

# EXECUTIVE

## 12<sup>TH</sup> MAY 2008

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Minicom: 01246 242450 Fax: 01246 242423

Sherwood Lodge  
Bolsover  
Derbyshire  
S44 6NF

Date: 1<sup>st</sup> May 2008

Dear Sir or Madam,

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, Sherwood Lodge, Bolsover, on Monday 12<sup>th</sup> May 2008 at 1000 hours.

Members are reminded that under Section 51 of the Local Government Act 2000 the Bolsover Code of Conduct was adopted by the Council on 3<sup>rd</sup> April 2002. It is a Councillor's duty to familiarise him or herself with the rules of personal conduct by which Councillors must conduct themselves in public life. In addition, Members should review their personal circumstances on a regular basis with these rules in mind and bearing in mind the matters listed on the Agenda for discussion at this meeting.

Copies of the Bolsover Code of Conduct for Members will be available for inspection by any Member at the meeting.

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their interests under paragraph 14 or 15 of the Code of Conduct provide written notification to the Authority's Monitoring Officer.

Members are reminded of the provisions of Section 106 of the Local Government Finance Act 1992 and the responsibility of Members to make a declaration at this meeting if affected by the Section and not to vote on any matter before this meeting which would have an affect on the Council's budget.

You will find the contents of the agenda itemised on page 84.

Yours faithfully,



Chief Executive Officer  
To: Chairman & Members of the Executive

**DECLARATION OF INTERESTS**

COMMITTEE - EXECUTIVE DATE - 12<sup>TH</sup> MAY 2008

NAME OF MEMBER - \_\_\_\_\_

- Levels of Interest
1. Personal
  2. Personal and prejudicial

AGENDA ITEM	SUBJECT	LEVEL OF INTEREST
Signed		
Dated		

**Note**

- \* Completion of this form is to aid the accurate recording of your interest in the minutes only. This form, duly signed, should be provided to the Clerk at the commencement of the meeting
- \* A nil return is not required.
- \* It is still your responsibility to disclose any interests which you may have at the commencement of the meeting.

## EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, Sherwood Lodge, Bolsover, on Monday, 7<sup>th</sup> April 2008 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor A.F. Tomlinson – in the Chair

Councillors J.E. Bennett, K. Bowman, A.J. Hodkin, B. Huddless, D. Kelly, D. McGregor and B.R. Murray-Carr.

Officers:-

W. Lumley (Chief Executive Officer), S. Tomlinson (Director of Strategy), J. Ireland (Chief Finance Officer), S. Sternberg (Solicitor to the Council) (from Minute No. 888), P. Horsfield (Principal Solicitor) (until Minute No. 887), D. Eccles (Head of Regeneration), D. Bonsor (Housing Needs Manager) (until Minute No. 883), G. Galloway (Repairs Manager) (from Minute No. 886), F. Bacon (Head of Revenue Services (from Minute No. 884), R. Owen (Senior Valuer) (from Minute No. 888) and A. Brownsword (Democratic Services Officer).

### **881. APOLOGY**

An apology for absence was received from Councillor E. Watts.

### **882. URGENT ITEM OF BUSINESS**

The Chairman consented to the following urgent item of business being considered under the provisions of Section 100(B)(4)(b) of the Local Government Act 1972.

#### **PART 1 – OPEN ITEMS**

Housing Needs Survey

### **883. HOUSING NEEDS SURVEY**

The Housing Needs Manager presented a report giving details of four Housing Needs Surveys that were to be carried out in conjunction with the sub regional partners.

Moved by Councillor K. Bowman and seconded by Councillor D. Kelly.

**RESOLVED** that (1) the Executive agree that the decision is an urgent one and should not, therefore, be subject to call-in, as provided for in Scrutiny Rule 16 and consented to by the Chairman of the Council,

## EXECUTIVE

(2) the Council contribute £25,000 to complete a joint sub-regional Housing Needs Survey, to be met from the Housing Needs Survey reserve,

(3) the Council contribute the balance of the Strategic Housing Market Assessment fund for the same survey (£2,375),

(4) the Council acts as 'fundholder' for the neighbouring authorities and enter into contract with the selected consultants,

(5) the Council contribute £7,500 to the Feasibility Study from the Housing Needs Survey reserve,

(6) Section 4.7 of the Constitution (financial regulations) be suspended in this case as the procedures of partner authorities have been followed.

**Reason for Decision: To ensure sufficient funding is available from reserves to meet the cost of Housing Needs work.**

(Head of Housing)

The Housing Needs Officer left the meeting.

The Head of Revenue Services entered the meeting.

### 884. DECLARATIONS OF INTEREST

The following declaration of interest was received.

Minute No.	Member	Level of Interest
890	D. McGregor	1

### 885. MINUTES

Moved by Councillor J.E. Bennett and seconded by Councillor D. McGregor.

**RESOLVED** that the minutes of a meeting of the Executive held on 10<sup>th</sup> March 2008 be approved as a true and correct record.

## EXECUTIVE

The Repairs Manager entered the meeting.

### 886. WORKING NEIGHBOURHOOD FUND

The Chief Executive Officer submitted a report giving details of the Working Neighbourhood Fund that was introduced as part of the Local Government Finance Settlement to provide resources to local authorities to tackle worklessness and low levels of skills and enterprise in their most deprived areas.

Moved by Councillor A.F. Tomlinson and seconded by Councillor K. Bowman.

**RESOLVED** that (1) the report be received,

(2) the Executive approve the evaluation criteria outlined in the report,

(3) the Executive approve the establishment of a core working group with delegated powers, to the Leader of the Council, to distribute funding in accordance with the criteria contained in the report,

(4) the Executive approve the allocation of £1 Million for each of the three years to the Local Strategic Partnership.

**Reason for Decision:** In order to administer the Working Neighbourhoods Fund to address 'worklessness' within the District.

(Chief Executive Officer)

### 887. CLIMATE CHANGE – INVEST TO SAVE IMPROVEMENTS

The Director of Strategy submitted a report giving details of the recommendations of a sustainable energy self assessment carried out by the Climate Change Group and asked for approval to use General Reserves to fund necessary works on invest to save principles where payback can be achieved within three years.

Moved by Councillor D. Kelly and seconded by Councillor A.F. Tomlinson.

**RESOLVED** that (1) the use of the General Reserve to fund approximately £9,500 of energy efficiency works to Sherwood Lodge as outlined in the report, be approved.

(2) delegated powers be granted to the Director of Strategy in consultation with the Chief Executive Officer, Director of Resources, Leader, Deputy Leader and Portfolio Holder for Environment to utilise reserves for works to be undertaken that would generate energy

## EXECUTIVE

savings and carbon emission reductions that pay back initial costs within three years of being implemented,  
**RECOMMENDED** that resolution 2 above, be referred to Standards Committee for inclusion in the Delegation Scheme in the Constitution.

**Reason for Decision:**     **To assist the Council in meeting its carbon reduction target and to generate ongoing savings.**

(Director of Strategy/Democratic Services Officer)

The Principal Solicitor left the meeting.

The Solicitor to the Council and the Senior Valuer entered the meeting.

### **888. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

Moved by Councillor B. Huddless and seconded by Councillor D. Kelly.

**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 Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

### **889. COUNCIL HOUSING CAPITAL PROGRAMME 2008/09 EXEMPT – PARAGRAPH 3**

The Repairs Manager presented a report seeking to agree the housing stock capital expenditure for the 2008/09 financial year and giving details of work needed to continue the current programme.

Members asked questions.

Moved by Councillor K. Bowman and seconded by Councillor D. Kelly.

**RESOLVED** that (1) the draft capital programme outlined in the report, be approved,

(2) an external consultant be appointed to carry out a desktop review of the HRA business plan and the outcome of this be reported back to the Executive.

**Reason for Decision:**     **To gain approval for the appointment of consultants and to adopt the proposed capital programme for council housing for 2008/09.**

(Head of Housing)

## EXECUTIVE

**890. EXTENSION TO THE ESTABLISHED PARTNERSHIP AGREEMENT WITH THREE ELECTRICAL CONTRACTORS TO UNDERTAKE A PERIODIC ELECTRICAL TEST AND UPGRADE PROGRAMME TO COUNCIL HOUSING STOCK  
EXEMPT – PARAGRAPH 3**

The Repairs Manager presented a report seeking approval to extend the 3 year Partnering Agreement with PK Electrical of Chesterfield, JKE Installations Ltd of Shirebrook and Independent Testing Company Ltd of Creswell to deliver an electrical periodic test and installation upgrade programme to council housing properties on an agreed schedule of rates basis, with a view to meeting the decent homes target electrically by 2010.

Moved by Councillor A. F. Tomlinson and seconded by Councillor K. Bowman.

**RESOLVED** that (1) the report be received,

(2) Members suspend Contract Standing Order 4.8.1(1) to allow the current contract to be extended by two years and a CBI inflation related increase to be negotiated for both years with suitable terms and conditions.

**Reason for Decision:** In order to maintain timely progress on the decent homes programme and generate efficiency savings.

(Head of Regeneration)

**891. EXTENSION TO THE CENTRAL HEATING RENEWAL CONTRACT TO COUNCIL HOUSING STOCK AWARDED TO SHACKLOCKS PLUMBING AND HEATING  
EXEMPT – PARAGRAPH 3**

The Repairs Manager presented a report seeking approval to extend the current central heating renewal contract with Neil Shacklocks Plumbing, Heating and Electrical Contractors Ltd of Sutton-in-Ashfield, for a further two years, with a view to meeting the decent homes target for controllable efficient heating by 2010.

Moved by Councillor A.F. Tomlinson and seconded by Councillor D. McGregor.

**RESOLVED** that (1) the report be received,

(2) Contract Standing Orders 4.8.1(1) be suspended to allow the current contract to be extended by two years, the first year to be negotiated at the increase of 1.75% as outlined in the report and a CBI inflation related increase to be negotiated for the second year with suitable terms and conditions.

**Reason for Decision:** In order to maintain timely progress on the decent homes programme and generate efficiency savings.

(Head of Regeneration)

## EXECUTIVE

### 892. APPLICATIONS FOR CHARITABLE AND DISCRETIONARY RATE RELIEF EXEMPT – PARAGRAPH 3

The Head of Revenue Services submitted a report for Members to consider two applications from applicants who were registered, excepted or exempt charities who qualified for mandatory relief.

Moved by Councillor B. Huddless and seconded by Councillor J.E. Bennett.

**RESOLVED** that the 1<sup>st</sup> organisation on schedule A be granted 80% mandatory relief and 20% discretionary relief.

Moved by Councillor B. Huddless and seconded by Councillor J.E. Bennett.

**RESOLVED** that the 2<sup>nd</sup> organisation on schedule A be granted 80% mandatory relief and 20% discretionary relief.

**Reason for Decision:** In order to apply relief for rates when billing ratepayers in order to assist Voluntary and Charitable Organisations by wholly or partially covering their National Non-Domestic Rate charge.

(Head of Revenue Services)

### 893. LAND AT SOUTHFILD LANE, WHITWELL EXEMPT – PARAGRAPH 3

The Senior Valuer submitted a report regarding a strip of land owned by the Council between two plots of land previously sold to XJF Plastics.

XJF Plastics were in the process of selling the premises and the Solicitors acting for the purchasers wish to regularise the situation by purchasing the strip of land.

Moved by Councillor D. McGregor and seconded by Councillor A.F. Tomlinson.

**RESOLVED** that the land be sold to Landtask UK on the terms proposed by the Senior Valuer.

**Reason for decision:** In order to secure a capital receipt for the Council from the sale of the land which is surplus to Council requirements.

(Senior Valuer)

## EXECUTIVE

### **894. 6 AND 8 KINGS CLOSE, CRESWELL AND 63 RECREATION ROAD, SHIREBROOK EXEMPT – PARAGRAPH 3**

The Senior Valuer submitted a report proposing that the former Police houses at 6 and 8 Kings Close, Creswell and 63 Recreation Road, Shirebrook which were now vacant, be offered for sale at auction by Bagshaws Residential in Derby on 30<sup>th</sup> April 2008.

Moved by Councillor D. McGregor and seconded by Councillor A.F. Tomlinson.

