

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Finance
and Corporate Overview Scrutiny
Committee

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Friday 16th February 2024

Dear Councillor

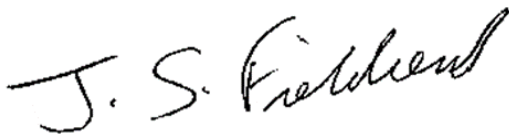
FINANCE AND CORPORATE OVERVIEW SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Finance and Corporate Overview Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Tuesday, 27th February, 2024 at 10:00 hours.

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

You will find the contents of the agenda itemised on page 3.

Yours faithfully



Solicitor to the Council & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

FINANCE AND CORPORATE OVERVIEW SCRUTINY COMMITTEE AGENDA

*Tuesday, 27th February, 2024 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne*

Item No.		Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	TO FOLLOW
	To consider the minutes of the last meeting held on 23 rd January 2024.	
5.	List of Key Decisions and Items to be Considered in Private	4 - 9
	<i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	
6.	Ambition Plan Targets Performance Update - October 2023 to December 2023	10 - 30
7.	Finance and Corporate Overview Scrutiny Committee Work Programme	31 - 36



The Arc
High Street
Clowne
Derbyshire
S43 4JY

4

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 2nd February 2024

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Jim Fieldsend, Monitoring Officer, at this address or by email to jim.fieldsend@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list; however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

- 5 Councillor Steve Fritchley - Leader and Portfolio Holder for Policy, Strategy and Communications
- Councillor Duncan McGregor - Deputy Leader and Portfolio Holder for Corporate Performance and Governance
- Councillor John Ritchie - Portfolio Holder for Growth
- Councillor Anne Clarke - Portfolio Holder for Environment
- Councillor Sandra Peake Portfolio Holder for Housing
- Councillor Mary Dooley - Portfolio Holder for Health and Wellbeing
- Councillor Clive Moesby - Portfolio Holder for Resources

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

o The dates for meetings of Executive can be found here:

<https://committees.bolsover.gov.uk/ieListMeetings.aspx?Committeeld=1147>

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Derby and Derbyshire Strategic Leadership Board - To seek approval for the Council to establish and participate in a new Joint Committee of Derby and Derbyshire's councils, the D2 Strategic Leadership Board, to collaborate, co-ordinate and drive forward agendas where it is recognised that more can be achieved by councils working together to improve outcomes for people and places across Derbyshire.</p>	Executive	4th March 2024	Report of the Portfolio Holder for Growth		<p>Key</p> <p>It is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.</p>	Open
<p>East Midlands Investment Zone - 'the EMIZ' - Update on the proposals, emerging investment plan and consideration of the Council's response to the Investment Zone and its future role in the EMIZ.</p>	Executive	4th March 2024	Report of the Portfolio Holder for Growth		<p>Key</p> <p>It is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.</p>	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Briar Close, Shirebrook demolition of Council-owned bungalows - To seek approval for to award the contract for demolition of the Council-owned bungalows and ancillary buildings on Briar Close, Shirebrook.</p>	Executive	4th March 2024	Report of the Portfolio Holder for Growth		<p>Key</p> <p>It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.</p>	Open
<p>Management of Corporate Debt - Write Off of Outstanding Amounts - To agree to the proposed write-off of debts in respect of Business Rates, Council Tax, Housing Rents and Overpaid Housing Benefits.</p>	Executive	4th March 2024	Report of the Portfolio Holder for Resources		<p>Key</p> <p>It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.</p>	Open
<p>Bolsover Homes Scheme - Woburn Close Cluster, Blackwell - To change the name of the contractor from Dragonfly Developments Ltd to Dragonfly Management (Bolsover) Ltd.</p>	Executive	4th March 2024	Report of the Portfolio Holder for Growth		<p>Key</p> <p>It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.</p>	Open

**SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation, or prosecution of crime.



Bolsover District Council

Finance & Corporate Overview Scrutiny Committee

27th February 2024

Ambition Plan Targets Performance Update – October 2023 to December 2023

Report of the Information, Engagement & Performance Manager

Classification	This report is Public
Contact Officer	Kath Drury, Information, Engagement and Performance Manager

PURPOSE/SUMMARY OF REPORT

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

Out of the 25 targets:

- 17 (68%) are on track
- 8 (32%) achieved their outturns previously.

