



To: Chair & Members of the Executive

The Arc
High Street
Clowne
S43 4JY

Friday, 12 February 2021

Contact: Amy Bryan
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Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of Bolsover District Council to be held as a Virtual Meeting (Zoom) on Monday, 22nd February, 2021 at 10:00 hours.

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

Virtual Attendance

I have provided **all Members** with advice that all meetings **must** be held virtually during the National Lockdown. The Council Chamber will not be available for Members to attend the meeting physically during this time. **Should you decide to disregard this advice and potentially be in breach of the law, you will be deemed to have accepted the risk assessments listed for the Arc.**

The Governance and ICT teams supporting the meeting will be working remotely, and can provide assistance to you for joining virtually.



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

The following risk assessments are available on the Modern.Gov App library:

- 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

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 style with a large, looped 'S' at the beginning and a long, sweeping tail on the 'g'.

Solicitor to the Council & Monitoring Officer

EXECUTIVE AGENDA

Monday, 22nd February, 2021 at 10:00 hours taking place as a Virtual Meeting

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 25 th January 2021.	5 - 10
<u>MATTERS REFERRED FROM SCRUTINY</u>		
None		
<u>BUDGET & POLICY FRAMEWORK ITEMS</u>		
None		
<u>NON KEY DECISIONS</u>		
5.	Customer Service Standards and Compliments, Comments and Complaints Report 2020/21 - April to September 2020	11 - 21
6.	Council Targets to Deliver the Ambition 2020-2024 Performance Update - October to December 2020	22 - 34
7.	Climate Change Update and Renewable Energy Tariff	35 - 43
8.	Appointment of Quantity Surveyor and Project Management for Safe & Warm Upgrades	44 - 46

9. **Local Development Order to Facilitate and Enable Regeneration of Shirebrook Market Place** 47 - 52

KEY DECISIONS

None

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

None

KEY DECISIONS

11. **Bolsover Homes Scheme at Sandy Lane/Thorpe Ave, Whitwell** 53 - 59
(Paragraph 3)
12. **The direct award through the EEM framework for External Wall Insulation works** To Follow
(Paragraph 3)
13. **Update on Discretionary Grants: Additional Restriction Grant and Local Restrictions Support Grant** 60 - 73
(Paragraph 3)

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Virtual Meeting on Monday, 25 January 2021 at 10:00 hours.

PRESENT:-

Members:-

Councillor Steve Fritchley in the Chair

Councillors Duncan McGregor (Vice-Chair), Nick Clarke, Mary Dooley, Clive Moesby, Sandra Peake, Liz Smyth and Deborah Watson.

Officers:- Lee Hickin (Director of Corporate Resources & 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), Pam Brown (Head of Leader's Executive and Partnerships), Ian Barber (Head of Property Services & Housing Repairs), Kath Drury (Information, Engagement and Performance Manager), Helena Skeavington (Contracts Administrator), Nicola Calver (Governance Manager), and Amy Bryan (Senior Governance Officer).

EX69-20/21 APOLOGIES FOR ABSENCE

There were no apologies for absence.

EX70-20/21 URGENT ITEMS OF BUSINESS

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

EX71-20/21 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.

Councillor Mary Dooley declared a Disclosable Pecuniary Interest in relation to Agenda Item 7 – Medium Term Financial Plan 2021/22 – 2024/25 – due to her being a tenant of a Council property. Any Members who were tenants of a Council property should declare an interest but had an automatic dispensation to remain in the room, speak and vote on the item. In accordance with this Councillor Dooley remained in the meeting and voted on the item.

EX72-20/21 MINUTES

Moved by Councillor Duncan McGregor and seconded by Councillor Mary Dooley
RESOLVED that the minutes of a meeting of the Executive held on 23rd November 2020 be approved as a true and correct record.

EXECUTIVE

NON KEY DECISIONS

EX73-20/21 AMBITION PERFORMANCE FRAMEWORK UPDATE - (Q2 - 2020/21)

Executive considered the report of the Portfolio Holder – Corporate Governance which reported on the outturns for Quarter 2 of 2020/21 for the Council Ambition 2020/2024 targets.

Out of the 31 targets, 25 were on track (80%), 3 had been affected by Covid-19 (10%), 2 had been achieved (6%) and 1 was awaiting an update (3%). Details were provided in the Appendix to the report for those targets that had been affected by Covid-19 and the one target that could not currently be updated.

In answer to a question about why there was not any specific information in the report regarding the contact centre, it was explained that in the Council Ambition 2020-2024 it was now a council-wide customer satisfaction target.

The Leader commended the efforts being made by the Council's Contact Centre and all council staff and stated that he had received numerous compliments regarding the efforts that had been made by all members of staff. Council officers had worked to the best of their ability under difficult circumstances in the past year. The Deputy Leader supported this and stated that the compliments that had been received had been very positive.

Moved by Duncan McGregor and seconded by Councillor Sandra Peake

RESOLVED – That progress and outturns against the Council Ambition 2020-2024 targets be noted.

REASON FOR DECISION: This was an information report to keep Members informed of the progress against the Council Ambition targets, noting achievements and any areas of concern.

OTHER OPTIONS CONSIDERED:

Not application to this report as it provided an overview of performance against agreed targets.

(Director – Corporate Resources)

EX74-20/21 ARCHITECTS FOR REMAINING SAFE AND WARM UPGRADES

Executive considered the report of Portfolio Holder – Housing which advised of the outcome of a tender process for Architectural Services for Safe & Warm upgrades to Jubilee Court and Valley View and sought approval for the awarding of a contract for these services.

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The Safe & Warm upgrade works included renewing a communal heating system, conversion of bathing facilities to wet rooms, conversion of some bedsit flats to a 1-bedroom layout, improvements to fire protection including an entire new sprinkler system, and an extension at one location.

Using the Procure Partnership Framework four architectural practices had submitted valid bids which had been evaluated on both price and quality. It was recommended that the contract be awarded to Halsall Lloyd Partnership.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor
RESOLVED – That Executive:

- (1) Agree to award the Contract for Architectural Services, within the Framework, to Halsall Lloyd Partnership.
- (2) Agree that progress on this contract be reported through the Housing Stock Group as part of Safe & Warm Projects.

REASON FOR DECISION:

To award a contract for Architectural Services for the Safe & Warm upgrade works to Jubilee Court and Valley View.

OTHER OPTIONS CONSIDERED:

A full competitive tender could have been carried out by the Council. This was rejected because as explained within the report, the Procure Partnerships Framework attracts a broader range of consultants.

(Director of Development)

BUDGET & POLICY FRAMEWORK ITEMS

EX75-20/21 MEDIUM TERM FINANCIAL PLAN 2021/22- 2024/25

Executive considered the report of the Portfolio Holder – Finance and Community Safety which recommended the proposed budget for 2021/22 for the General Fund, Housing Revenue Account and Capital Programme as part of the Council's Medium Term Financial Plan covering the years 2021/22 to 2024/25. The report also provided elected Members with an overview of the Council's financial position in order to inform the decision making process.

The Head of Finance and Resources & Section 151 Officer gave a presentation which outlined key areas of the report and the Council's financial position.

The Medium Term Financial Plan covered three areas:-

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

Executive's recommendations were to be reported to Council at its meeting on 3rd February 2021.

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The Council's Section 151 Officer was satisfied that the estimates were considered to be robust, employee costs were based on the approved establishment, investment income was based on the advice of the Council's Treasury Management Advisors and income targets were considered to be achievable. Likewise the Section 151 Officer was satisfied that the proposed level of reserves was adequate to fund planned expenditure and potential issues and risks that the Council may face.

General Fund

The Council's original budget for 2020/21 showed a deficit of £0.290m. Executive considered a Revised Budget in November 2020 and no changes were made to the budget position since that time. The final in-year position was dependent on the actual financial performance out-turning in line with the revised budgets as there may be further costs and/or savings identified as the year progressed. It was agreed that any surplus on the Council's two main revenue accounts be transferred to reserves in preparations for future expenditure.