**RESOLVED** that (1) a reserve price of £70,000 be placed on 6 and 8 Kings Close, Creswell and £60,000 on 63 Recreation Road, Shirebrook,

(2) delegated powers be given to the Head of Regeneration to instruct Bagshaws Residential (Derby) to sell 6 and 8 Kings Close, Creswell and 63 Recreation Road, Shirebrook at auction at any price that meets or exceeds the reserves,

(3) Members earmark the capital receipt for use on planned capital projects for affordable housing and/or regeneration.

**Reason for Decision:** In order to secure a capital receipt for the Council from the sale of 3 properties which are surplus to Council requirements.

(Senior Valuer)

### **895. ACCESS EASEMENT AT 26 IRON CLIFF ROAD, BOLSOVER EXEMPT – PARAGRAPH 3**

The Senior Valuer submitted a report regarding an approach to the Council by the agents of the owner of 26 Iron Cliff Road, Bolsover with a request for a vehicular access across the Council's land to create off road parking within the curtilage of the property.

Moved by Councillor A.F. Tomlinson and seconded by Councillor D. McGregor.

**RESOLVED** that the Council grant an access easement on the terms as proposed by the Senior Valuer and that Members earmark the capital receipt for use on planned capital projects for affordable housing and/or regeneration.

**Reason for Decision:** In order to secure a capital receipt for the Council from the granting of an easement.

(Senior Valuer)

## EXECUTIVE

### 896. FORMER ALLOTMENTS OFF SOUTH AVENUE, SHIREBROOK EXEMPT – PARAGRAPH 3

The Senior Valuer submitted a report seeking to dispose of the former allotments off South Avenue, Shirebrook to the current occupier for a nominal sum.

Moved by Councillor A.F. Tomlinson and seconded by Councillor D. Kelly.

**RESOLVED** that the Council transfer the land to EMDA on the terms proposed by the Senior Valuer.

**Reason for Decision:** In order to relieve the Council of the maintenance liability of a large area of land.

(Senior Valuer)

As it was the Chief Finance Officer's last Executive meeting, the Chairman expressed thanks from the Council and more particularly the Executive and the Labour Group to the Chief Finance Officer for the excellent job she had done and wished her good luck in her new venture.

The meeting concluded at 1222 hours.

Committee:	Executive	Agenda Item No.:	5
Date:	12 May 2008	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Anti Poverty review		
Report by:	PPMG4		
Other Officers Involved	<b>Scrutiny and Policy officer</b>		
Director	Director of Strategy		
Relevant Portfolio Holder	<b><i>Cllr Tomlinson</i></b>		

#### **RELEVANT CORPORATE AIMS**

REGENERATION – Developing healthy, prosperous and sustainable communities

SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning.

#### **TARGETS**

The adoption of an Anti Poverty Strategy is a target within the current Corporate Plan.

#### **VALUE FOR MONEY**

The report has no Please describe how the proposals deliver value for money for the Council and its customers.

#### **THE REPORT**

The report for the review of the anti poverty is attached.

#### **IMPLICATIONS**

Financial: None

Legal: None

Human Resources: None

## **RECOMMENDATIONS**

- 1. That all the actions to address poverty by the group in section 4 of the report are incorporated in to the Anti Poverty Strategy being developed.**
- 2. That an update on the viability of the actions identified in section 4 of the report be provided to the group by September 2008**
- 3. That the actions that are agreed as viable are in place by March 2009**
- 4. That a realistic measure for poverty for the District is developed so that it can be monitored to ensure that the strategy is effective**

## **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

**The decision is in line with the Executive' responsibility with the formulation of strategies for consideration by Council.**

**ATTACHMENTS: Y**  
**FILE REFERENCE: Anti Poverty final report**  
**SOURCE DOCUMENT:**

**Anti Poverty review  
by  
PPMG 4**

March 2008

*Final*

## Contents

<u>1</u>	<u><a href="#">Introduction</a></u> .....	5
<u>2</u>	<u><a href="#">Aims of the review</a></u> .....	6
<u>3</u>	<u><a href="#">What types of poverty exist ?</a></u> .....	6
<u>3.1</u>	<u><a href="#">Key types of poverty that need to be addressed</a></u> .....	6
<u>3.1.1</u>	<u><a href="#">Child poverty</a></u> .....	6
<u>3.1.2</u>	<u><a href="#">Income poverty</a></u> .....	7
<u>3.1.3</u>	<u><a href="#">In-work poverty</a></u> .....	7
<u>3.1.4</u>	<u><a href="#">Elderly poverty</a></u> .....	8
<u>3.2</u>	<u><a href="#">Other types of poverty that exist</a></u> .....	8
<u>3.2.1</u>	<u><a href="#">Access poverty</a></u> .....	8
<u>3.2.2</u>	<u><a href="#">Network poverty</a></u> .....	9
<u>3.2.3</u>	<u><a href="#">Poverty of aspirations</a></u> .....	9
<u>3.2.4</u>	<u><a href="#">Fuel poverty</a></u> .....	9
<u>4</u>	<u><a href="#">Tackling poverty</a></u> .....	9
<u>4.1</u>	<u><a href="#">Child poverty</a></u> .....	9
<u>4.2</u>	<u><a href="#">Income poverty</a></u> .....	10
<u>4.3</u>	<u><a href="#">In-work poverty</a></u> .....	11
<u>4.4</u>	<u><a href="#">Elderly poverty</a></u> .....	12
<u>5</u>	<u><a href="#">Recommendations</a></u> .....	12

## Introduction

It gives me great pleasure to present this final report to you today. This review has been the most challenging one for PPMG 4 group, and in light of all the information we received at our meetings, it soon became clear there were no quick fixes to get out of poverty.

As a group we are hopeful that there is a better future for the District and in a small way, we hope to have contributed to the Anti-Poverty Strategy however, in the group's opinion, it will take time and a lot of resources before we make a substantial difference.

The aim of this review was to develop a framework for the development of our Anti-Poverty Strategy for Bolsover District Council. This review has been very challenging. The group brainstormed all the departments in this Authority to identify what could be done. We accepted that there was evidence of all types of poverty within the District. We then decided to focus on the types of poverty we would concentrate on. The evidence to support our decision is put before you today.

My sincere thanks go to our group for their commitment, time and effort and to our Scrutiny Officer for her valued support. Thanks also must be given to other Officers of the Council for their contribution and we look forward to working with them in the future.

Stuart Tomlinson Anna Millard John Sherwood Corrina Beatson Frank Bacon Martin Stone Di Bonsor Julie Lewis	Citizens Advice Bureau Groundwork Creswell Local Strategic Partnership Department of Unemployed Workers County Councillor Anne Weston
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Mary Dooley  
Chair of PPMG 4

### Members of PPMG 4

Hillary Gilmour  
Sandra Peake  
Hazel Ward  
Anne Syrett  
Brian Hendry  
Paul Hendry

## Aims of the review

To draft a framework for the development of an Anti Poverty Strategy for Bolsover District Council

To consider the current state of the District in terms of the economic, social and environmental profile

To identify gaps in current provision of service and areas for continuing concern

Consider appropriate strategies to address these

## What types of poverty exist?

The group extensively researched the types of poverty that exists to be able to understand and agree what the definition of each type is. This could then be assessed to understand what poverty existed within Bolsover District. The group accepted that there would be examples of all types of poverty within the district however it needed to focus on the major types where there was evidence to support action being taken to address the issues.

## Key types of poverty that need to be addressed

### Child poverty

<p>Children</p> <ul style="list-style-type: none"> <li>in low income households</li> <li>low birth weight</li> <li>poor health/diet</li> <li>teenage pregnancies</li> <li>low attainment at school</li> <li>school exclusion</li> <li>living in large families</li> <li>single parent families</li> </ul>	<p>Young adults</p> <ul style="list-style-type: none"> <li>no basic qualifications</li> <li>criminal record</li> <li>unemployment</li> <li>low pay</li> <li>suicides</li> <li>living in large families</li> <li>student loans</li> </ul>
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### Evidence :

Educational attainment in the District has improved over recent years although grades are still considerably lower than the East Midlands and England averages

Access to Universities can be difficult in some parts of the District if people do not have access to their own transport. This needs to be addressed so that the local skill base can improve.

Work needs to be carried out at educational institutions to make young people more aware of the employment opportunities in the District and to promote the benefits of working

(Taken from State of the District 2006)

Fewer 16-17year olds are in full time education

Teenage conception rates district wide are higher

Youth unemployment is 59% higher than the national average

More children are in non-earning households  
(Taken from the Directory of Health June 2006)  
The recognised % of Free school meals measure Bolsover has the highest score and significantly above the average for Derbyshire  
(Taken from the DPH annual report 2007)  
Recognised by the group :

1. There is no 6<sup>th</sup> form education within the District
2. Access to 6<sup>th</sup> form education outside the District is limited

#### Income poverty

Those on no wages

- fixed income (benefits) – unable to afford necessities
- wanting work
- workless households
- limiting longstanding illness or disability
- debt and inability to get affordable loans

#### Evidence :

In the District unemployment is higher than average, however the developments of large business parks at Shirebrook Brook Park and Markham Vale will provide more employment opportunities.  
The poor health in the District is principally caused by the high level of deprivation. It is perhaps the most important reason why the quantity and quality of employment needs to be improved, alongside economic regeneration. This is something that the Council and its partners in the health service and elsewhere will need to address in order to improve the quality of life and economic wellbeing in Bolsover.

(Taken from State of the District 2006)

Debt problems will increase over the coming years

(Advised by CAB – December 07)

#### In-work poverty

Those in work but on low wages

- low income – unable to afford necessities
- low pay by gender
- low pay by industry (regional/local)
- debt and inability to get affordable loans or bank accounts
- immediate loss of benefits – no bridge between benefits and work

#### Evidence to support :

In the District there is a large number of people employed in the manufacturing sector and a low percentage of people working within the banking finance and insurance sector. Work needs to be carried out to encourage new technology based industry to the area and therefore widen the skills base.

To increase the number of professional workers in the District we need to attract more hi-tech businesses and creative industries to the area.

In an effort to counter this effect Bolsover has to identify ways to retain

the higher level skills and attract blue chip employers from outside the district to encourage new technology based industry to the area.  
To increase the number of professional workers in the District we need to attract more hi-tech businesses and creative industries to the area.  
(Taken from State of the District 2006)  
32.4% of CAB debt cases are from employed people  
Debt problems will increase over the coming years  
(Advised by CAB – December 07)

#### Elderly poverty

fixed incomes (may have high outgoings) – unable to afford necessities  
not aware of benefits available  
excess winter deaths  
limiting longstanding illness or disability  
support (including social services)  
anxiety  
isolation

Evidence to support :  
The structure reflects that of the East Midlands although there is a slightly higher percentage of people in Bolsover District that are over the age of 60. This will have implications on the level of housing needed for the elderly in the local area.  
Future housing developments will need to take into consideration the demographics of the area. With the high percentage of people over the age of 60, new housing will need to accommodate this.  
(Taken from State of the District 2006)  
The number of residents over 60 claiming benefit is 4157 and 80% are considered to be in fuel poverty  
(Statement from John Sherwood 31/05/07)  
5.3% of CAB debt cases are from those over the age of 60 years  
(Advised by CAB – December 07)  
No local support for pensions as it is all provided over the telephone

#### **Other types of poverty that exist**

There was no factual evidence to support these being included in the immediate future however the group felt that they would need to be reviewed periodically (e.g. annually ) to ensure that these areas are not overlooked in the constantly changing environment.

#### Access poverty

Lack of access to transport and services including technology by which many services are now accessed.

Service could include shops, financial facilities, fresh food and transport.

#### Network poverty

The lack of informal contact with and help from friends, family or neighbours

#### Poverty of aspirations

In the cycle of depravation and lack of confidence, self-worth and ambition due to the industrial breakdown.

#### Fuel poverty

Where a household cannot afford to keep warm - damages the health of those living in cold homes and affects their quality of life. The elderly, children, and those who are disabled or have a long-term illness are especially vulnerable. The main cause of fuel poverty in the UK is a combination of poor energy efficiency in homes and low incomes. Also price increases and the higher rate charges made to those who do not pay by direct debit.