Out of the 48 performance indicators:

- 38 (80%) have a positive outturn
- 8 (16%) have a negative outturn
- 2 (4%) are within target

REPORT DETAILS

1. Background

1.1 The attached appendices contain the performance outturn as of 31st December 2023.

2. Details of Proposal or Information

2.1 A summary of performance by Council Ambition aim is provided below:

2.2 Our Customers – Providing excellent and accessible services

- 9 targets in total
- 9 targets are on track

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

- 11 targets in total
- 7 targets are on track
- 4 targets achieved previously (ENV 07, ENV 08, ENV 09, ENV 10)

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

- 5 targets in total
- 1 target is on track
- 4 targets achieved previously (ECO 08, ECO 09, ECO 04, ECO 01)

2.5 A summary of supporting indicators by Council Ambition aim is provided below:

2.6 Our Customers

Out of the 30 performance indicators:

- 23 (76%) have a positive outturn
- 7 (24%) have a negative outturn

2.7 Our Environment

Out of the 14 performance indicators:

- 12 (85%) have a positive outturn
- 2 (15%) are within target

2.8 Our Economy

Out of the 4 performance indicators:

- 3 (75%) have a positive outturn
- 1 (25%) has a negative outturn

2.9 Details have been provided in the appendices for those at exception.

3. Reasons for Recommendation

3.1 This is an information report to keep Members informed of progress against the Council Ambition targets and supporting indicators 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 and relevant performance indicators be noted.

<u>IMPLICATIONS:</u>		
<u>Finance and Risk:</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection):</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
On behalf of the Solicitor to the Council		
<u>Environment:</u>		
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.		
Details:		
By reporting on targets which supports the Council to meet its carbon neutral target and enhance the environment.		
<u>Staffing:</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
On behalf of the Head of Paid Service		

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	No

District Wards Significantly Affected	None
<p>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"/></p>	<p>Cabinet Members/SLT informed on route via the quarterly performance process</p> <p>Details: Ward Members</p>

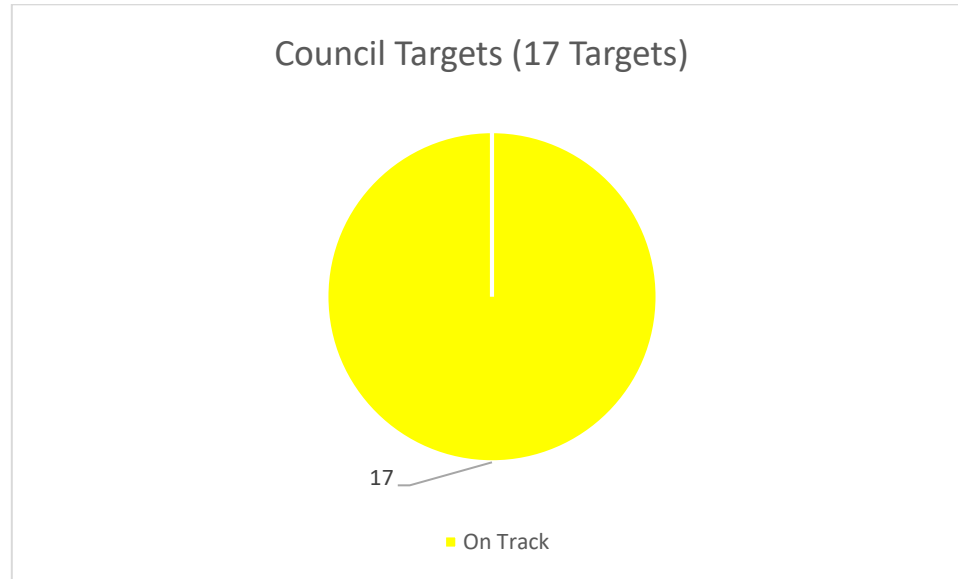
Links to Council Ambition: Customers, Economy and Environment.
All

DOCUMENT INFORMATION	
Appendix No	Title
1	Performance Summary and Exceptions
2	Full list of Council Ambition Targets

<p>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></p>
All details on the PERFORM system

**Council Targets to deliver the Ambition 2020 to 2024 – Appendix 1 Summary & Exceptions
Q3 – October to December**

14



Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.

