



The Arc
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To: Chair & Members of the Executive

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Friday, 25 February 2022

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Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 7th March, 2022 at 10:00 hours.

Risk Assessment Disclaimer

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

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

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



Bolsover
District Council

We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

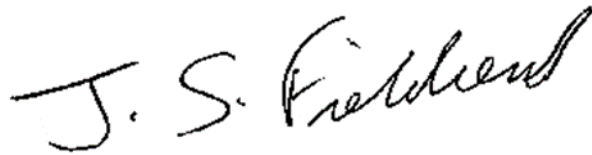
**If you require this agenda in large print
or another format please call us on 01246 217753**

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.

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 "J. S. Fielden". The signature is written in a cursive style with a large, sweeping initial 'J' and a long, horizontal stroke for the 'F'.

Interim Monitoring Officer

EXECUTIVE

AGENDA

**Monday, 7th March, 2022 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne**

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1.	Apologies For Absence	
2.	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.	
3.	Minutes	
	To consider the minutes of the last meeting held on 31 st January 2022	5 - 14
	<u>NON KEY DECISIONS</u>	
4.	Customer Service Standards/ Compliments, Comments and Complaints Report 2021/22 - 1st April 2021 to 30th September 2021	15 - 71
5.	Ambition Targets Performance Update - October to December 2021 (Q3 - 2021/22)	72 - 85
6.	The Replacement and Refurbishment of Fencing in Shirebrook	86 - 88
7.	Carbon Reduction Plan - Monitoring Update	89 - 91
	<u>KEY DECISIONS</u>	
8.	Replacement & Upgrade of Kitchens 2022 - 2027	92 - 94
9.	Safe & Warm Upgrade at Valley View Hillstown	95 - 98
10.	Emotional Health and Wellbeing of Children and Young People	99 - 103
11.	Reducing Invalid Planning Applications and Back Office Planning System	104 - 109

12. 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

- | | | |
|------------|--|------------------|
| 13. | Redevelopment of Pleasley Mills | 110 - 115 |
|------------|--|------------------|

KEY DECISIONS

- | | | |
|------------|--|------------------|
| 14. | Management of Corporate Debt - Write Off of Outstanding Amounts | 116 - 121 |
| 15. | Bolsover Homes Scheme - Market Close Cluster, Shirebrook | 122 - 131 |

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 31st January 2022 at 10:00 hours.

PRESENT:-

Members:-

Councillor Steve Fritchley in the Chair

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

Officers:- Karen Hanson (Executive Director of Resources), Grant Galloway (Executive Director of Strategy), Theresa Fletcher (Assistant Director of Finance & Resources), Pam Brown (Assistant Director of Leader's Executive), Chris Fridlington (Assistant Director of Development and Planning), Lisa Ingram (Solicitor), Natalie Etches (Business Growth Manager) (to Minute No EX76-21/22), Hannah Cash (Chartered Legal Executive) observing, and Alison Bluff (Governance Officer).

EX71-21/22 APOLOGIES FOR ABSENCE

There were no apologies for absence.

EX72-21/22 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

EX73-21/22 DECLARATIONS OF INTEREST

Councillor Liz Smyth declared a Disclosable Pecuniary Interest in Agenda Item 5 – Additional Restrictions Grant. Councillor Smyth did not participate in the discussion or the vote on this item.

EX74-21/22 MINUTES – 6TH DECEMBER 2021

Moved by Councillor Duncan McGregor and seconded by Councillor Sandra Peake
RESOLVED that the Minutes of an Executive meeting held on 6th December 2021 be approved as a correct record.

EXECUTIVE

NON KEY DECISIONS

EX75-21/22 ADDITIONAL RESTRICTIONS GRANT

Executive considered a report in relation to the latest funding of Additional Restrictions Grant (ARG) monies from the Government.

The ARG was a discretionary funding scheme which aimed to support businesses severely impacted by Coronavirus and its variants, and was first launched in the 2020/21 financial year with further rounds of funding being 'topped-up' in January 2021 and April 2021.

The scheme had been administered through the Economic Development Team and the Partnerships Team, and to date, 302 grants had been awarded to Small and Medium-sized Enterprises (SME) across the Bolsover District.

The Government had recently issued the Council with the latest top-up of funding in-line with a Guidance Note published on 30th December 2021, which also detailed the criteria for awarding the money.

Officers had been working through the guidance and in response to the latest variant, Omicron, local authorities were encouraged to support businesses from all sectors that may have been impacted including but not limited to, hospitality, accommodation, leisure, personal care, the travel and tourism sector (group travel, travel agents, tour operators), wedding industries, and other businesses that may not have received other grant funding. This scheme would be extended to include businesses both in and outside of the business rates system.

Businesses who applied for or who were awarded an ARG, would also be registered with either the Federation of Small Businesses (FSB) or Marketing Peak District and Derbyshire (MPDD), for a 12-month membership. This would be at no cost to the business and was a further support tool the Council were able to offer to businesses as part of its COVID recovery support. It could include legal help and advice, debt recovery, cyber protection, access to funding, marketing and new market opportunities, and targeted sector-specific business support for growth.

The Business Growth Manager advised the meeting that a number of businesses, both in and outside of the priority sectors as identified in the report, had applied for the funding since the application process had started. However, some of these applications would need to be refused due to the limited amount of funding against the number of applicants received, as it would not be possible to extend the grant out to all the businesses.

Moved by Councillor Duncan McGregor and seconded by Councillor Steve Fritchley
RESOLVED that the details of the forthcoming Additional Restrictions Grant (ARG) be noted and the following proposals endorsed;

- (i) a new scheme is open inviting businesses from across the District to apply through a new application process;

EXECUTIVE

(ii) businesses who have been and continue to be affected by the Coronavirus pandemic, specifically the Omicron variant, be prioritised for the ARG including;

- businesses from all sectors that may have been impacted, including but not limited to, hospitality, accommodation, leisure, personal care, the travel and tourism sector (group travel, travel agents, tour operators), wedding industries,
- businesses who hold a business rates account,
- businesses who do not hold a business rates account,
- and businesses who have not received any previous ARG funding.

(iii) the following criteria be used to assess the level of grant funding to be awarded from the ARG scheme;

- level of fixed costs faced by the business,
- no. of FTE employees within the applicant business,
- the impact of the Omicron variant on their business trading,
- and, the value of previous grant/s award through ARG or other discretionary grant schemes.

(iv) the level of any award be set at a maximum of £5,000 for a single business with discretion to award a grant of £1,500 / £2,500 / £5,000 based on an officer assessment using the above criteria as set out in 1(ii) and 1(iii).

(Assistant Director of Development and Planning)

REASONS FOR RECOMMENDATION(S)

The report set out the proposals for administering the latest round of ARG funding to the value of £97,718.41

The grant was a much needed financial injection in to businesses who were facing continued financial pressures as a result of COVID and its variants.

ALTERNATIVE OPTIONS AND REASONS FOR REJECTION

The option to 'do nothing' with Additional Restrictions Grant self-evidently cannot be countenanced by the Council.

The Business Growth Manager left the meeting.

EX76-21/22 TENANT ALTERATION AND IMPROVEMENT POLICY

Executive's approval was sought in relation to an updated Tenant Alteration and Improvement Policy.

The Council owned and managed its housing stock consisting of 5019 properties. All tenants were entitled to make a request for permission for alterations or improvements to their home which the Council would not unreasonably refuse. However, the Council could impose conditions and also give genuine reasons why permission must be refused.

EXECUTIVE

The updated Tenant Alteration and Improvement Policy outlined the Council's approach in considering requests and that any changes did not have a detrimental effect on the value or let-ability of a property.

Tenants were to make requests in writing and provide sufficient detail for consideration by way of a preferred form. If appropriate, the Council would confirm permission in writing, together with any required conditions. Any permission would be granted for a period of 12 months and if work was not commenced within that time a tenant would need to re-apply. Tenants would need to complete a further form and return to the Council when any works were finished.

In cases of refusal, a tenant would be given an opportunity to challenge the reasons of a decision to refuse permission or the conditions imposed for recharge, or the recharge amount, by way of a formal appeals process.

Appeals would be directed to the Repairs Team and decisions made jointly with the Operational Repairs Manager and the Housing Enforcement Manager. Any further challenge would be dealt with through the Council's Corporate Complaints procedure.

In some cases, tenants were entitled to compensation for work carried out to their home at their own expense but this would only be available should the tenant leave the property. The policy set out the legislation on this and how compensation would be calculated, taking into account depreciation, wear and tear.

In response to a Member's queries, the Executive Director of Resources advised the meeting that any compensation monies due where a tenant had passed away would be paid to the tenant's Estate. In relation to the number of appeals made to date, the Executive Director of Resources would investigate and provide the information to Members.

Moved by Councillor Sandra Peake and seconded by Councillor Deborah Watson
RESOVLED that the updated Tenant Alteration and Improvement Policy be approved.

(Assistant Director of Housing Management & Enforcement)

REASONS FOR RECOMMENDATION(S)

It was considered good practice to have a policy which set out the Council's approach to tenant alterations and improvements.

The policy sat alongside and supplemented the tenancy agreement and ensured that all tenants were aware of their rights and responsibilities but also ensured that officers involved in housing repairs and tenancy management, adopted the same fair but firm approach and took into account of the need to consider equality and proportionality when taking any action.

ALTERNATIVE OPTIONS AND REASONS FOR REJECTION

The updated Policy was considered necessary so that members of the public were aware of the Council's approach to requests, payment of compensation or recovery of recharges and in what circumstances these would arise.

EXECUTIVE

EX77-21/22 HOUSING TENANCY AGREEMENT

Executive's approval was sought to commence a public consultation on a revised Council Housing Tenancy Agreement, and to also grant the Assistant Director of Housing Management and Enforcement delegated powers to adopt the Tenancy Agreement, in consultation with the Leader, Deputy Leader and Portfolio Holder for Housing, subject to any changes following the public consultation.

The Council's existing tenancy agreement was over 10 years old and it was considered good practice for landlords to revise their tenancy agreements on a regular basis. Changes in legislation, regulation and accepted good practice were also reasons why tenancy agreements should be revised.

The proposed changes to the tenancy agreement were summarised in the report and further in an attached document appended to the report.

Section 103 of the Housing Act 1985, set out very clear rules that had to be complied with when Local Authority landlords wished to vary the terms of tenancy for existing tenants, including asking tenants to comment on the proposed variation within such time specified in the notice as the Council considered reasonable. The Council must then consider any comments made by tenants within the specified time.

The Council must then serve a notice of variation on a tenant which must contain the actual variations being proposed, incorporating additional changes (if any), brought about by comments received through the preliminary notice process and the date on which the variation would take effect, that date being no less than four weeks of the date of the notice. The Council must include any information that it considered necessary to inform a tenant of the nature and effect of the variation.

A suggested timetable was provided in the report and illustrated the actions required.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor

RESOLVED that (1) the commencement of a public consultation on the revised Council Housing Tenancy Agreement be approved,

(2) the Assistant Director of Housing Management and Enforcement be given delegated powers to adopt the Tenancy Agreement, in consultation with the Leader, Deputy Leader and Portfolio Holder for Housing, subject to any changes following a public consultation.

(Assistant Director of Housing Management & Enforcement)

REASONS FOR RECOMMENDATION(S)

The revised tenancy agreement set out the required information more clearly and logically for tenants. It protects the tenant's right to quiet enjoyment of their homes.

It addresses deficiencies in the existing agreement as a result of a number of legislative changes and updates both Council rights and obligations as a landlord, as well as tenants' rights.

The agreement strengthens the Council's ability to enforce conditions of tenancy against those who wilfully and/or persistently fail to abide by them.

EXECUTIVE

ALTERNATIVE OPTIONS AND REASONS FOR REJECTION

To do nothing and to continue to operate using the existing, outdated tenancy agreement would mean that the Council will not have a modern, easily understandable, fit for purpose, tenancy agreement in place.

EX78-21/22 52 WEEK RENT PERIOD

Executive considered a report in relation to moving from the current 48 week per year housing rent collection cycle to a 52 week rent collection cycle.

The Council's tenancy agreement contained a clause which stated that tenants must pay their rent weekly in advance every Monday. The annual rent for a Council property was currently divided by 48 weeks instead of 52. This had the effect of making a tenant pay more on those weeks in which rent was charged than they would if it was spread evenly across all the weeks in the year.

It was proposed to move from the 48 week rent collection cycle to a 52 week rent collection cycle, which would align the rent account payment requirements to Universal Credit payment cycles, and tenants would also see a weekly reduction in their rent. In turn, this should have a positive impact upon the level of rent debt and also reduce levels of stress and anxiety for those who are finding it hard to pay on time.

No statutory consultation was required for the rent collection proposal, however, tenants would be notified in advance of the changes to ensure minimum disruption.

Members noted that some tenants may still wish to pay their rent over a 48 week period.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor
RESOLVED that the Council moves to a standard 52 week rent collection cycle from April 2022.

(Assistant Director of Housing Management & Enforcement)

REASONS FOR RECOMMENDATION(S)

The main rationale for the change is to allow those in receipt of Universal Credit to spread the cost of their rent throughout the year and to ensure that their rent accounts are kept up to date as much as possible.

There is also a need to ensure that a rent payment culture is embedded in all aspects of housing service delivery. There is a tension between having weeks which are called "rent free" in an era where Officers are trying to encourage tenants to establish a payment habit and to keep their accounts up to date. By setting the expectation of a payment for every week of the year, it would minimise the situation where a tenant could claim that they had been under the impression that they were not required to pay rent because there had been a rent free week, or that their debt will be cleared because they intend to use the rent free weeks as an opportunity to make additional payments.

ALTERNATIVE OPTION AND REASONS FOR REJECTION

To do nothing is rejected because the proposal to move to a 52-week rent collection pattern will enable a more transparent service for tenants, will allow for better budgeting

EXECUTIVE

(aligned to benefit payments) and is consistent with most other household bills as well as providing a more efficient collection process for the Housing Service

KEY DECISIONS

EX79-21/22 MEDIUM TERM FINANCIAL PLAN 2022/23 - 2025/26

Executive's approval was sought for the proposed budget 2022/23, for the General Fund, Housing Revenue Account and Capital Programme as part of the Council's Medium Term Financial Plan covering the years 2022/23 to 2025/26.

The report provided Members with an overview of the Council's financial position in order to inform the decision making process.

In particular financial projections were provided for:

- 2021/22 Current Budget Position – this was the current year budget, revised to take account of changes during the financial year that would end on 31st March 2022.
- 2022/23 Original Budget – this was the proposed budget for the next financial year, on which the Council Tax would be based, and would commence from 1st April 2022.
- 2022/23 Original Budget, this included proposed increases to rents and fees and charges for the next financial year for the Housing Revenue Account.
- 2023/24 to 2025/26 Financial Plan – In accordance with good practice the Council agreed its annual budgets within the context of a Medium Term Financial Plan (MTFP). This included financial projections in respect of the next three financial years.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor
RECOMMENDED that Council approve;

(1) in the view of the Chief Financial Officer, the estimates included in the Medium Term Financial Plan 2022/23 to 2025/26 are robust and that the level of financial reserves whilst at minimum levels are adequate, be accepted.

(2) officers report back to Executive and to the Audit and Corporate Overview 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 2022/23 and future years.

GENERAL FUND

- 1 A Council Tax increase of £5.00 is levied in respect of a notional Band D property (2.68%),
- 2 The Medium Term Financial Plan in respect of the General Fund as set out in

EXECUTIVE

Appendix 1 to this report be approved as the Revised Budget 2021/22, as the Original Budget in respect of 2022/23, and the financial projection in respect of 2023/24 to 2025/26,

- 3 That any further under spend in respect of 2021/22 is transferred to the Council's General Fund Reserves,
- 4 On the basis that income from Planning Fees may exceed £0.500m in 2021/22, 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

- 5 That Council sets its rent levels in line with government policy, increasing rent levels by CPI (3.1%) plus 1% to apply from 1st April 2022,
- 6 That the increases in respect of other charges as outlined in Appendix 3 Table 1 to this report be implemented with effect from, 1st April 2022,
- 7 The Medium Term Financial Plan in respect of the Housing Revenue Account as set out in Appendix 3 to this report be approved as the Revised Budget in respect of 2021/22, as the Original Budget in respect of 2022/23, and the financial projection in respect of 2023/24 to 2025/26,
- 8 That under spends in respect of 2021/22 to 2025/26 are transferred to the HRA Revenue Reserve.

CAPITAL PROGRAMME

- 9 That the Capital Programme as set out in Appendix 4 to this report be approved as the Revised Budget in respect of 2021/22, and as the Approved Programme for 2022/23 to 2025/26,
- 10 That the Assistant Director 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.

(Section 151 Officer/Governance Manager)

REASONS FOR RECOMMENDATION(S)

This report presents a budget for approval by Council. It seeks to ensure approval to budgets in respect of the General Fund, the Housing Revenue Account and the Capital Programme.

ALTERNATIVE OPTION AND REASONS FOR REJECTION

Alternative options are considered throughout the report.