### **Tackling poverty**

It needs to be tackled at the following levels :

- People – actions to help individuals overcome their disadvantage
- Places – actions to help improve local opportunities more generally
- Perceptions – actions to change attitudes and culture that leads to disadvantages being hidden or ignored

### **Child poverty**

Actions already taken by Bolsover District Council and it's partners :

- Establishment of Anti-Social Behaviour Team
  - Parenting practitioner employed as new member of ASB Team to deliver Parenting Programmes
- Diversiory Activities
  - N-gage partnership formed with statutory and voluntary agencies providing youth focused activities.
  - Street Sports Programme including boxing training sessions called OzBox for young people

LSP aims and actions :

- Reduce teenage pregnancies by 50% by 2010
  - Provision of accessible sexual health and contraception services
- Halt the rise of obesity in children under 11 by 2010
  - FIVE-60 Health for Life campaign

- Developing entrepreneurial and business skills in young people
  - Provision of vocational courses and work placements
  - Introduce children to the possibilities of work related training
- Improve attainment at all key stages defined in Education Action Plan
  - Living literacy initiative
  - Elmton Village Company youth activities
  - Allocation of funding to secondary schools in improve attainment (e.g. attendance and behavioural support, improved facilities and learning mentors)
- Increase school attendance by 0.5% year on year
  - Additional Education Welfare Officers provided to enhance the support
- Reduce permanent exclusions year on year
  - Additional Education Social Worker for schools

**Actions to address :**

1. Once the DCC plan is available (Spring 08) the contents/actions need to be reviewed to understand if there are any gaps and assessed to see if the Council could address them
2. Significantly increase the access to sports and cultural activities and the use of facilities (including the gym) children up to the age of 16 years and family use outside school hours
3. Investigation of the option to increase the community housing to cover the north of the District by September 2008
4. Encourage departments that have contact with young people to provide positive stories to the Communications Officer to promote and help change attitudes

**Income poverty**

Actions already taken by Bolsover District Council and it's partners :

Sportsworld International relocation  
 Introduced new employers in to the area e.g. Tesco, Dobbies  
 'Bizfizz' Business Advice Programme and LEGI initiative  
 Social Outcomes Concordat  
 Citizens Advice Bureau

LSP aims and actions :

- Boost business support by assisting 25 clients across the district by 2008
- Availability of business coaches
  - Provision of business grants

Stimulate the enterprise culture by developing affordable incubation space for 12 businesses by 2008

- Provision of hubs for new small businesses start-ups

Increase accessibility to everyday facilities for all. Especially those without access to a car, or those with mobility difficulties

Increase tourism growth by supporting businesses and encouraging new business development

- Grant scheme for local tourism businesses

### **Actions to address :**

1. The group have tried to encourage the extension of the CAB service provided by Clowne Parish Council to the other parishes within the District by contacting all the District Councillors
2. Investigate and support the Introduction of a Credit Union in to the Bolsover District (which may be an extension from Chesterfield or Worksop)
3. Continue to run 'benefit take up' campaigns
4. Continue to provide advice to claimants of DWP benefits or council tax discounts that they may be able to claim
5. Continue to provide advice to claimants of the impacts on other benefits (they may reduce or increase)
6. Providing an express service to process claims within 5 days where all the information has been supplied
7. Minimise the delay in processing claims by chasing claimants for missing information
8. Increase the provision of advice on debt and benefits by increasing the funding to the CAB and the Unemployed Workers Centre for 2009/10
9. Establishing new industry in to the area e.g. new technology
10. Continuing to encourage employers in to the area who employ local staff on flexible hours

### **In-work poverty**

Actions already taken by Bolsover District Council and it's partners :

LSP aims and actions :

Provide counselling on debt and housing in all GP surgeries by 2008

Increase tourism growth by supporting businesses and encouraging new business development

Connecting people to jobs by encouraging local employment at major new development sites

- Commissioning of training and access of training to qualify LGV/HGV and Passenger carrying vehicles drivers
- Commissioning of training and access of training to qualify maintenance construction workers

Ensure that new housing in the District is suitable in terms of type, size, price and location to secure a balanced housing market

- A study is being carried out to understand the issues

**Actions to address :**

In addition to those listed in section 4.3

1. Continuing to advise benefit claimants where it is suspected that they may be paid less than the minimum wages

**Elderly poverty**

Actions already taken by Bolsover District Council and its partners :

LSP aims and actions :

Improve access to healthcare for the elderly – encourage community transport schemes

- Extended range of low cost safety equipment
- Community transport
- Bathing services
- Respite care
- Improving care to housebound patients

**Actions to address :**

1. Continue to work with the pensions service to ensure that if a claim has been made to either party the details are shared to ensure entitlement is claimed
2. Continue making bereavement referrals to the pensions service
3. To work with Derbyshire County Council to ensure that the community transport is maintained at the current service level
4. To work with Derbyshire County Council to encourage intergenerational schemes to reduce isolation
5. Investigate extending the communal activities at sheltered accommodation to elderly residents in the area who are not in council accommodation
6. Promote the supply of information to residents on advice agencies/incentives/grants to reduce their household bills by supplying details with the council tax bills and/or other council communications to residents.

**Recommendations**

The following list of recommendations builds on the good work already being done by the Authority and others to support the Council's Corporate target to reduce poverty within the district.

1. That all the actions to address poverty by the group in section 4 are incorporated in to the Anti Poverty Strategy being developed by the Director of Strategy
2. That an update on the viability of the actions identified in section 4 be provided to the group by September 2008
3. That the actions that are agreed as viable are in place by March 2009
4. That the Director of Strategy develops a realistic measure for poverty for the District so that it can be monitored to ensure that the strategy is effective

Committee:	Executive	Agenda Item No.:	6
Date:	12 May 2008	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Community Involvement in Scrutiny		
Report by:	Scrutiny Chairs		
Other Officers Involved	<b>Scrutiny and Policy Officer</b>		
Director			
Relevant Portfolio Holder			

**RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

If the community do get involved in Scrutiny it will strengthen community consultation and involvement with the Council.

**TARGETS**

There are no specific targets in the Corporate Plan.

**VALUE FOR MONEY**

The proposals do not have any financial impacts.

**THE REPORT**

See the attached report which was approved by the Scrutiny Committee on 4 March 2008.

**IMPLICATIONS**

Financial: None  
 Legal: None  
 Human Resources: None

**RECOMMENDATION**

**That the report be received**

**REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

To keep the Executive informed of the actions being taken by Scrutiny to involve the public.

ATTACHMENTS:                    **Y**  
FILE REFERENCE:                community report final.doc  
SOURCE DOCUMENT:

## **CHAIRS' REVIEW- COMMUNITY INVOLVEMENT**

### **Introduction**

Last year's review of Scrutiny identified a number of ways in which Scrutiny at Bolsover was improving. The CPA inspectors were complimentary about our progress, in particular our cross-party working. However we highlighted, in our review, one area in particular where we needed to make progress which was our involvement with the community. This review was set up to look at this problem and suggest some practical improvements. It was carried out by Ann Syrett, Rose Bowler, Mary Dooley, Joan Morley and Ken Walker with support from the scrutiny officer.

### **Some Background**

The last few years have seen a move towards increasing the involvement of the public in decision making. Local forums, partnership working and citizens' panels are all ways we use to consult the public on an ongoing basis, to make the workings of local government more open and accountable. The setting up of Scrutiny committees was a part of that trend. Scrutiny has a duty to act as a critical friend to the Executive, comment on policy and keep a watchful eye on how well services to the public are working. But equally it has a duty to give the community a voice, highlighting matters of public concern and this will become even more important if the Community Call for Action becomes law.

Public participation in Scrutiny is not easy to achieve and most Authorities consulted reported difficulties. The amounts of money and time available are important factors, but aside from these there seem to be three basic problems including :

- Scrutiny's profile
- relevant topics
- accessibility

Our problem is to get over to the general public what Scrutiny is and what it does. Scrutiny is still a relatively new function of the Authority and many people still do not know how useful it could be to them.

### **How Do We Reach The Community?**

As other authorities have found contacting communities is not easy to do and many different and sometimes expensive methods have been tried, without achieving significant improvements. Local authorities use a variety of ways to contact their communities- from leaflets and websites to media contacts and publicity events- to highlight their Scrutiny Committee's work. These activities are dependent on the availability of budgets and officer's time.

At Bolsover we're making strong efforts to improve links and involve the community in our decision making. It makes sense to use the list of contacts already established, as detailed in Appendix A, rather than starting afresh. We rely on our elected members and officers to get "the word out" and without this as a basis we are unlikely to be successful. Using Bolsover's list of contacts is a start but we could strengthen this strategy. Currently Scrutiny has no direct links with the LSP. The LSP is a forum at which a broad range of interests are represented, and contact with them could lead to valuable co-

operative actions. Although we have more contact with the Community and Voluntary Partners (CVP), closer links with them would give us a direct route to the community. None of these ideas would cost money - only time.

### **How Do We Find Relevant Topics?**

However hard we all work at getting the message out, we will not be successful unless the subjects of our reviews are relevant to community concerns. The choice of topics is the key to this. Many of our reviews relate to in-house topics such as finance and performance management which are important for the good running of the Authority but lack appeal to the average member of the public. Some come from complaints or are suggested to members by constituents. Currently not enough suggestions are coming from the communities and we could be missing opportunities to help communities resolve problems.

The Community Call for Action currently being considered by the Government, if implemented, would encourage this involvement. Scrutiny would be able to intervene in a broader range of topics, including those dealing with service providers such as the utilities companies.

Even without new legislation we are able to be involved in topics like health, where we are not a budget holder, but our report can be used to bring pressure to bear to change opinion. This is where expanding our contacts with parish councils, CVP and the LSP could help. Some members already attend CVP meetings and CVP requests topics for their agenda from their members. CVP has already agreed to publicise our reviews in their newsletter and ask for suggestions and we can build on this. The LSP Action Groups cover a wide range of topics and most are attended by CVP reps and others from the community. It would help us to keep in touch with their concerns if we could establish a stronger relationship. A report to Scrutiny which gives us the key topics of their meetings would help and we could develop a closer partnership. Although most of us are part of Parish councils and keep them informed, a more formal contact, such as a newsletter from Scrutiny, would help to improve communication.

### **How Accessible Are We?**

Scrutiny itself is not a very attractive title and the concept is quite difficult to explain. It's unlikely that the main Scrutiny meeting will ever attract observers from the general public, as it was hoped it would when it was first set up.

In our case there are several things against it – the formality of the meetings and the meeting place and the fact that we meet during the working day. For these reasons it would be better to concentrate on publicising the subjects of the review and focus on the PPMG's meetings which the general public could relate to. These meetings are informal, can more easily meet at times to suit and are easier to move around the district if the PPMG group agree that it would benefit their review in agreement with the individual group.

PPMG Chairs already invite people who have relevant knowledge and experience into their meetings and this could be developed. Co-optees can

bring useful points of view to their discussions and taking the meeting to where the problem exists is more likely to attract participants.

### **Community Expectations**

As we know once a problem is identified people want quick action. In the past our reviews have tended to be lengthy although recently we've been speeding up. Some reviews need thorough investigation to do the subject justice. However others can be dealt with more quickly, particularly if members have a special interest. Small groups can be formed from the PPMG groups on the basis of their interest in the subject, to produce short reviews. It would be helpful to think of these reviews more as briefing notes which could help officers and executive in their decision making.

### **Conclusion**

Publicising Scrutiny and spreading understanding of it will help to bring forward more contributions from the public. Establishing clearer and more organised links with the Parish Councils, CVP, the LSP and a broad range of community groups will be necessary, and this will have implications for budget and officers time. Community issues will need to be dealt with speedily to avoid disappointment, so we may have to establish a fast track system using a self selected review group. Ultimately it's up to us to be effective advocates for our communities.

The following list of recommendations builds on the good work already being done by the Authority and others to give our residents a chance to get involved with government and contribute to decision making.