The proposed budget for 2021/22 showed a deficit of £0.291m.

The report set out details of the anticipated level of Government funding and other areas of income, as well as details of the expenditure changes forecast over the Medium Term Financial Plan period. An increase in Council Tax of 2.75% was proposed.

The assumptions made in the budget setting process were also outlined in the report that related to: the effect of Covid-19 pandemic; increase in staffing budgets for pay awards; a reduction in investment income; anticipated price changes for inflation specific budgets; income from planning fees; fees and charges; and the departure of the UK from the European Union.

The Council's main uncommitted Financial Reserves were the General Fund Working Balance of £2.261m and the uncommitted element of the Transformation Reserve of £1.457m. Due to the uncertainty surrounding local authority income and the fact that the Council had reduced budgets to a minimal level, it was considered important that the Council continue to review whether the Council had an acceptable General Fund Working Balance.

Housing Revenue Account

A surplus of £0.095m was estimated on the 2020/21 budget, which was £0.011m lower than the current budget. It was proposed to transfer the surplus into the HRA Revenue Reserve for the next three financial years.

For the 2020/21 budget, the rent levels had been set in line with the Government's regulations with an increase of 2.7%, effective from 1st April 2020.

For 2021/22, an annual increase of Consumer Price Index rate 0.5% plus 1% was proposed, in line with the Ministry of Housing, Communities and Local Government's Policy Statement. This would mean an average increase on rents of £1.47 per week, which equated to £107.71 per year.

Capital Programme

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

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It was noted that there were to be three separate reports to Council on 3rd February 2020 concerning the Council's Treasure Management Strategy, Investment Strategy and Capital Strategy. The Capital Strategy report would consider capital financing such as borrowing which would enable the proposed capital programme budgets to proceed.

Executive were satisfied with the Council's current position and noted the good financial management that was currently in place.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor

RESOLVED – That the following recommendations be referred to Council:

- (1) That in the view of the Chief Financial Officer, that the estimates included in the Medium Term Financial Plan 2021/2 to 2024/25 are robust and that the level of financial reserves whilst at minimum levels are adequate, be accepted.
- (2) That officers report back to Executive and to the Budget Scrutiny Committee on a quarterly basis regarding the overall position in respect of the Council's budgets. These reports to include updates on achieving savings and efficiencies for 2021/22 and future years.

GENERAL FUND

- (3) A Council Tax increase of £4.99 is levied in respect of a notional Band D property (2.75%).
- (4) The Medium Term Financial Plan in respect of the General Fund as set out in Appendix 1 of this report be approved as the Revised Budget 2020/21, as the Original Budget in respect of 2021/22, and the financial projection in respect of 2022/23 to 2024/25.
- (5) That any further under spend in respect of 2020/21 is transferred to the Council's General Fund Reserves.
- (6) On the basis that income from Planning Fees may exceed £0.500m in 2020/21, the Head of Paid Service in consultation with the Leader be granted delegated powers to authorise such additional resources as are necessary to effectively manage the resultant increase in workload.

HOUSING REVENUE ACCOUNT

- (7) That Council sets its rent levels in line with government policy, increasing rent levels by CPI (.5%) plus 1% to apply from 1 April 2021.
- (8) That the increases in respect of other charges as outlined in Appendix 3 Table 1 be implemented with effect from 1 April 2021.
- (9) The Medium Term Financial Plan in respect of the Housing Revenue Account as set out in Appendix 3 of this report be approved as the Revised Budget in respect of 2020/21, and the financial projection in respect of 2022/23 to 2024/25.
- (10) That under spends in respect of 2020/21 to 2024/25 are transferred to the HRA Revenue Reserve.

CAPITAL PROGRAMME

- (11) That the Capital Programme as set out in Appendix 4 be approved as the Revised Budget in respect of 2020/21, and as the Approved Programme for

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2021/22 to 2024/25.

- (12) That the Head of Property Services and Housing Repairs be granted delegated powers in consultation with the Portfolio Member and the Asset Management Group to approve the utilisation of the £260,000 of AMP Refurbishment Work allocation, with such approvals to be reported back to Executive through the Quarterly Budget Monitoring Report.

REASON FOR DECISION:

To make recommendations on setting the budget in respect of the General Fund, the Housing Revenue Account and the Capital Programme.

OTHER OPTIONS CONSIDERED:

Alternative options were considered throughout the process of the preparation of the budget and were outlined in the report.

(Head of Finance and Resources & Section 151 Officer)

The meeting concluded at 10:29 hours.

Bolsover District Council

Executive

22nd February 2021

Customer Service Standards and CCC Report 2020/21 –
1st April 2020 to 30th September 2020

Report of the portfolio holder for Corporate Governance

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2020 to 30th September 2020.

1 Report Details

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

Customer Service Standards

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

Telephones – corporate (Appendix 2)

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2020 and 30th September 2020 by quarterly period. The report identifies 97% of incoming calls are being answered corporately within 20 seconds cumulatively. The department not achieving the key customer service standard of 93% over these periods was:

Quarter 1

- Customer Services (80%)
- Revenues & Benefits, who narrowly missed the target (92%)

Quarter 2

- Revenues & Benefits (80%)
- Housing Repairs (87%)
- Partnerships (89%)

This is largely due to the arrangements put in place for the Covid-19 pandemic, with Officers being deployed to other duties and working from home (the system does not record forwarded calls).

Contact Centres

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

Contact Centres achieved 82% and 54% for quarters 1 & 2 respectively (69% cumulatively).

Revenues & Benefits (direct dial)

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

Revenues & Benefits 'direct dial' achieved 70% and 76% for quarters 1 & 2 respectively (73% cumulatively).

E-mails

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

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

For this reporting period, 1st April 2019 to 30th September 2020:

- 6589 email enquiries (3,794 in Q1 and 2,795 in Q2) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 98.5% were replied to in full within 8 working days.

Despite other contact channels being available, e-mail still appears to be a popular method of contact.

Face to face monitoring

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

No monitoring has been carried out due to the Contact Centre being closed, as per the Covid-19 arrangements.

Compliments, Comments and Complaints (Appendix 3)

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 123 written compliments were received and represents a slight increase of recorded compliments (we received 111 for the same period 2019/20).

A good cross section of compliments was received from customers appreciating excellent service, including 35 for Revenues & Benefits, 30 for Streetscene Services, 20 for Customer Services (Contact Centres), 16 for the Leaders Executive Team and 15 for Leisure. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. All 65 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Some comments raised valid issues, particularly regarding the suspension of the 'green bin' recycling service (21) as such they were responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, and recorded on the Customer Information System (Firmstep) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days. 93% were responded to within this timescale which is a slight improvement on the figures for the same period last year (91%).

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 62 complaints were received during this period. 55 (88%) were responded to within our customer service standard of 15 working days. This does not meet the target and is largely due to the arrangements put in place for the Covid-19 pandemic, with Officers being deployed to other duties and working from home.

There were no trends for this period.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 18 stage three complaints were received, 94% (17) of which were responded to within standard. The complaint out of time was responded to within 21 working days and was a particularly complex one involving an enforcement issue.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2020/21 as of 19th November 2020. During the reporting period, we received one decision from The Housing Ombudsman Service of 'No maladministration'. The report also shows a decision from the Local Government & Social Care Ombudsman on 2nd October 2020 (just outside of the reporting period) of the 'Ombudsman cannot investigate this complaint'.

2 Conclusions and Reasons for Recommendation

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

3 Consultation and Equality Impact

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

4 Alternative Options and Reasons for Rejection

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

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government and Social Care Ombudsman or the Housing Ombudsman.