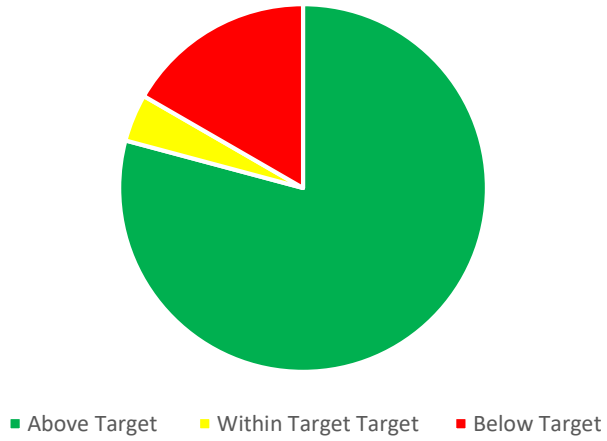
*Six targets which Dragonfly are delivering on behalf of the Council have been removed from the performance framework

Appendix 2 contains the full Ambition target listing

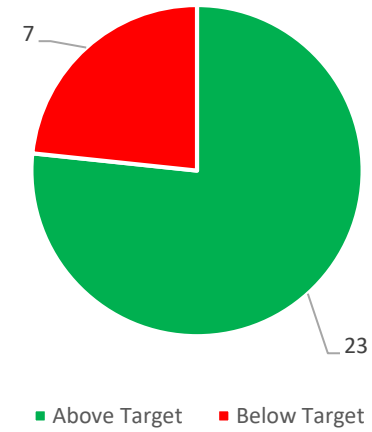
Performance indicators supporting the Council aims

15

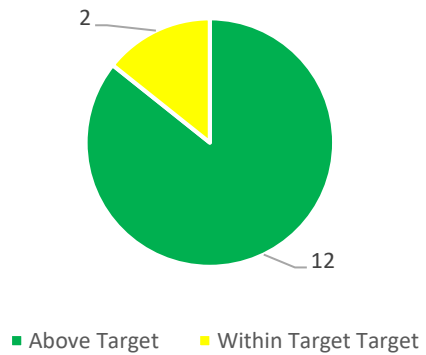
Service Indicators (48 Targets)



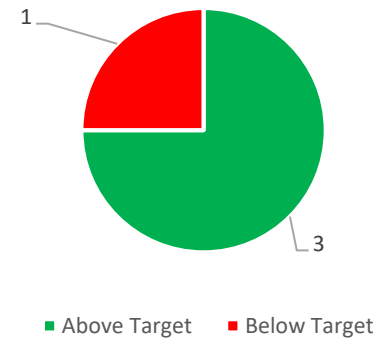
Customers (30) Targets



Enviroment (14 Targets)



Economy (4 Targets)



Our Customers – Providing excellent and accessible services

Customer Services	Q4 2022/23 Outturn	Q1 2023/24 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status
CUS 01. % external (incoming) telephone calls answered within 20 seconds	84%	82%	83%	78%	75%	On/Above target
CUS 02 - % customer enquiries dealt with at first point of contact (Quarterly)	85%	100%	83%	97%	60%	On/Above Target
CSP 11 % of Telephone calls answered within 20 seconds (Corporate) (Quarterly)	95%	87%	91%	83%	93%	Below Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	88%	96%	100%	100%	97%	On/Above Target
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%	100%	100%	100%	On/Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	60%	100%	100%	100%	100%	On/Above Target
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	5.4	3.4	4	2.2	25	Below Target (Positive)
CSP 24 - Percentage of Telephone Abandonment (corporate - all direct dialled extensions)		14%	15%	6%	10%	Below Target (Positive)
CSP 25 - Percentage of Informal (stage 1) complaints responded to within 3 working days		95%	94%	92%	95%	Below Target
CSP 26 - Percentage of Emails to enquiries@bolsover.gov.uk answered within 8 working days		100%	100%	100%	100%	On/Above Target

16

Quarter	Value	Target	CSP 11 % of Telephone calls answered within 20 seconds (Corporate) (Quarterly)	
Q3	83%	93%		Some slippages across the majority of services with meeting target for Q3

