elections	4	4	
	Finance	1	1	
	Revenues & Benefits	18	18	
	Streetscene Services	39	37	2
		95	93	2
Place	Housing	49	46	3
	Environmental Health	22	18	4
	Property & Commercial Services	22	20	2
	Planning	13	12	1
		106	96	10
Total		201	189	12

E – Number of Internal Review (S3) complaints 1/10/19 - 31/3/20		Number	Within timescale of 20 working days	Out of timescale
People	Leisure	1	1	
	Streetscene Services	3	3	
	Revenues & Benefits	3	2	1
		7	6	1
Place	Housing	5	4	1
	Environmental Health	2	0	2
	Property & Commercial Services	1	1	0
		8	5	3
Total		15	11	4

Appendix 3

F - Summary of Ombudsman Complaints 2019/20				
Date Received	Summary of Complaint	Departments Involved	Date Decision Letter Rec'd	Ombudsman's 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 her neighbour.
05/03/19 16/04/19	LGSCO (intention to investigate) Ms C Fox 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.
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	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	Housing	04/11/19	Close the case - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/08/19	LGSCO (intention to investigate)	Legal	28/02/20	Not upheld: no maladministration. This is because they have not found the Council at fault in the way it looked into his environmental health reports or the way it responded to his complaints.
10/09/19	LGSCO Initial enquiries Not happy with unadopted road status - feels planning should enforce	Planning	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	11/02/20	Not upheld: no maladministration. The Ombudsman has decided the Council was not at fault in how it dealt with the planning application and they cannot investigate complaints about the provision or management of social housing as the new property is social housing which was built by the Council in its role as a social landlord.
05/11/19	LGSCO Initial enquiries	Housing	Committed to Internal Review as complainant has not fully completed the complaints process	
20/01/20	LGSCO Initial enquiries	Property & Commercial Services		CFWD


LGSCO* Local Government Ombudsman
THO* The Housing Ombudsman

Bolsover District Council

Executive

26th October 2020

Annual Letter from the Local Government & Social Care Ombudsman 2019/20
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Report of the Portfolio Holder - Corporate Governance

This report is public.

Purpose of the Report

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2019/20.

1 Report Details

- 1.1 The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31st March 2020. Please note that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 The Annual Letter 2020 has been appended (Appendix 1) and supporting information Excel workbook (Appendix 2) including 'Complaints Received', 'Complaints Decided', and Compliance for your information.
- 1.3 Key points from the information provided, specifically in relation to Bolsover District Council:
 - The LGSCO received 11 enquiries and complaints during 2019/20, four of which were subject to a detailed investigation.
 - The LGSCO decided 16 complaints, of which 2 were incomplete or invalid, 8 were closed after initial enquiries, 2 were referred back to the Council and 3 were 'no maladministration'. The remaining one was decided as 'Maladministration and injustice'. This was a particularly complex case and fault was found in the delays which occurred.

Benchmarking information - CIPFA Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints (average for similar authorities - 45%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	4	1 (25%)	100%	0
Bassetlaw District Council	4	2 (50%)	100%	0
Bolsover District Council	4	1 (25%)	100%	0
Chesterfield District Council	0	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Erewash District Council	0	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Mansfield District Council	2	1 (50%)	100%	0
NE Derbyshire District Council	2	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period

1.4 One complaint was upheld against this Council (25%). Whilst 25% may appear to be high, it needs to be borne in mind that this is based on a small number on detailed investigations (4 in this period). By way of background information, the LGSCO upheld 61% of complaints submitted to them in 2019/20 (up from 58% in 2018/19) with the average being 45% for similar authorities.

1.5 Although this report is regarding complaints directed to the LGSCO, the Council received one complaint via the Housing Ombudsman (HO) for the same period, which was also reviewed by them. In both cases the decision was to 'close the case - there was no maladministration'.

2 Conclusions and Reasons for Recommendation

2.1 The report is to keep Elected Members informed of volumes and trends regarding LGSCO/ HO complaints.

3 Consultation and Equality Impact

3.1 The report is to keep Elected Members regularly informed of volumes and trends regarding LGSCO/ HO complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable as the report is 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 & 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 & Social Care Ombudsman or the Housing Ombudsman.