EXECUTIVE

EX80-21/22 EXCLUSION OF THE PUBLIC

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

KEY DECISIONS

EX81-21/22 SERVICE LEVEL AGREEMENT - HOUSEHOLD SUPPORT FUND EXEMPT PARAGRAPH 3

Executive's approval was sought for the Council to enter into a Service Level Agreement with Derbyshire County Council (DCC) in relation to funding arrangements for the Household Support Fund (HSF).

On 6th October 2021, the Government announced that a new HSF grant would be made available to County Councils and Unitary Authorities in England, to support vulnerable households most in need this winter. The purpose of the grant was to buy food or pay essential utility bills, essential living costs and housing costs, as the economy recovered from the Covid pandemic.

Following a successful bid to DCC, the Council had been awarded an amount of HSF grant money to support Bolsover residents to help with housing costs specifically. Further to discussions, it had been agreed that DCC would administer a proportion of the grant funding to assist vulnerable households with food and utility bills.

In order to receive the grant, a Service Level Agreement had been provided by DCC to be signed by the Council, which set out how the grant must be administered and the reporting information required.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor

RESOLVED that the Council enters into a Service Level Agreement with Derbyshire County Council for the Household Support Fund.

(Executive Director of Resources)

REASON FOR DECISION:

The grant was an opportunity to financially assist vulnerable households across the District to prevent homelessness and to sustain tenancies.

In order to receive this grant the Service Level Agreement needs to be signed. The Councils legal team have approved the agreement in its current form

OTHER OPTIONS CONSIDERED:

Do nothing. This option is rejected, to refuse the Service Level Agreement would mean residents in the District could not benefit from the funding and may suffer financial hardship.

EXECUTIVE

EX82-21/22 **APPOINTMENT OF SECURITY AND CONCIERGE CONTRACTOR FOR COMMERCIAL PROPERTY EXEMPT PARAGRAPH 3**

Executive's approval was sought to give delegated powers to the Assistant Director for Development and Planning to appoint the first or second choice supplier following a recent procurement evaluation exercise and interviews undertaken to appoint contractors to deliver the Security and Concierge contract.

The last contract for the Security and Concierge Contract came to an end on 30th November 2021. A tender was issued in September 2021 to re commission a specialist experienced Security organisation to continue to achieve security and effective operational objectives for the Council's business parks and business centres; Pleasley Vale Business Park and The Tangent, Shirebrook. The contract also required CCTV Monitoring and Key Holder responsibilities in relation to other property owned by the Council.

Bids were received from 8 organisations and were evaluated on a cost and quality basis: Cost 60% / Quality 40%. The quality elements included: method statement (15%); operational instructions (10%); implementation (5%); Contract Management (5%); Learning and Development (3%); Service Development (2%).

A spreadsheet showing the evaluation scores of the 8 submissions was attached to the report.

Based on results of the evaluation matrix and following an initial offer letter to the preferred supplier, contract mobilisation and Tupe commenced on 1st December 2021.

The Council had reserved the right to add and/or remove sites to the contract, and any inclusion of sites would be based on the rate specified in the tender response of the appointed company.

Moved by Councillor Liz Smyth and seconded by Councillor Clive Moesby

RESOLVED that (1) the Assistant Director for Development and Planning be given delegated authority to appoint the preferred supplier and to enter in to a contract agreement, to be drafted and issued by Legal Services. The delegation to extend to include the appointment of the second supplier on the shortlist if for any reason contracts were not agreed with the preferred supplier,

(2) The Assistant Director for Development and Planning be given delegated authority to implement the two one-year extensions based on satisfactory performance from the contractor, and also an acceptable pricing proposal going forward.

(Assistant Director of Development and Planning)

The meeting concluded at 1045 hours.

Bolsover District Council

Meeting of the Executive on 7th March 2022

Customer Service Standards/ Compliments, Comments and Complaints Report 2021/22 - 1st April 2021 to 30th September 2021

Report of the Portfolio Holder for Corporate Governance

Classification	This report is Public
Report By	Grant Galloway, Executive Director of Strategy and Development
Contact Officer	Ann Bedford, Customer Standards and Complaints Officer

PURPOSE/SUMMARY OF 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 2021 to 30th September 2021.

To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

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

REPORT DETAILS

1.1 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

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2021 and 30th September 2021 by quarterly period. The report identifies 89% (88% in Q1 and 89% Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. This was mainly due to the huge increase in calls to Revenues and Benefits (12,932 in Q1 and 11,010 in Q2).

Contact Centres

Target - 75% of incoming calls to be answered within 20 seconds

Contact Centres achieved 77% and 65% for quarters 1 & 2 respectively (71% cumulatively). The slight slippage in Q2 was due to staff resources being below the minimum required.

Revenues & Benefits

Target - 65% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 81% and 85% for quarters 3 & 4 respectively (83% 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 to 30th September 2021:

- 12,674 e-mail enquiries (6,598 in Q3 and 6,076 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days.

This remains a popular method of contact and the volume is still increasing.

Face to face monitoring

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

No monitoring undertaken due to ongoing Covid-19 pandemic arrangements.

1.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 129 written compliments were received. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period. 100% (all 13) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

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

Formal Investigation (stage two)

Appendices 3 (D), (E) and (F) shows the Formal Investigation complaints and M.P. enquiries received. 151 were received during this period, 96% of which were responded to within our customer service standard of 15 working days. Covid-19 restrictions and sickness absence did initially have an impact on performance, however this appears to have improved.

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

Internal Review (stage three)

Appendix 3 (G) shows the Internal Review 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 25 stage three complaints were received, 24 of which were responded to within the standard of 20 working days.

Ombudsman

Appendix 3 (H) shows the status of Ombudsman complaints for 2021/22 as at 3rd February 2022. During this reporting period two cases and two decisions were received.

2. Details of Proposal or Information

None – to keep Elected Members informed.

3. Reasons for Recommendation

3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

4 Alternative Options and Reasons for Rejection

4.1 None.

RECOMMENDATION(S)

1. To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by the Portfolio Holder for Corporate Governance

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details:

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

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

On behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

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

On behalf of the Head of Paid Service

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details:

Links to Council Ambition: Customers, Economy and Environment.
Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION	
Appendix No	Title
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints: A. Compliments by department 1/4/21 – 31/9/21 B. Comments by department 1/4/21 – 31/9/21 C. Frontline resolution complaints 1/4/21 – 31/9/21 D. Formal Investigation (direct) complaints 1/4/21 – 31/9/21 E. M.P. enquiries 1/4/21 – 31/9/21 F. Formal Investigation (complex) complaints 1/4/21 – 31/9/21 G. Internal Review complaints 1/4/21 – 31/9/21 H. Ombudsman complaints summary for 2021/22

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>
None.

Key Customer Service Standards - Performance Monitoring - 2021/2022												
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	23152	88%	21,489	65%	81%	6,598	100%	99%			71	96%
Quarter 1 Cumulative	23,152	88%	21,489	65%	81%	6,598	100%	99%			71	96%
July to September	22,050	89%	20,153	77%	85%	6,076	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		80	96%
Quarter 2 Cumulative	45,202	89%	41,642	71%	83%	12,674	100%	99.0%			151	96%
October to December												
Quarter 3 Cumulative												
January to March									No monitoring undertaken due to Covid-19 pandemic arrangements			
Quarter 4 Cumulative												

Appendix 2 - Telephony Figures 1/4/21– 30/9/21

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Resources						
Communications	24	24	100	58	58	100
Contact Centre Managers	99	94	95	114	108	94
ICT	896	888	99	664	662	100
Leisure	219	207	95	1465	1400	96
Payroll				182	180	99
Finance	279	271	97	274	264	96
Revenues & Benefits	12932	10614	82	11010	9278	84
Streetscene Services	2354	2206	94	1904	1812	95
Housing & Community Safety	409	380	93	2312	2115	91
	17212	14684	85	17983	15877	88
Strategy & Development						
Leader's Office	96	88	92	121	115	95
Legal, Governance, Scrutiny & Elections	110	108	98	237	229	97
Housing Repairs	4222	3916	93	2135	1983	92
HR & Health & Safety	282	278	99	217	213	97
Property & Commercial Services	549	531	97	587	577	98
Performance				35	34	97
Planning	547	490	90	650	601	92
Economic Development	134	134	100	85	85	100
	5940	5545	96	4067	3837	96
Total	23152	20229	88	22050	19714	89
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds Does not meet target <input type="checkbox"/>						

A. Compliments - 2021-22		
Date Received	Summary of Compliment	Departments Involved
01/04/21	Quick update on this matter, it has been resolved thanks to the gent who called me yesterday. Completely forgot his name unfortunately but he really went above and beyond to resolve this. He called to highlight the urgency and advised the bin would be delivered the next day (today) however he somehow went one better and got it there yesterday evening. Please send him my thanks.	Streetscene Services
01/04/21	Please congratulate Can Ranger, for his professional yet friendly approach in reporting back about a recent incident in Glapwell.	Community Safety
06/04/21	Thank you for your reply the contents of which are noted. As far as I am concerned my complaint has been resolved and the collections are now as advised to me by your Street Cleaning Supervisor. Thanks again for looking into this. I'm sure you have more than enough to deal with at the moment.	Streetscene Services
06/04/21	Would like to thank Operative for sorting out her missed bin and getting it emptied and for also arranging to get her a hessian bag. She says it was much appreciated and she wanted to ring up to thank him in person.	Streetscene Services
06/04/21	Customer said thank you for calling him to let him know and that he really appreciates everything we are doing (in relation to benefits claim).	Revenues & Benefits
12/04/21	Would like to say thank you to the team who completed her recent requests of sorting a dog bin and some signs that had gone missing. She is very grateful of the quick service.	Streetscene Services
20/04/21	Many thanks to the all involved in the clean up in relation to the Hawthorn hedge clippings on Chatsworth Rd Creswell. Job well done to a good standard. Dog walkers are pleased with the results. They deserve a pat on the back!	Streetscene Services

22/04/21	<p>Customer would like to praise the refuse team for their efforts. Both burgundy and green bins emptied before 9 am on collection day.</p> <p>Customer is aware that the refuse team get a lot of bad press, especially on a social media platform so wished to offer her thanks for their prompt collection today.</p>	Streetscene Services
21/04/21	Thank you for the prompt response; it is much appreciated.	Revenues & Benefits
21/04/21	<p>I wanted to drop you a line to say thank you for picking up this application in a short period of time and a fantastic job at Committee today.</p> <p>It is recognised that the Council have supported at pre-app and throughout the application stage to manage the development process.</p> <p>The applicant and developer are also pleased with the high-quality service.</p>	Planning
21/04/21	<p>Both our clients and ourselves send our sincere thanks and appreciate the positive & pro-active approach from yourselves with regards this application and grateful the committee agreed to support your recommendations.</p> <p>We shall forward the approval to our clients and no doubt will be looking at the detailed design in the very near future.</p> <p>Thanks again.</p>	Planning
21/04/21	I have received copies of the decision notices by email. It has been quite a challenging project which has taken up a lot of my time (and yours, I guess). The final design was a result of you and I both being determined and flexible. I would therefore like to thank you for assisting me to achieve a positive outcome. I hope the next application I submit will be less contentious!	Planning

21/04/21	Thank you both for being so patient with an old codger like me. I wish all of the staff at the planning dept. a happy Christmas and a better 2021 than this one.	Planning
21/04/21	As efficient as ever! Thank you. Just one more idea which I had last night! Could we have the front windows in a victorian sash style too, so that they are more in keeping with the era of the building. I have mocked up a visual to show (roughly) what the right lower window may look like. I think it improves the look and authenticity of the building a lot - but I am a bit biased :) I await your thoughts and will apply for planning for the windows as advised.	Planning
22/04/21	Regarding Customer Advisor, very helpful and patient, knowledgeable and very polite. A pleasure to be helped by this lady.	Contact Centres
22/04/21	Although my issue isn't yet resolved Customer Advisor was extremely helpful polite and efficient in hopefully achieving a resolution.	Contact Centres
23/04/21	Good morning Just a quick email to say thank you for the delivery of my green bin this morning.	Streetscene Services
23/04/21	Customer was happy with the chap from that came to help her with her gas she said he was very pleasant and was a pleasure and would like me to pass it on as she was very happy with the service.	Housing Repairs
26/04/21	Tenant wanted to pass on his thanks to the Housing Team (South Normanton) in relation to his recent relocation.	Housing
26/04/21	The customer reported her toilet not working this morning; within the hour the workman attended to fix the problem; the customer said the gentleman was wonderful, adhered to COVID 19 guidelines and that the service was astounding.	Housing Repairs

26/04/21	<p>Following the earlier postponement of the previous litter pick, this weekend went ahead with absolutely amazing results.</p> <p>Can all of the volunteers and I thank you for being so supportive of this initiative and organising the supply of equipment and removal of litter once collected.</p> <p>There are approximately 45 bin bags and other small items ready to collect from my home address if they could be removed please</p> <p>In addition to this there are another 18 or so bin bags, many containing dog waste in smaller bags that were hanging as "tree decorations", located at the roadside next to the red dog poo bin on Hill Fields, Broadmeadows, South Normanton. There is also 5 car tyres and an industrial sized Argon welding bottle that has been removed from verge after previously been dumped some time ago. Although an inert gas, I suspect it is empty, I'm not sure if this causes issues for the team. If it does then let me know and I'll remove it myself and take to work (we use gas bottles at work)</p> <p>I've had most of the equipment returned, but am still to collect the rest, if we could deal with this later in the week it would be most appreciated.</p>	Streetscene Services
27/04/21	Customer would like to thank the team for sorting out the bin delivery for the new bins at this property	Streetscene Services
28/04/21	Resident re. Community Outreach has said how grateful she is to Officer from the outreach team for all the help she has provided her with recently. She said that nothing was too much trouble for her and she has been a fantastic support.	Environmental Health

29/04/21	<p>Please would you pass on my thanks to the gentleman who is always litter picking in South Normanton, walking about. I've just seen him on Birchwood Lane, South Normanton at 12pm.</p> <p>This gentleman has always done a brilliant job and keeps everywhere so clean and tidy. He wears a baseball cap and has a high visibility jacket on.</p> <p>Please pass on my thanks to him and his manager.</p>	Streetscene Services
29/04/21	I've just spoken to customer he wanted me to pass on his thanks for all our help and support with the grants as it is genuinely appreciated.	Revenues & Benefits
04/05/21	Called to say how good the litter picker in Bolsover is, she doesn't know his name but said that he has been keeping the streets of Bolsover clean for years, she says that he does a fantastic job and is always very polite and she feels that he deserves some recognition for all the hard work that he does.	Streetscene Services
04/05/21	Customer rang to pass on his thanks for dealing with the problems his mother in law of this address. He said he has spoken to several people and named three Customer Advisors in particular. His mother in law is on assisted bins but there had been some problems. Bins are now being collected and also has been told can have an additional green bin. He wanted to pass on his thanks for sorting the problems	Streetscene Services Contact Centres
05/05/21	Resident rang to say thank you for the person who dealt with her on the phone on friday when she reported her green bin had been missed again. She said after she made her phone call a lady rang her back and assured her that bin would be emptied on tuesday. It was not emptied on tuesday but it has been emptied today. She wanted to pass on her thanks for getting the bin emptied.	Streetscene Services Contact Centres
30/04/21	To Revenues Officer, re. council tax. She thanked me for my time and said that I had been very helpful.	Revenues & Benefits
06/05/21	These three guys worked tirelessly to make Creswell and Elmton churchyards look presentable. A big thank you to them, nice lads with manners to match. A real asset to the council. Pat on the back. 🙌	Streetscene Services

10/05/21	Re. help with completing an online form for CTS, customer said thank you and that she really appreciated the help.	Revenues & Benefits
13/05/21	Thank you for your time on this project. I wish all applications would run so smoothly and timely. Thank you.	Planning
14/05/21	Regarding one of her rental properties in South Normanton, and she wished to convey her sincere thanks to officers in both revenues and Benefits for all the help given during recent telephone conversations.	Revenues & Benefits
18/05/21	Customer wanted to thank the operatives that went out last week to check his chimney after he had reported that he thought it might be leaning. He said that they attended really quickly and ensured that it was safe. He was really happy with the service he received.	Housing Repairs
20/05/21	He thanked the council for all the help they had received from us. He really appreciated it and he could not thank us enough for helping small businesses when they needed it most. He was really grateful for all the help and wanted to thank us all for it.	Revenues & Benefits
20/05/21	Regarding her request to Revenues Manager for a forwarding mail address - didn't think you would be able to, but thank you so much for your help so far.	Revenues & Benefits
20/05/21	Called to thank us for clearing the fly tipping that he reported last week. He says he really appreciates how quick we have dealt with this.	Streetscene Services
20/05/21	Would like to say thank you for the gentlemen that collected her clinical waste today, as he went that extra mile by helping her tie all of her bags and get things sorted. She says Thank you very much	Streetscene Services
20/05/21	Would like to say thank you to the workman that has attended today to change the washer on the tap; very good service. Customer would also like to thank the customer advisor who took the call, for being very helpful.	Housing Repairs Contact Centres
24/05/21	Thanks to (CAN), (Locksmith) and CC ladies - you're all stars!	Housing Repairs Contact Centres Community Safety