1. Each Scrutiny Review to show evidence of community contact i.e. co-options; contact with LSP, CVP, Parishes and elected members; contact with organisations relevant to the review time and place of meetings
2. To establish ongoing communications with CVP, the LSP, and Parishes through attending meetings or circulating information in order to promote scrutiny and look for opportunities for involvement
3. Develop Scrutiny's workplan for 2008/09 from issues raised by the community (e.g. complaint topics over the last 12 months, topics raised at the community forums, surveys - including CVP, citizen panel, BVPI)
4. Scrutiny chairs to take ownership for the scrutiny information on the Council's website and update at least on a quarterly basis
5. Scrutiny chairs to take responsibility for publicity for Scrutiny including outcomes of reviews and generating interest in future reviews using appropriate methods
6. Review the level of community involved achieved in Scrutiny in March 2009

## APPENDIX A

### **Bolsover District Council's community contacts and opportunities**

#### **Community forums**

Currently running a pilot of the scheme  
Funded until April 08  
3 meetings per area this year  
Subjects on the agenda driven by the public

#### **Opportunities:**

Take scrutiny review subjects to the forums to ask for input/volunteers to be involved

Use the subjects areas raised by the forums to be the subjects for scrutiny

#### **Citizens surgeries**

Held before the Community Forums  
Last 30 – 45 mins  
Issues raised to officers/elected members/key partners  
(BDC/DCC/Police/PCT)  
Issues recorded and responded within 20 days by appropriate partner

#### **Opportunities:**

Use the subjects areas raised to be subjects for scrutiny

#### **Citizens Panel**

Questionnaire sent to residents to complete quarterly  
(Feb/June/Sept/Nov)  
Distributed to 1000 Bolsover district residents  
Main body of questions from Derbyshire County Council but 6 sides available for district use  
Lead in time for questions = 2 months  
Residents have 2 weeks to respond  
Results available 3 weeks after replies received  
Full report produced 3 weeks later  
All results available on intranet site (including all previous surveys)  
Newsletter issued with each survey  
Panelists are asked to indicate if they would be willing to be involved in focus groups/telephone surveys

#### **Opportunities:**

Incorporate questions for specific reviews to gauge wider customer views and may repeat at a later date to measure success of the review  
Use the news letter to advertise reviews coming up or success of a review  
Use list of panellists that have said they would be willing to input to a scrutiny review (either in focus group or telephone survey)

#### **Youth Council**

Meet 5 times per year (Jan/March/June/Sept/Nov)  
Represented by students from the 5 secondary schools in the district  
The Youth Council's remit is to raise concerns and issues facing young people by engaging them in local issues

### Opportunities:

Take appropriate reviews to the Youth Council to gain their input  
Take scrutiny topics to them and ask which ones they would like to be involved in  
Involve them for elements of reviews that affect young people e.g. teenage conception

### **Compliments, comments and complaints**

BDC procedure on how this is handled  
Results summarised on a quarterly basis

### Opportunities:

Complete trend analysis on the subjects to identify review subjects  
Invite complainees to be involved in appropriate reviews

### **Ask Derbyshire**

Launched in Sept 07  
Used by BDC/EDC/NEDDC  
Website which list all consultation conducted or planned and provides details  
Allows the public the opportunity to register their interest in any of the consultation listed (this could be to take part or see the outputs)  
It will take many months after launch to get a significant number of the public involved

### Opportunities:

Add all consultations done by scrutiny and the final reports  
Ask the public to register interest on the reviews planned

### **CRT machine**

Newly purchased by the council intended for the contact centres  
Portable machine that needs power and limited supervision  
Questionnaire designed on a computer and loaded in to the machine which is taken to a relevant site  
Customers enter their feedback into the machine and information stored  
Information downloaded to a computer that can be analysed

### Opportunities:

Use to get specific feedback from the public for a review

### **Intouch**

Colour newspaper issued to all the BDC residents  
3 issued per financial year  
1 issued for budget, 1 just been signed off, 1 due in November for the CPA results

### Opportunities:

Use newspaper to advertise reviews coming up or success of a review

### **Website**

Available worldwide including residents

Contains details of council services and information, councillors and local democracy, tourism, news that affects the residents.  
Updated on a daily basis  
Minimal lead time as wording needs to be cleared by communications officer

Opportunities:

Use website to advertise reviews coming up or success of a review

**Council tenants and leaseholders forums**

Structure exists and on 3 levels – district forum/tenants associations/zones

Subjects that are covered at the forums are decided by the district forum (previous subjects have been tenants aspirations fund, repairs consultation and assisted gardens scheme)

They meet approximately every 6-8 weeks

Opportunities:

Take scrutiny review subjects to the forums to ask for input/volunteers to be involved (recognised that they don't want awareness sessions but sessions where they can be involved /make a difference)

**Tenants participation and development group**

This is similar to a steering group for the forums

It is made up of 5 officers, 5 members and 5 tenants

They meet 5 times per year

Opportunities:

Limited

**Homing in**

Colour newspaper for council tenants

4 issues per year – 1 per season

The tenants are the editors

Co-ordinated by BDC's tenant's liaison officer

Tenants do ask officers to produce articles for them

Opportunities:

Use newspaper to advertise reviews coming up or success of a review

**Tenant Participation Compact**

An agreement between BDC and its tenants

Due to be updated – Bernie has a copy of the old one

Opportunities:

None identified

**Best value satisfaction**

Triannual survey with council residents conducted by Mori

Set government questions

Bernie has a copy

Opportunities:

Use to identify the issues that are important to residents to create the review subject list

### **Fairness for all event**

Annual event held in the autumn  
Aimed at hard to reach groups

#### **Opportunities:**

Take scrutiny review subjects to the event to ask for input/volunteers to be involved  
Use the subjects areas raised by the event to be the subjects for scrutiny

### **Business rates – NNDR**

Annual consultation with businesses  
All local businesses invited

#### **Opportunities:**

Take appropriate scrutiny review subjects to the event to ask for input/volunteers to be involved  
Ask for subject areas at the event to be the subjects for scrutiny

### **Community Houses**

Supports individuals in the area surrounding the houses  
Targeted groups activities are held in them e.g. youth groups, drugs advice, CAB  
Newsletter issued every 3/4 months  
Different newsletter for the 4 community houses (Castle estate/South Normanton/New Houghton/Shirebrook)  
Targeted to the estate around the community house (private and council properties)  
Produced by council staff with input from other departments and the residents

#### **Opportunities:**

Use newsletter to advertise reviews coming up or success of a review

### **Residents Groups**

Meet every 4/6 weeks  
Normally held in the community houses  
Agenda developed by the resident groups  
Julie Lewis attends

#### **Opportunities:**

Take appropriate scrutiny review subjects to the groups to ask for input/volunteers to be involved  
Ask for subject areas from the groups to be the subjects for scrutiny

### **Community safety partnership**

Lots of different activities happening which could be targeted at areas / issues

#### **Opportunities:**

Would need to speak to community safety officer when considering involving public in this area

### **LSP**

Attend CVP meetings which are held every 5/6 weeks

Issue 'Connect' which is their newsletter 4 times a year and given to various community sites

They have their own website which is updated daily/as there is new information. Wording cleared by the partnership communications and information officer

Opportunities:

Would need to speak to LSP on the review to understand what would be appropriate

## APPENDIX B

### Information sources

Reports on Engaging the Community:	Nottingham City Council Derby City Council N.E.Derbys District Council Amber Valley Borough Council Gedling District Council Mansfield District Council Elmbridge Borough Council Notts/Derbys Scrutiny Officer Network InLoGov Birmingham University
On The Radar Centre for Public Scrutiny	InLoGov
Good Scrutiny Guide	InLoGov
Research Summary ODPM	InLoGov
Development of Overview and Scrutiny	InLoGov

Committee:	Executive	Agenda Item No.:	7
Date:	12 May 2008	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Review of dentistry provision in the district		
Report by:	PPMG3		
Other Officers Involved	<b>Scrutiny and Policy officer</b>		
Director	Chief Executive Officer		
Relevant Portfolio Holder	<b><i>Regeneration</i></b>		

#### **RELEVANT CORPORATE AIMS**

REGENERATION – Developing healthy, prosperous and sustainable communities

The review and recommendations will support the priority of contributing to improving the health of the district.

#### **TARGETS**

There are no specific targets in the Corporate Plan however the output of the review may contribute to the public health strategy.

#### **VALUE FOR MONEY**

The report has no financial impacts.

#### **THE REPORT**

The report for the review of the provision of dentists in the district is attached.

#### **IMPLICATIONS**

Financial: None  
 Legal: None  
 Human Resources: None

## **RECOMMENDATIONS**

- 1. That the impact on the health service including dentistry is considered as part the Planning process**
- 2. That it is ensured that the Planning department work with the PCT so that they are aware of future plans and developments which can feed in to their decision process**
- 3. That support is provided to the dental commissioner for Derbyshire PCT to understand the local needs e.g. community forums, citizens panel, parish councils**
- 4. That it is ensured that the Joint Associate Director of Public Health maintains a relationship with the dental commissioner for Derbyshire PCT and provides regular updates on the actions for the areas in the district on the Top 10 list which is shared via the scrutiny health group**
- 5. That the report is Issued to Chesterfield Borough Council and North East Derbyshire District Council so that they are aware of the status of dentistry in the area**
- 6. That the review is closed.**

## **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

The provision of dentistry has an effect on communities in the District of Bolsover's area.

ATTACHMENTS:                   **Y**  
FILE REFERENCE:                Report on Dentistry for Scrutiny March 08  
SOURCE DOCUMENT:

Review of the provision of  
dentistry in the district

March 2008

By PPMG3

Cllr Cook  
Cllr Gray  
Cllr Holmes  
Cllr Morley  
Cllr Phelan  
Cllr Rodda  
Cllr Webster

## **Introduction**

The aim of the review is to understand the current provision of dentistry in the district and how Bolsover District Council can influence the future plans and service for the benefit of the residents.

The review covered the service that is provided within the district although it is recognised that some residents especially in border areas travel outside the district for their dental service.

The review is based on the NHS provision although it is recognised that many dentists and residents use a private service.

## **Evidence**

Although members of the group felt that there was an issue within the dentists in the district they were able to validate it with the following information :

### CVP survey

The Community Voluntary Partnership survey completed in September 2007 of 1438 residents provided a view on the dentistry provision in the district. The respondents were asked :

#### **‘Are you happy with the services provided by the dentists ?’**

There were variations between the wards with 68% in Bramley Vale and Doe Lea and 63% in Hillstown, Shuttlewood and Stanfree answering yes to the question. However in Bolsover central only 14% were happy with the dental services.

This confirmed that there was an issue as overall for the whole of the district only 43% of the residents were happy with the services provided by the dentists.

The breakdown details of the survey are in Appendix A

### Dentist details

The information on the NHS website highlights that there are only 8 dental practices in the district. It also indicated that the majority are not accepting NHS patients in to the practice.

The details are in Appendix B.

### Community Forums

The group sought feedback from the residents who attended the Community Forums on health at Whitwell and Blackwell in October and November 2007. The feedback was mixed however the majority had issues with the provision of dentistry.

## **Dentists – the facts**

Keith Mann, the dental commissioner for Derbyshire PCT attended the group meeting in January 2008 and provided the following evidence.

### The background

There have been no major changes in dentistry between 1950-2006. During this period patients were charged (where applicable) for each item, they signed the form and the payment was then made to the dentist

From 1<sup>st</sup> April 2006 the Department of Health devolved responsibility for dentistry to the local PCT. In the year previous the earnings of each dentist was monitored This information along with the budget to pay for the service was passed to the local PCTs

Every practice was issued with a work activity, contract and income guarantee for 3 years therefore the PCT had no control on the dentistry map for Derbyshire

If patients want white fillings (which exceed the NHS provision) the dentists complete this as private work. The private work is more lucrative for the dentists. Therapists are available to support those with phobias. Sedation is not offered as a matter of course. Dentists do preventative work as well as working with children. All children are entitled to free dentistry until the age of 18 years. If the practices work activity in their contract is full then they can turn children away and it becomes the PCT problem. Dentists get paid £17 for each inspection. The NICE guidelines that NHS dentists work to state that visits should be between 6 to 18 months.

The PCTs in the surrounding areas work together on border areas where patients utilise the service in other PCT areas.

Some dentists have moved to a private prepayment plan e.g. Denplan and may only take patients who join the scheme.

The profile of dentists has changed over the years from white males to female and other ethnic backgrounds. They are also coming from the EU, India and Pakistan however they do have to pass a competency test which includes speaking English before they can practice in the UK.

Form filling was raised as an issue for NHS dentists but it was confirmed that the majority of forms were to support patient safety.