5.2 Legal Implications including Data Protection

- 5.2.1 The Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman or the Housing Ombudsman. 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 Recommendation

- 6.1 That Executive receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2019/20.

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 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All

Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service. Transforming Our Organisation – good governance.
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8 **Document Information**

Appendix No	Title
1:	Annual Letter from the Local Government & Social Care Ombudsman 2019/20
2:	Excel workbook: Complaints Received Complaints Decided Compliance
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
Customer Standards and Complaints Officer	Ext: 2353



Appendix 1

Local Government & Social Care OMBUDSMAN

22 July 2020

By email

Mr Hickin
Director of Corporate Resources
Bolsover District Council

Dear Mr Hickin

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to

resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

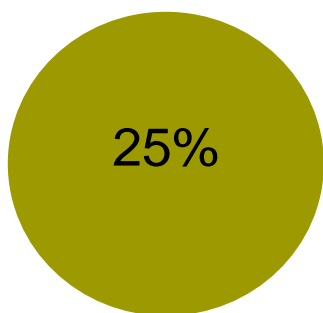
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



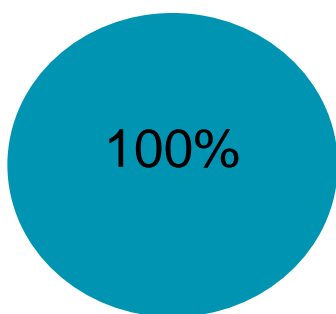
25% of complaints we investigated were upheld.

This compares to an average of **45%** in similar authorities.

1
upheld decision

Statistics are based on a total of 4 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations



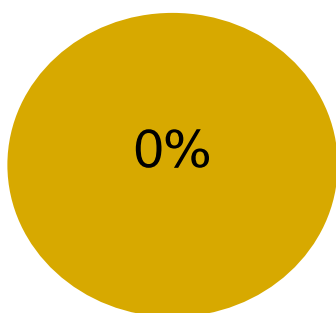
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of **99%** in similar authorities.

Statistics are based on a total of 1 compliance outcome for the period between 1 April 2019 to 31 March 2020

- Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority



In **0%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **20%** in similar authorities.

0
satisfactory remedy decisions

Statistics are based on a total of 4 detailed investigations for the period between 1 April 2019 to 31 March 2020

Reference	Authority	Category	Received
18007307	Bolsover District Council	Planning & Development	19 Aug 2019
19000488	Bolsover District Council	Null	09 Apr 2019
19001599	Bolsover District Council	Housing	16 May 2019
19003062	Bolsover District Council	Benefits & Tax	28 May 2019
19004718	Bolsover District Council	Planning & Development	16 Jul 2019
19004972	Bolsover District Council	Corporate & Other Services	30 Aug 2019
19006429	Bolsover District Council	Planning & Development	17 Jul 2019
19009143	Bolsover District Council	Benefits & Tax	02 Sep 2019
19009839	Bolsover District Council	Housing	12 Sep 2019
19011357	Bolsover District Council	Benefits & Tax	07 Oct 2019
19014229	Bolsover District Council	Housing	20 Nov 2019

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement
18002549	Bolsover District Council	Environmental Services & Public Protection & Regulation	12/06/19	Not Upheld	no mal		
18007307	Bolsover District Council	Planning & Development	10/02/20	Not Upheld	no mal		
18012379	Bolsover District Council	Housing	17/09/19	Upheld	mal & inj	Apology,Other Remedy,Procedure or policy change/review	The Council will review how it records reasonable adjustments to ensure when a person nominates a representative or agrees other special arrangements with the Council these are adhered to
18019117	Bolsover District Council	Corporate & Other Services	08/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019438	Bolsover District Council	Corporate & Other Services	03/04/19	Closed after initial enquiries	Not warranted by alleged injustice		
18019695	Bolsover District Council	Corporate & Other Services	08/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019732	Bolsover District Council	Environmental Services & Public Protection & Regulation	03/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000488	Bolsover District Council	Null	09/04/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19001599	Bolsover District Council	Housing	11/07/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003062	Bolsover District Council	Benefits & Tax	24/07/19	Closed after initial enquiries	Other reason not to investigate		
19004718	Bolsover District Council	Planning & Development	13/09/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004972	Bolsover District Council	Corporate & Other Services	28/02/20	Not Upheld	no mal		
19006429	Bolsover District Council	Planning & Development	10/09/19	Closed after initial enquiries	26B(2) not made in 12 months		
19009143	Bolsover District Council	Benefits & Tax	31/10/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19009839	Bolsover District Council	Housing	05/11/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19011357	Bolsover District Council	Benefits & Tax	07/10/19	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18012379	Bolsover District Council	Housing	17-Sep-19	Apology Other Remedy Procedure or policy change/review	17-Oct-19	15-Oct-19	Remedy complete and satisfied