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

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

5.3 Human Resources Implications

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

6 Recommendations

That Executive note the overall performance on compliments/comments and complaints and customer service standards, particularly in the light of the constraints Officers have been working within during the Covid-19 arrangements.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
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District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 1/4/20 – 30/9/20
Appendix 2	Corporate telephony performance by quarterly period 1/4/20 – 30/9/20
Appendix 3:	Compliments, Comments and Complaints information:
A:	Compliments by department 1/4/20 – 30/9/20
B:	Comments by department 1/4/20 – 30/9/20
C:	Frontline resolution complaints by department 1/4/20 – 30/9/20
D:	Formal Investigation complaints by department 1/4/20 – 30/9/20
E:	Internal Review complaints by department 1/4/20 – 30/9/20
F:	Ombudsman complaints summary for 1/4/20 – 30/9/20
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 - 2020/21												
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	727	98%	17,898	82%	70%	3,794	100%	99%			20	70%
Quarter 1 Cumulative	727	98%	17,898	82%	70%	3,794	100%	99%			20	70%
July to September	1,712	97%	21,114	54%	76%	2,795	100%	98%	No monitoring undertaken due to Covid-19 pandemic arrangements		42	98%
Quarter 2 Cumulative	2,439	97%	39,012	69%	73%	6,589	100%	98.5%			62	88%
October to December												
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												

Appendix 2 - Telephony Figures 1/4/20 – 30/9/20

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Corporate Resources						
Partnerships & Transformation	31	31	100%	27	24	89%
Communications				10	10	100%
Customer Services	10	8	80%	28	26	93%
ICT	2	2	100%	749	747	100%
Leisure	3	3	100%	47	47	100%
Legal, Governance, Scrutiny & Elections	63	62	100%	83	74	94%
HR, Payroll & Health & Safety	149	149	100%	230	229	100%
Performance	10	10	100%	7	7	100%
Finance	46	46	100%	66	63	95%
Revenues & Benefits	14	13	92%	5	4	80%
	328	324	99%	1252	1231	98%
Development						
Housing Repairs	15	15	100%	39	34	87%
Property & Commercial Services	76	75	98%	60	57	95%
Planning	7	7	100%	34	32	94%
Economic Development	1	1	100%	4	4	100%
	99	98	100%	137	127	93%
Environment & Enforcement						
Streetscene Services	279	268	96%	323	310	96%
Housing & Community Safety	14	13	93%			
	300	288	96%	323	310	96%
Total	727	710	98%	1712	1668	97%
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 						

Appendix 3

A- Compliments 1/4/20- 30/9/20		Number
Corporate Services	Leaders Executive Team	16
	Customer Services	20
	ICT	1
	Leisure	15
	Communications	3
	Governance	3
	Finance	1
	Revenues & Benefits	35
		93
Development	Business Growth	3
	Housing (Repairs)	9
		12
Environment & Enforcement	Planning	2
	Housing (Allocations)	8
	Streetscene Services	30
	Environmental Health	2
	Community Safety	4
		46
Total		151

Compliments included:

I just wanted to send a quick Thank you and let you know my black bin has now been emptied as you said. Can I take this opportunity to pass on my thanks to every one of your key workers at this awful time	Streetscene Services Customer Services
Regarding Council Tax bill reconfiguration - Thank you for your email, I have received the revised bill today. Thank you for your support at this difficult time.	Revenues & Benefits
Thank you so much for this information (in relation to a small business rates claim) I just wanted to say how helpful the ladies have been on the phone and of course I understand how hard everyone is working at this time. I didn't want to appear like I was moaning I know everyone is doing their best, I have just been stressing, it seem like most of my customers are holding payments back and am a little worried for the business hence the conversation with Amanda but it wasn't a criticism. Again thank you to you and all the team who are working so hard and doing a great job.	Revenues & Benefits
We just wanted to express our grateful thanks to Bolsover DC for help yesterday and today. The surgery sent a prescription immediately and on Friday (today), at very short notice, your people very kindly collected it and delivered it to us. The lady who did so was very kind and efficient and later even brought a prescription sheet! We are most grateful to Bolsover and to the lady who brought the prescription. We wish to thank you and express our gratitude.	Leaders Executive Team Leisure
I just want to send a thank you message about the phone call from your rents dept asking about my welfare. I was most surprised and pleased that someone was keeping an eye on me. The lady who made the call was very nice and sounded like she cared. So thank you very much, you made my day better, and thank you Bolsover Council, my best wishes to all of you.	Housing

Tenant has phoned to say thank you very much for the efficient, kind and quick service that she has received in response to her toilet. She is 98 years old and appreciates the OOH service yesterday and BDC service today. Both workman were very kind and helpful	Housing Housing Repairs
Thank you for the lovely phone call, it was much appreciated. It was really nice to talk to someone who doesn't live in the same house, we've been in isolation for 3 1/2 months. Everyone at Bolsover District Council, take care and stay safe.	Revenues & Benefits
Resident rang to say he was very pleased with the service he received from the men who removed the flytipping he reported a couple of days previously. Thank you for removing it so promptly	Streetscene Services
Nice to meet you, I had a look at the link for the Settle flowerpot festival their entries look amazing. Really enjoyed the workshop.	Leisure

B- Comments 1/4/20- 30/9/20		Number
Corporate Services	Customer Services	2
	Leisure	2
	Communications	3
	Governance	7
	Revenues & Benefits	7
		21
Development	Business Growth	2
	Housing (Repairs)	3
	Property Services	3
		8
Environment & Enforcement	Planning	5
	Housing (Allocations)	3
	Streetscene Services	21
	Environmental Health	9
	Community Safety	2
		40
Total		69

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/20 - 30/9/20		Number	Out of timescale (3 working days)
Corporate Services	Customer Services	5	
		5	
Development	Property Services	1	1
		1	1
Environment & Enforcement	Housing (Allocations)	5	
	Streetscene Services	75	3
	Environmental Health	1	
	Community Safety	1	
		82	3
Total		88 (93%)	4 (7%)

D – Number of Formal Investigation (Stage 2) complaints 1/4/20 - 30/9/19		Number	Out of timescale
Corporate Services	Leisure	1	
	Communications	1	
	Governance	1	
	Finance	1	
	Revenues & Benefits	3	1
		7	1
Development	Business Growth	6	
	Housing (Repairs)	11	
	Property Services	3	
		20	
Environment & Enforcement	Planning	7	1
	Housing (Allocations)	12	
	Streetscene Services	2	1
	Environmental Health	7	3
	Community Safety	7	1
		35	6
Total		62	7

E – Number of Internal Review (S3) complaints 1/4/20 - 30/9/20		Number	Out of timescale
Corporate Services	Governance	4	
	Revenues & Benefits	1	
		5	
Development	Housing (Repairs)	2	
	Property Services	1	
		3	
Environment & Enforcement	Planning	1	
	Streetscene Services	3	
	Environmental Health	3	1
	Community Safety	4	
		11	1
Total		19	18

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
20/01/20	LGSCO complaint about regeneration work	Property & Commercial Services	Awaiting decision	
07/04/20	HO Noise complaint not investigated correctly	Housing Environmental Health	20/04/20	No maladministration.
10/09/20	LGSCO planning complaint	Planning	02/10/20	Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector.

LGSCO* Local Government and Social Care Ombudsman

HO* Housing Ombudsman

Bolsover District Council

Executive

22nd February 2021

<p>Council Targets to Deliver the Ambition 2020-2024 Performance Update – October to December 2020 (Q3 – 2020/21)</p>
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Report of Councillor McGregor, Portfolio Holder for Corporate Governance

This report is public

Purpose of the Report

- To report the quarter 3 outturns for the Council Ambition 2020-2024 targets.