The PCT are responsible for auditing the dentist sites to ensure that everything is in order. They also take up complaints with the dentist They work in schools by funding the 'brush for life' scheme however they need parental consent to look in a child's mouth so they may not check them all. At 5 years they check for diseases and at 12 years they check that the teeth are aligned correctly

Dentists receive an income of about £150k and 56% of this is spent on expenses (e.g. equipment, receptionist) therefore often there are group practices which benefit by economies of scale

## Dentists in Derbyshire – the plan/future

The challenge for the PCT is to change the dentistry map to meet the changing needs in Derbyshire

In a review of the provision the need is north of the county. The areas with the greatest need are those with high deprivation and are a priority for the future. The top 10 priority to get a dentist include Shirebrook, South Normanton and Bolsover. Staveley is the number one priority. The list has been created taking in to account what is currently available, the IMD score and the population. Once the budget is finalised they will have a clear picture of the timescales to address the gaps

The PCT have to wait until a dentist closes (e.g. through retirement) in the county when they can take the opportunity to transfer the budget to a priority area

The PCT work to understand the local needs to ensure the new facility meets the needs. In other areas the main requirements have been local, easy access and regular appointments

The PCT aim is to offer the service to the hard to reach areas and those that don't currently access the service including those that are in rural areas

Previously dentist went in to practice in locations of their choice (often in cities and affluent areas) however now the PCT can determine the locations of the NHS practices

All new contracts that are issued are for 100% NHS work. One of the conditions is that they must have a patient group whose outputs they share with the PCT

The cost of dental treatment in hospital is £530 – £730 where as it is £170 within the PCT. The PCT manage the dentist against their competencies and where they are using hospital referrals inappropriately

The PCT want to provide increased access by changing opening hours. At the moment some patients cannot access the 'in hours' service and then use the 'out of hours' service inappropriately

The new contracts in 2009 (after 3 years have expired on the old one) will allow the PCT to input to the contract and ensure that performance of the service will be included

## **Conclusion**

The group felt that although there are concerns about the lack of dentists in the district that they now understood the cause of the problem. The group accepted the PCT who have responsibility for the dentists in Derbyshire understand the issue and have plans to address the issue within the contractual constraints.

## **Recommendations that**

1. the impact on the health service including dentistry is considered as part the Planning process
2. it is ensured that the Planning department work with the PCT so that they are aware of future plans and developments which can feed in to their decision process
3. support is provided to the dental commissioner for Derbyshire PCT to understand the local needs e.g. community forums, citizens panel, parish councils
4. it is ensured that the Joint Associate Director of Public Health maintains a relationship with the dental commissioner for Derbyshire PCT and provides regular updates on the actions for the areas in the district on the Top 10 list which is shared via the scrutiny health group
5. the report is Issued to Chesterfield Borough Council and North East Derbyshire District Council so that they are aware of the status of dentistry in the area
6. the review is closed.

## Appendix A

CVP local voices report September 2007**Are you happy with the services provided by the dentists ?**

Town	Total responses	Yes		No		n/a
		Volume	%	Volume	%	
New Houghton	73	42	57	9	12	19
Carr Vale & New Bolsover	64	35	54	17	26	10
Bolsover central	153	22	14	37	24	8
Castle estates	35	16	45	15	42	3
Hillstown	74	47	63	14	19	10
Elmton & Creswell	118	46	39	29	24	34
Hodthorpe	44	18	40	6	13	12
Westhouses	37	19	51	7	18	10
Shirebrook	142	68	47	30	21	32
Langwith & Whaley thorns	56	20	35	13	23	17
South Normanton	121	71	58	25	20	21
Newton	73	34	46	15	20	17
Glapwell Rowthorne	52	21	40	10	19	14
Bramley Vale & Doe Lea	19	13	68	2	10	2
Pinxton Broadmeadows	44	18	40	8	18	8
Pleasley	35	14	40	3	8	12
Blackwell	30	10	33	8	26	7
Hilcote	28	13	46	6	21	3
Tibshelf	46	11	23	7	15	18
Shuttlewood Stanfree	11	7	63	1	9	2
Barlborough	50	25	50	5	10	14
Whitwell	70	28	40	12	17	5
Clowne	63	22	35	22	35	12
Total	1438	620	43	301	20	290

Appendix B

**Dentists within the district**

Name	Area	postcode	Accepting children 0-18yrs for NHS	Accepting new fee paying NHS	Accepting charge exempt adults for NHS	Providing urgent dental slots	Not registering new NHS patients
L Dugmore	Shirebrook	NG20 8AJ	Yes				
M B Dental	Shirebrook	NG20 8AJ	No	No	No	No	Yes
Joesbury R A	Clowne	S43 4PH	No	No	No	No	Yes
Creswell Dental Practice	Worksop	S80 4DE	No	No	No	No	Yes
Neil McLean	Worksop	S80 4DE	No	No	No	No	Yes
Oasis	Bolsover	S44 6PN	No	No	No	No	Yes
Genesis	South Normanton	DE55 3DA	Yes	No	No	No	Yes
Glendair	South Normanton	DE55 2BP	Yes	Yes	Yes	No	No

### Dentists outside the district

Name	Area	postcode	Accepting children 0-18yrs for NHS	Accepting new fee paying NHS	Accepting charge exempt adults for NHS	Providing urgent dental slots	Not registering new NHS patients
Arblaster, Locheah & Doran	Alfreton	DE55 7AH	No	No	No	No	Yes
Dawett	Alfreton	DE55 7BR	No	No	No	No	Yes
Jenkinson Maunder Vipond	Alfreton	DE55 7JJ	No	No	No	No	Yes
Swanwick Dental Practice	Alfreton	DE55 1AB	No	No	No	No	Yes
Khams	Alfreton	DE55 4LP	Yes	Yes	Yes	Yes	No
Jacksdale Dental Centre	Nottingham	NG16 5JW	Yes	Yes	Yes		No
SJP Thacker	Mansfield	NG18 2BT	Yes				
Dental Care centre	Mansfield	NG18 1QJ	Yes	Yes	Yes	Yes	No
Denticare	Mansfield	NG18 2AF	Yes	Yes	Yes		No
Jackson and Rigby	Mansfield	NG18 2BT	Yes				
Seven Dental	Mansfield	NG18 1HU	Yes	Yes	Yes		No
Hall and Purchase	Mansfield	NG20 0BN	Yes	Yes	Yes		No
CMJ Kirkpatrick	Mansfield	NG19 8BB	Yes				
J Whitbread	Mansfield	NG19 8BU	No	No	No	No	Yes
Mrs S C Prentice	Mansfield	NG19 8AB	Yes				
Robinson and Thelwell	Staveley	S43 3UX				Yes	
Jonathan Ward	Staveley	S43 3UT	No	No	No	No	Yes
Hasland Dental	Chesterfield	S41 OAG	No	No	No	No	Yes
Brimington Dental Practice	Chesterfield	S43 1AD	Yes	Yes	Yes	No	No



Committee:	Executive	Agenda Item No.:	8
Date:	12 <sup>th</sup> May 2008	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Compliments, Comments, Complaints and Freedom of Information Requests		
Report by:	Customer Service and Access Officer		
Other Officers Involved			
Director	Chief Executive Officer		
Relevant Portfolio Holder	Customer Focused Services		

### **RELEVANT CORPORATE AIMS**

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of complaints and customer requests is central to good customer service. It also provides a good source of information which the Council can use to improve services.

### **TARGETS**

Local performance indicators for handling written complaints and Ombudsman complaints.

### **VALUE FOR MONEY**

A centralised complaints and freedom of information requests service maximises the use of staffing resources as well as the provision of management information.

### **THE REPORT**

To provide information on the number of compliments, comments, complaints and freedom of information requests for the period 1<sup>st</sup> January 2008 to 31<sup>st</sup> March 2008 together with a summary for 2007/08.

#### **Compliments**

Table A shows the number of written compliments received for the period 01/01/08 to 31/03/08. In total 40 written compliments were received with the

majority appreciating the help and assistance provided by council employees. The speed of service or response is also much appreciated by customers.

### Comments

Table B shows the number of written comments received for the period. All 23 comments were responded to within the customer service standard of 20 working days. On average it took 11 working days to provide a written response.

Table C shows the above information by department.

Regarding any trends, there were 5 requests for more varied music in the gym – Kissingate and Creswell Leisure Centre.

### Complaints

#### Stage one

Stage one complaints refer to expressions of dissatisfaction made verbally by customers. The table below provides a breakdown of stage one complaints handled by the Contact Centres by service area and volume for the period 01/01/08 to 31/03/08:

<b>Stage One Complaints</b>				
<b>Service Area</b>	<b>01/04/07 to 30/06/07</b>	<b>01/07/07 to 30/09/07</b>	<b>01/10/07 to 31/12/07</b>	<b>01/01/08 to 31/03/08</b>
Complaints regarding housing repairs e.g. out of time, quality	46	53	63	58
Complaints regarding refuse, grounds maintenance, cleansing services e.g. not returning bin to collection point, missed green bin collection	176	143	105	90
Missed clinical waste collection	42	43	38	40
Missed domestic bin collection	444	330	217	238
Missed blue box collection	334	121	75	78
Bin not fully emptied	14	7	4	7
<b>Total</b>	<b>1056</b>	<b>697</b>	<b>502</b>	<b>511</b>

#### Stage two

Table D shows the number of stage two or written complaints received for the period by date order. All 25 stage two complaints received were responded to within the customer service standard of 20 working days. On average it took 13 working days to provide a written response.

Table E shows the above information by department.

There were no distinct complaint trends for this period.

### Stage three

Table F shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 4 stage three complaints were received, of which 3 or 75% were responded to within standard. On average it took 19 days to provide a written response.

### Ombudsman

Table G shows the status of Ombudsman complaints for 2007/08 as of 23<sup>rd</sup> April 2008. During this period three complaints have been received and responded to. Two decisions from the Ombudsman have been received during this period both stating 'no or insufficient evidence of maladministration'.

A separate report covering the Annual Letter from the Local Government Ombudsman will be brought for information when received.

### Freedom of Information (FOI)

Table H shows the number of requests for 'freedom of information' for the period 01/01/08 to 31/03/08 by date order. Of the 50 requests received, 47 (94%) were responded to within the government standard of 20 working days, 3 (6%) took longer than the standard.

Table I shows the above information by department.

### Performance

A target of 85% had been set for responding to stage two complaints within 20 working days for 2007/08. For this period 100% was achieved, the highest performance so far this financial year and bringing the overall performance in above target at 89%.

### Customer Satisfaction

From 1<sup>st</sup> April 2007 a customer satisfaction survey form has been issued with each written response. For this period 3 completed forms have been received producing a response rate of 12%. 66% were satisfied overall with the complaints handling service. Table J provides a breakdown of the results for this period.

Below are a couple of comments taken from the completed survey forms:

*“Very pleased with how quickly the complaint was resolved”*

*“To send information when promised”* (Referring to a structural report).

### **Summary for 2007/08**

The following tables provide a summary of performance for compliments, comments, complaints and freedom of information requests for 2007/08.

#### Volume and Performance

<b>By Type</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>2007/08 Total</b>	<b>2006/07 Total</b>
Compliments	33	42	52	40	167	157
Comments	17	16	9	23	65	140
Stage 2 Complaints	37	30	30	25	122	203
Stage 3 Complaints	5	4	8	4	21	22
<b>Total</b>	<b>92</b>	<b>92</b>	<b>99</b>	<b>92</b>	<b>375</b>	<b>522</b>
Stage 1 Complaints	1056	697	502	511	2766	-
% Comments responded to within standard	82	88	100	100	<b>93</b>	<b>78</b>
Average response in days	16	11	17	11	<b>14</b>	<b>16</b>
% Stage 2 responded to within standard	81	80	93	100	<b>89</b>	<b>74</b>
Average response in days	18	16	14	13	<b>15</b>	<b>17</b>
% Stage 3 responded to within standard	60	75	100	75	<b>78</b>	<b>91</b>
Average response in days	22	11	11	19	<b>16</b>	<b>15</b>
FOI – no. of requests	30	29	38	50	<b>147</b>	<b>101</b>
% Requests responded to within standard	90	93	92	94	<b>92</b>	<b>85</b>
Average response in days	12	13	12	12	<b>12</b>	<b>15</b>

When comparing 2007/08 to the previous year of 2006/07, the following is noted:

Received similar volumes of written compliments and stage three complaints.  
 Received fewer written comments and stage two complaints, the latter showing a 40% reduction.  
 Received more FOI requests, an increase of 45%.  
 Responded to more customer requests within standard - written comments (+15%), stage two complaints (+15%) and FOI requests (+7%).  
 Responded on average more quickly by 2 working days for written comments and stage two complaints and by 3 working days for FOI requests.  
 Responded within standard to less stage three complaints by 13% and taking on average an extra day to respond.