Bolsover District Council

Executive

26th October 2020

Council Targets to Deliver the Ambition 2020-2024

Performance Update – April to June 2020

(Q1 – 2020/21)

Report of the Portfolio Holder - Corporate Governance

This report is public

Purpose of the Report

- To report the quarter 1 outturns for the Council Ambition 2020-2024 targets.

1 Report Details

- 1.1 The attached contains the performance outturn as of 30th June 2020 (Information compiled on 6th August 2020).
- 1.2 A summary by Council Ambition aim is provided below:
- 1.3 **Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity**
 - 11 targets in total
 - 7 targets are on track
 - 1 target has been achieved:
 - **ENV.10** - *Develop a wild planting policy for parks and public open spaces where appropriate by March 2021* – The Council's Streetscene Policy now includes a statement (4.1.7) setting out the Council's consideration in establishing wild flora and/or diverse vegetative planted areas.
 - 3 targets have been affected by Covid 19:
 - **ENV.06** - *Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.* - Face to face issuing of fixed penalties was suspended due to COVID-19, and therefore no fixed penalties were issued for these offences in Q1.

- **ENV.07** - *Prepare and adopt a new Empty Property Strategy by January 2021 to support the Council's vision to bring empty properties back into use. This is progressing (see appendix for details), it is just the timescale that has slipped due to Covid 19.*
- **ENV.08** - *Bring 5 empty properties back into use per year through assistance and enforcement measures. 1 empty property brought back into use this quarter providing 2 units of affordable accommodation (see appendix for details). Work on site has been affected by Covid 19.*

1.4 **Our Economy – by driving growth, promoting the District and being business and visitor friendly**

- 10 targets in total
- 7 targets are on track
- 3 targets have been affected by Covid 19 (the appendix provides details):
 - **ECO.01** - *Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets*
 - **ECO.03** - *Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.*
 - **ECO.10** - *Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023.*

1.5 **Our Customers – Providing excellent and accessible services**

- 10 targets in total
- 6 targets are on track
- 4 targets have been affected by Covid19:
 - **CUS.03** - *Ensure that at least 50% of transactions are made through digital channels by Dec 2024 - Baseline not completed due to COVID-19, see appendix for details.*
 - **CUS.07** - *Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter – Quarterly outturn is 55 days The reason for the high figure is the impact that the Covid19 pandemic has had on the department and the halt on all lettings.*
 - **CUS.09** - *Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year. - All activities had been suspended since the lockdown due to Coronavirus. The service re-opened the Go Active facility on Saturday 25th July 2020 with limited access.*

- **CUS.10** - *Deliver a health intervention programme which provides an assigned number of adults per year with a personal exercise plan via the exercise referral scheme* - The health referral programme has been suspended due to the lockdown and closure of the leisure facilities because of Coronavirus. It is not anticipated that the programme will resume when the Go Active facility re-opens on 25th July 2020 as the majority of clients will be classed as at risk. This situation is being monitored and the programme will be introduced when advice and guidance allows the service to do so safely.

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 31 targets, 20 are on track (64%), 10 have been affected by Covid 19 (32%) and 1 (4%) has been achieved.
- 2.2 This is an information report to keep Members informed of progress against the Council Ambition targets noting achievements and any areas of concern.