1 Report Details

- 1.1 The attached contains the performance outturn as of 31st December 2020 (Information compiled on 29th January 2021).
- 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
 - 2 targets achieved previously
 - 1 target has been affected by Covid19 (ENV06)
 - 1 target is overdue:
 - **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.* The Strategy has been written and was presented at Scrutiny back in November, who endorsed it. The Strategy is currently out for public consultation and will be launched in late February/early March. Whilst there has been some slippage to the timescale there are no serious performance concerns.
- 1.4 **Our Economy – by driving growth, promoting the District and being business and visitor friendly**
 - 10 targets in total
 - 9 targets are on track
 - 1 target is overdue:

- **ECO.04** - *Prepare and adopt new Housing Strategy by January 2021*. The Housing Strategy is currently out for consultation and has been well received at Scrutiny. It is due to go to February Executive with a recommendation to be adopted. Whilst there has been some slippage to the timescale there are no serious performance concerns.

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

- 10 targets in total
- 7 targets are on track
- 3 targets have been affected by Covid19 (CUS07, CUS09 & CUS10).

1.6 Details have been provided in the appendix for those at exception including those affected by Covid19.

2 Conclusions and Reasons for Recommendation

2.1 Out of the 31 targets, 23 are on track (74%), 4 have been affected by Covid 19 (13%), 2 (6%) have been achieved (previously) and 2 (6%) are overdue.

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 – Q3 October to December 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 – Q3 – October to December 2020

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Overdue	The target has passed its due date for completion (and there is a serious performance concern).
 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

25

Council Target	Directorate	Status	Q3 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	 We have featured the Bolsover Woodlands scheme in InTouch and on Bolsover TV and created a specific web page for this. The next meeting of the Carbon Reduction Group is in January, when we will have a clearer idea of what the group's focus will be on in terms of communication and publicity.	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	 An Executive report is currently being drafted which summarises all Climate Change actions and impacts. The cumulative carbon reduction is in excess of 660 Tonne reduction (Note this is subject to change as the report is finalised). Due to Covid and the closure of Go Active in particular, there is no value in comparing 20/21 with other years. By way of reassurance the Council is on course to achieve the 100 tonnes reduction in 20/21. Whilst not planned the swift switch to agile working for the workforce due to Covid-19 has significantly reduced travelling to work by employees contributing positively towards this target.	Sun-31-Mar-24
ENV.03 - Achieve a combined recycling and composting rate of	Environment	On track	 Performance is <u>estimated</u> based on Q3 2019/20 Waste Data Flow figures at 2701.79 tonnes recyclable materials	Fri-31-Mar-23

Council Target	Directorate	Status	Q3 2020/21 Progress Update		Target Date
50% by March 2023.				collected, this equates to a combined recycling and composting rate of 35.8%. This will be updated when the actual figures become available from WDF at the end of March. Q2 (2020\21) <u>Actual</u> recyclable\compostable material collected within this period was 4229.95 tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 45.2%. The amount collected is roughly comparable to 2019/20 Q2 (4275.9t) the lower recycling rate percentage is due to an increase in residual waste collected (5129t) during the Covid-19 lockdown period.	
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 4% 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 cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment	On track		LEQS's established 1% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.	Sun-31-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		Due to lockdown restrictions, much of the proactive patrolling for these offences has been suspended, but as restrictions are lifted, we will be able to progress enforcement in a more organised and proactive manner. Target to be changed to 'by 20% over a 5 year period'.	Sun-31-Mar-24
ENV.07 - Prepare and adopt a new Empty Property Strategy by January	Development	Overdue		The Strategy has been written and was presented at Scrutiny back in November, who endorsed it. The Strategy is	Sun-31-Jan-21

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
2021 to support the Council's vision to bring empty properties back into use.			currently out for public consultation and will be launched in late February/early March. Whilst the timetable has slipped there are no serious performance concerns.	
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Development	On track	<p>Action Housing have completed the Old Co-op building in Whitwell and it is now ready for tenants to move in. The building comprises of 5 apartments which will be rented as affordable housing with nominations through the Council's waiting list.</p> <p>Enforcement action is continuing on 3 long term empty properties and it is expected that these will be brought back into use within the next year. 1 property, which the Council had started enforced sale proceedings against, has now been leased to a Housing Association who will refurbish it through Homes England money and rent it out as affordable housing.</p> <p>The long term empty property at Palterton has begun the process of being brought back into use, with assistance from an energy company which has been facilitated by the Council.</p> <p>A meeting was held in December regarding introducing a Council Tax Premium and a steering group has been established. A further meeting will be held within the next quarter to further discuss the feasibility of introducing a premium. It is expected that - if introduced - it would be April 2022 and it would apply to properties that have been empty for more than 5 years.</p> <p><u>To date 2 empty properties have been brought back into</u></p>	Sun-31-Mar-24

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			use, providing 7 units of accommodation.	
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Environment	On track	<p>There have been a further 7 CPWs served.</p> <p>Of the 21 CPWs served so far this year 15 (71%) have been a success, 1 has failed (5%), 1 was cancelled because the tenancy was terminated (5%) and 4 (19%) are within their monitoring period.</p> <p>The cases are continually monitored for the duration of the case (usually 12 months) and are only deemed to be failed if the case progresses to a Community Protection Notice (CPN).</p> <p>Combining those within their monitoring period (and the cancelled one) and the successful CPW the outturn is 95%.</p>	Mar -24

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

Council Target	Directorate	Status	Q3 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	On track	Working draft to be presented to informal meeting of growth scrutiny on 22 January 2021.	Wed-31-Mar-21
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources	On track	Out-turn Q3 2020/21 £65,165,556, Baseline (Outturn 2019/20) £65,445,968 = difference -280,412, -0.43%	Fri-31-Mar-23

Council Target	Directorate	Status	Q3 2020/21 Progress Update		Target Date
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development	On track		<p>Coalite: Remediation of Plots 6, 7 & 8 completed; remediation of Plots 1, 2 & 3 (North East Derbyshire) due to be completed March 2021; remediation of Plot 4 due to be completed February 2021; remediation of Plot 5 completed subject to gas validation tests. Highway improvement works due to start April 2021.</p> <p>Clowne Garden Village: currently in discussions re: s.106 legal agreement; site visit arranged with Homes England to discuss further funding opportunities January 2021.</p>	Sun-31-Mar-
ECO.04 - Prepare and adopt new Housing Strategy by January 2021.	Environment	Overdue		The Housing Strategy is currently out for consultation and has been well received at Scrutiny. It is due to go to February Executive with a recommendation to be adopted. Whilst the timetable has slipped there are no serious performance concerns.	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	Environment	On track		<p>The survey work that underpins the information has traditionally been collected on an annual basis (usually end of March / beginning of April) and so figures on a quarterly basis are not available. However, informal monitoring of the number of houses being built by developers on approved sites across the District indicates that we are on track to meet the annual target when we report comprehensively on this Q1 2021/22.</p> <p>In addition, a new monitoring regime is being readied for 2021/22 to provide quarterly information going forward.</p>	Sun-31-Mar-24
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development	On track		The final figure for affordable housing completions in any given year is collated annually after year end. However, we are aware that 21 affordable homes have already been completed to date during the 2020/21 financial year. Over a hundred more affordable homes have received planning	Sun-31-Mar-24

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			permission and the majority of these are under construction.	
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development	On track	Work has started on 4 sites in Whitwell which will deliver 16 homes. Work is due to start on site in April 2021 which will deliver 21 properties. Phase 1 reports have been commissioned to a number of sites. Design work is on-going to Langwith, Shirebrook & Blackwell	Sun-31-Mar-24
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. <u>Note</u> This covers transformation programme 2 which started in 2018	Corporate Resources	On track	No further update on financial figures from previous quarter (see below). A review of the 5% - 10% financial improvements suggestions from each Service Plan will be reviewed during January 2021. To date, £880,000 of financial improvements through 9 projects have been identified. Outturn savings for 2021/22 of £702,000 considered achievable (Internal Audit report 05/11/20 – Corporate Targets).	Sun-31-Mar-23
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track	The Service Review process was incorporated into the Service Plan process which is now substantially completed. This target expected to be fully completed by Q4. .	Sun-31-Mar-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	On track	Cycling infrastructure strategy currently out for consultation. Final Draft of Tourism Strategy should be out for consultation end of January 2021	Fri-31-Mar-23