Quarter	Value	Target	CSP 25 - Percentage of Informal (stage 1) complaints responded to within 3 working days	
Q3	92%	95%		63 Informal (S1) complaints received and 58 were responded to within 3 working days with 5 being out of timescale, 4 Informal (S1) complaints escalated to Formal (S2) process

Leisure	Q4	Q1	Q2	Q3	Q3	Status
	2022/23 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Target	
LE 01 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year	104,006	103,975	97,491	85,958	89,000	Below Target
LE 02. Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	179	140	364	170	125	On/Above Target

Quarter	Value	Target	LE 01 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year	
Q3	85,958	89,000		Usage down slightly in this quarter due to Christmas break

Performance	Q4 2021/22 Outturn	Q1 2023/24 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status	
CSI 19 % FOI/EIR requests responded to in 20 working days)	97.7%	94.3%	96.3%	99.5%	95%		On/Above Target

Revenues and Benefits	Q3 2022/23 Outturn	Q4 2022/23 Outturn	Q1 2023/24 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status	
Rs 06 - % Council Tax arrears collected (profiled target)	20.3%	26.1%	7%	15%	18.4%	30%		Below Target
Rs 07 - % NNDR arrears collected (profiled target)	52.5%	70%	12.3%	41%	41.3%	40%		On/Above Target
Rs 09 - % Council Tax Collected	94.1%	96.74%	95.68%	94.95%	94.49%	97.8%		Below Target
Rs 10- % Non-domestic Rates Collected	94.0%	99.33%	99.29%	98.01%	95.97%	98.5%		Below Target
Rs 11- Benefit overpayments as a % of benefit awarded	2.76%	6.39%	3.4%	3.94%	1.9%	6%		Below Target (Positive)
Rs 12- % Recovery of overpayments within the benefits system	47.41%	20.91%	41.95%	58.19%	63.43%	17%		On/Above Target
Rs 20 - % Telephone Abandonment: Revenues	2.4%	2.2%	4.3%	2.9	2%	10%		Below Target (Positive)
Rs 21 - % Calls answered within 20 seconds: Revenues	82.0%	83.8%	74.7%	78.1%	80%	65%		On/Above Target

18

Revenues and Benefits	Q3 2022/23 Outturn	Q4 2022/23 Outturn	Q1 2023/24 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status	
Rs 22 - Telephone Abandonment: Benefits	1.2%	1.1%	1%	0.8%	0.6%	3%		Below Target (Positive)
Rs 23 - % Calls answered within 20 seconds: Benefits	93.8%	93%	93%	90.9%	90.6%	78%		On/Above Target
Rs 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	4.2	3.4	4.6%	5.1	Not Available	14		Below Target (Positive)

19

Quarter Value	Target		Rs 06 - % Council Tax arrears collected (Quarterly)
Q3	18.4%	30%	<p>Significant increase in the level of arrears accrued since 2020 Covid crisis. Recovery now impacted by cost-of-living issues. Despite arrears collected being below percentage target the amount collected exceeds previous years amounts collected for Quarter 3.</p> <p>Q3 23/24 = £901,008 Q3 22/23 = £857,726 Q3 21/22 = £722,197 Q3 20/21 = £549,335</p>

Quarter Value	Target		Rs 09 - % Council Tax Collected
Q3	94.49%	97.8%	<p>Impact of 'cost of living' situation and individuals ability to pay. Whilst, below target, at 94.49% it is a slight improvement on Q3 22/23 which was 94.10%</p>

Quarter Value	Target	Rs 10- % Non-domestic Rates Collected	
Q3	95.97%	97.8%	<div style="background-color: red; width: 40px; height: 20px; display: inline-block;"></div> Whilst below target there is an improvement on previous quarter 3 results. Q3 22/23 94.00% Q3 21/22 90.50% Q3 20/21 92.10%