3 Consultation and Equality Impact

- 3.1 Not applicable as a report for information.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing 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 and outturns against the Council Ambition 2020-2024 targets 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: 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	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 Council ambition or Policy Framework	Links to all Ambition 2020-2024 aims and priorities

8 Document Information






Appendix No	Title
1.	Council Ambition Performance Update – Q1 April to June 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
Council Ambition Performance Update – Q1 – April to June 2020

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Achieved	The target has been successfully completed within the target date
 Covid Affected	The target has been affected by the Covid 19 Pandemic

Aim: Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity

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Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Corporate Resources	On track	 The Communications Strategy is currently being written and a draft will be ready for circulation by the end of August 2020.	Sun-31-Mar-24
ENV.02 - Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 -Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21	Corporate Resources	On track	 The most substantial impact on the Council's 20/21 Carbon reduction target is lockdown measures and Working from Home. April to June 2020 saw a significant reduction of travel to work and in work travel supported by virtual meetings. Work is ongoing to understand the full impact but from staff surveys and payroll data it is estimated that CO2 emissions reduced by 50 Tonnes. Work is now ongoing to embed some of these working practices in an effort to secure a 100 Tonne per annum ongoing reduction.	Sun-31-Mar-24
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Environment	On track	 Performance is estimated based on Q1 2019/20 Waste Data Flow figures at 4268.65 recyclable materials collected, this equates to a combined recycling and composting rate of 46.8%. This will be updated when the actual figures become available from WDF at the end of September.	Fri-31-Mar-23
ENV.04 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment	On track	 LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 4% target standard set.	Sun-31-Mar-24
ENV.05 - Sustain standards of dog fouling	Environment	On track	 LEQS's established 0% of streets and relevant land surveyed fell below grade	Sun-31-

Council Target	Directorate	Status	Q1 2020/21 Progress Update		Target Date
cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).				B cleanliness standards and within the 2% target standard set.	Mar-24
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.	Environment	Covid Affected		Face to face issuing of fixed penalties was suspended due to COVID-19, and therefore no fixed penalties were issued for these offences in Q1.	Sun-31-Mar-24
ENV.07 - Prepare and adopt a new Empty Property Strategy by January 2021 to support the Council's vision to bring empty properties back into use.	Environment	Covid affected		The strategy timetable has been reviewed at Growth Scrutiny Committee and there will be several opportunities for member involvement with the strategy development. The Housing Strategy team will work closely with the Portfolio holder and other stakeholders in the strategy development. The timetable has slipped from January to early February as the team had been redeployed to Community work and Homelessness work as part of the 'Everybody In' call.	Sun-31-Jan-21
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Environment	Covid Affected		Action Housing have completed the refurbishment of a long term empty property in Carr Vale. The property has been converted into 2 apartments which has provided 2 units of affordable accommodation, which are now both occupied. Action Housing are continuing with the conversion of an old Co-op building in Whitwell, which will be converted into 5 apartments. Work has been delayed due to Covid19, however it is expected that it will be completed before the end of this year. The Empty Property Officer is continuing to work in partnership with Planning Enforcement and Environmental Health to take enforcement action against 4 problematic empty properties in the District. Progress had been delayed due to Covid19 and officers being deployed to their departments, however work has now recommenced. A working group has been established to explore the option of introducing a Council Tax Premium for long term empty properties. If agreed this would be implemented in April 2021 and would hopefully encourage owners to bring their empty properties back into use. 1 Empty property brought back into use this quarter providing 2 units of affordable accommodation.	Sun-31-Mar-24
ENV.09 - Increase the use of organic herbicide treatments within the StreetScene Service by 2023	Environment	On track		Glyphosate herbicide based treatments reviewed in favour of adopting organic (i.e. Acetic Acid) herbicide treatments, which found that approach presented increased risks to staff applying organic alternatives due to their toxicity and not offering the same environmental, effectivity, control and performance of Glyphosate. On reviewing Glyphosate products, no scientific evidence for was found to support some concerns reported and further to consulting with DCC (BDC Highways Agency Client) were comfortable with continued use of Glyphosate products and reducing its usage where possible in the interim of	Fri-31-Mar-23

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
			its license review and/or other like performing products and systems identified. This target to be withdrawn	
ENV.10 - Develop a wild planting policy for parks and public open spaces where appropriate by March 2021	Environment	Achieved	The Council's Streetscene Policy now includes a statement (4.1.7) setting out the Council's consideration in establishing wild flora and/or diverse vegetative planted areas.	Sun-31-Mar-21
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by <i>date to be confirmed</i> .	Environment	On track	Since 1st April 2020 we have served 5 Community Protection Warnings (CPWs) one has successfully resolved the situation, three are currently within their monitoring period and one has not had the required effect. This has been progressed to a Community Protection Notice being served. Current success rate is 80%. (Awaiting confirmation of target date).	