Aim: Our Customers – Providing excellent and accessible services

31

Council Target	Directorate	Status	Q3 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	<p>We are awaiting the report from the questions seeking satisfaction with the Council and local area asked in the October Citizen Panel Survey. These will be reported at Q4.</p> <p>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 Performance team is currently undertaking an audit to establish gaps in customer satisfaction measurement and that information will inform a rolling programme.</p>	Sun-31-Mar-24
CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022.	Corporate Resources	On track	<p>We now have access to a web reporting tool (Silktide) that gives us scores out of 100 on the following areas: content (90), accessibility (95), user experience (97) and marketing (92) - all of which are showing as excellent. We are continually working our way through any errors the system is showing and this will enable us to improve our scores and the overall performance and usability of the website.</p> <p><u>Note:</u> Target description to be changed to reflect the web analysis tool now being used.</p>	Sat-31-Dec-22

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	On track	Digital Transactions - 20,314 Face/Face & Tel and all other non-digital contact - 35,549 Total contact transactions - 55,863 = <u>36% transactions via digital method</u> Digital channels involve no officer support e.g. online transactions via the website and automated telephone payments (ATP). Customer Services, Leisure, Revenues and Streetscene have been selected to be monitored under this target. The methodology for this new target is still being evolved.	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	Delivery against the SCS continues through the Thematic Action Groups which have continued to meet electronically during the pandemic. Naturally focus has shifted slightly to accommodate community needs during this time. As part of the annual review priorities are likely to shift to focus on the immediate, medium and long term recovery following the Covid-19 pandemic.	Sun-31-Mar-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	Executive have approved the first year review of the progress against the equality objectives set in the Single Equality Scheme 2019-2023. This will be published shortly on the website. The review has demonstrated wide and varied achievements against the four objectives and the public sector duty (Equality Act) generally. Work continues on promoting equalities with refresher awareness sessions for employees scheduled for late January and February.	Sun-31-Mar-24
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track	April - December 2020 - 103 approaches from people facing homelessness. 69 cases prevented from becoming homeless (this includes 12 cases still open and receiving support). 67 % in total.	Sun-31-Mar-24

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development	Covid Affected	Voids continue to remain a priority. We have issued the first Ward void report to ensure Members are kept informed regarding voids in their area. Relevant Heads of Service are in the process of agreeing new targets in relation to voids. This will be progressed in accordance with arrangements for amending Ambition targets. Housing are still unable to get electronic data out of the open system so the figures have been produced from a manual report. <u>The current void times are 212 days for minors and 159 for majors with 210 days for all voids (days).</u> The turnaround days are very high for a number of reasons. Covid-19 has affected both repair and lettings. These figures include a number of voids that have been empty for many days whilst awaiting capital schemes and they in turn falsely inflate the minor works figure significantly (if one of these properties is removed the figure drops to 96 days). Although these figures are far from target we are determined to report figures openly with no properties removed unless agreed with the Portfolio Holder. As can be seen from the current figures, continued impact of Covid-19 and the numbers of properties that have formed part of capital schemes currently in the lettings process, it is unlikely that this target will be achieved by the end of March 2021. Void repairs and lettings are continuing throughout the current lockdown and other measures like pre-termination visits are being drafted ready for when restrictions are lifted which will have a positive impact in reducing these average timescales towards acceptable levels.	Wed-31-Mar-21
CUS.08 - Maintain high levels of tenant	Development	On track	We don't capture customer satisfaction formally at	Sun-31-

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
satisfaction with council housing and associated services			present. This is a key area to inform and drive service improvements and this target was discussed at length when we looked at the new business plans. Following this the Tenant Involvement Officer has started some work to look at ways (other than the STAR survey) to capture a range of customer satisfaction. This work also includes commissioning an equivalent full survey if we wish to. We also decided we would like to start the tenants Newsletter (possibly in April 2021) and this can incorporate some questions. Currently we are not collecting customer satisfaction information in relation to repairs due to the reduced working through Covid-19. Once the reporting element of the new housing system is implemented we'll be able to report on repair satisfaction.	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	The facility was forced to close again in December, but attracted another 7080 customers, giving us a running total for the year of 32,583	Sun-31-Mar-24
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	Corporate Resources	Covid Affected	The health referral programme is still suspended due to the Coronavirus pandemic. We are working closely with colleagues in Public Health to determine when it will be safe to bring clients back into leisure facilities for exercise. In the meantime we are keeping in contact with individuals and have filmed classes that can be accessed by clients through Bolsover TV.	Sun-31-Mar-24

Bolsover District Council

Executive

22 February 2021

Climate Change Update & Renewable Energy Tariff

Report of Councillor N Clarke, Portfolio Holder Carbon Reduction Efficiencies

This report is public

Purpose of the Report:

- To provide Executive with an update of steps taken to achieve its climate change ambitions
- To seek agreement to purchase electricity from certified renewable sources from April 2021

1 Report Details

- 1.1 In 2018, the Council adopted the Carbon Reduction Plan which set out the Council's ambition to both reduce its own carbon footprint, along with leading the community to do the same. This report provides Executive with an update on actions and initiatives that the Council has undertaken in order to meet its climate change objectives.

Theme 1 – Sustainable Buildings and Workplaces

- 1.2 Energy Efficiency Measures (Corporate Buildings)

Improvements to LED Lighting at the Arc has led to an annual carbon saving of 32,381kg (32.4 tonnes). This is due to be rolled out across other facilities in the near future.

Variable speed drives have been fitted on appropriate plant equipment situated at The Arc which offer an energy saving with payback for this investment being achieved in a couple of years and achieve an annual carbon reduction of 12,100kg (12.1 tonnes).

Theme 2 – Renewable Energy

- 1.3 As outlined in the Council's Recovery Plan and previously discussed at the Climate Change Group, Property and Estates are about to commission a full feasibility assessment which considers all options and technologies, including but not restricted to, improving insulation, air source heat pumps, ground source type installations. The assessment is will provide:
- A detailed feasibility study to assess the potential and suitability of all corporate buildings for a programme of carbon reduction measures.

- RAG rated options in terms of suitability, with clear identification of any opportunities or potential risks.

This project will be jointly commissioned with North East Derbyshire District Council and funded through a Low Carbon Skills grant of £20,000.

Theme 3 – Low Carbon Fleet

- 1.4 A demonstration of a BEV (Battery Electric Vehicle) was undertaken during 2019 to establish suitability for utilisation in the Council's shared courier service.

The demonstration of this small car derived van established suitability in meeting the Council's shared Courier Service requirements and should be further progressed however, the need for a courier service is being reviewed at the time of writing.

A further trial of a BEV vehicle has been undertaken which offers greater vehicle range to that of the earlier demonstration and has Pool Car potential.

The above testing informs future procurement decisions when fleet renewal is required, along with establishment of 'fast charge' facilities at key operating facilities.

Grounds maintenance operations now utilise battery powered chainsaws\pole-saws. Trials continue to be undertaken with hedge cutters which have not proven successful due to size and weight of battery pack. Further consideration of battery hand tools will be given 'as and when' operational plant falls due for replacement and suitability\availability of battery\electric powered tools.

Theme 4 – Transport

- 1.5 Covid19 Travel - While the seismic changes in how the Council operates were obviously not planned, the disaster recovery planning and infrastructure allowed the Council to react and support the mass migration to home working. The scale of the shift to home working is from 7% of office based staff frequently working from home pre-Covid19 to around 90% now.