### Customer Feedback

The following changes have been made as a result of customer feedback obtained through comments and complaints:

- Provision of an adult swim lane during the day at Creswell Leisure Centre.
- A bike rack placed outside of Creswell Leisure Centre.
- New procedure put in place to monitor cleanliness at Kissingate Leisure Centre and a dedicated area assigned for food consumption and children's parties.
- A website form (service request) changed.
- Sirens not to be used on refuse vehicles before 7.00am.
- Some temporary staffing resources secured for Contact Centres.
- Some speed signs erected at Sherwood Lodge.
- A redesigned customer notice for visitors.
- Change to procedure notifying respective parties of Anti-Social Behaviour Orders.
- Change made to procedure for collecting witness statements in anti-social behaviour cases.
- Revenue Services to notify Finance Department of bereavements to help keep the 'gold card' database upto date.

### Customer Satisfaction

27 completed satisfaction survey forms were received from stage two customers making a response rate of 22%. Overall 63% were satisfied with the complaints handling service. The tables below provide a breakdown of the results:

Satisfaction	Satisfied (%)
<b>Overall, how satisfied with the amount of time for you to receive a written reply to your complaint</b>	63
<b>Overall, how easy did you find the process of making a written complaint</b>	81

How satisfied were you with the overall quality of the complaints handling service 63

Outcome	Yes	No	Partially
Was your complaint resolved to your satisfaction	30%	33%	37%

Customer Requirements	Agree (%)
I was informed of how my written complaint was going to be handled	88
It was clear who to contact for assistance whilst my complaint was being considered	71
The written response to my complaint is clear and understandable	85
The written response to my complaint addresses the issues I raised	73
I know what to do if I remain dissatisfied about my complaint	80
I was treated fairly	63

### **ISSUES/OPTIONS FOR CONSIDERATION**

The levels of compliments, comments and complaints received in the period

### **IMPLICATIONS**

Financial: - None

Legal: - None

Human Resources: - None

### **RECOMMENDATION(S)**

1. That the report be received

### **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

To keep Members informed of volumes and trends regarding compliments, comments, complaints and freedom of information requests.

ATTACHMENTS: Y

Table A: Compliments summary for the period 01/01/08– 31/03/08

Table B: Comments summary for the period 01/01/08 – 31/03/08

Table C: Comments summary by department 2007/08

Table D: Stage two complaints summary for the period 01/01/08 – 31/03/08

Table E: Stage two complaints summary by department 2007/08  
Table F: Stage three complaints summary for the period 01/01/08 – 31/03/08  
Table G: Ombudsman complaints summary for 2007/08  
Table H: Freedom of information summary for the period 01/01/08 – 31/03/08  
Table I: Freedom of information summary by department 2007/08  
Table J: Complaints handling satisfaction summary for 01/01/08 – 31/03/08

FILE REFERENCE: - N/A

SOURCE DOCUMENT: - N/A

**Table A - COMPLIMENTS SUMMARY 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
04/01/08	Pinxton	Help and assistance during Lantern parade	Leisure
04/01/08	Redhill, Surrey	Help and kindness during a dispute over a clearance charge	Customer Service and Performance
04/01/08	Clowne	Help and assistance on New Year's Eve	Community Services
09/01/08	Unknown	Speed of help and assistance with an enquiry	Planning
10/01/08	Blackwell	Speed of repair to radiator - operative polite and professional	Housing
11/01/08	Creswell	Speed of response for replacement bus pass	Contact Centres Finance
15/01/08	Shirebrook	Standard of help from Planning staff	Planning
16/01/08	Bramley Vale	Prompt service and courteous manner	Contact Centres
16/01/08	Pleasley Vale	Efficient service provided through email enquiries	Customer Service and Performance
18/01/08	Creswell	Help and consideration from Creswell Leisure Centre staff	Leisure
18/01/08	Pinxton	Prompt service from Contact Centre and Repairs staff	Contact Centres Housing
18/01/08	Whitwell	Helpfulness of Leisure Centre staff	Leisure
23/01/08	Clowne	Swift response to flytipping	Environmental Health
25/01/08	Clowne	Prompt response from Head of Environmental Health	Environmental Health
25/01/08	Creswell	Help to get funding from Head of Environmental Health	Environmental Health
28/01/08	Chesterfield	Thanks for monies raised through fund raising	Housing
29/01/08	Eckington	Thanks for considerate help and advice when mother died	Contact Centres
29/01/08	Shirebrook	Prompt and efficient repair of toilet	Housing

**Table A - COMPLIMENTS SUMMARY 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
29/01/08	Creswell	Prompt and helpful service given	Community Services
30/01/08	Pinxton	Prompt and efficient service for replacement bus pass	Contact Centres Finance
01/02/08	Shirebrook	A big thank you to all who helped with the move especially the repairs team	Housing
05/02/08	Barlborough	Thank you to Creswell Leisure Centre staff (Bolsover Wellness)	Leisure
04/02/08	Bolsover	Thank you to Creswell Leisure Centre staff (Bolsover Wellness)	Leisure
13/02/08	Hearon	Appreciation of vigilant lifeguards at Creswell Leisure Centre	Leisure
13/02/08	Tibshelf	Praise for Gymnastics Festival	Leisure
13/02/08	Tibshelf	Praise for Gymnastics Festival	Leisure
13/02/08	Newton	Help and advice from Principal Planner	Planning
12/02/08	Clowne	Help and advice from Revenues staff	Revenues
12/02/08	Mansfield	Thanks for contributing to success of Meden Valley Making Places	Regeneration
21/02/08	Clowne	Appreciation of Work Experience Programme at Heritage School, Clowne	Leisure
21/02/08	North Anston Sheffield	Thank you for providing a rent free fundraising market stall	Environmental Health
21/02/08	Elmton with Creswell	Thanks for help with developing parish website	Chief Executive and Partnership Team
22/02/08	Langwith Junction	Help and assistance during 2007	Community Services
27/02/08	New Houghton	Help from Admin Assistant with an enquiry	Human Resources
28/02/08	South	Appreciation of work on play area	Street Services

**Table A - COMPLIMENTS SUMMARY 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
	Normanton		
28/02/08	Creswell	Thanks to refuse team	Street Services
05/03/08	Leeds	Helpfulness of Planning Department	Planning
07/03/08	Unknown	Rubbish removed quickly and efficiently	Street Services
13/03/08	Barker	Support from Village Sports Development Officer during athletics programme	Leisure
18/03/08	Creswell	Excellent support provided to husband following an epileptic fit	Leisure
19/03/08	Chesterfield	Excellent service in obtaining Local Authority Search	Legal

**Table B - SUMMARY OF COMMENTS 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days to process</b>	<b>Summary of Response</b>
09/01/08	Bolsover	Suggestion to restrict car park on Cross Street for use by residents during the evenings	Regeneration	14/01/08	3	Explanation car parks are for all members of public and not just local residents
10/01/08	Glapwell	Unhappy that has to pay for replacement bin after original stolen	Street Services	07/02/08	20	Explanation and specification of relevant Act
14/01/08	Clowne	Payment of council tax by standing order - still wants to have same choice of direct debit payment dates	Revenues	30/01/08	12	Re-iterated advice given by Head of Revenue Services in letter dated 11th Jan 2008
16/01/08	Shirebrook	Suggestion for a swimming pool and ice rink in Shirebrook	Leisure	28/01/08	8	Explanation of sports provision in district
22/01/08	Clowne	Suggests selling off garages if can not charge nominal rent	Housing	06/02/08	11	Re-iterated advice given by Head of Housing in letter dated 15th November 2007
23/01/08	Bolsover	Cashier to be able to advise customer of balances	Contact Centres	30/01/08	5	Apology and explanation that this service should have been provided
08/02/08	Bolsover	Not enough receptionists on duty	Contact Centres	13/02/08	3	Apology/explanation that more staff currently being recruited
13/02/08	Heanor	Creswell Leisure Centre floor dirty	Leisure	12/03/08	20	Apology and explanation of cleaning procedures

**Table B - SUMMARY OF COMMENTS 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days to process</b>	<b>Summary of Response</b>
18/02/08	Creswell	Would like green bin recycling scheme extending to start in February	Street Services	25/02/08	5	Unable to extend due to resource implications so targetting heaviest demand
22/02/08	Clowne	Cold air in ladies changing rooms (Creswell Leisure Centre)	Leisure	13/02/08	14	Apology and matter resolved directly by Manager
29/02/08	Worksop	Refuse lorry blocking road for an hour	Street Services	14/03/08	10	Apology and explanation of action to be taken if this happens again
03/03/08	Clowne	Various litter hotspots in Clowne	Street Services Environmental Health Leisure Community Services	14/03/08	9	Explanation of action to date and future action
06/03/08	Creswell	Would like a bike rack outside Creswell Leisure Centre	Leisure	12/03/08	4	Advised one to be procured in April 2008
07/03/08	Barlborough	Applied to purchase land at the rear of property	Regeneration	19/03/08	8	Explanation of price quoted for land adjacent to property
17/03/08	Clowne	Anti social behaviour near Heritage School, Clowne	Community Services Street Services Leisure	03/04/08	9	Explanation of work done around the area
20/03/08	Whitwell	Would like authorisation number repeating on Automated Telephone Payment facility	Contact Centres	22/04/08	16	Investigated with the supplier and ascertained that pressing # key will

**Table B - SUMMARY OF COMMENTS 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days to process</b>	<b>Summary of Response</b>
						repeat an instruction
25/03/08	Shirebrook	Unhappy about the level of cleanliness - main hall, Kissingate Leisure Centre	Leisure	16/04/08	16	Advised new procedure put into place to monitor cleanliness, a dedicated area assigned for food consumption (kids parties)
27/03/08	Pleasley	Would like a smaller bin as recycles majority of waste	Street Services	21/04/08	17	Advised that a smaller bin has been ordered
27/03/08	Creswell	Would like more varied music in the gym - Creswell Leisure Centre	Leisure	16/04/08	14	Advised what other options being considered
27/03/08	Shirebrook	Would like more varied music in the gym - Kissingate Leisure Centre	Leisure	16/04/08	14	Advised what other options being considered
27/03/08	Shirebrook	Would like more varied music in the gym - Kissingate Leisure Centre	Leisure	16/04/08	14	Advised what other options being considered
27/03/08	Shirebrook	Would like more varied music in the gym - Kissingate Leisure Centre	Leisure	16/04/08	14	Advised what other options being considered
27/03/08	Shirebrook	Would like more varied music in the gym - Kissingate Leisure Centre	Leisure	16/04/08	14	Advised what other options being considered

**Table C: Comments Summary by Department 2007/08**  
**Department/Section**

	01/04/07 – 30/06/07			01/07/07 – 30/09/07			01/10/07 – 31/12/07		
Department/Section	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centres	1	1		2	2				
Customer Service & Performance				1	1				
Community Services	2	1	1	1		1			
Environmental Health	2	2		1	1				
Street Services	4	3	1	6	5	1	3	3	
Housing	4	3	1	2	2		1	1	
Legal	1	1							
Leisure	5	5		4	4		2	2	
Planning	2	2					1	1	
Regeneration							1	1	
Revenues							1	1	
<b>Totals</b>	<b>21</b>	<b>18</b> <b>(86%)</b>	<b>3</b> <b>(14%)</b>	<b>17</b>	<b>15</b> <b>(88%)</b>	<b>2</b> <b>(12%)</b>	<b>9</b>	<b>9</b> <b>(100%)</b>	

**Table C: Comments Summary by Department 2007/08**

Department/Section	01/01/08 – 31/03/08			2007/2008 Summary		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
Contact Centres	3	3		6	6	
Customer Service & Performance				1	1	
Community Services	2	2		5	3	2
Environmental Health	1	1		4	4	
Street Services	6	6		19	17	2
Housing	1	1		8	7	1
Legal				1	1	
Leisure	12	12		23	23	
Planning				3	3	
Regeneration	2	2		3	3	
Revenues	1	1		2	2	
<b>Totals</b>	<b>28</b>	<b>28</b> <b>(100%)</b>		<b>75</b>	<b>70</b> <b>(93%)</b>	<b>5</b>