Aim: Our Economy – by driving growth, promoting the District and being business and visitor friendly

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
ECO.01 - Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets.	Development	Covid Affected	Due to the COVID-19 pandemic, Economic Development have concentrated on assisting businesses affected by the government directed closures from mid-March 2020 into Quarter 1 2020/21. 19 Business Bolsover Ebuletins were issued to alert businesses and partners to the emerging support and grant aid packages. Economic Development Officers worked with DCC, other Derbyshire LA's, and county wide partners on the County & District Liaison Group to address the issues arising across the county during the pandemic. A BDC Recovery Plan was drafted to pull together the programmes and assistance, and looked at emerging issues, funding options, delivery mechanisms, and timescales. BDC received Local Authority Discretionary Grant funding of £622,750 for businesses who were not eligible for the Business Rates grants. The Economic Development Team participated in the county wide discussions to ensure uniformity in the schemes eligibility criteria and application process, and then promoted, assessed and awarded the Discretionary Grants, with 68 businesses receiving grants. Work has continued to support the application seeking funding for the proposed Technology Centre, and the application for the Construction Skills Partnership, which is progressing through appraisal.	Wed-31-Mar-21
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources	On track	Business growth (as measured by gross Business Rates) reduced by £101,450 (-0.16%) when compared to the outturn figure for 2019/20 (£65,445,968). This will be the baseline for this council ambition period.	Fri-31-Mar-23

Council Target	Directorate	Status	Q1 2020/21 Progress Update		Target Date
				<p>This target was not measured during 2019/20.</p> <p>When comparing the Q1 2020/21 outturn to the last revaluation (2017) then business growth has increased by £2,999,041 (+4.8%).</p> <p>Breakdown:</p> <p>Out-turn Q1 2020/21 £65,344,518, Baseline (Outturn 2019/20) £65,445,968 = difference - 101,450, -0.16%.</p> <p>Out-turn Q1 2020/21 £65,344,518, Baseline 62,345,477 (2017 Revaluation) = difference +2,999,041, +4.8%.</p>	
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development	Covid Affected		Working with partners has been temporarily suspended due to the strictures imposed by the COVID-19 pandemic, and the need to address urgent issues arising from the economic downturn. Now that partners and businesses are re-opening, work can re-commence in the near future.	Sun-31-Mar-24
ECO.04 - Prepare and adopt new Housing Strategy by January 2021.	Environment	On track		The strategy timetable has been reviewed at Growth Scrutiny Committee and there will be several opportunities for member involvement with the strategy development. The Housing Strategy team will work closely with the Portfolio holder and other stakeholders in the strategy development. The timetable has slipped from January to early February as the team had been redeployed to Community work and Homelessness work as part of the 'Everybody In' call.	Sun-31-Jan-21
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Development	On track		Net number of new dwellings completed for the period 1st April 2019 to 31st March 2020 was 439 dwellings.	Sun-31-Mar-24
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Environment	On track		28 units for last year (2019/20). This is an annual figure and not available until after the financial year-end. Also most sites have been closed through the Covid-19 crisis and we have not been notified of any completions during Q1.	Sun-31-Mar-24
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development	On track		Bolsover Homes is procured and funding was agreed at full council on the 22nd July 2020. This will allow pre-construction work and design to take place on new schemes and detailed design and costings on schemes with planning approval with a view to getting these on site in October 2020.	Sun-31-Mar-24
ECO.08 - Deliver identified transformation projects and initiatives	Corporate Resources	On track		£880,000 of financial improvements through 9 projects have been identified. 7 of those projects have been delivered with 2 in the pipeline (Selling Services and	Sun-31-Mar-24