20

Housing Management	Q4 2022/23 Outturn	Q1 2023/24 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status
HOUS 01. 60% satisfaction with support received for clients experiencing domestic abuse	72%	74%	93%	83%	60%	<div style="background-color: green; width: 15px; height: 15px; display: inline-block;"></div> On/Above Target
HOUS 02. 60% satisfaction with support received for clients receiving parenting support	88%	100%	100%	80%	60%	<div style="background-color: green; width: 15px; height: 15px; display: inline-block;"></div> On/Above Target
HOU 03 - Proportion of rent collected (inclusive of all charges e.g. heating, support charges etc)	94%	84%	91%	92%	90%	<div style="background-color: green; width: 15px; height: 15px; display: inline-block;"></div> On/Above Target
HOU04 – Proportion of current tenants over 12 weeks in arrears	8%	8%	7%	8%	5%	<div style="background-color: red; width: 15px; height: 15px; display: inline-block;"></div> Above Target (negative)

Quarter Value	Target	HOUS 04. Proportion of current tenants over 12 weeks in arrears	
Q3	8%	5%	<div style="background-color: red; width: 40px; height: 20px; display: inline-block;"></div> Although we are still above the target of 5%, we are now starting to experience a slow drop in the number of cases. This is in part down to the Mobyssoft software which only prompts the cases that the Income Management Team need to be focussing on rather than listing all tenancies in arrears. The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears. We are now also in a position to

take enforcement action where it is reasonable and proportionate to do so.

ICT	Q4	Q1	Q2	Q3	Q3	Status
	2022/23 Outturn	2022/23 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Target	
IT 01/11 – Incidents and service requests resolved within target time	91%	84%	83%	88%	80%	On / Above Target
IT 02/11 – Fix at first point of contact	55%	55%	59%	58%	40%	On / Above Target


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

21

Environmental Health	Q4	Q1	Q2	Q3	Q2	Status
	2022/23 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Target	
EH 01 - Percentage of noise complaints responded to within 3 working days.	95%	96%	94%	100%	90%	On/Above Target
EH02 - Percentage of complaints about licensable activities responded to within 3 working days.	100%	93%	100%	100%	90%	On/Above Target
EH03 - Percentage of high-risk food interventions undertaken against programme (A, B and C rated premises)	100%	86%	94%	100%	100%	On / Above Target
EH04 - Percentage of business enquiries responded to within 3 working days.	91%	86%	95%	89%	90%	Within Target
EH 06. The number of targeted proactive littering/dog fouling patrols carried out	156	59	89%	115	117	Within Target

Environmental Health	Q4	Q1	Q2	Q3	Q2	Status
	2022/23 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Target	
EH 07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme	100%	100%	0%	100%	100%	On/Above Target
EH 09 - Enforcement visits to business premises to check compliance with waste arrangements	23	18	17	17	12	On/Above Target
EH 11 - Number of litter/waste/dog fouling proactive community patrols/events	6	4	4	4	3	On/Above Target
EH 12 - Percentage of all fly-tipping reports referred for investigation responded within 3 working days	97%	100%	100%	100%	90%	On/Above Target
EH 13 - Percentage of waste crime cases (Duty of Care/Fly tipping) where sufficient evidence to prosecute has been identified, that are progressed to legal services, with a prosecution file within 60 days	100%	100%	0%	100%	100%	On / Above Target

Streetscene	Q4	Q1	Q2	Q3	Q3	Status
	2022/23 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Outturn	2023/24 Target	
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported	97%	100%	100%	100%	95%	On/Above Target
SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported	93%	94%	96%	95%	95%	On/Above Target
SS 03 Undertake Local Environmental Quality Surveys Detritus	8%	13%	9%	10%	12%	Below Target (Positive)
SS 04 Undertake Local Environmental Quality Surveys Weeds	3%	8%	8%	1%	14%	Below Target

Streetscene	Q4 2022/23 Outturn	Q1 2023/24 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status
						 (Positive)

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

Planning	Q4 2022/23 Outturn	Q1 2022/23 Outturn	Q2 2023/24 Outturn	Q3 2023/24 Outturn	Q3 2023/24 Target	Status
PLA 157A Determining "Major" applications within target deadlines	100%	100%	100%	100%	70%	On/Above Target
PLA 157B Determining "Minor" applications within target deadlines	92%	89%	100%	100%	80%	On/Above Target
PLA 157C Determining "Other" applications within target deadlines	100%	100%	100%	100%	80%	On/Above Target
PLA 01. Determining 'Discharge of Condition' applications within national target deadlines and comparison with realtime performance (Exec EoT Agreements)	89%	80%	79%	60%	80%	Below Target