The subsequent reduction in travel associated with this presents both short-term and long-term benefits. For example, if the workforce worked from home half of the time and continued to use virtual meetings, the potential CO2 savings will be in the region of 100 tonne per annum. With 90% of the workforce at home for the period April-July, the CO2 emission savings are in the region of 60 tonne.

In addition to the carbon savings made, there have been improvements in our digital services to residents such as face-to-face video appointments (Revenues and Housing Options) and a growth in the number of accessible services available online. Whilst difficult to measure, this further reduces the need to travel and subsequent CO2 emissions.

Clearly this has been driven by short term need, but it has clearly demonstrated what can be achieved, and a major strategic project for the next 12 months will be

to embed this and ensure it is a win-win scenario for carbon reduction, customer satisfaction, staff work-life balance and quality of service.

Theme 5 - Planning

- 1.6 The most significant way to reduce lifetime emissions from new buildings is to reduce the energy needed to heat and cool a house, and that is primarily down to better design and insulation. Other passive elements reduce water usage and overall impact of housing on our environment. Our planning and building control departments are involved throughout the planning process in ensuring these items are all addressed.

Theme 6 – Community Collaboration

- 1.7 Parish Council Climate Change Advice Pack – In January 2021 an information pack was distributed to all Parish Councils to assist them in making carbon reduction savings of their own. Following on from this, we conducted an Energy Audit and provided SALIX green technology/energy efficiency bid recommendations for the Oxcroft Centre Stanfree on behalf of the Town Council.

Derbyshire County wide Climate Change Group – In 2019, the Council joined the Climate Change Officer Working Group to consider and develop large scale carbon reduction and air quality improvements focusing on transport and travel infrastructure. This partnership is further developed through the Vision Derbyshire climate change objective. The Director for Corporate Resources is the Derbyshire lead officer for 'living and working sustainably' with two strategic projects, 'Thanks a Tonne' and external wall insulation for private households, in development.

Support and advice for Residents - During 2020/21 we have undertaken the following activity to support residents:

- Home Improvement Team have visited 22 owner occupier properties from April to September (limited due to COVID-19)
- Working in partnership with the Derbyshire County Council Healthy Homes Team, 27 new heating systems have been installed to the most vulnerable residents. This is an investment of £99,188.36 safeguarding the wellbeing of the districts most vulnerable residents and providing a reduction in carbon emissions in the region of 23 tonne per annum.
- To continue improving Bramley Vale from the funded gas main connection and heating upgrade project, the Council is looking to secure £410,000 from the Green Homes Grant Local Authority Delivery (GHG LAD) scheme Round 1B.
- Continue working in partnership with Cadent Affordable Warmth (CAW) Solutions to fund gas connections to the most vulnerable Council Tenants so that a modern affordable heating system can be installed. This is forecast 50 properties at £80,000 from CAW.

Electric Vehicle (EV) Charging point – An EV charging station has been installed at The Arc as part of the council's efforts to support the community to reduce carbon emissions and improve air quality. The charging station is a rapid charging point which can charge vehicle batteries up to 80% in only thirty minutes.

1.8 Housing Improvements

Bolsover Homes – New build housing built to a high standard of energy efficiency, 103 completed to date with 16 under construction and contracts ready to be signed on a further 21.

Boiler Replacement – Following the installation of 4642 boilers, 93% of our housing stock benefit from high energy efficiency boilers. This investment is estimated to reduce carbon emissions by approximately 4054 tonne per year whilst saving residents in the region of £881,980 per annum.

District heating improvements - We are currently undertaking a programme to replace in-efficient district heating systems with new boilers, insulated pipework and individual heat units to our sheltered housing schemes.

External Wall Insulation (EWI) – We have completed EWI to 292 properties within the district and have submitted a bid for additional funding for properties at Bramley Vale. With an average carbon saving of 1.1 tonne per property, this equates to approximately 321 tonne reduction in carbon emissions.

Cavity Wall Insulation (CWI) = Over a number of years we have undertaken CWI works to all properties with a cavity, 3836 in total.

Internal wall insulation (IWI) - As part of a £13m refurbishment scheme to grade II properties at New Bolsover we carried out IWI to 134 council owned properties. This led to an energy improvement rating going from an F (38) to a D (62). In real terms this has reduced energy costs in these properties by over 50%. The forecast carbon reduction for this project is in the region of 228 tonne per annum.

Loft Insulation (LI) – 83% of housing stock benefit (4210 properties) from loft insulation with approximately half, in line with or exceeding recommended levels of 270mm-300mm in line with current building regulations. The remainder do not have a loft or a space that can safely be accessed by a certified contractor. This investment is estimated to reduce carbon emissions by approximately 5806 tonne per year whilst saving residents in the region of £1,263,000 per annum.

The housing improvement work outlined above have, in some cases, been underway for a number of years. However, the above provides an outline of the considerable progress to date and the impact of continued investment on energy efficiency programmes.

Theme 7 – Biodiversity

- 1.9 Recycling - The Council's combined recycling rate is slightly below the national average of 43.5% achieving a recycling rate of 41% in 2019/20.

The Government (Defra) has consulted on its new UK Waste & Resource Strategy which has two overarching objectives to (a) Maximise the Value of Resource Use and (b) Minimise Waste and its Impact on the Environment.

Consultations closed 12th May 2019; it was anticipated further consultations would be undertaken during 2020. Following new legislation, a re-modelling of the Council's waste collection service, particularly around food waste, is required. This is anticipated to result in a further 'increased stepped change' in our combined recycling performance. However, the impact of BREXIT and Covid-19 have delayed Defra's further guidance being published.

Carbon Sequestration and Biodiversity – The Council are working with Sheffield Hallam University on a project to improve the biodiversity and carbon sequestration of marginal parts of green and open spaces in the ownership of the Council.

Internal funding was agreed by the university with a planned start in May 2020. Unfortunately, this has been delayed due to Covid19 and will now be considered again by the university once field work is permitted for students.

Theme 8 – Procurement

- 1.10 A revised procurement policy has been agreed with carbon and climate considerations embedded. Until this time, since summer 2019, a supplementary questionnaire regarding carbon emissions is being sent out with the standard tender documentation.

Examples in the document will ask bidding contractors if they have formal environmental management systems in place such as ISO14001 or EMAS. Other aspects will query locally sourcing of materials and labour in order to minimise travel etc.

This change in policy ensures that environmental sustainability is at the heart of decision making when selecting the right product and/or supplier.

Future Key Carbon Reduction Projects

- 1.11 The Council have drawn up a series of strategic projects that directly contribute and deliver the Council's own carbon reduction targets and contribute to the wider carbon reduction of the community.
- Home/agile working - 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. The vision is to consider work as something you do, rather than a place you go.
 - Undertake an annual review of the Climate Change Plan to ensure it remains relevant and aligns with the scale of the challenge and opportunities that are presented.
 - Bolsover Community Woodlands Project – Working with the Woodland Trust to bring about significant tree planting across the District to help reduce carbon dioxide levels in the atmosphere through the process of carbon sequestration, i.e. trees absorbing carbon dioxide that is already in the atmosphere as they grow. A funding bid for approximately £250,000 from the Woodland Trust's Emergency Tree Fund has been successful and this will lead to a flagship

Community Woodland (approximately 27,500 trees) being created on former colliery land to the south of Creswell, in addition to several smaller tree planting projects, from 2021 onwards.

1.12 Renewable Energy Tariff Project:

The Council buys its utilities through a national public framework called Crown Commercial Services (<https://www.crowncommercial.gov.uk/about-ccs/>). Crown Commercial Services are the biggest public procurement organisation in the UK. They use their commercial expertise to help buyers in central government and across the public and third sectors to purchase everything from locum doctors and laptops to police cars and electricity.

In recent months, we have been working with Crown Commercial Services to understand the impact and opportunity to reduce our carbon footprint by buying our energy through certified renewable sources.