Council Target	Directorate	Status	Q1 2020/21 Progress Update		Target Date
which forecast to deliver £1m of revenue efficiencies or additional income by 2023.				Green Technologies on Corporate assets).	
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track		The Service Reviews in each service area will be delivered through the Service Plan process by Nov 2020. This has been 'fast tracked' to ensure services areas take the opportunity to look at how the service area operated post Covid.	Sat-31-Dec-22
ECO.10 - Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023.	Development	Covid affected		As the Visitor Economy (VE) sector was shut down completely at the end of March 2020 due to COVID-19, the Town Centres & Tourism Officer, assisted by EDT Officers, contacted local VE sector businesses to offer support and guidance. Email contact details were collected and added to the Business Bolsover Ebulletin circulation list to ensure that the businesses were informed of the funding and assistance as it was released by central Government. This relationship has been on-going through the pandemic, which enabled a number of the businesses to apply for and receive grants. The Draft Tourism Strategy was completed and circulated to members and partners for input and endorsement. The COVID-19 pandemic then closed all VE sector businesses indefinitely (at that point in time), with huge economic implications, across all sub-sectors. The Draft Strategy will now be revisited as the sector emerges from the pandemic, re-opens to the public over the summer period, and stabilises. There will be long term implications from the pandemic for the sector which will take time to emerge and require further on-going support and assistance.	Fri-31-Mar-23

Aim: Our Customers – Providing excellent and accessible services

Council Target	Directorate	Status	Q1 2020/21 Progress Update		Target Date
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources	On track		Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards. Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The next step is to undertake an audit to establish gaps in customer satisfaction measurement and use that information to inform a rolling programme.	Sun-31-Mar-24
CUS.02 - Improve the overall performance and usability of the website by achieving a	Corporate Resources	On track		A new website is being developed and will be launched in September 2020. The template has been developed and the text/documents are currently	Sat-31-Dec-22

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
maximum score of 4 on 'Better Connect website report' by Dec 2022.			being added.	
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	Covid Affected	Baseline not completed due to COVID-19 and service area priorities. Service areas identified to measure target are Customer Services, Leisure, Revenues & Streetscene. Information is also being sought through the Service Planning process. Q1- 2020/21 Customer Services only - Online Transactions 2,605 Face/Face & Tel Contact 19,882 (F/F only from 15th June due to CC's not being open) (Q1 - 2019/20 Customer Service - Same period Online Transactions 641 F/F & Tel Contact 30,769)	Tue-31-Dec-24
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources	On track	During 2019 Thematic Action Groups worked on defining their new priorities and actions for the refreshed Sustainable Community Strategy 2020-2023. It was agreed that the document would align with the Council's Plan, therefore annual reviews will no longer be required. A draft was designed and sent to all partners for consultation during October/November 2019. Feedback and amendments received were made and a final draft was approved by Bolsover Partnership Executive Board in February 2020 and approved by full Council in March 2020. The Sustainable Community Strategy 2020 - 2023 refresh document was launched electronically at the Bolsover Partnership AGM in April 2020.	Sun-31-Mar-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	A review of performance against our corporate equality objectives for 2019/20 has commenced and will be published by September 2020. Due to C19 restrictions, our scheduled equality panel meetings have not taken place and have been suspended until further notice. It has not been possible to schedule Zoom panel meetings since various panel members do not have internet access. We finalised an Equality Impact Assessment for Video Conferencing and provided our Economic Development Team with advice and guidance on Equal Opportunities and Equality Monitoring.	Sun-31-Mar-24
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track	36 approaches from people facing homelessness. 18 cases prevented from becoming homeless (this includes 4 cases still open and receiving support - 50% in total). These figures include 11 single people accommodated under the Governments 'Everyone In' requirement to ensure there was no one	Sun-31-Mar-24