Quarter	Value	Target	
PLA 01. Determining 'Discharge of Condition' applications within national target deadlines and comparison with realtime performance (Exec EoT Agreements)			
Q3	60%	80%	<p>9 out of 15 DOC applications dealt with within 8 weeks or an agreed EOT - 60%</p> <p>The performance has fallen due to resourcing issues – long term sickness and a vacancy which will improve during Q4. A new Development Manager starts at the beginning of April, and phase returns commencing for two long term sickness absences.</p>

Appendix 2 Full Ambition Target Listing by Aim

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.

Ambition Target Listing by Aim for those on track

Aim: Our Customers – providing excellent and accessible services

25

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2023/24 Progress Update
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources Directorate Cllr Moesby	<p>Overall satisfaction with the Go! Active 3G pitch: 100 % satisfaction (67% satisfied and 33% very satisfied) Ads hoc survey undertaken during this period.</p> <p>Also, customer services are developing a 'real time' satisfaction survey to monitor satisfaction after a customer contact transaction. Once up and running this information will be reported here.</p>
CUS.02 - Improve the overall performance and usability of the website by achieving a minimum score of 90% using the Silktide* tool by March 2024.	Corporate Resources Directorate Cllr Dooley	<p>The overall scores using the Silktide system are Content - 91 (Excellent), Accessibility - 93 (Excellent), Marketing - 76 (Good), User Experience - 97 (Excellent). Scores taken on 02/01/24. There has been a delay in upgrading the site to a newer version of the software, due to other work commitments, but we are hopeful this will be done within the next couple of months which will reduce the amount of documents on the site therefore increasing the accessibility score.</p> <p>Please note however, that the scores constantly change due to pages and documents being added/deleted every day. We are currently looking at moving the website to a newer version of the software, after which we will be working our way through the website to rectify any issues and reducing the number of PDFs and</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2023/24 Progress Update	
			documents on the site as that is the biggest area where accessibility and content scores can be increased, but this is a time-consuming issue.
<p>CUS.03 - Ensure that at least 50% of transactions are made through digital channels by March 2024</p> <p>Note: Through the Contact Centre / Customer Services</p>	<p>Corporate Resources Directorate</p> <p>Cllr Moesby</p>	<p>On track</p>	<p>Data from Customer Services for Q3:</p> <p>Online Digital Transactions - 37,808 this is including Voter Registrations, Housing, Revenues and Planning online forms accessed via the website. This has decreased from 43,962 the previous quarter.</p> <p>Tel and Non-Digital contact - 35,797 all staff assisted transactions. This has decreased from 41,136 the previous quarter.</p> <p>Total contact transactions 73,605 = 51.37% of transactions/contact was via digital methods</p>
<p>CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually</p>	<p>Corporate Resources Directorate</p> <p>Cllr Dooley</p>	<p>On track</p>	<p>The strategy will now be launched in May after elections and the elected mayor is in place. The team have been working closely with partners to shape the priorities and align towards the Council's new plan, devolution and East Midlands Combined Authority. This will be launched at the Annual General Meeting.</p>
<p>CUS.05 - Monitor performance against the corporate equality objectives and publish information annually</p>	<p>Corporate Resources Directorate</p> <p>Cllr McGregor</p>	<p>On Track</p>	<p>Work has commenced on the action plan for the new Equality Plan 2024-2028. Departmental representation being sought for new dedicated equality TEAMS channel to cascade information, share learning and receive comments and suggestions. Hate crime data obtained for district and Derbyshire and further work being undertaken to capture hate incidents through service requests at the Council.</p>
<p>CUS.06 - Prevent homelessness for more than 50% of people who are facing</p>	<p>Community Services Directorate</p>	<p>On Track</p>	<p>396 approaches 335 Prevented 61 Still Open 85% Prevented</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2023/24 Progress Update	
homelessness each year	<i>Cllr Peake</i>		
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Corporate Resources Directorate <i>Cllr Peake</i>	On Track	The Tenants Satisfaction survey (based on the national standards for tenant satisfaction) is moving into its last geographical area – South Normanton. Take-up is being closely monitored to ensure geographical coverage and alignment to the housing tenants' profile. The team have been focussing on trying to engage with younger tenants as more older tenants have completed the survey so far. At the end of the financial year the results have to be published and reported on. Comments received during this process have been acted on.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Community Services Directorate <i>Cllr Dooley</i>	On Track	During quarter 3 we attracted 85,958 attendances to leisure facility-based activities, community outreach programmes and school delivery. Running total to date, 287,404.
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	Community Services Directorate <i>Cllr Dooley</i>	On Track	The total number of people that started a health referral programme in the second quarter is 170, giving a running total of 534 for the year.