1.13 Renewable Energy Guarantees of Origin (REGOs):

REGO certificates are issued for every megawatt hour (MWh) of eligible renewable output to generators of renewable electricity and can be sold to suppliers as a guarantee of energy being generated from a renewable source. The table below outlines the price increase based upon the unit rate and our forecast future usage for REGOs from EDF for the April 2020 delivery period.

	Fuel Mix	Uplift p/kWh	Additional Annual Cost
EDF Standard	Solar, Wind, Hydro and Biogas.	0.05	£1,198.58
EDF Clean	Solar and Wind.	0.07	£1,678.02
EDF Select	Customer choice of location and generation type.	0.08	£1,917.73

There are three differing tariffs options to the Council which are certified renewable:

- i. **EDF Standard** – Whilst from renewable sources, this tariff includes electricity generated using biomass generation. Biomass is a renewable energy source, generated from burning wood, plants and other organic matter, such as manure or household waste. It does release CO₂ when burned, but considerably less than fossil fuels. The Energy Saving Trust does consider biomass a renewable energy source, if the plants or other organic materials being burned are replaced. There are unanswered questions regarding the long-term impact of biomass on air quality in particular around particulate matter and nitrogen dioxide (NO₂).
- ii. **EDF Clean** – As above but without the air quality question marks around biomass.
- iii. **EDF Select** – The council can choose where the certified renewable energy comes from. This may be particularly useful if large scale renewable energy generation is happening in the district or county.

1.14 Similar to REGOs for Electricity, you can purchase renewable gas from the supplier, this comes in the form of Biogas. Biogas will produce carbon dioxide, but as with

biomass, it is produced from the anaerobic digestion of plant and animal waste that can again be reabsorbed by growing plants/trees. The cost of Biogas is more volatile than the cost of REGOs, below is the latest quote received from Corona for Biogas. The forecast additional cost for purchasing biogas instead of natural gas is detailed in the table below.

	Uplift p/kWh	Additional Annual Cost
Biogas (Corona)	1.03	£56,802.82

- 1.15 The potential carbon emissions savings through purchasing gas and electricity through renewable tariffs are detailed below:

	Annual Consumption (kWh)	CO2e2 emissions (tonnes)
Gas	5,514,837	1,107.76
HH Electricity (EDF)	2,397,167	606.94
NHH Electricity (British Gas)	536,789	135.91

- 1.16 Whilst the greatest carbon emissions savings are delivered through biogas, the additional cost pressure on the general fund is prohibitive at a time when the Council's finances are still recovering from lost income through Covid and challenges to recover the position.
- 1.17 However, significant carbon reduction (741 tonnes) savings can be delivered through renewable electricity tariffs at a cost which is not prohibitive for the Council. Given the air quality concerns from biomass electricity generation, particular with the Council's role in controlling air quality, it is recommended that from April 2021, the Council purchase renewable electricity from the EDF Clean tariff at a forecast increased cost of £1678 per annum.
- 1.18 Purchasing electricity from a renewable tariff doesn't negate the need to reduce our overall electricity consumption. Purchasing from certified renewable sources shows the demand is there. It sends a message to your supplier and the wider industry that you wish to avoid electricity generated from fossil fuels and gives investors' confidence that there is demand for further green infrastructure.
- 1.19 It should be noted that the information, projects and outcomes detailed in this report are from across the Council from Street scene to ICT, Facilities to Housing, and is an indication that the Council's climate change ambitions are embedded and being realised across all departments.

2 Conclusions and Reasons for Recommendations

- 2.1 The report summarises the progress to date on the Councils own climate change objectives and estimates CO2 emission savings of in excess of 661 tonnes per annum, in addition to as how it is working with partners to provide community leadership on the matter. It is not possible or practical to calculate the carbon reduction estimates in all scenarios. The carbon reduction figures provided should be considered indicative of what is likely to be achieved.

- 2.2 In order to further reduce our emissions and to demonstrate demand for renewable energy, this reports that the Council commits to purchasing electricity from a certified renewable energy tariff in the future.
- 2.3 This decision reduces the Councils carbon emissions by a further estimated 741 tonnes per annum which is a greater reduction than the whole corporate target of a 750 tonne reduction over a period of 3 years.
- 2.4 The Council has numerous options where it can invest to reduce carbon emissions and contribute towards its climate change objectives. However, each investment decision has differing potentials in carbon reduction terms. For instance, an investment of £584,000 in a BEV Refuse Collection Vehicle may achieve 33 tonne CO₂ reduction compared to that of its diesel counterpart. This investment equates to £17,697 per tonne reduced. However, a comparable investment of £500,000 would facilitate external wall insulation (EWI) to 115 properties which may achieve 131 tonne CO₂ reduction, equating to £3,816 per tonne.

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 Do nothing – The council could choose not to increase the unit cost of energy and simply choose the cheapest tariff. This was discounted due to the significant carbon emission savings from the recommendation.
- 4.2 Purchase a renewable gas tariff too – This is addressed in the body of the report.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 No financial risks other than those identified in the body of the report.
- 5.1.2 Climate Change is an issue that both the Council and community are passionate about. The purchase of renewable energy sources to reduce carbon emissions is subjective. This report clearly demonstrates that the Council are serious about climate change and in addition to buying renewable energy, we are directly address our own demand for energy and leading the community to do the same.

5.2 Legal Implications including Data Protection

- 5.2.1 This report does not impact on how we procure our energy. The energy will still be required to be purchased in line with standing orders. The report recommends that renewable electricity is procured.

5.3 Human Resources Implications

- 5.3.1 None arising directly from the report

6 Recommendations

- 6.1 That Executive note the update on Climate Change actions.
- 6.2 That Executive agree to procure renewable electricity in future years as outlined in 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

Bolsover District Council

Executive

22nd February 2021

<p>Quantity Surveying and Project Management for remaining Safe and Warm Upgrades</p> <p>for Bolsover District Council</p>
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Report from Cllr S Peake (Portfolio Holder – Housing)

This report is public

Purpose of the Report

- To seek approval to awarding the contract for Quantity Surveying and Project Management Services for Safe & Warm Upgrades for Jubilee Court and Valley View.

1 Report Details

- 1.1 It was identified that a contract was required for Quantity Surveying and Project Management Services for Safe & Warm Upgrades to Jubilee Court and Valley View in accordance with current procurement Guidelines.
- 1.2 The Safe & Warm works referred to in paragraph 1.1 involve renewing communal heating system, conversion of bathing facilities to wet rooms, conversion of some bedsit flats to a 1 bedroom layout, improvements to fire protection including a new sprinkler system and an extension at one location
- 1.5 Seventeen Quantity Surveying practices submitted valid bids which were all evaluated.
- 1.6 Following an evaluation session led by procurement on 3rd February 2021, the top four combined scores, based on 60% Price and 40% Quality were
- 98%
 - 92%
 - 85%
 - 74%
- 1.7 The evaluation group were in unanimous agreement that the winning tender (CJ Consillium Ltd), from a large field of high quality submissions, represented a highly competitive bid. CJ Consillium Ltd scored very highly throughout each section of the price and quality criteria respectively.

2 Conclusions and Reasons for Recommendation

- 2.1 It is recommended that the contract be awarded to CJ Consilium Ltd for the duration of the upgrade works to Jubilee Court and Valley View.

3 Consultation and Equality Impact

- 3.1 There are no equality implications arising directly from this report.

4 Alternative Options and Reasons for Rejection

- 4.1 Utilising an existing framework. Rejected due to the current national situation as it was deemed that Bolsover District Council would benefit from more competitive tenders, both in terms of numbers applying and fee levels.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 The cost for this contract are contained from within existing HRA budgets

5.2 Legal Implications including Data Protection

- 5.2.1 The procurement of these works has been undertaken in compliance of standard council procedures. Industry standard contract documentation will be prepared for both parties to sign prior to commencement of works.
- 5.2.2 The issue of sensitive data such as names, addresses and contact numbers of council tenants while undertaking this project shall comply in full with council and data protection policy guidelines.