**Table D - Summary of Complaints 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days to process</b>	<b>Remedy</b>
02/01/08	Clowne	Unhappy about the delay in getting a council house	Housing	10/01/08	6	Explained homeless duty and advised how to progress housing application
08/01/08	Clowne	Incorrect receipt for Council Tax	Contact Centres	23/01/08	11	Account credited with correct amount, an apology
09/01/08	South Normanton	Unhappy about the ongoing condensation problems and not receiving a report as promised	Housing	28/01/08	14	Explanation of action taken and future work planned, apology for not sending the report at the time
09/01/08	Bolsover	Repair to toilet not classed as an emergency	Housing	06/02/08	20	Explanation of assessment and advice for future reporting of repairs
11/01/08	Bolsover	Unhappy about the conduct of the Refuse Team	Street Services	07/02/08	19	Apology and explanation of refuse collection procedure
15/01/08	Whitwell	Not had any contact re: housing application	Housing	08/02/08	18	Housing Needs Manager dealing with complainant directly
16/01/08	Bolsover	Did not receive notification of Anti-Social Behaviour Order	Housing	04/02/08	13	Apology and explanation of change to procedure
17/01/08	Shirebrook	Not received grant funding	Regeneration	04/02/08	12	Explanation of scheme criteria
18/01/08	Whitwell	Sauna closed because of repairs to bench	Leisure	28/01/08	6	Resolved informally by Leisure Services Manager

**Table D - Summary of Complaints 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days to process</b>	<b>Remedy</b>
18/01/08	Kirkby in Ashfield	Behaviour of bailiffs	Revenues	07/02/08	10	Explanation of bailiff procedure
01/02/08	Barlborough	Lack of support regarding anti-social neighbours	Community Services	28/02/08	19	Explanation of assessment to be made
04/02/08	Bolsover	Unhappy with parking situation now garage site facility removed	Housing Community Services	03/03/08	20	Explanation of action taken re illegal parking and how to report anti social behaviour
06/02/08	Clowne	Information not sent out in suitable font and not being given enough time to respond (gold card application)	Finance	25/02/08	13	Apology for tight timescale and explanation of how scheme is administered
08/02/08	Bolsover	Inaction regarding a leaking pipe	Contact Centres Housing	27/02/08	13	Explanation of reporting process for repairs and that repair was carried out within timescale
14/02/08	Shirebrook	Entrance door to flat is too heavy and causing difficulties	Housing	11/03/08	19	Explanation of work to be done in relation to the door (different handles, self closer)
19/02/08	Bramley Vale	Repairs not carried out and to a suitable standard	Housing	22/02/08	3	Explanation of repairs to date and visits. Another visit arranged
19/02/08	South Normanton	Wrong information given regarding leisure activities	Leisure	28/02/08	7	Apology and offer of free activity at Leisure Centre
26/02/08	Blackwell	Recycling not collected and contractors attitude	Street Services	28/02/08	2	Explanation of recyclate contamination, an apology

**Table D - Summary of Complaints 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days to process</b>	<b>Remedy</b>
27/02/08	Glapwell	Repairs not carried out	Housing Repairs	06/03/08	6	Explanation of repairs to date and future action planned
27/02/08	Shirebrook	Unhappy with being charged for removal of garage	Housing	05/03/08	5	Explained why the garage was removed (unsafe) and that the Council can claim costs from tenant
27/02/08	Barlborough	Fence plinth broken by lawn mower	Street Services	31/03/08	19	No liability accepted following a visit
07/03/08	Whitwell	Unhappy that personal details were released when complainant made a statement	Housing	31/03/08	13	Explanation of process and advice for statement making - procedure tightened for future anti-social behaviour cases
12/03/08	Clowne	Complaint regarding the tree overhanging property	Street Services	28/03/08	9	Cut back to resident's satisfaction
26/03/08	Barlborough	Applied to purchase land at the rear of property and not happy with the response	Regeneration	21/04/08	18	Accepted some delays in the process – new price offered
31/03/08	South Normanton	New gold card received for deceased wife	Finance	16/04/08	12	Apology for distress and explanation that changes made internally to update gold card database

**Table E - Complaints (Stage 2) Summary by Department 2007/08**

<b>Department/Section</b>	<b>01/04/07 – 30/06/07</b>			<b>01/07/07 – 30/09/07</b>			<b>01/10/07- 31/12/07</b>		
	<b>No. of Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>	<b>No. of Complaints</b>	<b>No. Responded to in time</b>	<b>No. responded to out of time</b>
<b>Contact Centres</b>	<b>5</b>	<b>5</b>		<b>6</b>	<b>6</b>		<b>5</b>	<b>5</b>	
<b>Customer Service &amp; Performance</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	
<b>Community Services</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>		<b>1</b>	<b>1</b>	
<b>Democratic Services</b>							<b>1</b>	<b>1</b>	
<b>Environmental Health</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	
<b>Street Services</b>	<b>13</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>5</b>		<b>9</b>	<b>9</b>	
<b>Housing</b>	<b>12</b>	<b>10</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>2</b>
<b>Leisure</b>				<b>2</b>	<b>2</b>		<b>5</b>	<b>5</b>	
<b>Planning</b>	<b>1</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>1</b>			
<b>Regeneration</b>				<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	
<b>Revenues</b>	<b>3</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>4</b>	<b>4</b>	
<b>Totals</b>	<b>45</b>	<b>38</b> <b>(84%)</b>	<b>7</b> <b>(16%)</b>	<b>33</b>	<b>27</b> <b>(82%)</b>	<b>6</b> <b>(18%)</b>	<b>36</b>	<b>34</b> <b>(94%)</b>	<b>2</b> <b>(6%)</b>

**Table E - Complaints (Stage 2) Summary by Department 2007/08**

Department/Section	01/01/08 – 31/03/08			2007/08 Summary		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
Contact Centres	2	2		18	18	
Customer Service & Performance				5	5	
Community Services	2	2		9	8	1
Democratic Services				1	1	
Environmental Health				8	7	1
Street Services	4	4		31	28	3
Finance	2	2		2	2	
Housing	12	12		39	31	8
Leisure	2	2		9	9	
Planning				5	4	1
Regeneration	2	2		5	5	
Revenues	1	1		9	9	
<b>Totals</b>	<b>27</b>	<b>27</b> <b>(100%)</b>		<b>141</b>	<b>127</b> <b>(90%)</b>	<b>14</b>

**Table F - Summary of Stage Three Complaints 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
21/01/08	Shirebrook	Still unhappy having to pay for replacement bin	Street Services	07/02/08	13	Re-iterated previous advice of either paying for a replacement bin or supplying a suitable bin
21/01/08	Whitwell	Service requests have not been actioned	Street Services	18/02/08	20	Re-iterated requests actioned and when
25/02/08	Shirebrook	Still unhappy that grant was not awarded	Regeneration	17/03/08	15	Re-iterated grant assessed properly and did not match criteria
27/02/08	Whitwell	Unhappy about the way an earlier housing application was handled	Housing	08/04/08	26	Apology for delay in responding. Explanation of current housing status and background. No record of an earlier application

**Table G - Summary of Ombudsman Complaints 2007/08**

Date Received	Area	Ombudsman's Summary of Complaint	Departments Involved	Date Response Sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
25/04/07	Doncaster	Complainant complaints of delay, lack of cooperative working and poor customer service by Doncaster Metropolitan Borough Council and Bolsover District Council in the way they have handled his requests for assistance regarding his homelessness/threatened homelessness	Housing	31.5.07 and clarification 16.7.07	36	06.08.07	<b>Ombudsman's discretion</b> to discontinue the investigation due to insufficient evidence of injustice.
13/08/07	Kinver	Club claiming no dialogue with the Council since serving an abatement order to abate noise nuisance	Environmental Health	Handled informally	N/A	13.08.07	<b>Ombudsman's discretion</b> to discontinue the investigation due to evidence of substantial liaison between parties since the serving of the abatement notice
15/10/07	New Houghton	That the Council failed to take proper account of highway safety issues when it considered the planning application for 17 houses to be built in New Houghton in 2006	Planning	20/11/07	36	14.02.08	<b>No or insufficient evidence of maladministration</b> Ombudsman satisfied that the Council dealt with the planning application properly.

**Table G - Summary of Ombudsman Complaints 2007/08**

<b>Date Received</b>	<b>Area</b>	<b>Ombudsman's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
18/10/07	Creswell	Ongoing problems with noisy heating system	Housing	Handled informally	N/A	19/11/08	<b>No or insufficient evidence of maladministration</b> Ombudsman satisfied that Council has taken all reasonable steps and made a number of offers to transfer
28/11/07	Blackwell	Unfair treatment regarding neighbour dispute	Housing Community Services	14/12/07	16		<b>Open awaiting decision from the Ombudsman</b>
28/02/08	Bolsover	Unhappy that the Council did not do more for relatives when the ball valve failed and caused damage	Housing	13/03/08	14	31/03/08	<b>No or insufficient evidence of maladministration</b> Ombudsman satisfied that the Council was only required to carry out repairs and not to undertake decoration works
12/03/08	Clowne	Still unhappy with Planning decision regarding a development in Clowne	Planning Legal	09/04/08	26		<b>Open awaiting decision from the Ombudsman</b>
20/03/08	Bramley Vale	The way the repair to leaking toilet and replacement was handled	Housing	03/04/08	14		<b>Open awaiting decision from the Ombudsman</b>

**Table H - Summary of Freedom of Information Requests 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information Released</b>
02/01/2008	Information on Section 215 notices	Planning	15/01/2008	9	No
03/01/2008	Subject Access request re: CCTV (Data Protection)	Community Services	12/02/2008	20	Partial
07/01/2008	Information on Food Safety Inspections and Health & Safety Inspections	Env Health	29/01/2008	16	Yes
08/01/2008	Information about non standard construction houses	Housing	15/01/2008	5	Yes
08/01/2008	Request for environmental data/records for a site in Clowne	Env Health	29/01/2008	16	EIR <sup>1</sup>
11/01/2008	Information regarding benefits, council tax and business rates written off	Revenues	06/02/2008	18	Yes
09/01/2008	Information regarding implications of 2008 Concessionary Bus Fare Scheme	Finance	28/01/2008	13	Partial
17/01/2008	Information regarding waste collections	Street Services	25/01/2008	6	Yes
18/01/2008	Various Corporate Documents and organisational chart	ICT	08/02/2008	15	Yes
18/01/2008	Various Corporate Documents and organisational chart	All depts	14/02/2008	19	Yes
18/01/2008	Information re: external auditors	Finance	29/01/2008	7	Yes
21/01/2008	Information re Councillors' allowances, salaries for executive staff and agency staff expenditure	HR Finance	14/02/2008	18	Yes
21/01/2008	Planning decision at Alfreton	Planning	25/01/08	4	Cancelled by requester
22/01/2008	Information on number of residents in Bolsover District and Council owned buildings	Democratic Services	19/02/2008	20	Yes
23/01/2008	Notices and orders served by the authority	All depts	19/02/2008	19	Yes
26/01/2008	Information regarding recruitment to senior positions	HR	06/02/2008	8	Partial
29/01/2008	Various Corporate Documents and organisational chart	All depts	27/02/2008	21	Yes

<sup>1</sup> Environmental Information Request – Processed by Environmental Health who provide as much information as possible