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 2023/24 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	Corporate Resources Directorate <i>The Leader</i>	On track	<p>January 2024</p> <p>October - Bolsover TV - 27 Oct - Autumn walks at Hardwick, green bins suspended Environment newsletter - 5 October - International E-Waste Day, World Food Dy, Unblocktober. 19 October - Sustainability Day, Climate Action Day, World Vegan Month.</p> <p>November - Bolsover TV - 10 November - Dog management PSPO, Storm Babet assistance Environment newsletter - 2 November - Geography Awareness Month, World Vegan Month, Storm Babet assistance 16 November - Oceans of Plastic, help for local businesses to understand Net Zero 30 November - World Soil Day, International Mountain Day, International Animal Rights Day. December - Bolsover TV - 15 December - Food waste, rural fund at Half Acre Farm Environment newsletter - Sustainable Christmas</p> <p>Social Media - used to support all of the above stories and to continue to drive traffic to the TV and newsletters. Website - Press releases written for the bigger of the above stories and included on the news page of the website In Touch - January - Food waste, help for local businesses to understand Net Zero, composting toilet, battery fire risk</p>
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 -	Corporate Resources <i>Cllr Clarke</i>	On track	The Job advert is now live and will close 06/02/2024. Shortlisting and an interview date will take place this week commencing 05/02/2024

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2023/24 Progress Update	
300 tonnes CO2 in 23/24			
ENV.03 - Achieve a combined recycling and composting rate of 43% by March 2024.	Services Directorate <i>Cllr Clarke</i>	On track	Performance is estimated based on Q3 (2022\23) Waste Data Flow figures of 2,450 (approx.) tonnes of recyclable\ compostable material collected, equating to a combined recycling and composting rate of 41.5%. This will be updated ending March 2024 when official Waste Data Flow (WDF) information becomes available. <u>Note:</u> A 2.7% increase throughout Q1 and Q2 has been recorded. If this carries through to Q4 with a further positive increase, then the outturn figure will be close to or meet the intended target.
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).	Services Directorate <i>Cllr Clarke</i>	On Track	Q3 - LEQS's established 3% of streets and relevant land surveyed fell below grade B cleanliness standards representing 97% falling 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).	Services Directorate <i>Cllr Clarke</i>	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 - Carry out 144 targeted proactive	Services Directorate	On Track	Although the newly stretched quarterly target wasn't met, overall for the year we are behind by just 2 patrols against the annual target which we expect to pick up during Q4

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2023/24 Progress Update	
littering/dog fouling patrols per year (in 2022/23 and review number for 2023/24)	<i>Cllr Clarke</i>		New Q3 target = 39; Q2 actual = 26 New Annual target = 155
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Services Directorate <i>Cllr Moesby</i>	On track	<ul style="list-style-type: none"> • 8 CPW's have been issued in Quarter 3 • Currently there are 76 live CPW's in force - These cases are continually monitored for the duration of the case (now with an 18-month review unless stipulated otherwise). • 1 CPW has progressed to a CPN during Quarter 3. • 10 of the total 76 live CPWs have progressed to CPN at the end of Quarter 3 (deemed failures) - therefore a current success rate of 87%

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

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2023/24 Progress Update	
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2024.	Corporate Resources Directorate <i>Cllr Ritchie</i>	On Track	Outturn Q3 23/23 = Rateable value 74,117,775. Baseline (Outturn 22/23) = 66,342,311= difference - 7,775,464, +11.72%.