26/05/21	Thanks for all the work your staff put into this, I must admit, figures just baffle me and I totally trust what I read from you. Have a nice day.	Revenues & Benefits
28/05/21	Just a quick thank you to the driver who delivered our bins last week. It was very much appreciated that you went out of your way to deliver them both, even though you had to do 2 trips. Again thank you very much appreciated. Kind regards	Streetscene Services
01/06/21	Tenant called to pass on compliments to the gentlemen that came out yesterday afternoon to repair the bedroom door and he also came out last Tuesday to fix the back door, he put a new lock on. He was very kind and very very understanding and listened to the customer while she was talking as she has recently lost her husband. She would like to pass on her gratitude to him.	Housing Repairs
02/06/21	I was just phoning just to check I had sent it to the correct email as I do get muddled at times. Thank you so much yesterday for your kindness and understanding. It really does go a long way	Contact Centres
07/06/21	I just wanted to send a quick email to let you know how much my girls enjoyed their couple of days at Holiday Club. They had great fun and it was so well organised. I know it can't have been easy to coordinate, so thank you! They can't wait to come again in the 6 week holidays.	Leisure
07/06/21	I just wanted to drop a quick email to say a big thank you to all involved with the half term activities. Daughter had a fantastic few days and it was wonderful for her to get out and enjoy the fantastic weather whilst also keeping active. The lady and gentleman who ran it were absolutely fantastic. Such a great thing that you guys put on and it was very much appreciated from a parents' point of view as well. Many thanks again	Leisure

10/06/21	Customer came into SNCC to say how pleased she was with the service of the contact centre staff for chasing her appointment with Nationwide, she now has her door handle fixed and she is very happy with how quickly this has been done.	Contact Centres
10/06/21	The customer would like to pass on that the customer service team are "absolutely brilliant" and that every time he calls we are very good at helping him. The customer moved here in January and is very happy with how we handle his enquiries when he calls.	Contact Centres
11/06/21	Thank you for delivering my new red bin today.	Streetscene Services
16/06/21	Really complimentary about call with me today	Revenues & Benefits
17/06/21	Thanked Recovery Officer for her professionalism	Revenues & Benefits
18/06/21	Thanked Housing Repairs team	Housing Repairs
16/06/21	Comment regarding staff friendliness	Finance
22/06/21	Would like to say thank you from the children on Bentinck Road to the workers who are installing a roundabout on the play area	Leisure
22/06/21	Resident would like to pass on a message to say that the workmen have done a really good job (broken fence), looks lovely and thank you	Streetscene Services
22/06/21	Resident came into reception with 4 plans for Planning which were logged on CIS. She mentioned that she had spoken to a lady earlier who was very helpful and took the time to explain fully what she needed to do	Contact Centres
29/06/21	I'm not certain if the current pathway being laid in the area above comes under Bolsover District Council but i would just like to say thank you for improving this area. I'm sure the majority of residents will appreciate the work that is being carried out. I'm sorry to hear from the workmen that they have suffered some abuse as they deserve credit for doing an excellent job.	Streetscene Services
28/06/21	Customer called to say that he had dealt with a Customer Advisor and she was very helpful when booking his bulky collection. She gave all the correct information and treated the customer with respect throughout, he said she is a very nice person.	Contact Centres

28/06/21	Customer rang to pass on some good feedback. Drains team had been out this morning and she wanted to say how fantastic they were. They were very polite, kept to social distancing and explained everything to her clearly. She said that she could not have asked for anything better.	Property Services
29/06/21	Customer called to say that he reported the weeds near/on his property that needed removing. Customer said that the grounds maintenance team have been today and have done a wonderful job and wanted to say thank you.	Streetscene Services
01/07/21	I am writing to apologise as the fault appears to be with my bank. I have asked them to recall one of the payments back and I will continue to make future payments as agreed. Thank you for your prompt reply and once again, I apologise for any inconvenience caused.	Revenues & Benefits
01/07/21	Dear all in the Streetscene team Thank you for all the work that you have done and continue to do to take care of the gardens at both Creswell and Elmton Church. They are looking splendid and it is very much appreciated by us, the congregation and the local community.	Streetscene Services
06/07/21	Customer would like to thank CAN Ranger for his assistance yesterday with helping her when water was coming into her property. So kind and helpful. Thankyou!	Community Services
14/07/21	Compliment for the NG20 Strategic Project Manager for sorting out a problem with Internet provider	Partnerships & Transformation
15/07/21	Wanted a bath installing to replace the shower as his wife had a medical condition. Thank you, the bath is working out brilliantly. My wife has used it every day since it was installed and it has helped her tremendously. The Operatives were the nicest of guys and very considerate to my wife's needs. It's much fancier than we expected with the aquaboard and the shower is a lot more powerful than the old one. My wife is still poorly and is probably going to need major surgery soon but the bath will be so useful for when she is recovering. Her GP has advised that she doesn't have a bath when she is alone at home but they fitted a large grab rail which is great. Can't thank you enough.	Housing Repairs

15/07/21	Customer called Benefit to say father been away from his property since end of March, advised couldn't give specifics until we had permission to talk to her. She will confirm this in writing and get him to put in writing an authorisation letter and sign it. Asked advice on this and also stated father really wants to go home when better. Advised daughter to have him confirm this in writing as well as the date father left his property. Thanked officer for all his help and said he'd been brilliant with her.	Revenues & Benefits
16/07/21	Comments about the pathway a good job - fantastic job, my son can go down on his bike without being caught by a nettle or a trig please let our lads know how much the residents appreciate their work also from me well done to the lads and thank you stay well	Streetscene Services
16/07/21	To Community Services: Fantastic, We can only do what we can do, but without your great work, we couldn't achieve half as much. We so appreciate it Thank you	Community Services
20/07/21	Just wanted to say thanks for the work and support this year, we really appreciate it. The group were a challenging one but have loved the sessions and grown up a lot because of them.	Leisure Services
21/07/21	Just to say we were really impressed with the interview re the swords on Bolsover TV. Very professional interviewing, filming and the interviewee was good too! So a big thank you all. We really appreciate you including us in the 'Hidden Gems' feature.	Communications
23/07/21	Just to say that the Flower Baskets this year in South Normanton look absolutely lovely. It's a real treat to look along the Common and see such a colourful display - thanks to all concerned	Streetscene Services
23/07/21	Would like to express his thanks for the efficient service that was received from the Pest Control team. The Officer was extremely knowledgeable and helpful when he attended, the wasps were completely gone within an hour. Fantastic job!	Environmental Health

29/07/21	Just wanted to let you know that the gas engineer is a very professional person,smart and polite and definitely an employee that you should be proud of! met him him last year when we started renting the council property and we were very happy to see him again this year! He followed all the covid-19 distancing rules and his face mask was always on!	Housing Repairs
02/08/21	Thankyou I have already been today and was dealt with very professionally. Thankyou for taking the time to reply. Kind regards	Contact Centres
03/08/21	Customer would like to thank the plumber that attended her property today 03/08/3021 she said he was helpful kind and made a good job	Housing Repairs
05/08/21	Good afternoon Further to the issue of the above planning decision I wanted to thank you for your assistance an proactive engagement in the determination of the application, all within the target date of the application.	Planning
09/08/21	Firstly may we take this opportunity to say Thankyou for allowing us a wet room,it helps us tremendously. The team from Matthews & Tannert have done a fantastic job.Each and everyone of them were excellent,clean,proficient, professional and most polite. We would like to thank them immensely and would recommend them to anyone.	Housing Repairs
09/08/21	Stated review process makes her anxious and nervous and worried. Benefits Officer gave her his name and number and reassured her it's not personal. He explained the review process and the things we have to look over etc. and advised her that if she's entitled its worth keeping the claim going and if she ever needs anyone to go through it she can call him. She wrote Benefits Officer's name down and said he'd been lovely and really really helped her and she felt better knowing she can call him if she needs any help regards her benefits. She said again thank you for all his help he'd really made things better.	Revenues & Benefits

09/08/21	All the schools have absolutely loved their individual films and the montage- so has been a real success! Thanks again to you all	Communications
10/08/21	I have spoken to a Customer Advisor this morning. The call concerned my bin delivery. Whilst I was on the phone, she kindly sent another follow-up email concerning the delay in delivery to my new build. I can now confirm that my bins have been delivered this morning, since I spoke to the CA. I would also like to praise her for her time and efforts, she was very kind and patient. Please pass on my thanks to her.	Contact Centres
10/08/21	The feedback from everyone on the bus on the way back to the farm was very positive. Everyone said that the information in the course was useful and you made it interesting with your delivery and the interactive tasks.	Leisure
10/08/21	Hi, I know you visited the village when the flowerpot festival was on and called in for refreshments but I would just like to say how successful it was. We had lots of visitors to the village looking at the displays and the ladies at St Luke's Mission raised a lot of money to help with ongoing costs at the Mission. We are going to produce a calendar again to distribute to all the residents of the village. Looking forward the members of Palterton Residents Association have asked me if you are going to do the flowerpot festival again could we do it earlier next year to coincide with the Queen's Jubilee celebrations.	Leisure
10/08/21	She called very upset at the thought of completing form and was in tears and frightened. Her husband recently passed away. I talked her through completing form and went through every page as she was really struggling and explained we will assess claim from when late husband's claim ended. She got upset several times but assured her I will help her with the form and she said neighbour will post the form for her. Was very thankful for my help and said she could not express enough how helpful I'd been. She asked for my number in case she gets any letters as she would feel better if she could ring me and asked if I would always be there. I said I would but we are all helpful here. She again said I'd really helped her and made her feel so much better and	Revenues & Benefits

	offered to pay me because I'd been so nice and helpful. I told her not to worry and I don't need paying and I'm happy to help her.	
10/08/21	Thank you very much for helping me with the council tax. I really appreciate you. I know without your support I will not be able to survive in the UK.	Revenues & Benefits
11/08/21	<p>I have recently had need to contact your staff regarding my claim for council tax rebates etc.,</p> <p>The way that Benefits Officers have dealt with my claim has been outstanding. They have both been polite, helpful and considerate, exceeding any expectation I might have had before applying for help.</p> <p>What can I say, regardless of the outcome of my claim they are a credit to Bolsover Council and I cannot praise them enough for the speed and efficiency which they have dealt with my claim.</p>	Revenues & Benefits
11/08/21	<p>Aww that's brilliant, that's great news.</p> <p>Thank you so much for everything you've done. We really do appreciate it.</p>	Revenues & Benefits
11/08/21	<p>Thank you so much for getting this sorted very quickly much appreciated.</p> <p>Thankyou</p>	Revenues & Benefits
11/08/21	She would like to thank the contact centre staff for their patience, friendly attitude, and listening to her.	Contact Centres
11/08/21	Customer would like to compliment the Joiner on his work, attitude and his pleasant approach	Housing Repairs
12/08/21	Feedback from Safeguarding training at Rhubarb Farm	Leisure
17/08/21	I contacted Housing by phone yesterday, explained that I visit my mum who lives at Victoria House in Creswell but unfortunately my entry key fob was not working. She arranged to call at my home, collected my fob took it away with her & returned shortly after with a replacement. I was very impressed with her prompt & professional response. It's all too easy to complain when things aren't carried out as we expect but I feel that this was excellent service & would like to pass on my thanks.	Housing

18/08/21	I hope your keeping ok the workforce have done a fantastic job please thank them from me and my wife	Streetscene Services
18/08/21	I would like to express my thanks to all the people who empty our bins. They worked throughout lockdown providing one of the most valuable services. Despite not being able to affect anything I would like to express my thanks as they are brilliant - And very much appreciated Please forward my comments to every department and the head of the council and every single refuse person	Streetscene Services
18/08/21	Tenant rang to say he was so pleased with the job the operative had done this morning with his shower and he would like to convey his thanks to the gentleman but did not know his name.	Housing Repairs
19/08/21	Tenant would like to say that the worker that attended her property this morning to fit a grab rail was exceptional. He was extremely respectable, did a lovely job and didn't leave her with one spec of dirt. Job well done!	Housing Repairs
25/08/21	Refuse bulky service called this morning. The two men was very helpful, polite.	Streetscene Services
26/08/21	Resident says he would like us to know that the refuse team are always smiling and helpful. He is a disabled gentleman and it makes his day when they take the time to speak to him.	Streetscene Services
20/08/21	My Chair lift broke down yesterday , I wish to thank Bolsover Council and the Contractors involved for the speedy way the repair was carried out by those involved. I was really in difficulties without the chair	Housing Repairs
27/08/21	Thanks for removing the vehicle, it is appreciated and the residents are happy.	Environmental Health
27/08/21	Thank you so much for your understanding of my situation on the phone earlier. I was rather embarrassed to call and discuss my situation so I thank you for making it an easy process and helping where possible.	Revenues & Benefits
27/08/21	Repairs Coordinator arranged a lot of work on my property. Hes been brilliant I cannot thank him enough.	Housing Repairs

31/08/21	Wanted to pass on his thanks to the crew that have been emptying the burgundy bins as he says that since BDC has taken over the servicing of the bins the service has improved noticeably.	Streetscene Services
31/08/21	Customer wanted to thank CA for the information she provided so that when he took his bus pass application into Clowne CC it was dealt with swiftly	Contact Centres
02/09/21	Customer would like to say that he was very happy when he spoke to a CA in July and that she was lovely. He also said I was and had a kind voice.	Contact Centres
08/09/21	Tenant rang to say that the repair person attended her property this morning. He was very polite and courteous and got on with his job. He found the stop tap as she didn't know where it was. She was highly satisfied with the service	Housing Repairs
08/09/21	Would like to compliment the council for their marvellous service in all depts, everyone is very helpful and can't fault the council.	Contact Centres Streetscene Services Housing Repairs
06/09/21	<p>I write today to express my utmost gratitude to all 3 of you and anyone else who has been involved in helping my family this past year.</p> <p>This afternoon I will sign for the keys to the 3 bedroom bungalow on hill top.</p> <p>Words seem so little against the grand scale of things. For 13 years I've had to watch my daughter struggle and adapted to everyday life, while this has made her a very independent young lady it's also been very heart breaking at times. This move will be a whole new life, things we take for granted she will finally be able to do by herself, no more stairs and the simple fact she can use her chair throughout the house means the world to my daughter she is so happy and excited – and we haven't even moved in yet!</p> <p>From the bottom of my heart, I thank you 3 especially. From the moment my sister sent in the letter I have been heard, listened to and had my corner fought for. I really cannot thank you all enough.</p> <p>You really have changed all 3 of our lives.</p> <p>I wish you all the best and thank you again!</p>	Housing Leaders Executive Team

10/09/21	Resident called to thank the bin collectors. She says that she used to really struggle with putting her bins out. She says that they are always really good and she is really grateful to them.	Streetscene Services
13/09/21	Got a call from one the officers. Very nice chap, we had a very amicable conversation, I accepted the apology (missed bin), job done. My main issue was that this didn't happen again.	Streetscene Services
23/09/21	Resident was having issues with his TV and Curry's store. This was not a council matter but the CA could see that the customer was distressed and asked her Manager if she could assist him. She went on web chat to Curry's and phoned Curry's and after a number of attempts she finally managed to get Curry's to agree to ring the customer back as the various telephone options to Curry's was too much for the customer to understand. The CA spent a couple of hours with this customer. A few days later the customer came back and wanted to thank the CA, but it was her day off. He said that he was very grateful for her help and he now had a new working Television.	Contact Centres
17/09/21	Relevant information. Good course that was interesting. Nothing closer to home with re courses though.	Leisure
17/09/21	Fantastic, discussion led content with shared experiences	Leisure
17/09/21	The reflection sections are really useful if you have a group willing to discuss. There are a lot of resources referred to so I hope I can find them after the session. Very grateful for the opportunity to participate.	Leisure
17/09/21	Friendly, informative and non judgemental	Leisure
17/09/21	Relaxed, good combo of workshop/lecture, well presented, serious subject so created debate on an ever changing environment in the complexities of safeguarding children in today's world	Leisure
17/09/21	I found the workshop style of the course very helpful- it was interesting to get the perspectives of coaches from different sports backgrounds. The course was highly engaging.	Leisure

20/09/21	Just to a quick line to thank you and the team for all your time spent on the application.	Planning
24/09/21	Matthews and Tannert have recently put a wet room into her home. The customer would like to compliment on how 'very good', 'patient' and 'very polite' they were with her. The customer is disabled and they were very helpful when she was trying to get past the works at her home.	Housing Repairs
24/09/21	Thanks all. This is great and wonderful working with you on it. It will be a great achievement if we are successful.	Economic Development
24/09/21	Thanks all. This is great and wonderful working with you on it. It will be a great achievement if we are successful.	Economic Development
24/09/21	Thank you ever so much. I will keep my fingers crossed that we are successful.	Economic Development
27/09/21	I would just like to thank you from the bottom of my heart. Have a great rest of your week and lovely weekend	Revenues & Benefits
27/09/21	Sorry for the belated thank you, meeting you all was great and I have my first enquiry form the interview...awesome. I am pushing out today the link to my database, which will also make some of the locals aware that Bolsover.tv this there as a few regular clients have not hear of it! Thank you again, if there is anything I can do for you then please let me know.	Communications
27/09/21	I would like to say a big "thank you" to your bins/recycling team for delivering a replacement newspaper recycling bag which was dropped off today. Unfortunately we missed your officer so we were unable to thank him in person. Thanks again, a most impressive service, well done,	Streetscene Services