Council Target	Directorate	Status	Q1 2020/21 Progress Update		Target Date
				without accommodation during COVID	
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development	Covid Affected		The average number of days for quarter one is 55 days, and there has been no sheltered accommodation let in this time. The reason for the high figure is the impact that the Covid19 pandemic has had on the department and the halt on all lettings.	Wed-31-Mar-21
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development	On track		Currently the only tenant satisfaction that is captured is after a repair has been undertaken, for quarter one 100% satisfaction was achieved. Over quarter two further work will be undertaken into how we can roll out measuring satisfaction across the whole of housing services, including how will this be captured and recorded. This work will be started once the two new Heads of Service are in place.	Sun-31-Mar-24
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources	Covid Affected		All activities have been suspended since the lockdown due to Coronavirus. We will be opening the Go Active facility on Saturday 25th July 2020 with limited access to the gym, swimming pool and exercise classes.	Sun-31-Mar-24
CUS.10 - Deliver a health intervention programme which provides *** adults per year with a personal exercise plan via the exercise referral scheme	Corporate Resources	Covid Affected		The health referral programme has been suspended due to the lockdown and closure of the leisure facilities because of Coronavirus. It is not anticipated that the programme will resume when we open the Go Active facility on 25th July 2020 as the majority of clients will be classed as at risk. We will monitor the situation and introduce the programme when advice and guidance allows us to do so safely. A target number will be assigned at that point.	Sun-31-Mar-24

Bolsover District Council

Executive

26th October 2020

Transformation Programme Review

Report of the Portfolio Holder – Partnerships and Leisure

This report is public

Purpose of the Report

- To seek approval to change the emphasis of the Transformation Programme, post Covid19, and move to a programme focusing on strategic projects with reduced governance.

1 Report Details

- 1.1 As demonstrated in the January 2020 Executive report 'Transformation Plan Update', the Transformation Programme has achieved great things since its adoption in late 2018 which will have a lasting positive impact on the organisation. However, Covid-19 has significantly changed the world we live in, certainly for the medium term, if not forever. With such seismic change, the Council truly needs to be agile and adapt and react to the risks and opportunities presented by Covid19.
- 1.2 In line with the Recovery Plan, this report considers and proposes a revision to the transformation programme for future years.
- 1.3 Firstly, the review of services we offer and the development of staff should be considered a fundamental and ongoing part of any successful organisation. With this in mind, the Leadership Programme and Service Reviews will continue as a fundamental part of the Transformation Programme, all be it with a change of emphasis and as part of the Covid19 Recovery Plan.
- 1.4 The January Executive report outlined the strengths and achievements of the Transformation Programme however, elements of the programme have been problematic and could should be improved, namely:
 - a) Governance of the programme - The governance structure is resource intensive with in the region of 6 quarterly meetings to monitor progress across differing themes and a monitoring process for in excess of 43 projects, along with providing feedback on in excess of 128 project ideas.

The proposed governance structure is to move to one quarterly meeting of a Transformation Group to maintain a strategic overview of the programme. It is likely that project specific working groups may support and feed into Transformation

Group, rather than the theme groups. The theme groups will all be disbanded with the exception of the Climate Change Theme Group which will remain focused on the delivery of the Carbon Reduction Plan. The work of the Investment Theme Group is to be absorbed into the role of Asset Management Group (AMG).

- b) Project Ideas – The Transformation Programme commenced with a ‘Call for ideas’ for staff and stakeholders which generated in excess of 128 ideas. This created a large task of progressing all ideas to a stage where we were able to give meaningful feedback to the stakeholder who raised the idea. This year we were able to publish for staff a list of project ideas and an update to ensure staff felt their idea had been considered.

To reduce the monitoring resource required from the Partnership Team, Heads of Service and Service Managers, it is proposed that we stop monitoring the historic project ideas and switch to monitoring strategic transformation projects. There will be no ‘open call’ for project ideas, this will be replaced with direct engagement with staff on specific issues, similar to the survey recently undertaken about working from home, as well as encouraging staff and service managers to identify and implement operational improvements through team meetings and a rolling service plan development and review process.