Bolsover District Council

Meeting of the Finance & Corporate Overview Scrutiny Committee on 27th February 2024

Finance & Corporate Overview Scrutiny Committee Work Programme

Report of the Scrutiny Officer

Classification	This report is Public.
Contact Officer	Thomas Dunne-Wragg, Scrutiny Officer

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2023/24.

REPORT DETAILS

1. Background

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2023/24 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny Officer should they have any queries regarding future meetings.

- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

2. Details of Proposal or Information

- 2.1 Attached at Appendix 1 is the meeting schedule for 2023/24 and the proposed agenda items for approval/amendment.

3. Reasons for Recommendation

- 3.1 This report sets the formal Committee Work Programme for 2023/24 and the issues identified for review.
- 3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as the Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

RECOMMENDATION(S)

1. That Members review this report and the Programme attached at Appendix 1 for approval and amendment as required. All Members are advised to contact the Scrutiny Officer should they have any queries regarding future meetings.

IMPLICATIONS:

Finance and Risk: Yes No

Details:

None from this report.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

Environment:

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details:

None from this report.

Staffing: Yes No

Details:

None from this report.

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	N/A
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"/>	Yes Details: Committee Members

Links to Council Ambition: Customers, Economy and Environment.

All

DOCUMENT INFORMATION

Appendix No	Title
1.	FCOSC Work Programme 2023/24

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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Previous versions of the Committee Work Programme.
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Finance & Corporate Overview Scrutiny Committee

Work Programme 2023/24

Formal Items – Report Key

Treasury Management	Capital	Borrowing & Investment	Budget Monitoring	Performance	Update from Scrutiny Chairs
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Date of Meeting	Items for Agenda	Lead Officer
35	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 – Approval of Programme 	Scrutiny & Elections Officer
	<ul style="list-style-type: none"> Member Briefing on Bolsover District Council’s Performance Management Framework (Verbal report) 	Information, Engagement and Performance Manager
	<ul style="list-style-type: none"> Corporate Ambitions Performance Update – January to March 2022 (Q4 – 2022/23) 	Information, Engagement and Performance Manager
	<ul style="list-style-type: none"> Member Training 2022/23 – Member Discussion (Verbal report) 	Feedback from Committee Members on training requirements
26 July 2023	<ul style="list-style-type: none"> Annual Corporate Debt Monitoring Performance Report 2022/23 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
7 Sept 2023	<ul style="list-style-type: none"> Budget Monitoring Report – Financial Outturn 2022/23 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Budget Monitoring Report – Quarter 1 – April to June 2023/24 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Corporate Ambitions Performance Update – April to June 2023 (Q1 – 2023/24) 	Information, Engagement and Performance Manager
	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 	Scrutiny Officer
28 November 2023	<ul style="list-style-type: none"> Budget Monitoring Report – Quarter 2 – July to September 2023/24 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Revised Budgets 2023/24 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Setting of Council Tax 2024/25 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Corporate Ambitions Performance Update – July to September 2023 (Q2 – 2023/24) 	Information, Engagement and Performance Manager
	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 	Scrutiny Officer

Date of Meeting	Items for Agenda	Lead Officer
23 January 2024	<ul style="list-style-type: none"> Proposed Budget – Medium Term Financial Plan 2024/25 – 2027/28 	Treasurer and Section 151 Officer
	<ul style="list-style-type: none"> Treasury Strategy Reports 2024/25 – 2027/28 Including: 	Treasurer and Section 151 Officer / Principal Accountant
	<ul style="list-style-type: none"> • Treasury Management Strategy 	
	<ul style="list-style-type: none"> • Capital Strategy 	
	<ul style="list-style-type: none"> • Corporate Investment Strategy 	
	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 	Scrutiny Officer
27 February 2024	<ul style="list-style-type: none"> Corporate Ambitions Performance Update – October to December 2023 (Q3 – 2023/24) 	Information, Engagement and Performance Manager
	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 	Scrutiny Officer
23 May 2024	<ul style="list-style-type: none"> Corporate Ambitions Performance Update – October to December 2023 (Q4 – 2023/24) 	Information, Engagement and Performance Manager
	<ul style="list-style-type: none"> Finance & Corporate Overview Scrutiny Committee Work Programme 2023/24 	Scrutiny Officer