28/09/21	<p>Firstly, can I just thank you for allowing us to use Mill 3 at Pleasley yesterday. Having such an amazing venue to test our staff was incredibly beneficial and we got a huge amount from carrying out the exercise there. I am hoping we left the site as we found it.</p> <p>I do also want to make sure the Officer's contribution is highlighted, as without him the exercise would not have happened at all!</p> <p>Thank you very much for giving up most of your Sunday to babysit us, and for taking such an active part in meeting crews as a "rubbish site manager" 😊. This added a lot of realism to the scenario and very much appreciated. Thank you also for being trained on the fire alarm system before the day, and for continually monitoring it throughout Sunday...and resetting it numerous times after the exercise!! Everytime we came to you, you helped with a smile and eagerness to help which is more helpful than I can express. Thank you !</p> <p>Thanks again for everyone's help in getting this exercise off the ground. Speak soon</p>	Property Services Business Centres Communications
27/09/21	Just to say thank you for organising the safeguarding workshop. I enjoyed discussing topics with the rest of the group and got a lot out of the session. It's great that you plan to put things on to support us."	Leisure
29/09/21	Customer rang wishing to pass on her thanks for her burgundy bin which was delivered to her yesterday.	Streetscene Services
30/09/21	Caller wanted to say thank you to the bin crew who have been out today to empty the burgundy and green bins on the street. We have left the bins neatly on the drive and she is really pleased with the service they provide every week.	Streetscene Services

B. Comments - 2021-22

Date Received	Summary of Comment	Departments Involved
07/04/21	Level of CT	Revenues & Benefits
20/04/21	Wants to know who visited his sister	Housing Community Safety Revenues & Benefits
30/04/21	ASB in Bolsover	Community Safety
10/05/21	Articles in Intouch	Communications
26/05/21	Suggestions about improvements to self serve forms	Contact Centres ICT Streetscene Services
11/06/21	Suggestion regarding litter picking	Streetscene Services
15/06/21	The Chine is wrongly recorded as Pinxton	ICT
06/07/21	Not happy the refuse collection is fortnightly - wants a weekly collection in hot weather	Streetscene Services
28/07/21	Does not want to receive Intouch	Communications
09/08/21	Why are there dog fouling spray signs in Blackwell	Environmental Health
13/08/21	Not happy with payment machines	Contact Centres
13/08/21	Wants to know about charging points/ gas boiler installations and how this contributes to a greener Bolsover	Planning Economic Growth Housing Repairs
20/08/21	Wants parking for allotments	Streetscene Services Legal, Governance & Elections

C. Frontline Resolution (via Contact Centre)

Area	Summary	Department	Days
Barlborough	Bins regularly getting missed	Refuse	3
Bolsover	Wait time for bins to be delivered	Refuse	3
Pinxton	Manner that bin wagon was being driven	Refuse	4
South Normanton	Manner spoken to by staff member	Contact Centre	1
South Normanton	Bins regularly getting missed	Refuse	3
Bolsover	chase up re trees not being cut	Grounds Maintenance	1
Shirebrook	Wait time for recycling bag to be delivered	Refuse	3
Creswell	Wait time for bin to be delivered	Refuse	3
Bolsover	Wait time for bins to be delivered	Refuse	3
Blackwell	Wait time for bin to be delivered	Refuse	2
Blackwell	Wait time for bin repair	Refuse	2
Pinxton	Wait time for bin repair	Refuse	1
Clowne	Manner spoken to by staff member	Housing Needs	0
Newton	Wait time for replacement bin	Refuse	1
Bolsover	Wait time for replacement bin	Refuse	1
Tibshelf	Bins regularly getting missed	Refuse	1
Bramley Vale	Incident involving refuse operative	Refuse	0
Whaley Thorns	Wait time for replacement bin	Refuse	0
Shirebrook	Not received tel call as promised	Refuse	0
Bolsover	Assisted collections regularly missed	Refuse	0
Bolsover	Wait time for bin to be delivered	Refuse	0
Bolsover	Wait time for bin to be delivered	Refuse	1
Bolsover	Wait time for bins to be delivered	Refuse	0
Bolsover	Bins regularly getting missed	Refuse	0
Clowne	Wait time for bin to be delivered	Refuse	0
Tibshelf	Wait time for bin to be delivered	Refuse	0
Bolsover	Wait time for replacement bin	Refuse	3
Tibshelf	Black bin regularly getting missed	Refuse	0
Clowne	Wait time for bin repair	Refuse	0
Langwith	Burgundy bin regularly getting missed	Refuse	0
Pinxton	Missed bin collection	Refuse	0
Bolsover	chase up re trees not being cut	Grounds Maintenance	0

Blackwell	Rural bin collections regularly getting missed	Refuse	0
South Normanton	Wait time for bin to be delivered	Refuse	0
Creswell	Wait time for replacement bin	Refuse	0
Barlborough	Refusal to refund membership fee	Leisure	10
Pinxton	Assisted bins regularly getting missed	Refuse	0
Creswell	Data protection breach	Housing Tenancy Management	0
Shirebrook	Wait time for replacement bin	Refuse	0
South Normanton	Wait time for bin repair	Refuse	0
Glapwell	Green bin regularly getting missed	Refuse	0
Clowne	Wait time for bin repair	Refuse	0
South Normanton	Grass not getting cut	Grounds Maintenance	1
Bolsover	Wait time for bin repair	Refuse	0
Clowne	Chase up - re bins regularly being missed	Refuse	0
Clowne	Bins regularly getting missed	Refuse	0
Old Blackwell	Bins regularly getting missed	Refuse	0
South Normanton	Wait time for bin delivery	Refuse	6
Pinxton	Wait time for replacement bin	Refuse	6
Elmton	Wait time for bin repair	Refuse	6
Clowne	Wait time for bin delivery	Refuse	4
South Normanton	Wait time for bin delivery	Refuse	4
South Normanton	Wait time for replacement bin	Refuse	5
Bolsover	Wait time for bin delivery	Refuse	2
South Normanton	Delay with bin delivery	Refuse	2
Whitwell	Caddy gone in the back of the lorry	Refuse	1
Clowne	Missed burgundy bin	Refuse	5
Barlborough	Wait for new build bins	Refuse	0
Creswell	Wait time for replacement bin	Refuse	0
Creswell	Wait time for replacement bin	Refuse	0
Clowne	Delay with bin delivery	Refuse	3
Shirebrook	Bin regularly missed	Refuse	2
South Normanton	Chase up - no response to complaint	Refuse	0
Rowthorne	Bins regularly missed	Refuse	0

Tibshelf	Issues with council tenancy	Housing Tenancy Management	2
Bolsover	Wait time for bin delivery	Refuse	2
South Normanton	Wait time for bin delivery	Refuse	2
Tibshelf	Wait time for bin delivery	Refuse	2
Tibshelf	Wait time for bin repair	Refuse	2
Creswell	Wait time for replacement bin	Refuse	4
Bolsover	Complaint about Ranger	Housing Tenancy Management	1
New Houghton	Collections keep being missed	Refuse	8
Newton	Bins regularly missed	Refuse	3
Stanfree	Assisted collections regularly missed	Refuse	2
Bolsover	Wait time for bin delivery	Refuse	2
Tibshelf	Bin not returned to correct location	Refuse	7
Clowne	Wait time for replacement bin	Refuse	2
Clowne	Wait time for bin delivery	Refuse	1
Creswell	Wait time for new bins	Refuse	0
Bolsover	Wait time for replacement bin	Refuse	3
Creswell	Service from the refuse team	Refuse	0
Creswell	Wait time for replacement bin	Refuse	2
Barlborough	Wait time for additional green bin	Refuse	1
Clowne	Wait time for replacement bin	Refuse	1
South Normanton	Wait time for new bins	Refuse	1
New Houghton	Appointment not attended by environmental health	Environmental health	0
Shirebrook	Delayed response from housing	Housing needs	0
South Normanton	Dipute with refuse over additional burgundy bin	Refuse	2
Tibshelf	Delay with response from environmental health	Environmental health	1
Bolsover	Missed burgundy bin collections	Refuse	0
Clowne	Customer service	Contact centre	2
Shirebrook	Missed burgundy bin collections	Refuse	1
South Normanton	Replacement bin	Refuse	0
Shirebrook	Reporting a repair	Contact centre	1
Rowthorne	Missed bins	Refuse	3
Shirebrook	Rude refuse staff	Refuse	2
Creswell	Missed bulky collection	Refuse	2
Shirebrook	Replacement bin	Refuse	3
Bolsover	Replacement bin	Refuse	2
Creswell	Bin delivery wait time	Refuse	0

Upper Langwith	Burgundy bin collections	Refuse	2
Barlborough	Error at CC	Contact centre	1
Tibshelf	Grass cuttings	Grounds Maintenance	1
Bolsover	Replacement bin	Refuse	2
Creswell	Bin delivery wait time	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Barlborough	Bin delivery wait time	Refuse	1
Blackwell	Side waste not taken as agreed	Refuse	3
South Normanton	Bagged waste not taken whilst awaiting bin delivery	Refuse	1
Pinxton	Bin collections keep being missed	Refuse	0
Shirebrook	Bin collections keep being missed	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Bolsover	Bin delivery wait time	Refuse	0
Barlborough	Assisted bins not returned to correct location	Refuse	2
Pleasley	Missed clinical waste collections	Refuse	2
Clowne	Wait time for replacement bin	Refuse	0
Shirebrook	Bin delivery wait time	Refuse	2
Hodthorpe	Bin delivery wait time	Refuse	5
Tibshelf	Wait time for bin repair	Refuse	5
South Normanton	Side waste not taken with burgundy bin	Refuse	1
Hardstoft	missed bin collections	Refuse	2
Bolsover	Not happy with action taken following prev report	Env Health	0
Shirebrook	Bin collection issues	Refuse	2
Bolsover	Bin replacement wait times	Refuse	2
Tibshelf	Bin replacement issues	Refuse	4
Shirebrook	Bin delivery times	Refuse	6
Whitwell	Replacement bin wait times	Refuse	3
Bolsover	Missed mop up round collection	Refuse	0
Shirebrook	Bin delivery wait times	Refuse	2
Bolsover	Bin delivery wait times	Refuse	2
New Houghton	Bin delivery wait times	Refuse	2
Hardstoft	Rural bin collections	Refuse	2
Bolsover	Replacement bin delivery times	Refuse	1
South Normanton	Bin delivery wait times	Refuse	1
Glapwell	Replacement bin delivery delay	Refuse	0

Steetley	Bin collection issues	Refuse	0
Whitwell	Bin delivery wait times	Refuse	1
Whitwell	Bin delivery wait times	Refuse	1
Bolsover	Tree in garden causing damage	Grounds Maintenance	0
Barlborough	Bin delivery wait times	Refuse	1
Shirebrook	Wait time for assisted gardening assessment	Grounds Maintenance	6
Bolsover	Chase up - no response to complaint	Env Health	0
Shirebrook	Chase up - no response to complaint	Refuse	0
Shirebrook	Complaint not prev logged as requested	Contact Centre	0
Whitwell	Lack of contact	Grounds Maintenance	1
Newton	Wait time for bin repair	Refuse	5
South Normanton	Side waste not taken	Refuse	7
Whitwell	Wait time for replacement bin	Refuse	2
Bolsover	Pest control banging on door	Env Health	1
Shirebrook	Chase up - no response to complaint	Grounds Maintenance	0
Creswell	Wait time for replacement bin	Refuse	1
South Normanton	Wait time for bin repair	Refuse	6
Newton	Wait time for replacement bin	Refuse	6
Creswell	Wait time for bin to be delivered	Refuse	0
Bolsover	Wait time for bin to be delivered	Refuse	1
Newton	Wait time for bin to be delivered	Refuse	6
Tibshelf	Wait time for bin to be delivered	Refuse	6
Langwith Jct	Wait time for bin to be delivered	Refuse	1
Bolsover	Damage caused to car	Refuse	4
Whitwell	Wait time for bin to be delivered	Refuse	0
Clowne	Wait time for bin to be delivered	Refuse	0
Hardstoft	Bagged side waste not collected as agreed	Refuse	3
Doe Lea	Wait time for bin to be delivered	Refuse	4
Stanfree	Burgundy bin deliveries	Refuse	3
Clowne	Replacement bin	Refuse	4
Hardstoft	Clearing side waste	Refuse	1
Tibshelf	Missed black bin collections	Refuse	0
Bolsover	Missed bin collections	Refuse	1
Shirebrook	Bin delivery delays	Refuse	2
Stanfree	Missed bin collections	Refuse	1
New Houghton	Chase up	Env Health	0

Bolsover	Wait time for bin to be delivered	Refuse	4
Tibshelf	Recycling collections regularly missed	Refuse	3
Barlborough	Wait time for bins to be delivered	Refuse	3
South Normanton	Missed bin collections	Refuse	2
South Normanton	Missed assisted collections	Refuse	2
Clowne	Wait time for bin	Refuse	2
Clowne	State of neighbouring garden	Housing	1
Newton	Issues with green bin collection	Refuse	2
Steetley	Missed burgundy bin collections	Refuse	2
Pinxton	Bin delivery delays	Refuse	1
Shirebrook	Bin delivery delays	Refuse	1
Barlborough	How BDC have dealt with abandoned vehicle	Env health	7
Creswell	Wait time for bins to be delivered	Refuse	1
Clowne	Wait time for bins to be delivered	Refuse	0
Pinxton	delays with replacement bin	Refuse	2
Glapwell	delays with replacement bin	Refuse	1
South Normanton	Bin delivery delays	Refuse	1
Clowne	issues with overgrown hedges	Grounds Maintenance	3
Shirebrook	Missed green bins	Refuse	0
Barlborough	delay in getting put on the assisted list	Refuse	0
Sheffield	Licence	Env Health	1
Tibshelf	Bin order delays	Refuse	0
Clowne	Tree needs cutting down	Grounds Maintenance	4
Elmton	Missed burgundy bin collections	Refuse	1
Shirebrook	Replacement green bin delays	Refuse	1
Tibshelf	Bin delivery delays	Refuse	1
Tibshelf	Missed burgundy bin collections	Refuse	1
Creswell	Wait time for bin to be delivered	Refuse	0
Hilcote	Green bin delivery days	Refuse	2
Shirebrook	Attitude of staff member	Env Health	1
Creswell	Wait time for bin delivery	Refuse	0
Westhouses	Assisted bin collection missed	Refuse	5
Tibshelf	Missed bulky collection	Refuse	0
South Normanton	Bin collections regularly missed - chase up	Refuse	0
Elmton	Missed bin collections	Refuse	5
Bolsover	Bin delivery delays	Refuse	4

New Houghton	Missed bins	Refuse	4
Newton	Missed burgundy bin collections	Refuse	4
Barlborough	Chase up	Env Health	0
Nether Langwith	Missed assisted collections	Refuse	3
South Normanton	Not emptying green bin	Refuse	2
Bolsover	delays with replacement bin	Refuse	2
South Normanton	Missed bin collections	Refuse	2
Broadmeadows	Missed burgundy bin collections	Refuse	1
Bolsover	Delayed new build bin delivery	Refuse	1
Creswell	Tidying up hedge trimmings	Grounds Maintenance	5
Hilcote	Missed bin collections	Refuse	1
Bolsover	Wait time for bin delivery	Refuse	0
Whitwell	Missed bins - assisted	Refuse	2
Shirebrook	Replacement bin delay	Refuse	2
Bolsover	Missed bin collections	Refuse	2
Tibshelf	Green bin delivery delays	Refuse	2
Bramley Vale	Missed bin collections	Refuse	2
New Houghton	Delayed bin delivery	Refuse	1
Creswell	Delayed green bin delivery	Refuse	1
Creswell	Delayed bin delivery	Refuse	1
Bolsover	Ranger complaint	Housing	2
Hilcote	Missed black bin collections	Refuse	1
Bramley Vale	Missed bin collections	Refuse	1
Creswell	Delayed bin delivery	Refuse	1
Creswell	Delayed bin delivery	Refuse	0
Bolsover	Missed assisted collections	Refuse	0
Creswell	Delayed bin delivery	Refuse	0
South Normanton	Action taken by Rangers	Housing Tenancy	1
Hodthorpe	New build bin delivery delays	Refuse	0
Bolsover	Assisted bin collection missed	Refuse	0
Tibshelf	Delay in assisted gardenning assessment	Grounds Maintenance	11
Creswell	Wait time for bin to be delivered	Refuse	0
Barlborough	Bin delivery wait times	Refuse	2
Barlborough	Missed bin collections	Refuse	2
Creswell	Black bin delivery delays	Refuse	4
Creswell	Bin delivery delays	Refuse	4
Shirebrook	Delayed bin delivery	Refuse	2