5.3 Human Resources Implications

- 5.3.1 The works will result in no direct HR implications.

6 Recommendations

- 6.1 The members agree to awarding the Contract, to CJ Consillium Ltd.
- 6.2 That progress on this contract is reported through the Housing Stock Group as part of Safe & Warm projects.

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	Pinxton & Scarcliffe
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title	
	N/A	
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)		
N / A		
Report Author		Contact Number
Helena Skeavington		ext. 2328

Bolsover District Council

Executive

22nd February 2021

Local Development Order to Facilitate and Enable Regeneration of Shirebrook Market Place

Report of the Portfolio Holder – Corporate Governance

This report is public

Purpose of the Report

To seek approval for a Local Development Order (LDO) to grant planning permission within Shirebrook's Market Place for works to regenerate the Market Place including:

- Hard and soft landscaping works, including planting, planters, re-surfacing, water features
- Street furniture, including seating, bus stops, bins, cycle racks, information boards, bollards, street safety measures
- Boundary treatments and means of enclosure
- Small buildings for community uses including toilet blocks, changing rooms, information points
- Public Art
- Play equipment

1. Report Details

- 1.1 There have been various regeneration schemes drawn up for Shirebrook's town centre and various project proposals put forward over the last five years.
- 1.2 Very few schemes have been delivered in recent years with the exception of the shop front repairs scheme and the shutter art scheme.
- 1.3 One of the consistent obstacles to delivery of regeneration schemes is the absence of sufficient funding and an absence of the necessary 'shovel ready' planning consents for the various proposals that are a pre-requisite of most funding bids.
- 1.4 Therefore, the purpose of this report is to put into place a Local Development Order to redevelop Shirebrook Market Place to accelerate delivery of regeneration schemes should funding arise.
- 1.6 The Market Square requires regeneration and improvement and there are many ways in which this can be done. A concept plan is set out below but this plan is purely indicative of one of the ways in which the Market Place could be improved:



- 1.8 Improvements to the market square would attract more visitors and promote the long term vitality and viability of the town's retail offer. Therefore, these proposals warrant progressing but require funding. These types of projects could be funded by the Council but may also present opportunities for partnership working and/or match funding from private interests.
- 1.9 The LDO would assist the Council access external funding. In addition, the County Council are considering a D2 county wide bid for town centre funding and having an LDO in place will help ensure Shirebrook is also prioritised in this forthcoming collective funding bid.
- 1.10 The LDO would streamline the planning process by removing the need to make a full planning application to the Council for regeneration projects in the Market Place covered by the Local Development Order.
- 1.11 Instead the LDO would allow applicants to seek prior approval of their proposed works, knowing that the proposal is acceptable in principle subject to appropriate detailing
- 1.12 Public consultation has to be carried out before an LDO is adopted. The LDO has been publicised by way of a press advert, site notices, and by notifying the premises adjacent to the Market Place. A period of 28 days was allowed for comments to be made.

2 **Conclusions and Reasons for Recommendation**

- 2.1 In summary, the LDO would support the existing investment being made in the Town Centre by the shop front repairs scheme by removing red tape: granting planning

permission for the regeneration works listed, avoiding the need for individuals to gain planning permission, with the time and expense that is involved with that process.

- 2.2 The LDO would be an effective tool to make the planning process easier, thereby encouraging participation in the regeneration of the Market Place.
- 2.3 Local Authorities have permitted development rights to carry out the types of development covered by the LDO on their own land. The LDO does not remove these permitted development rights but expands these rights and gives similar rights to developers and individuals to implement Market Place regeneration schemes
- 2.4 In conclusion, the LDO will create an 'in principle' permission which will help to facilitate and enable the regeneration of Shirebrook Market Place.

3 Consultation and Equality Impact

- 3.1 The proposed LDO has been subject to a formal consultation for a 28 day period. One letter has been received which has supports the proposals for regeneration of the Market Place with the exception of any water features. The letter expresses concern that water features can become blocked by leaves and then there is a cost involved in clearing them, they cannot be used in times of drought and lack of water may become an environmental issue in the future and there is a possibility for children to damage them.
- 3.2 The LDO does not grant planning permission for a specific regeneration scheme at this stage. It removes the need for an application for full planning permission in the future but applicants will still need to seek prior approval of their proposed works, knowing that the proposal is acceptable in principle subject to appropriate detailing. Future schemes may or may not include water features but if they do the details of that and all other features of the scheme would be considered at that time.
- 3.3 The proposals are unlikely to have any negative impact on any person with a protected characteristic or group of people with a shared protected characteristics because the proposals are designed to improve the environmental quality of the Town Centre for everybody.

4 Alternative Options and Reasons for Rejection

- 4.1 A 'do nothing' option was rejected because there is an identified need to promote and encourage the regeneration of Shirebrook's Market Place and consensus that we need to move from 'master planning' to delivery.
- 4.2 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.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 If the Council were to accept applications of prior approval under the LDO without an application fee then there would be some loss of income. If the local council carried

out the regeneration works they would have permitted development rights and therefore would not pay a planning fee anyway so there would be no loss of income.

- 5.1.2 Equally, the saving made by applicants on the application fee and associated costs of making a formal application would help to maximise the amount of funding available to facilitate the regeneration works.
- 5.1.3 There are no significant financial risks attached to the proposed LDO and the LDO is intended to improve the prospects of the Council attracting external funding for the various regeneration schemes, which will in their own right benefit the local economy.

5.2 Legal Implications including Data Protection

- 5.2.1 The LDO process is regulated through the planning acts and needs to be subject to public consultation prior to being put into place. Once it is in place, the LDO would grant planning permission for prescribed regeneration works subject to conditions.
- 5.2.2 The proposed LDO would not otherwise grant planning permission for EIA development because the site is not in a sensitive area (as defined by the EIA regulations) and the types of development that would be granted planning permission by the LDO would be highly unlikely to have any significant effects on the environmental quality of the local area (from an EIA perspective).
- 5.2.4 The LDO process does not give rise to any specific data protection issues other than the personal details of any consultees responding to consultation on the LDO which would be dealt with in accordance with the Planning Service's existing privacy statement.

5.3 Human Resources Implications

- 5.3.1 These proposals do not give rise to any significant increase in existing workloads.

6 Recommendations

- 6.1 The Local Development Order is put in place to facilitate and enable the regeneration of Shirebrook Market Place.
- 6.2 The reason for the Local Development Order is to support the significant investment being made in improving the environmental quality of the Market Place in Shirebrook and to accelerate delivery of regenerations schemes should funding arise by (i) streamlining the planning process for the regeneration works (ii) 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 Market Place and improve the local economy.
- 6.3 The Local Development Order will grant planning permission for improvements and additions to the Market Place within the area shown red on the plan below, including:
 - Hard and soft landscaping works, including planting, planters, re-surfacing, water features,
 - Street furniture, including seating, bus stops, bins, cycle racks, information boards, bollards, street safety measures

- Small buildings for community uses including toilet blocks, changing rooms, information points
- Public Art
- Play equipment

subject to the following conditions:

- Prior approval for the proposed works must be obtained from the Local Planning Authority prior to the commencement of any development

6.4 The Order shall take effect following approval by the Executive.



6.5 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.

7 **Decision Information**

<p>Is the decision a Key Decision?</p> <p>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:</p> <p><i>BDC:</i> <i>Revenue - £75,000</i> <input type="checkbox"/></p> <p> <i>Capital - £150,000</i> <input type="checkbox"/></p> <p><i>NEDDC:</i> <i>Revenue - £100,000</i> <input type="checkbox"/></p> <p> <i>Capital - £250,000</i> <input type="checkbox"/></p>	No
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<input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	
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	Shirebrook
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title	
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)		
N/A		
Report Author		Contact Number
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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 13

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

Document is Restricted