- c) Financial Savings – proposals for cost savings can be addressed through the existing ‘line by line’ annual budget review process led by the Finance team. This removes the risk of ‘double counting’ savings and ensures that members are provided with consistent financial information presented by the Section 151 role. The financial impact of strategic projects will continue to be reported to the Transformation Group.
- d) Strategic Projects – Covid19 has advanced cultural change around digital transformation and agile working by many years. This advancement has created an opportunity for the Council to maximise the benefits over the next few years. This opportunity should be capitalised through the following strategic projects:

- Home/agile working – An organisation where work is what you do, not necessarily where you are. Embedding home/agile working and video conferencing to reduce the need to attend the workplace and ultimately reduce the number of desks required by both organisations.

Financial improvement = £67k/annum

Carbon Reduction = 100Tonne/annum

- Review of vacant space – A successful move to long-term home working will in the short-term assist with the social distancing challenges in the workplace whilst provide longer term, vacant space which could be better utilised by the Council.
- Development of Leisure Infrastructure – enabling and supporting partners to invest in leisure and recreation infrastructure to stimulate economic activity and improve the health and fitness of the community.

- Bolsover Homes – Direct delivery of 400 new Council homes across the district to stimulate economic activity, improve the availability and quality of affordable housing and
- Pleasley Vale Mills – Potential £60m investment to create and enhanced tourism offer, secure the future of the historic site and generate an income stream for the Council.
- Corporate Asset Carbon Reduction – The Council has two major contributors to its carbon footprint, its fleet and its buildings. This project deals with the buildings to procure advice and solutions to significantly reduce the Council's carbon footprint.
- Climate change marketing campaign to combine a survey of residents with the promotion of active support schemes to assist residents and businesses alike in saving money whilst reducing their carbon footprint.

1.5 These strategic projects, if successful, will deliver the majority of remaining £1m transformation financial target and 90% of the overall (725 Tonne) carbon reduction target. This is all in addition to unlocking strategic development sites, improving the customer experience and enabling significant capital receipts.

1.6 In addition to the strategic projects identified above, the Council and Mark Fletcher MP, have agreed to campaign and lobby on the projects listed below. Once any of the projects become closer to a delivery phase, these will be added to the list of transformation programme strategic projects:

- The development of a new purpose-built growth corridor to Shirebrook
- The development of the Treble-Bob roundabout in Barlborough
- An extension of the Robin Hood Railway Line from Shirebrook to Ollerton
- The development of a new passenger service and station in Pinxton
- Strongly lobbying HS2 to reconsider the routing of the line through the district
- Development of new cycling opportunities across the district
- The development of further education provision in Bolsover, one of the few local authority districts in the country without any post 16 educational opportunities
- To pursue the development of a Green Enterprise Zone, and other opportunities for regeneration and the creation of skilled job
- To work closely with the four town and parish councils of Bolsover, Clowne, Shirebrook and South Normanton in anticipation of future Towns Deal bids.
- A positive outcome for the district through Vision Derbyshire and Local Government Reform.

2 Conclusions and Reasons for Recommendations

2.1 Building upon the actions in the Covid19 recovery plan, the report proposes what a post Covid19 Transformation Programme should look like, suggesting less governance and more focus on key strategic projects that have the ability to deliver the key transformation programme drivers of:

- Transforming Finances
- Digital Transformation
- Transforming our Environment

- Transforming our Organisation.

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 The Jan 2020, Executive report evidences that the existing Transformation Programme is delivering on the strategic aims. If nothing changes, this work will still continue however, the process will be less efficient than proposed and less focussed on strategic projects.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Financial issues and implications are covered in the relevant sections throughout this report.
- 5.1.2 The Council has a risk management strategy and associated framework in place and the Strategic Risk Register is regularly reviewed through the Council's performance management framework. Strategic risks along with the mitigation in place to ensure such risks are manageable are reported to the Audit and Corporate Governance Scrutiny Committee at each meeting. The risk of not achieving a balanced budget is outlined as a key risk within the Council's Strategic Risk Register and is therefore closely monitored through these practices and reporting processes.

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 from this report.

6 Recommendations

- 6.1 That Executive agree to the Transformation Programme changes as outlined in the body of the report.

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 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title	
Background Papers		
Report Author		Contact Number
Head of Service – Organisation & Transformation		01246 242210

Agenda Item 11

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

Document is Restricted

Agenda Item 12

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

Document is Restricted