Blackwell	Missed green bin collection	Refuse	1
Pinxton	Council property	Property services	10
Langwith junction	Missed green bin collection	Refuse	10
Bolsover	Missed waste collections	Refuse	0
Bolsover	missed bins	refuse	0
Tibshelf	Regularly missed bins	Refuse	1
Bolsover	Delayed green bin delivery	Refuse	4
Tibshelf	delayed burgundy bin delivery	Refuse	8
Creswell	Delayed green bin delivery	Refuse	8
Clowne	Delayed green bin delivery	Refuse	7
Bolsover	Delayed green bin delivery	Refuse	6
Whitwell	issue with grass cutting	Grounds Maintenance	0
Whaley Thorns	noise complaint	environmental health	0
Bolsover	Delayed extra capacity bin delivery	Refuse	5
Hodthorpe	no communication from refuse	Refuse	2
Glapwell	tenancy issues	Housing	1
Bolsover	bin replacement delay	Refuse	3
New Houghton	Missed black bin collections	Refuse	3
Tibshelf	Replacement bins	Refuse	6
Whitwell	Missed bin collections	Refuse	3
Bolsover	New bin delivery	Refuse	6
Pinxton	Repairs	Repairs	0
Creswell	Removal of ivy in the garden	Grounds Maintenance	2
Shirebrook	Bin delivery wait times	Refuse	6
Hardstoft	missed bin collections	Refuse	4
Creswell	Missed assisted collections	Refuse	4
Bolsover	Missed bins	Refuse	9
South Normanton	bin delivery delays	Refuse	3
Bolsover	missed bin collections	Refuse	0
Scarcliffe	missed bin collections	Refuse	2
Tibshelf	Missed assisted collections	Refuse	2
Bolsover	delay in fixing bin lid	Refuse	1
Bolsover	delay in fixing bin lid	Refuse	2
New Houghton	missed bins	Refuse	1
Blackwell	delayed replacement bin	Refuse	6
Scarcliffe	overgrown garden on neighbouring council property	Repairs	0
Scarcliffe	broken fence	Refuse	

Palterton	Delayed bin delivery	Refuse	4
Bolsover	Delayed bin delivery	Refuse	4
Bolsover	Delayed bin delivery	Refuse	3
Bolsover	Delayed bin delivery	Refuse	3
Bolsover	Delayed bin delivery	Refuse	3
Bolsover	Delayed bin delivery	Refuse	2
Bolsover	issue with garden waste from truck	Grounds Maintenance	0
Langwith junction	Missed bin collections	Refuse	2
South Normanton	delayed replacement bin	Refuse	1
Bolsover	bin delivery delays	Refuse	1
South Normanton	bin not being put back in the right location	Refuse	1
Bolsover	bin delivery delays	Refuse	1
Palterton	Bin delivery delays	Refuse	1
Barlborough	missed bin collections	Refuse	1
Stanfree	Replacement bins	Refuse	0
Shirebrook	bin delivery delays	Refuse	1
South Normanton	bin delivery delays	Refuse	0
Clowne	missed bin collections	Refuse	1
South Normanton	bin going in the back of the lorry	Refuse	1
Pinxton	missed bins	Refuse	1
Tibshelf	missed bins	Refuse	1
Shirebrook	Delayed bin delivery	Refuse	1
Pinxton	bin replacement delay	Refuse	1
Whitwell	Damage to property	Housing Tenancy	0
Creswell	Missed black bin collections	Refuse	1
Whitwell	Refuse Rounds	Refuse	2
Shirebrook	Trees/hedges	Grounds Maintenance	
Whitwell	Damage to property	Housing Needs	9
South Normanton	Delayed bin delivery	Refuse	1
Creswell	missed bin collections	Refuse	5
South Normanton	Delayed bin delivery	Refuse	4
Clowne	Staff member parking on grass	Leisure	5
Bolsover	Delayed bin delivery	Refuse	4
South Normanton	Missed bin collections	Refuse	3
Clowne	Bin caddy going in the lorry	Refuse	3
Oxcroft	Delayed bin delivery	Refuse	3

Warsop	Accident with bin lorry	Refuse	3
Shuttlewood	Missed assisted collections	Refuse	2
Hodthorpe	New build bin delivery delays	Refuse	2

D. Formal Direct from Department 2021-22					
Date Received	Summary	Departments Involved	No of work days to process	Remedy	Justified (Y/N)
20/04/21	Unhappy 2 lots of CT have been taken and discount not applied	Revenues & Benefits	0	Revenues Officer rang and sorted	N
07/05/21	Unhappy with elections arrangements	Legal, Governance & Elections	7	Explanation for change of venue	N

E. M.P. enquiries

Date	Summary	Department	No of days	
06/04/21	Enquiry about grant funding	Revenues & Benefits	2	All eligible grants paid
08/04/21	Enquiry about rehousing, reporting ASB	Housing Community Safety	15	
12/04/21	Wants some support film making	Communications Economic Development Leisure	15	Officer offered support
15/04/21	Housing support	Housing	15	Not been issued with correct possession notice
16/04/21	Horse mess on Craggs Lane	Streetscene Services	15	Responded to fully by DCC
16/04/21	Support for self employed	Economic Development Revenues & Benefits	15	All eligible grants paid
16/04/21	Still experiencing water under floorboards, wants to move	Housing Housing Repairs	15	Further inspection offered

26/04/21	Housing and parking issues	Housing Repairs	15	Parking is DCC, tree and handrail sorted
26/04/21	Issues around the charge for a covenant in 2012/13	Legal, Governance & Elections	3	No current complaint, most of the complaint is out of scope of the policy and the remainder is out of time (2012/13)
30/04/21	Issues about a neighbour allegedly running a business	Planning	0	Asked for details in order to investigate
05/05/21	Any improvements planned for play area in S/N	Leisure	15	Explanation of maintenance programme
13/05/21	Delay in delivery of bin	Streetscene Services	0	Bin delivered, delay due to staff shortages (C19)
14/05/21	FOI	Environmental Health		
14/05/21	Cost incurred for shuttering business	Planning Economic Development	15	Explanation - property in conservation area
18/05/21	Sites for quad bikes etc.	Leisure	15	None known in district and no plans
19/05/21	High hedge/ trees at neighbouring property	Planning	14	Advised of high hedges applications
20/05/21	Wants vehicular access to The Arc	Property Services	17	BDC looking into, part of the land is privately owned, so will need permission. Also DCC will need to alter the definitive footpath route

20/05/21	Believes neighbour is running a business	Planning Community Safety Environmental Health	15	Asked M.P.'s office to clarify request.
24/05/21	Wants to know status of housing application	Housing	15	Housing application in, may be a long wait for an adapted bungalow. Waste should be tied and removed from around the bins to enable collection.
26/05/21	Any improvements planned for play area in S/N	Leisure	2	Explanation of maintenance programme
26/05/21	Concerns about a property in Glapwell	Strategic Housing Planning Environmental Health	15	Planning to investigate
27/05/21	ASB around playpark	Community Safety	13	Continue to work with CS to gather evidence- CAN patrolling
28/05/21	Wants another Council property	Housing	15	Can bid on suitable properties
28/05/21	Wants to know status of housing application	Housing	15	Offered a property subject to checks
02/06/21	Why V.A.T. is charged on private homeowner's garage rent	Housing	2	Explanation of why VAT is charged
07/06/21	Enquiry about a tree	Streetscene Services	1	Tree not overhanging or casting a shadow. Adds to general visual amenity of area.

07/06/21	Enquiry about restart grants	Revenues & Benefits	2	Decision not to pay grant upheld
17/06/21	Enquiry regarding fly tipping	Streetscene Services Environmental Health	13	EH to contact constituent to get further information
17/06/21	Concerns about housing repairs	Housing	14	PIV to be installed, no water ingress identified but will inspect if the tenant thinks a repair is necessary.
17/06/21	Environmental pollution concerns	Environmental Health	6	Advised MP to approach environment agency unable to provide details as ongoing investigation.
17/06/21	Anti social behaviour issues	Environmental Health	15	Ongoing investigation in conjunction with Police
21/06/21	Overgrown garden next door	Environmental Health	15	EH taking action as appropriate
21/06/21	Chasing welfare adaptations	Housing Housing Repairs	22	Property unsuitable for level of adaptations required
21/06/21	Wants to know progress of repairs	Housing Repairs Finance	15	Repairs being carried out, insurance claim going through the process
22/06/21	Enquiry about restart grants	Revenues & Benefits	8	Decision not to pay grant upheld
22/06/02	Enquiry about art initiatives	Leisure	13	Community Arts Development Officer will support

28/06/21	Wants a Council property	Housing	12	Advised how to bid on properties
29/06/21	Obstruction outside his property	Property Services Streetscene Services	14	Inspection raised
29/06/21	Who is responsible to maintain garden	Housing	14	Neighbouring garden work carried out (relet)
29/06/21	Wants a Council property	Housing	14	Housing banding correct to reflect current situation
29/06/21	Refuse crew using an unadopted road	Streetscene Services	20	Need to access for bin collectons
29/06/21	Wants a Council property	Housing	14	Details of 'Homeswapper' given
28/06/21	Wants decision by Executive to be delayed	Corporate Governance	5	Decision by Executive
01/07/21	Wants support for a youth club	Leisure	12	Speak to Wayne about leisure offer
06/07/21	Condition of footpath	Streetscene Services	15	DCC and SNPC owned. Weeds to be treated
12/07/21	Flue, odour nuisance and fires	Environmental Health Planning	15	No planning breaches (investigated) odour nuisance being investigated by EH
13/07/21	Wants Government guidance clarifying	Environmental Health	1	Explanation of NHS pilot
14/07/21	When will the Council take over the management of the green space on this development	Planning	10	Not up to standard to adopt yet
16/07/21	Wants to know why bulky waste cannot be collected from within the curtilage of his property	Streetscene Services	15	Offered collection from rear (access difficult due to parked cars)-

				paid service, front collection easier
22/07/21	Housing Application	Housing Community Safety	8	Correct banding for housing situation
22/07/21	Car parking issues	Planning Leisure	7	Contractors working times amended
02/08/21	Overgrown trees	Planning Housing	15	Planning to look into
10/08/21	Litter and waste	Streetscene Services	0	Asked for further information
17/08/21	Parking issues in Whitwell	Property Services	7	Explanation of parking spaces and footpath repair.
17/08/21	Enquiry about TPOs	Planning		Asked for further information
17/08/21	Enquiry about CT	Revenues & Benefits	6	Explanation of CT discounts, information sent to complainant to apply for a discount
17/08/21	Enquiry about new developments	Planning	9	Five Year Housing Supply list provided
17/08/21	Wants permission for parking on New St	Legal, Governance & Elections	15	Not BDC land - DCC. Planning applications will be considered on their own merits.
17/08/21	Wants another Council house	Housing Community Safety	15	Advised to keep bidding and report ASB
17/08/21	Wants funding for Parish Council CCTV	Community Safety	7	Directed to PCC website

26/08/21	Bungalow is cold - are there any plans for insulation?	Housing Repairs	15	Loft insulation to be fitted, advice about grants
27/08/21	Wants to know percentage of burgundy bin waste recycled	Streetscene Services	0	86% recyclable
31/08/21	Unhappy that they have to maintain their garden	Housing Housing Repairs	16	No DP authorisation
06/09/21	Wants housing policy explained	Housing	15	Explanation about banding, and Mrs Bush's housing situation.
07/09/21	Areas requiring grounds maintenance	Streetscene Services	5	All DCC or landowner's responsibility
07/09/21	What is our Afghan Refugee policy in relation to single person discount/ housing allowance	Revenues & Benefits	12	Advice given re second adult rebate
08/09/21	Air Pollution Grant	Environmental Health	9	Good air quality, not able to claim grant under those conditions
09/09/21	Overgrown trees	Planning	13	Explanation about high hedges legislation
14/09/21	Wants to move property, complains of ASB (unsubstantiated)	Housing	11	Action taken based on evidence. No DP to share with M.P. - advised as such.
13/09/21	Wet room not fully draining	Environmental Health	15	DCC carried out work and going back to rectify
13/09/21	Wants parking on Oxcroft House land	Property Services	15	Land to be leased with full parking rights
15/09/01	Unable to report noise nuisance over a weekend	Community Safety Environmental Health	14	Advice about how to contact the Council at the weekend

16/09/21	Wants parking restrictions on Coronation Street	DCC	0	DCC
21/09/21	Wants to know about any grants	Environmental Health	15	Central Gov. funding withdrawn
23/09/21	Wants to know about housing refugees in houses bought by HN2	Economic Development	1	Passed to DCC Re-settlement Officer
23/09/21	Enquiry about TPOs	Planning	6	Reiterated advice previously given and noted comments
24/09/21	Wants help to improve unadopted road	Property Services	15	Residents may have to pay for own repair - need to check their deeds
27/09/21	Air quality in Bolsover	Environmental Health	14	Air quality well within standard
28/09/21	Wants to submit a housing application	Housing	0	HNO to contact
29/09/21	Wants more bus shelters	Property Services	0	Asked for the residents to submit a request
30/09/21	Wants to know if there is any provision for over 50 planned	Leisure Communications Leaders' Executive team	14	Details of services provided

F. Summary of Stage Two Complaints - 2021-22					
Date Received	Summary of Complaint	Department s involved	No of work days to processes	Remedy	Justified ? Y or N (Check on template)
06/04/21	Problem with rats in the area	Environmental Health	15	No ongoing problem	N
06/04/21	Burgundy bin lid broken	Streetscene Services	15	Repair/ replacement sorted	N

19/04/21	Not happy with EH service	Environmental Health	18	Explanation of action, apology for incorrectly addressed letter	N
19/04/21	Unhappy with repairs to property	Housing Repairs	15	Work to be carried out (new issues)	N
21/04/21	Unhappy with EH handling of smoke/odour nuisance	Environmental Health	21	No statutory nuisance evidenced	N
28/04/21	Resident feels she is being victimised by her neighbour making complaints about her and the Council are investigating.	Community Safety	14	Explanation about action taken - offer of support if tenant wishes to move (previously interested in this course of action)	N
29/04/21	Unhappy with burgundy bin collections/ inner box	Streetscene Services	0	Box and bags delivered	N
30/04/21	Feels there is a delay in her parents being rehoused	Housing	15	Been offered one of the properties	N
07/05/21	Unhappy with garage demolition	Housing	15	Refund given	Y - contractor s not able to repair due to C-19
10/05/21	Unhappy with Pest Control Service	Environmental Health	15	Offer of a further Pest Control visit	N
12/05/21	Missed bin, unhappy with advice given	Streetscene Services	14	Apology for missed collection and expansion of advice given	N

13/05/21	Unhappy with data not being shared (partner organisation)	Community Safety	15	Information not for release - confidential and no permission to share. Apology for not explaining this.	N
20/05/21	Smell of faeces throughout house	Housing Repairs	15	Yorkshire water to attend blockage in sewers	N
20/05/21	Problems with neighbours (on behalf of son)	Community Safety	15	Community Safety aware and dealing with the matter	N
21/05/21	Unhappy with operative sat in van	Housing Repairs	0	Advised updating their app on phone	N
28/05/21	Unhappy with New Bolsover regeneration work	Property Services	16	Work completed 3 years ago, some snagging works carried out (twice) all completed nothing outstanding	N
02/06/21	Not happy that electrical work was delayed	Property Services	9	Another appointment made - apology for missed appointment (emergency)	N
04/06/21	Not happy with rent arrears	Housing	15	Arrears led to eviction in 2017, former tenant aware	N
04/06/21	Not happy bulky waste not	Streetscene Services	15	Nothing on site -	N

	collected on date specified	Contact Centres		confusion over location	
01/06/21	Racial discrimination allegation	Contact Centres	6	No evidence of allegation against CA, customer reminded of customer standards	N
07/06/21	Not happy with tree planted on Whitwell Common	Planning Streetscene Services	15	Referred complainant to WPC	N
08/06/21	Bedroom radiators not getting hot, wants to move	Housing Repairs Housing	15	Explanation of work carried out	N
10/06/21	Not happy with the trees adjacent to a property he owns on Horsehead Lane, Bolsover	Streetscene Services	12	DCC responsibility	N
11/06/21	Wants a property in Creswell	Housing	1	Not eligible as only 2-bed (needs 3-bed)	N
16/06/21	Not received new bins	Streetscene Services	13	Bin delivered - national shortage	N
21/06/21	Unhappy been charged planning fee, wants refund	Planning Revenues & Benefits	15	Refund offered	P
24/06/21	Wants to be removed from the 'blacklist' for the housing waiting list	Housing	10	Resident can apply after 3 years (Housing Allocations Policy)	N
25/06/21	Believes neighbour is running a business	Planning Community Safety Environmental Health	14	Planning to investigate. Police dealing with trespass etc.	N

01/07/21	Unhappy with gravel driveways on new development	Planning	10	Explanation that the Planning Inspectorate made the decision	N
05/07/21	Unhappy with response times for pest control service	Environmental Health Contact Centres	15	Pest Control Officer attended within 1 working day	N
30/06/21	Unhappy with condition of house at relet	Housing Repairs Housing	13	Apology if caused upset, not intended. inspection raised	P
08/07/21	Not happy with non delivery of green bin, wants CT refund	Streetscene Services Revenues & Benefits	15	Bins now delivered - national shortage/ apology	P
09/07/21	Developers leaving a mess on verges	Planning Streetscene Services	15	Ongoing monitoring by Planning	N
09/07/21	Bins not delivered	Streetscene Services	15	Bins delivered 13/7	N
09/07/21	Not happy with service from Community Services re. neighbour issues	Community Safety	15	Mediation going to take place	N
12/07/21	Not happy with refuse service or attitude of crew	Streetscene Services	15	Apology if felt it was rude	N
14/07/21	Repeated missed bin collections	Streetscene Services Contact Centres	14	Added to burgundy bin list	Y
15/07/21	Green bin taken	Streetscene Services	13	Green bin delivered, apology	Y
16/07/21	Not happy that 365 membership is closed	Leisure	13	Time limited offer which ended 30/6/21	N

26/07/21	Unhappy with planning permission	Planning	15	Outside of the scope of the CCC policy	N
26/07/21	Unhappy that binmen are leaving bin in middle of drive after collection	Streetscene Services	16	Memo issued to crews	Y
28/07/21	Wants housing for grandfather	Housing	15	No local connection (granddaughter not lived in area for 5 years)	N
29/07/21	Not happy bin has been broken	Streetscene Services	15	Bin repaired	N
29/07/21	Not happy with Coronavirus arrangements at The Arc	Leisure	0	Apology if upset, following guidance	N
30/07/21	Bins not collected	Streetscene Services	15	Assurance that bins will be emptied	N
30/07/21	Bins not collected	Streetscene Services	16	Apology - bins missed because of staff sickness/ isolating	P
30/07/21	Unhappy with work carried out round the 'chicane' at Clowne	Streetscene Services	5	Partly DCC/ local landowners - BDC work ok	N
04/08/21	Unhappy with home improvement team visiting unannounced	Property Services	14	Contractors reminded to provide ID	N
09/08/21	Wants tenant to be rehoused	Housing Legal Environmental Health	12	Council cannot release information about tenant or support him in evicting her	N

				from the property	
09/08/21	Unhappy bins were not collected	Streetscene Services	13	Apology - shortage of staff due to coronavirus	P
10/08/21	Complaint about housing status and repairs	Housing Housing Repairs	15	Housing allocated in line with HAP and more work carried out to garden than usually allowed	N
11/08/21	Unhappy with Ranger service	Community Safety	13	Advised that the Ranger would assess at the time	N
12/08/21	Wants Council property	Housing	15	NEDDC/ Rykneld can refer applicant to BDC	N
16/08/21	Thinks he saw a BDC employee using a mobile phone	Housing Repairs Leisure Environmental Health Streetscene Services Finance	3	Driver has since left the authority	Y
16/08/21	Unhappy with enforcement letter from EH	Environmental Health	20	Falls outside of complaint policy and procedure - enforcement	N
17/08/21	Wants rehousing	Housing	1	HNO dealing with customer direct.	N
19/08/21	Unhappy with grounds maintenance standard	Streetscene Services	15	GM crew going back to sort	N
24/08/21	Structural damage, wants 2 weeks rent refund	Housing Housing Repairs	2	Refund been authorised as per request	P

23/08/21	Reporting ASB on behalf of son	Community Safety		Extension until 15/10 Explanation of investigation process, some matters outstanding (right of access and permissions for outbuildings) are being dealt with and response will be sent separately	N
27/08/21	Issues with door	Housing Repairs	12	Door ordered/ being manufactured and will be fitted under supervision	P
07/09/21	Wants a ramp to the property	Housing Repairs	15	Gradient needed for a ramp not achievable (too steep)	N
7/9/21	Chasing welfare adaptations	Housing Repairs	15	Action plan to be carried out	N
09/09/21	Wants another property	Housing	12	Back on waiting list advised to contact Council when ASB occurs	N
10/09/21	Wants to know why planning application was approved	Planning	14	Outline permission only	N
10/09/21	Condition of property next door	Environmental Health	15	Empty property officer dealing with	N

				potential developers	
08/09/21	Wants a Council property	Housing	15	HNO spoken to customer, valid S21 served, homeless prevention duty in place	N
14/09/21	Various issues in Creswell	Planning Leisure	0	Some issues DCC responsibility , some Parish. Explanation of Planning process and plans for leisure provision	N
16/09/21	On assisted bin service, continually missed	Streetscene Services	13	Collected on mop-up, Streetscene contacted complainant to explain	N
29/09/21	Cost of heating property	Property Services Housing	12	Properties not served by gas. Advice re. moving and/ or debt advice offered	N

G. Internal Review

Date Received	Summary of Complaint	Departments Involved	No of work days to process	Remedy	
01/04/21	Not happy with work being carried out to new kitchen	Housing Repairs Property Services	20	Explanation of work carried out and scope of works	N
15/04/21	Enquiry about land/ ASB	Environmental Health Planning	18	Advice about actions taken	N

15/04/21	Not happy that the restart grant has not yet been paid	Revenues & Benefits	18	Explanation of grants and time taken to process	N
19/04/21	Unhappy with proposed new door locks	Housing Repairs	11	Explanation of compliance with legislation	N
06/04/21	Unhappy with Planning policy and development control	Planning		Committed to further comments and meeting TBA	
20/05/21	Not happy with EH service	Environmental Health	7	Explanation of enforcement duty	N
21/05/21	Unhappy with EH handling of smoke/odour nuisance	Environmental Health	27	Explanation of enforcement duty	N
21/05/21	Problem with rats in the area	Environmental Health	20	Informal action against neighbour will result in formal action if no compliance	N
02/06/21	Wants bollards installing to prevent drivers using his land	Leisure Planning	22	Council is not liable for the actions of a third party. Officers considering his request for bollards - will advise when this has happened	N
15/06/21	Unhappy with data not being shared (partner organisation)	Community Safety	20	Information exempt from release	N
24/06/21	Has had a gas leak, reporting other repairs and wants to move	Housing Repairs	16	No repairs outstanding, gas leak outside and within	N

				permitted levels	
05/07/21	Enquiry about restart grants	Revenues & Benefits	16	Decision not to pay grant upheld	
05/07/21	Unhappy with New Bolsover regeneration work	Property Services	20	Architect to inspect	
16/07/21	Believes neighbour is running a business	Planning Community Safety Environmental Health	17	Copy of M.P. e-mail sent	
23/07/21	FOI Internal Review	Performance	7	No recorded information held (pre planning enquiry)	
19/07/21	Further comments to 4647 - equalities	Performance Housing	19	Reiterated previous advice	N
02/08/21	Wants to know status of housing application	Housing Streetscene Services	17	Waste accumulating again, complainant/ carers need to allow access to bins for assisted collection. Housing application is being considered although tenant is not concerned as yet as awaiting further physiotherapy.	N
29/07/21	Unhappy about daughter's housing situation	Housing	5	Daughter is being advised correctly - no permission to share information	N

				with complainant	
29/07/21	Unhappy with data being shared	Performance	5	Apology for sharing too much detail	Y
09/08/21	Not happy with Coronavirus arrangements at The Arc	Leisure	3	Reiterated previous advice	N
08/08/21	Refuse crew using an unadopted road	Streetscene Services	12	Maintenance of lane is the responsibility of neighbouring landowners	N
10/09/21	Unhappy with noise investigations about him	Environmental Health Community Safety	20	EH have a duty to investigate, advice given about ASB and Police	N
10/09/21	Wants to know how to manage waste	Housing Streetscene Services	16	Reiterated advice previously given	N
07/09/21	Bins not collected	Streetscene Services	20	Apology sickness absence due to Covid	N
23/09/21	FOI Internal Review	Performance	6	Information held was released and explanation provided. Falls outside of CCC policy.	N
17/09/21	FOI Internal Review	Performance	17	Council held one copy (signed by the Council but not the purchaser). Separate copy signed by the purchaser is now held and has been provided.	N

				There is not a copy signed by both.	
29/09/21	Bins not collected	Streetscene Services	20	Apology for missed bins due to Covid-19	P

H. Summary of Ombudsman Complaints - 2021-22					
Date Rec'd	LGO/ HO's Summary of Complaint	Departments Involved	No. of Working Days	Date Decision Letter Rec'd	Ombudsman's Decision
11/12/20	LGSCO Initial enquiries pollution from nearby farm	Environmental Health Performance	5	13/01/21	From previous year but informed this reporting period - Invalid
02/02/21 29/3/21	HO Noise complaint not investigated correctly Initial enquiries Formal Investigation	Corporate Resources	7	02/08/21	No maladministration
03/03/21 28/06/21	HO repairs not completed Initial enquiries	Housing Repairs	10	17/01/22	No maladministration and reasonable redress
24/05/21	LGSCO Initial enquiries planning permission	Planning Environmental Health	4	11/06/21	Not to investigate this complaint. This is because we are unlikely to find fault. The complainant has also not suffered significant injustice.

08/10/21	HO complaint regarding ASB and noise nuisance	Housing Community Safety Environmental Health			Awaiting decision
13/10/21	LGSCO initial enquiries re. Councillor complaint	Legal	0	19/10/21	Not to investigate this complaint. This is because we are unlikely to find fault.
19/10/21	LGSCO complaint about a Parish Councillor	Legal	0	19/10/21	Not to investigate this complaint. This is because we are unlikely to find fault.
07/01/22	LGSCO initial enquiries: Unhappy with partial closure of leisure facility	Leisure	1	13/01/22	Not to investigate the complaint because complainant has not been caused a significant enough injustice to warrant further investigation
13/01/22	Son had accident, liability not accepted	Streetscene Services	0	14/01/22	We will not investigate the complaint about the son's injuries resulting from a fall on the pavement. This is because it would be reasonable for her to take the matter to court.

1/01/22	Says Council did not clear waste he paid clearance for and then took enforcement action against him	Streetscene Services Environmental Health	0	21/01/22	Not to exercise discretion to investigate Mr X's complaint about being charged for clearing waste by the Council in 2017. This was received outside the normal 12-month period for investigating complaints. There is no evidence to suggest that Mr X could not have complained to them sooner. They will not investigate his complaint about being served with a Community Protection Notice for waste deposited on his land in 2021 because it was reasonable for him to challenge the notice by appealing to the Magistrates Court'
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Bolsover District Council

Meeting of the Executive on 7th March 2022

Ambition Targets Performance Update – October to December 2021

(Q3 – 2021/22)

Report of Councillor McGregor, Portfolio Holder for Corporate Governance

Classification	This report is Public
Report By	Kath Drury, Information, Engagement and Performance Manager, Ext 2280, Kath.Drury@bolsover.gov.uk
Contact Officer	Kath Drury, Information, Engagement and Performance Manager, Ext 2280, Kath.Drury@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

To report the Quarter 3 outturns for the Council's Ambition targets 2020-2024

Out of the 31 targets:

- 19 (61%) are on track
- 1 (3%) continues to be affected by Covid 19
- 4 (12%) have been placed on alert (as unlikely to meet their outturns in 21/22)
- 7 (22%) achieved previously.

REPORT DETAILS

1. Background

- 1.1 The attached appendix contains the performance outturn as of 31st December 2021

2. Details of Proposal or Information

- 2.1 The attached contains the performance outturn as of 31st December 2021

- 2.2 A summary by Council Ambition aim is provided below:

2.3 Our Customers – Providing excellent and accessible services

- 10 targets in total
- 8 targets are on track
- 1 target has been placed on alert as it is unlikely to meet its intended outturn in 2021/22:
 - **CUS.07** - *Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter*
- 1 target continues to be affected by Covid19 (CUS 09)

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

- 11 targets in total
- 5 targets are on track
- 3 targets have been placed on alert as they are unlikely to meet their intended outturns in 2021/22:
 - **ENV.03** - *Achieve a combined recycling and composting rate of 50% by March 2023.*
 - **ENV.06** - *Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% over 5 years (2023/24).*
 - **ENV.08** - *Bring 5 empty properties back into use per year through assistance and enforcement measures.*
- 3 targets achieved previously (ENV 07, ENV 09, ENV 10)

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

- 10 targets in total
- 6 targets are on track
- 4 target achieved previously (ECO 08, ECO 09, ECO 04, ECO 01)

3. Reasons for Recommendation

- 3.1 Out of the 31 Council plan targets, 19 are on track (61%), 1 has been affected by Covid 19 (3%), 4 are on alert (10%) and 7 achieved previously (22%).
- 3.2 This is an information report to keep Members informed of progress against the Council Ambition targets noting achievements and any areas of concern

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets

RECOMMENDATION(S)

1. That quarterly outturns against the Council Ambition 2020-2024 targets be noted.

Approved by Councillor Duncan McGregor, Portfolio Holder for Corporate Governance

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details:

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

On behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

On behalf of the Head of Paid Service

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Cabinet Members/SLT informed on route via the quarterly performance process Details: Ward Members

Links to Council Ambition: Customers, Economy and Environment.	
All	

DOCUMENT INFORMATION	
Appendix No	Title
1	Council Ambition Performance Update – Q3 October to December 2021

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>
All details on PERFORM

Bolsover District Council
Council Ambition Performance Update – Q3 – October to December 2021

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Alert	<ul style="list-style-type: none"> To reflect any target that does not meet the expected outturn for the reporting period (quarterly). The target is six months off the intended completion date and the required outcome may not be achieved. To flag annual targets within a council plan period that may not be met.
Covid Affected	The target has been affected by the Covid 19 Pandemic

Council plan targets achieved and by exception

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Alert

CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Strategy and Development <i>Cllr Peake</i>	Alert	The current relet time for a standard void is 84 days. In addition to the operational improvements being made. A report is going to the Employment committee for a new post of Void Manager a post which for the first time would be responsible for the end to end process across both Housing Repairs & Management. This post will be focused on reviewing the current processes to ensure any delay is minimised and performance improved. Update note: Voids Manager post has been approved.
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Resources <i>Cllr Watson</i>	Alert	Q3 (2021\22) performance is <u>estimated</u> based on Q3 2019\20 Waste Data Flow figures at 2,702 tonnes of recyclable\ compostable materials collected, equating to a combined recycling and composting rate of 43.8%. This will be updated when the actual figures become available from WDF January 2022.

			<p>Q2 (2021\22) <u>Actual</u> recyclable\compostable material collected within this period was 4,205 tonnes as reported by way of Waste Data Flow, equating to a combined recycling\composting rate of 44.9%.</p> <p>This target is subject to seasonal variations however it is not expected to hit the target by March 2023. (Q2 (2021/22) actual highest outturn recorded during this plan period).</p> <p>A national revised UK strategy document is expected in March 2022 (deferred from March 2021 due to Covid). This will need to be taken into consideration when reviewing this target for 2023/24 together with the Council's ambitions post 2024.</p>
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% over a five year period (2024/25).	<p>Resources</p> <p><i>Cllr Watson</i></p>	Alert	<p>2 FPNs issued this quarter. Cumulative the service has issued 10 FPNs and it remains unlikely that the annual target of 59 will be met. As reported previously this is as a result of covid restrictions and impact and resource issues.</p>
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	<p>Strategy & Development</p> <p><i>Cllr Peake</i></p>	Alert	<p>Through intervention from the Westlea working group, 2 long term empty properties are in the process of being brought back into use. The properties had previously been owned by a problematic landlord, who has sold them due to the enforcement action being taken by the Council, to improve the area.</p> <p>The Council has facilitated the sale of a long term empty property in Bolsover that has been causing problems for a number of years. It is expected that the sale will be complete by the end of March 2022 and the new owner plans to demolish it and rebuild, due to problems with the existing construction.</p> <p>The Council is in the process of pursuing an enforced sale on a long term empty property in Langwith that has been the subject of</p>

			<p>numerous complaints from local residents. There are substantial debts owed to the Council because of unpaid land charges and Council Tax and the proceeds from the sale will clear these.</p> <p>Action Housing will be commencing renovation work on a long term empty flat in Whitwell in April this year. The flat will be rented out as affordable housing. It had laid empty for more than 25 years and will therefore be welcome news for local residents.</p> <p>To date – 2 long term properties brought back into use during 2021/22. Left on ‘alert’ due to the number however the progress and work at Westlea makes achieving this target more realistic.</p>
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Covid Affected

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CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	<p>Resources</p> <p><i>Councillor Downes</i></p>	Covid Affected	<p>The Go Active facility reopened fully on 19th July 2021 and outreach work commenced in schools and community sessions. To the end of Q3 we attracted 183,672 users to our sessions (against an original planned target of 264,750). Installation of new gym equipment and facility improvements would have affected the attendance figure in December. Covid restrictions in Q1 and Q2 will affect this target for 2021/22.</p>
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Aim: Our Customers – providing excellent and accessible services

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Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update	
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Resources <i>Cllr McGregor</i>	On track	Environmental Health are currently running a survey measuring satisfaction with Food Safety inspections and this consultation ends on 15/01/23. Results will be reported at Q4. See CUS 08 for an update on the Star satisfaction survey.
CUS.02 - Improve the overall performance and usability of the website by achieving a minimum score of 90% using the Silktide* tool by Dec 2022.	Resources <i>Councillor Downes</i>	On track	The latest figures from Silktide show the following: Content - 88 (good); Accessibility - 82 (great); User Experience - 89 (good); Marketing - 87 (good). Please note that the scores continually change depending upon the pages and documents added. We are also in the midst of changing some accessibility issues that have been identified by the Cabinet Office.
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Resources <i>Cllr Downes</i>	On track	Online Digital Transactions - 28,617 this is including Housing, Revenues, Voter Registrations and Planning online forms accessed via the website Tel and Non Digital contact - 36,629 all staff assisted transactions Total contact transactions 65,246 = 44.49% via a digital method Overall 2021/22 = Non-Digital 120,931 Digital 96,915 = 44%
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Strategy & Development <i>Cllr Dooley</i>	On track	The annual review is now being developed with all Thematic Action Groups to collate the top 3 priorities within each group over the next 12 months.
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Resources <i>Cllr McGregor</i>	On track	The second year review of the Council's Single Equality Scheme 2019-2023 has been approved at Executive and publicised internally and externally. A light touch review of the Equalities Monitoring Form has been undertaken and a refresh of the Access for All statement has started to ensure that it is still fit for purpose. The Ask Derbyshire

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update	
			website has been completely overhauled and is now fully accessible. We are in the process of consulting on Chamber accessibility at the Arc and the results will be available in the next month or so.
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Resources <i>Cllr Peake</i>	On track	89 approaches from people facing homelessness. 42 cases prevented from becoming homeless (this includes 38 cases still open) Equates to 89% prevented
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Strategy and Development <i>Cllr Peake</i>	Alert	The current relet time for a standard void is 84 days. In addition to the operational improvements being made. A report is going to the Employment committee for a new post of Void Manager a post which for the first time would be responsible for the end to end process across both Housing Repairs & Management. This post will be focused on reviewing the current processes to ensure any delay is minimised and performance improved.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Resources <i>Cllr Peake</i>	On Track	The Star survey has been carried out which cover all aspects of the Housing service both Housing Management and Repairs. The information has been collated and is being presented to Elected members soon. First indications suggest good levels of customer satisfaction All operatives still asking tenants to complete the questionnaire wherever comfortable. The new open housing reporting tool still not interfacing with pda data but IT are working on a solution. Data is being collated ready for when IT can extract it for reports.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Resources <i>Councillor Downes</i>	Covid Affected	The Go Active facility reopened fully on 19th July 2021 and outreach work commenced in schools and community sessions. To the end of Q3 we attracted 183,672 users to our sessions.
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan	Resources <i>Councillor</i>	On Track	The health referral programme recommenced in May 2021 with restrictions and fully from 19th July 2021, to the end of quarter 3 we have seen 527 health referral clients start the programme. Above

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update
via the exercise referral scheme	Downes	target.

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

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update
ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Resources <i>Cllr Dooley</i>	<p>October 2021 - Bolsover TV - 15 Oct: day in the life of a CAN ranger highlighting some of the work they do, 29 Oct: Pinxton air quality discussion Environment newsletter - Covered Clean Air Day, Eco Board company and tips on reducing plastic.</p> <p>November 2021 -Bolsover TV - 5 Nov: Half Acre Farm bulb planting, 12 November: Creswell Tree planting. Environment newsletter - Covered COP26, cutting down on meat, tips on reducing energy usage, tips on making Christmas low waste and reducing food waste</p> <p>December 2021 - Bolsover TV - 10 Dec: Bolsover Woodlands pop up shop, 17 Dec: Creswell Tree planting Environment newsletter - Covered World Soil Day, using reusable wrapping for Christmas presents, green Christmas presents and Veganuary.</p> <p>Social Media - used to support all of the above stories and to continue to drive traffic to the TV and newsletters.</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update	
			Website - Press releases written for the bigger of the above stories and included on the news page. In Touch - No In Touch newsletter for this quarter
ENV.02 Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 - 125 tonnes CO2 in 21/22 - 200 tonnes CO2 in 22/23 - 300 tonnes CO2 in 23/24	Resources Cllr Dooley	On track	Target transferred to new lead officer. Awaiting update
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Resources Cllr Watson	Alert	Q3 (2021\22) performance is estimated based on Q3 2019\20 Waste Data Flow figures at 2,702 tonnes of recyclable\ compostable materials collected, equating to a combined recycling and composting rate of 43.8%. This will be updated when the actual figures become available from WDF January 2022. Q2 (2021\22) <u>Actual</u> recyclable\compostable material collected within this period was 4,205 tonnes as reported by way of Waste Data Flow, equating to a combined recycling\composting rate of 44.9%.
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).	Resources Cllr Watson	On track	Q3 (2021\22) LEQS's established 3% of streets and relevant land surveyed fell below grade B cleanliness standards representing 97% fell within the 96% target standard set.
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).	Resources Cllr Watson	On track	Q3 LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog	Resources	Alert	2 FPNs issued this quarter. Cumulative the service has issued 10 FPNs and it remains unlikely that the annual target of 59 will be met.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update	
fouling offences by 20% over 5 years (2023/24).	<i>Cllr Watson</i>		
<div data-bbox="100 730 134 778">8</div> ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Strategy and Development <i>Cllr Peake</i>	Alert	<p>Through intervention from the Westlea working group, 2 long term empty properties are in the process of being brought back into use. The properties had previously been owned by a problematic landlord, who has sold them due to the enforcement action being taken by the Council, to improve the area.</p> <p>The Council has facilitated the sale of a long term empty property in Bolsover that has been causing problems for a number of years. It is expected that the sale will be complete by the end of March 2022 and the new owner plans to demolish it and rebuild, due to problems with the existing construction.</p> <p>The Council is in the process of pursuing an enforced sale on a long term empty property in Langwith that has been the subject of numerous complaints from local residents. There are substantial debts owed to the Council because of unpaid land charges and Council Tax and the proceeds from the sale will clear these.</p> <p>Action Housing will be commencing renovation work on a long term empty flat in Whitwell in April this year. The flat will be rented out as affordable housing. It had laid empty for more than 25 years and will therefore be welcome news for local residents.</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Resources <i>Cllr Peake</i>	On track	<p>Q3 - There has been no further CPWs served.</p> <p>Of the 28 CPWs served so far this year 22 (78%) have been a success, 4 have failed (14%), 1 was cancelled because the tenancy was terminated (4%) and 2 (7%) are within their monitoring period.</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder		Q3 2021/22 Progress Update
			<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 85%.</p>

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

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Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder		Q3 2021/22 Progress Update
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Resources <i>Cllr Moesby</i>	On track	Quarter 3 21/22: Outturn Q3 21/22 = £66,495,103, Baseline (Outturn 20/21) £65,350,671 = difference +£1,144,522, +1.75%
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Strategy & Development <i>Cllr Smyth</i>	On track	<p>Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.</p> <p>The former Coalite site is now ready for new buildings and at least one local business will be moving on to the site q1 or q2 2022/23 further speculative build outs will take place on plots 4, 5 and 6 in this calendar year.</p> <p>Clowne Garden Village is stalled pending agreement with the local highway authority on the technical engineering details in respect of the proposed highway improvements at the Treble Bob roundabout.</p>
ECO.05 - Annually review housing delivery in the district and facilitate	Strategy & Development	On track	Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update	
delivery to meet the annual target of 272 new homes	Cllr Peake		track to meet the annual target.
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Strategy & Development Cllr Peake	On track	The final figure for affordable homes is collated and updated at year end. However, the Council is continuing to encourage developers to provide affordable housing on a number of sites and there are currently 191 affordable units that are in the process of being developed/committed to.
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Strategy & Development Cllr Peake		4 of the sites in Whitwell are now completed which have delivered 16 new homes. A further 21 homes are under construction on the remaining site in Whitwell. Planning permission has been received for a further 19 homes in Whaley Thorns with an additional 5 sites in the planning process.
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.	Strategy & Development Cllr Downes		Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023 Interviews for the new visitor economy post will be held in January and depending on notice periods, the successful candidate should be in post by the start of Q1 2022/23 Work funded by the Welcome Back Fund is ongoing – this work includes a package of events in Bolsover and work to support ‘Visit Bolsover’ branding and website. A package has been agreed with Visit Peak District and Derbyshire to gain more exposure for leisure and hospitality businesses in the District. Work is starting on planning events for the queen’s jubilee

Bolsover District Council

Meeting of the Executive on 7th March 2022

The replacement and refurbishment of fencing in Shirebrook

Report of the Assistant Director of Property Services & Housing Repairs

Classification	This report is Public
Report By	Mark Dungworth Strategic Repairs Manager 01246 593037 Mark.dungworth@bolsover.gov.uk
Contact Officer	Mark Dungworth Strategic Repairs Manager 01246 593037 Mark.dungworth@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

To seek approval to award the contract for the replacement of existing dilapidated timber fencing with 900mm high metal hoop fencing and gates and the refurbishment of existing timber fencing to Impact Links Ltd for roads identified in the Shirebrook area. To encompass Station Road, Hereward Close and Thickley Close.

REPORT DETAILS

1. Background

- 1.1 It has been identified that the ranch style fencing bordering the public highway to a number of roads in Shirebrook is beyond economic repair and needs replacing with metal hoop fencing. Where the timber fencing is in reasonable condition but not located on a highway it will be refurbished or replaced in timber to match existing.

2. Details of Proposal or Information

- 2.1 To seek approval to award the contract for the Fencing works to Impact Links Ltd
- 2.2 The contract spend for the works has been allocated within the Capital budgets, with a 6/8 week site duration.

- 2.3 Procurement received four submissions and after carrying out a comprehensive evaluation process it is proposed, subject to approval by Executive, to award the contract to Impact Links Ltd.

Evaluation for the Fencing tender

Impact Links Ltd 91.14%

Contractor 2 84.00%

Contractor 3 79.93%

Contractor 4 76.19%

3. Reasons for Recommendation

- 3.1 It has been identified that the ranch style fencing that borders the public highway to a number of roads in Shirebrook is beyond economic repair and requires replacing.

4 Alternative Options and Reasons for Rejection

- 4.1 Removal of the existing fencing with no replacement was considered but following consultation with the mainly elderly residents affected, they felt this would leave them feeling more vulnerable.

RECOMMENDATION(S)

1. That Impact Links Ltd be awarded the contracts for this fencing project.
2. That progress on the contract be reported through the Housing Stock Management Group (HSMG).

Approved by Cllr Duncan McGregor, Portfolio Holder for Corporate Governance

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details:

Costs to be met through existing capital budgets

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details: Procurement undertaken through existing routes to meet legislation

On behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details: There are no staffing implications

On behalf of the Head of Paid Service

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	Shirebrook
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Approved by the Portfolio Holder - Cllr Sandra Peake, Executive Member for Housing

Links to Council Ambition: Customers, Economy and Environment.
This decision links to the following priorities within the Council Ambition: <ul style="list-style-type: none"> • Providing good quality council housing where people choose to live • Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth

DOCUMENT INFORMATION	
Appendix No	Title

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>
None

Bolsover District Council

Meeting of the Executive on 7th March 2022

Carbon Reduction Plan – Monitoring Update

Report of the Leader of the Council

Classification	This report is Public
Report By	Ian Barber Assistant Director of Property Services & Housing Repairs Ext 2482 ian.barber@bolsover.gov.uk
Contact Officer	Ian Barber Assistant Director of Property Services & Housing Repairs Ext 2482 ian.barber@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

To update Executive on the authorities work towards carbon zero and recommended changes on the way this is reported.

REPORT DETAILS

1. Background

- 1.1 In Jan 2019 a report was taken to Executive regarding the Carbon Reduction Plan (CRP) 2019-30 for both strategic authorities which formed part of the Transformation plan.
- 1.2 The original CRP set out 8 thematic areas by which the authority aimed to reduce its carbon emissions.
- 1.3 Attached to each theme there was an action plan assigned to specific officers.

2. Details of Proposal or Information

- 2.1 Although the thematic areas remain relevant the action plans are out of date and don't reflect the changing face of climate change and the reduction of carbon emissions. Added to this having our own CRP doesn't mesh easily with external funding opportunities.

- 2.2 Having looked the existing action plans and those in use with regional funders and in consultation with the Assistant Director of Development a 10 point framework used by the Midlands Engine was identified which would allow our existing themes to be transferred/captured but would also allow the streamlining of bids for schemes to be aligned with regional and national funders.

3. Reasons for Recommendation

- 3.1 The framework allows better compatibility with funders both regionally and nationally.
- 3.2 The framework includes additional themes which represent new and emerging technologies that BDC are keen to explore.
- 3.3 This allows a number of different policies and groups to be brought together with progress clearly identified and evidenced, with greater opportunities to be offered to partners through the \climate group and the Bolsover Partnership.
- 3.4 The framework will ensure a consistent approach to climate improvements in the Bolsover District.

4 Alternative Options and Reasons for Rejection

- 4.1 Remain as we are, which would be less flexible, not relevant to new and emerging technologies, not clearly set out to funding and other partners the schemes BDC are working on and the opportunities for them to be involved.

RECOMMENDATION(S)

That Executive accept the proposed changes to the CRP and move away from more traditional monitoring to a live document that tracks and evidences progress across all schemes and or Initiatives.

Approved by the Leader of Leader of the Council

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details:

There are no direct financial implications from the plan itself. Where appropriate schemes will be put in front of Exec and or Council for decisions.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details: Although there are a number of drivers underpinning the need for this plan, like the Kyoto Protocol this recommendation has no Legal risks as the plan is already adopted, the decision is around reporting arrangements.

On behalf of the Solicitor to the Council

Staffing: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Details: There are no staffing implications. <div style="text-align: right;">On behalf of the Head of Paid Service</div>

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Leader and SLT

Links to Council Ambition: Customers, Economy and Environment.
The Carbon Reduction Plan clearly links into the Environment Ambition but can also have an impact on both Customer and Economy.

DOCUMENT INFORMATION	
Appendix No	Title

Background Papers <i>(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 Executive you must provide copies of the background papers).</i>

Bolsover District Council

Meeting of the Executive on Monday 7th March 2022

Replacement & Upgrade of Kitchens 2022 - 2027

Report of the Portfolio Holder for Housing and Community Safety

Classification	This report is public
Report By	Helena Skeavington Contract Administrator (QS) 01246 242328 helena.skeavington@bolsover.gov.uk
Contact Officer	Richard Mooney Contract Administrator (Surveyor) 01246 242352 richard.mooney@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

To seek approval for the appointment of Contractor for Replacement & Upgrade of Kitchens 2022 - 2027.

REPORT DETAILS

1. Background

- 1.1 It was identified that the Council has a responsibility to maintain and improve the Housing stock and that a number of dwellings require replacement or upgraded Kitchens.
- 1.2 Working in conjunction with the Procurement Team, the works were tendered in accordance with Council procedures.
- 1.3 Two tenders were received and were evaluated on 19th January 2022. Matthews & Tannert scored 96 out of 100 and were 40 points above the other tenderer.

2. Details of Proposal or Information

- 2.1 That the contract be awarded to Matthews & Tannert Ltd.
- 2.2 The anticipated budget is £200,000 per annum.

3. Reasons for Recommendation

- 3.1 Following competitive tendering process Matthews & Tannert provided the best value and highest quality score.

4 Alternative Options and Reasons for Rejection

- 4.1 Utilise a Framework – Rejected because would be too broad brush whereas through direct tendering the Council has honed and refined the kitchen specification over a number of years to its exact requirements.

RECOMMENDATION(S)

1. It is recommended that the contract for replacement and upgrade of kitchens 2022-2027 be awarded to Matthews & Tannert Ltd .
2. That progress on this contract is reported through the Housing Stock Management Group.

Approved by the Portfolio Holder – Housing and Community Safety

IMPLICATIONS:

Finance and Risk: Yes ☒ No ☐

Details:

The cost for this contract is within existing HRA budgets for Kitchen works, in the already approved Capital Programme.

The Contractor scores 29 on Financial scoring but the risk to the Council is minimal as they are paid up to a month in arrears of works being completed and this is valued each month by surveyors from Property Services.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☒ No ☐

Details:

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. 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.

On behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

The works will result in no direct staffing implications.

On behalf of the Head of Paid Service

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	Yes
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes

District Wards Significantly Affected	All wards.
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Ward Members

Links to Council Ambition: Customers, Economy and Environment.
The works are linked directly with the aim that all tenants have equal access to decent homes.

DOCUMENT INFORMATION	
Appendix No	Title

Background Papers
<i>(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 Executive you must provide copies of the background papers).</i>

Bolsover District Council

Meeting of the Executive on Monday 7th March 2022

Safe & Warm Upgrade at Valley View Hillstown

Report of the Portfolio Holder for Housing and Community Safety

Classification	This report is Public
Report By	Helena Skeavington Contract Administrator (QS) 01246 242328 helena.skeavington@bolsover.gov.uk
Contact Officer	Richard Mooney Contract Administrator (Surveyor) 01246 242352 richard.mooney@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

To seek approval for the appointment of Contractor to undertake the Safe & Warm Upgrade work at Valley View Sheltered scheme.

REPORT DETAILS

1. Background

- 1.1 Housing Services have identified a need improve facilities including replacement of ageing heating system, alter flat layouts at this Group Dwelling. Space for additional bungalows has also been identified.
- 1.2 This project is concerned with replacing the communal heating system, installing wet rooms, installing sprinkler system and upgrading fire safety measures. Changing bedsits to 1 bed flats, the construction of two bungalows.
- 1.3 Working in conjunction with the Procurement Team, the works were tendered in accordance with Council procedures.
- 1.4 One tender was received and was evaluated on 9th February 2022. Davlyn Construction Ltd (Derby) scored 90 out of 100.

2. Details of Proposal or Information

- 2.1 The bungalows will be of traditional brick construction.
- 2.2 Modern heating will be more efficient leading to energy and cost savings. Each flat will have its own wetroom. Safety improvements through enhanced fire protection including new sprinkler system.
- 2.3 Resized flats will be easier to let and will attract extra rent.
- 2.4 Note original intention was to tender for identical works at Jubilee Court Pinxton at the same time but at the last minute it was decided to postpone this to when tendering conditions may be more favourable.

3. Reasons for Recommendation

- 3.1 The evaluation group were in unanimous agreement that this tender represented a competitive submission received from Davlyn Construction Ltd (Derby), who have provided excellent work on the Safe & Warm Upgrades at Ashbourne Court and Parkfields. Technical assessment by cost consultant confirmed that tender directly correlates with prices returned for those schemes uplifted to current date.

4 Alternative Options and Reasons for Rejection

- 4.1 Retendering scheme to obtain more returns, rejected as price received was in line with prices received for the previous identical schemes, and Davlyn have proved themselves quality wise.

RECOMMENDATION(S)

- 1. It is recommended that Davlyn Construction be awarded Contract to carry out Safe & Warm Upgrade at Valley View Hillstown in accordance with tendered specification and following tender evaluation.
- 2. That progress on this contract is reported through the Housing Stock Management Group.

Approved by the Portfolio Holder – Housing and Community Safety

IMPLICATIONS:

Finance and Risk: Yes ☒ No ☐

Details:

This scheme is contained within the approved capital programme for the Housing Revenue Account.

The investment in improved facilities, alteration to layouts and additional provision of sheltered flats and bungalows should show returns in additional rental incomes. The financial risk carried for the duration of this scheme is minimum as the authority will only be paying for specified works upon completion.

On behalf of the Section 151 Officer

<u>Legal (including Data Protection):</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: 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. 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.		
On behalf of the Solicitor to the Council		
<u>Staffing:</u>		
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Details: The works will result in no direct staffing implications.		
On behalf of the Head of Paid Service		

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: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	Yes
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes

District Wards Significantly Affected	Bolsover South.
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Ward Members

Links to Council Ambition: Customers, Economy and Environment.
Links to Environment ambition as should reduce energy use and CO2 emissions. Links to Customer aims as will improve fire safety for residents.

DOCUMENT INFORMATION	
Appendix No	Title

Background Papers
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Bolsover District Council

Meeting of the Executive on 7th March 2022

Emotional Health and Wellbeing of Children and Young People

Report of Councillor Mary Dooley, Portfolio Holder for Enforcement and Partnerships

Classification	This report is Public
Report By	Laura Khella, Commissioning and Contracts Officer
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PURPOSE/SUMMARY OF REPORT

To recommend to Executive to commission an organisation or consortium to deliver activity which aims to improve the emotional health and wellbeing of children and young people in Bolsover.

REPORT DETAILS

1. Background

- 1.1 Public Health funding has been awarded to develop a preventative approach that enables the expansion of mental health awareness, promotion of protective factors, early identification, early intervention and support for the emotional health and wellbeing of children and young people, using a place-based approach utilising the Thrive Emotional Wellbeing model.
- 1.2 The work has been identified as priority in Derbyshire by Public Health as there has been a significant reduction in statutory provision of youth services and support for young people in recent years at a local and community level. In addition, COVID-19 has impacted upon the mental health of many children and young people, displaying deterioration, leaving many experiencing feelings of isolation and anxiety.
- 1.3 Keen for intervention to be localised and tailored to the needs of identified participants, Public Health is funding this approach and working in partnership

with Partnership Teams at Bolsover District Council and North East Derbyshire District Council, utilising local relationships with partners across the Districts. Collaborating in the delivery of this project is in recognition of the shared aims and objectives of partnerships and large number of organisations who facilitate work together, across both geographical areas, in supporting the target audience.

2. Details of Proposal or Information

- 2.1 To appoint an organisation or consortium to deliver the overarching aim of improving the emotional health and wellbeing of young people in Bolsover and North East Derbyshire.

This approach is above and beyond traditional youth club delivery models and is focused on delivering needs led via tailored place-based provision for young people. Delivering targeted, universal sessions on a regular basis within the local community. This will provide an inclusive offer and engaging targeted populations in order to expand mental health awareness, promotion of protective factors, early identification, early intervention and support for the emotional needs of young people aged 11 to 18 years (up to age 25 years for young people with Special Education Needs and Disability, SEND).

- 2.2 Providing one strand of a needs led community level provision which builds resilience, raises aspiration and recognises the attributes of young people. Furthermore, working collaboratively with other sectors, services and embedding links to wider opportunities.

Provision will initially be developed and delivered in three targeted areas in each District (six in total across Bolsover and North East Derbyshire Districts). It is expected that the commissioned organisation will use evidence and local insight to be flexible and inclusive and target other areas as required.

- 2.3 Encompassing target areas/interventions for identified population groups/vulnerable cohorts of young people (as follows):

- Those with special educational needs and disabilities (SEND)
- Pupils excluded from school or displaying challenging behaviour within the school, home or community setting
- Young people at risk of exploitation

- 2.4 It's is key that the cycle of engagement, evaluation, flexible and tailored delivery models happens throughout and that co-design and development of the programme with young people, who voluntarily attend the sessions, takes place by:

- Creating opportunities for young people to have a voice and influence in the running of the provision and be involved through volunteering.
- Consulting with young people as to the effectiveness of the provision and inviting their ideas for improvements.

3. Reasons for Recommendation

- 3.1 For the Council to support this initiative to improve the emotional health and wellbeing of children and young people living in Bolsover by developing a preventative approach that enables the expansion of mental health awareness, awareness of preventative factors, building resilience and raising aspirations. This could have longer term impact improving community cohesion and reducing anti-social behaviour, although not a key driver at this stage.
- 3.2 This will not have a direct impact on Council budgets and will be fully funded by DCC Public Health. The collaborative approach with North East District Council enables the maximisation of resources and provides best value for money.
- 3.3 The tender process will create a transparent approach in appointing an organisation or consortium that will be able to deliver the objectives, offer the best value for money and meet the needs of children and young people living in Bolsover.

4 Alternative Options and Reasons for Rejection

- 4.1 The option to 'do nothing' and not utilise the external funding could undermine post-COVID recovery. There wouldn't be increased interventions to support younger residents in Bolsover build resilience and cope with mental health issues later in life. A local tailored approach would be unlikely and not meet the outcomes required.
- 4.2 To provide this support in-house using Council budgets is not an option as no additional resources have been identified or are available. Limited or no intervention likely, therefore not meeting the needs of the younger residents in the District.

RECOMMENDATION(S)

- 1. For Executive to agree the use of ring-fenced external funding, from Derbyshire County Council (DCC) Public Health, to commission an external organisation or consortium to deliver against pre-defined objectives which aim to improve the emotional health and wellbeing of children and young people. This will be for an initial period of 24 months from 1st June 2022.
- 2. To agree a collaborative approach with North East Derbyshire District Council, who have funding for the same activity from DCC Public Health, and proceed with a joint commission in recognition of the shared aims and objectives therefore maximising resource and achieving best value for money.
- 3. To agree the flexibility to extend the contract beyond June 2024 subject to budget availability from DCC Public Health, or other external funding providers, and successful delivery of output and outcomes.

Approved by Portfolio Holder – Cllr. M. Dooley

IMPLICATIONS:**Finance and Risk:** Yes ☐ No ☒**Details:**

The budget available for this work is £100,000 which is fully funded from DCC Public Health. In agreement with them and subject to the decision made by Executive, the Leader's Executive and Partnership Team will administer the funding and oversee delivery, by working in collaboration with North East Derbyshire District Council who will contract with the appointed organisation or consortium via a jointly agreed tender process.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒**Details:**

All Council legal and data protection policies will be adhered to. All data monitoring information and agreements are stored securely as per Council policy. The tender process will also require the appointed organisation or consortium to evidence that key policies are in place, including GDPR and safeguarding.

On behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒**Details:**

There are no human resource implications, with commissioning and contract management to be undertaken within existing capacity.

On behalf of the Head of Paid Service

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: Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	Yes
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Cllr S. Fritchley - Leader Cllr M. Dooley - Portfolio Holder Pam Brown - Assistant Director Leader's Executive, Partnerships and Communications Jess Clayton - Executive Partnership and Strategy Manager

Links to Council Ambition: Customers, Economy and Environment.

Contributes to the Council's Ambitions by: Customer - Promoting equality and diversity and supporting vulnerable and disadvantaged people; Economy - Working with partners to support enterprise, innovation, jobs and skills. Contributes to the Sustainable Community Strategy – Skills and Employment, and A Healthy Bolsover.

DOCUMENT INFORMATION

Appendix No	Title
	n/a

Background Papers

<i>(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 Executive you must provide copies of the background papers).</i>
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n/a

Bolsover District Council

Meeting of the Executive on 7th March 2022

Reducing Invalid Planning Applications and Back Office Planning System

Report of the Portfolio Holder for Corporate Governance

Classification	This report is Public
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Contact Officer	Sarah Kay Planning Manager (Development Manager) e-mail: sarah.kay@bolsover.gov.uk ext: 2265

PURPOSE OF REPORT

The purpose of this report is to provide members with the details of the RIPA/BOPS project, which will provide the Council with funding to deliver digital innovation through its planning service.

The Council successfully bid to the Department for Levelling Up, Housing & Communities for this funding but through the application process; it was agreed on the funder's advice to work jointly with North East Derbyshire District Council with particular reference to the Councils' shared ICT services, accelerating learning and delivery, and obtaining best value for money.

This report recommends that members endorse the decision to join the project on the terms of the associated funding agreement and work with North East Derbyshire through the programme to ensure that the best possible outcomes are achieved from the project.

This report also recommends that members support the provision of North East Derbyshire with an indemnity to allow recovery of any ineligible costs claimed by this Council. The reason North East Derbyshire have received the funding is because they host the joint ICT service.

REPORT DETAILS

1. Background

- 1.1 In 2020, the Government published a White Paper outlining their proposals for reform of the planning system.
- 1.2 To date, there has been no substantive changes to the planning system following consultation on the White Paper but improving how digital technology is used by local planning authorities ("LPA"s) remains a key focus of Department for Levelling Up, Housing & Communities' work.
- 1.3 In particular, the department is investing money to improve the software used by LPAs in their development management processes through the RIPA/BOPS project.
- 1.4 RIPA and BOPS (Reducing Invalid Planning Applications and Back Office Planning System) are new digital products, which until now have been developed collaboratively by a select group of Councils.
- 1.5 These products are designed to be user-friendly and to make better use of the data related to planning applications. This opens up new opportunities to improve the accessibility, transparency and efficiency of planning services.
- 1.6 With these benefits in mind, Bolsover District Council made an application to join this programme and were successful along with North East Derbyshire and six other Councils therefore putting this Council at the vanguard of digital innovation in planning.
- 1.7 Consequently, Bolsover District Council and North East Derbyshire were jointly awarded £400,000 in grant in aid funding from DLUHC, which has since been received by North East Derbyshire on the basis that this is a digital innovation project and North East Derbyshire host the ICT service area.

2. Details of Proposal or Information

- 2.1 In broad terms, around £100,000 of the grant will be used to support investment in the ICT systems and software already shared by North East Derbyshire and Bolsover District Council.
- 2.2 The remaining £300,000 would be split between the two Councils to pay for the cost of back filling officer time 'seconded' to the project over the twelve months it is intended to run.
- 2.3 The funding agreement is based on a commitment by both Councils to engage with a range of activities to properly engage with the project and work collaboratively with other Councils to develop the RIPA and BOPS products to a point where they can be rolled out nationally.
- 2.4 The specific objectives of the RIPA part of the project is to develop a digital service pattern called 'Apply for Planning Permission' that:

- allows applicants and their agents to submit planning applications to councils as data, as far as possible
- makes preparing and submitting a planning application as easy, unthreatening and as painless as possible for users
- reduces the number of invalid planning applications by 80%
- is interoperable with back-office platforms that can use the planning application data, making it easier and quicker for councils to process planning applications.
- is as easy as possible for councils nationwide to adopt and adapt.

2.5 The specific objectives of the BOPS part of the project include:

- developing a Minimum Viable Product (MVP) for assessing lawful development certificates, householder applications, and minor planning applications;
- developing Application Programming Interfaces (API) which allow alignment with existing systems and emerging systems, including the Reducing Invalid Planning Applications (RIPA) application system; and
- promoting widespread interest and adoption of BoPS by other local planning authorities through continuous engagement and promotion of the product.

2.6 The work officers would be completing would include:

- participating in a project control board including ICT lead and planning manager / head of service from both Councils, with oversight of the roll out of the project;
- ICT lead with oversight of the process of aligning our ICT system to work with the new system and new software products across both Councils;
- technical leads in both Councils with oversight of developing interface between new software and end users;
- professional leads in both Councils advising on planning matters; and
- administrative support.

2.7 The project is scheduled to run for a period of 12 months from April 2022 and the aim is for the Council to go 'live' with both the RIPA and BOPS software within those 12 months.

3. Reasons for Recommendation

3.1 The existing back-office systems that are used by planners to determine planning applications are complex, confusing and difficult to navigate. Significant training and workarounds are required to undertake an assessment and the systems often do not link with front facing or monitoring systems.

- 3.2 Therefore, it generally costs more money for councils to determine smaller planning applications compared to larger applications, because the staff time using the existing systems is so time intensive.
- 3.3 Similarly, a significant number of planning applications received are 'invalid' whether it is because required documents are missing, incomplete or incorrectly formatted.
- 3.4 Often, the reason for an invalid application can be seemingly insignificant but can be important to the robustness of the decision making process such as a missing north arrow or red-edging around an application site.
- 3.5 However, the process of validating applications is hugely costly - in terms of time and money – for both applicants and planning authorities because of the delays incurred pending validation of an application.
- 3.6 The delays are often incurred through subsequent and often protracted communications between the applicant and the case officer - largely by email or phone – requesting and explaining the need for additional information, or revised and/or additional plans for example and the provision of whatever is required to make an application valid.
- 3.7 Therefore, the benefits of joining the RIPA/BOPS project include receiving grant in aid funding to support the Council:
- improve the planning process for both officers and applicants;
 - provide better customer service in both Councils;
 - help both Councils make more effective and efficient use of officer time;
 - allow both Councils to consider additional income generation opportunities;
 - put both Councils in a stronger position with improved ICT systems; and
 - a better understanding and awareness of the new digital technology the Government wishes to see adopted by LPAs,
- 3.8 Consequently, it is recommended that this Council works with North East Derbyshire on the RIPA/BOPS project and enter into a legal agreement with North East Derbyshire that will allow this Council to draw down the appropriate funding as required.

4 Alternative Options and Reasons for Rejection

- 4.1 The 'do nothing' option was rejected because this project provides a unique opportunity to improve its planning systems with external funding.
- 4.2 To undertake the project separately as an 'alternative option' for both Councils was rejected on the advice of the funding body and in light of the efficiencies to

be gained because both Council's planning services operate with the same ICT functionality and support.

RECOMMENDATION(S)

1. That members endorse the decision to join the project on the terms of the associated funding agreement and support the provision of North East Derbyshire with an indemnity to allow recovery of any ineligible costs claimed by this Council.

Approved by Councillor Duncan McGregor, Portfolio Holder for Corporate Governance

IMPLICATIONS:

Finance and Risk: Yes ☒ No ☐

Details:

The funding agreement allows the Council to make improvements to its ICT and planning systems that it would not normally be able to consider within its own budgets.

There is a risk that this Council would need to reimburse North East Derbyshire if funding was drawn down but spent on ineligible items.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☒ No ☐

Details:

This project requires this Council to be bound by the terms of the funding agreement and an associated legal agreement.

The project will be carried out in compliance with existing privacy statements.

On behalf of the Solicitor to the Council

Staffing: Yes ☒ No ☐

Details:

The project will mean taking officers off their day to day duties but the funding award should cover the cost of backfilling officer time given over to the project.

The backfill arrangements will need to go through the appropriate processes as the precise details of the staffing proposals are confirmed.

On behalf of the Head of Paid Service

DECISION INFORMATION

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Links to Council Ambition: Customers, Economy and Environment.
This proposal has links to the Council's ambition and corporate priorities because it is aimed at making efficiencies and more effective use of officer time so it can be better spent on dealing with pre-application advice and major applications that will drive sustainable growth rather than back office systems or minor applications that drain resource and capacity for little gain.

DOCUMENT INFORMATION	
Appendix No	Title
n/a	n/a

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n/a

Agenda Item 13

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

Document is Restricted

Agenda Item 14

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

Document is Restricted

Agenda Item 15

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

Document is Restricted