**Table H - Summary of Freedom of Information Requests 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information Released</b>
30/01/2008	Information regarding bankruptcy/Council Tax collection	Revenues	26/02/2008	19	No
30/01/2008	Telephone access to council services	CSPD ICT	21/02/2008	16	Yes
30/01/2008	Information regarding Van Dyke Hotel, Clowne	Env Health	08/02/2008	7	Partial
31/01/2008	Information regarding Council use of Contractors in 2007	Procurement	27/02/2008	19	Partial
06/02/2008	Information regarding land charges	Legal	21/02/2008	11	No
06/02/2008	Information regarding land charges	Legal	21/02/2008	11	No
06/02/2008	Data protection breaches	CSPD	04/03/2008	19	No
11/02/2008	Information on beds for homeless	Housing	21/02/2008	8	No
11/02/2008	Office of the Surveillance Commissioner /Office of the Interception of Communications Commissioner information	Legal	28/02/2008	13	Yes
13/02/2008	Information on housing waiting list information	Housing	08/04/2008	34	Yes
18/02/2008	Street lighting maintenance information	Regeneration	21/02/2008	3	Clarification requested
18/02/2008	Request for environmental data/records regarding land at South Normanton	Env Health	05/03/2008	13	EIR
18/02/2008	Request for environmental data/records regarding two sites in South Normanton	Env Health	05/03/2008	13	EIR
19/02/2008	Planning of industrial estates	Planning	20/03/2008	22	Exempt
21/02/2008	Details of firework storage applicants	Env Health Legal	26/02/2008	3	No
25/02/2008	Details of contracts over £50,000 per annum	Procurement	03/03/2008	5	Yes
26/02/2008	Monkey Sanctuary Trust re: monitoring of primates	Env Health	12/03/2008	10	Yes
03/03/2008	Request for environmental data/records for a site in Bolsover	Env Health	20/03/2008	13	EIR
04/03/2008	Electoral Roll information	Democratic Services	04/03/2008	0	Yes

**Table H - Summary of Freedom of Information Requests 01/01/08 – 31/03/08**

<b>Date Received</b>	<b>Summary of FOI</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Information Released</b>
04/03/2008	Information on cleaning contracts	Regeneration	06/03/2008	2	No
07/03/2008	Missing person enquiry (Sussex Police)	Housing Revenues	11/03/2008	2	No
07/03/2008	Details of persons died since June 2007 passed onto Treasury Solicitor	Env Health	17/03/2008	6	No
07/03/2008	Request for environmental data/records for a site near M1, South Normanton	Env Health	20/03/2008	9	EIR
11/03/2008	Cost of temporary and agency staff	Finance	08/04/2008	17	Yes
11/03/2008	Missing person enquiry (Sussex Police)	Housing Revenues	08/04/2008	17	Yes
13/03/2008	Post holder names and contact details	CSPD	17/03/2008	2	Partial
14/03/2008	Name of Schools and Head teachers on temporary contract	CSPD	17/03/2008	1	No
14/03/2008	Post holder names and contact details	CSPD	17/03/2008	1	Yes
17/03/2008	Copy of allocations scheme	Housing	02/04/2008	8	Yes
26/03/2008	Motorhome car park provision	Regeneration	02/04/2008	6	Exempt
26/03/2008	Childcare voucher provision	HR	02/04/2008	6	Yes
26/03/2008	Council Tax costs	Revenues	10/04/2008	11	Yes
28/03/2008	Information relating to stray dogs	Env Health	17/04/2008	14	Yes

**Table I: Freedom of Information Summary by Department 2007-08**

	No. of Requests	FOI	DP	EIR	No. of Requests	FOI	DP	EIR
Customer Service and Performance	2	2			1	1		
Democratic Services					2	2		
Environmental Health	2	2			9	3		6
Street Services	4	4			3	3		
Finance	5	5			4	4		
Housing	4	3	1		4	4		
HR	8	8			3	3		
ICT	1	1						
Legal	1	1			1	1		
Leisure					2	2		
Planning	4	4			2	2		
Regeneration					2	2		
Revenues					3	2	1	
<b>Totals</b>	<b>31</b>	<b>30</b>	<b>1</b>		<b>36</b>	<b>29</b>	<b>1</b>	<b>6</b>

**Table I: Freedom of Information Summary by Department 2007-08**

Department/Section	01/10/07– 31/12/07			01/01/08 – 31/03/08				2007-2008 Summary			
	No. of Requests	Freedom of Information	EIR	No. of Requests	Freedom of Information	Data Protection	EIR	No. of Requests	Freedom of Information	Data Protection	EIR
All Departments				3	3			3	3		
Customer Service and Performance	3	3		5	5			11	11		
Community Services				1		1		1		1	
Democratic Services	3	3		2	2			7	7		
Environmental Health	8	3	5	11	6		5	30	14		16
Street Services	2	2		1	1			10	10		
Finance	3	3		4	4			16	16		
Housing	4	4		6	6			18	17	1	
HR	4	4		3	3			18	18		
ICT	2	2		2	2			5	5		
Legal	5	5		4	4			11	11		
Leisure	2	2						4	4		
Planning	3	3		3	3			12	12		
Procurement	1	1		2	2			3	3		
Regeneration	2	2		3	3			7	7		
Revenues	3	3		5	5			11	10	1	
<b>Totals</b>	<b>45</b>	<b>40</b>	<b>5</b>	<b>55</b>	<b>49</b>	<b>1</b>	<b>5</b>	<b>167</b>	<b>148</b>	<b>3</b>	<b>16</b>

**Table J – Complaint Handling Satisfaction Summary for 01/01/08 to 31/03/08**

<b>Statement</b>	<b>Strongly disagree (%)</b>	<b>Slightly disagree (%)</b>	<b>Neither (%)</b>	<b>Slightly agree (%)</b>	<b>Strongly agree (%)</b>
I was informed of how my written complaint was going to be handled	0	0	0	0	100
It was clear who to contact for assistance whilst my complaint was being considered	0	33	0	0	67
The written response to my complaint is clear and understandable	0	0	0	0	100
The written response to my complaint addresses the issues I raised	0	33	0	33	34
I know what to do if I remain dissatisfied about my complaint	0	0	0	0	100
I was treated fairly	0	0	0	0	100

<b>Outcome</b>	<b>Yes</b>	<b>No</b>	<b>Partially</b>
Was your complaint resolved to your satisfaction	33	0	67

<b>Satisfaction</b>	<b>Very satisfied (%)</b>	<b>Quite satisfied (%)</b>	<b>Neither (%)</b>	<b>Quite dissatisfied (%)</b>	<b>Very dissatisfied (%)</b>
Overall, how satisfied with the amount of time for you to receive a written reply to your complaint	100	0	0	0	0
Overall, how easy did you find the process of making a written complaint	67	33	0	0	0
How satisfied were you with the overall quality of the complaints handling service	33	33	34	0	0

Committee:	Executive	Agenda Item No.:	10
Date:	12 <sup>th</sup> May 2008	Status	Open
Category	Decision within the functions of Executive		
Subject:	<b>European Regional Development Fund (ERDF) 2007-13 Approval of Priority Axis 2(PA2) Coalfields Areas Local Investment Plan</b>		
Report by:	Economic Development and Projects Manager		
Other Officers Involved			
Director	Director of Strategy		
Relevant Portfolio Holder	Regeneration		
<b>RELEVANT CORPORATE AIMS</b>			
ENVIRONMENT – Promoting and enhancing a clean and sustainable environment by the direct support of schemes which have a direct benefit to the local environment.			
REGENERATION – Developing healthy, prosperous and sustainable communities by directly supporting schemes to provide workspace, develop tourism initiatives etc and thereby provide jobs.			
SOCIAL INCLUSION - Promoting fairness, equality and Promoting fairness, equality and lifelong learning by directly constructing to outputs that tackle worklessness.			
COMMUNITY SAFETY - Ensuring that communities are safe and secure by directly contributing to schemes which protect local business.			
<b>TARGETS</b>			
Contained within the East Midlands ERDF Operational Programme Priority Axis 2 (PA2) is spatially targeted and aims to increase sustainable economic and enterprise activity in the 12 disadvantaged district areas in the East Midlands, including Bolsover.			
<b>VALUE FOR MONEY</b>			
Across the five coalfields PA2 district areas, the total indicative allocations amount to £13.2m for period 2007-10.			
Further allocations will be made for the period 2011-13.			

### **Purpose of Report**

To inform members of proposals for managing ERDF in Priority Axis 2 areas of Bolsover and to give delegated powers to the Head of Regeneration, in consultation with the Leader, Deputy Leader, Chief Executive Officer and the Director of Strategy, to approve the final coalfields ERDF local investment plan on behalf of Bolsover.

## **Background**

1. European Regional Development Fund (ERDF) is one of four Structural Funds designed to strengthen economic and social cohesion in the European Union. ERDF has been a key tool in addressing economic underperformance in Bolsover. The Council has in the past been very successful in securing ERDF to support its own projects, these include construction of workspace, business support schemes, tourism projects, and physical and community regeneration projects.
2. The new East Midlands ERDF programme will run from 2007-2013. The programme consists of two Priority Axes: Priority Axis 1 (PA1) focussed on innovation and resource efficiency throughout the East Midlands, and Priority Axis 2 (PA2) which is spatially targeted and aims to increase sustainable economic and enterprise activity.
3. PA2 funding is targeted on 12 disadvantaged district areas in the East Midlands, five of which are in the former coalfields area - three in Nottinghamshire (Ashfield, Bassetlaw, Mansfield) and two in Derbyshire (Bolsover, Chesterfield).
4. Across the five coalfields PA2 district areas, the total indicative allocations amount to £13.2m for period 2007-10. Further allocations will be made for the period 2011-13. The programme monitoring Committee has agreed that at least 80% of the PA2 funds (for the first three operating years of the programme in the first instance) should be allocated to the identified districts on an indicative basis. The indicative allocation for Bolsover for these is £2,209,018.00
5. Each district area must identify bespoke economic and enterprise activities to meet specific identified needs within its localities in the form of a local investment plan, but may cooperate on a joint plan where cooperation makes spatial and delivery sense.
6. A collaborative approach by the coalfields district areas to the funds is deemed to offer very significant benefit including:
  - maintaining a strategic approach to project activity, maximising the scope for cross-district and cross-coalfields project work. The five PA2 coalfields districts are adjacent to each other
  - maintaining maximum flexibility in operation of the funds. For example, the overall programme has a percentage target for expenditure on jobs and growth and this would be shared in a collaborative approach
  - sharing administrative and managerial tasks associated with the funds, thereby increasing efficiency and effectiveness
  - simplifying access to the funds for bidders e.g. only one funding application need be prepared for a project covering several district areas

optimising opportunities to spend the funds, for example in a year in which a particular district area has no scheduled spend, another district area could take up the allocation to front-load projects. This will help avoid loss of funds to the entire coalfields area, because under the N+2 arrangements unspent funds revert back to the European Commission.

to meet the Lisbon agenda aims of the programme by keeping within the 77% of allocation requirement for spend, which will be applied flexibly across the coalfields area.

7. The five district areas in the coalfields have a history of collaborating on European funding programmes and have been working together around a joint programme with governance and management arrangements which:
  - ensure democratic accountability
  - are streamlined
  - are timely to meet the very tight timescales required
8. EMDA is the managing body for the funds, and has stressed the need to involve a range of local agencies, including local government, in shaping and implementing the local investment plan. Recent guidance from EMDA suggests that they are increasingly keen to see regional economic development funding being used to support LAA delivery.

## **ISSUES/OPTIONS FOR CONSIDERATION**

### **Proposed governance structure**

9. Until now a group of officers from the relevant 5 district and 2 county councils has been working together to develop the coalfields local investment plan, (refer to Template Annex 1). This group largely comprises officers who already have a role in shaping and delivering the Sustainable Communities fourth block of the respective county LAAs.
10. Guidance from EMDA states that all appropriate bodies must be involved in a plan's preparation and given an opportunity to determine how the funds are utilised. Assurance must also be given to EMDA that appropriate local partners have been involved in the preparation of the plan and will have the opportunity to access funding. Consultation and implementation through county LAAs will meet these requirements, as will the opportunity for LSPs to nominate to the officer group, alongside local authority representatives.
11. It is considered that a collective decision-making structure, drawn from within the PA2 eligible areas only, will be necessary to ensure that the coalfields local investment plan can be implemented and to reduce the possibility of potential funding being lost to the area, particularly as there are pressures of annual spend targets.

12. To undertake the detailed work necessary in delivery of a combined allocation for the five district areas, the Nottinghamshire and Derbyshire LAA Boards are requested to delegate the detailed work necessary to a collective development and decision making grouping whose role will be:

to ensure the local investment plan for the coalfields area is drawn up and then agreed -

to manage the total budget allocated to the Notts and Derbyshire PA2 areas

to bring forward and endorse projects for ERDF funding, within the priorities of the local investment plan

13. The LAA Boards have been asked to select from two options for a coalfields PA2 management group, as follows:

Continuation of the existing coalfields PA2 officer group in an advisory capacity, but also and with the consent of the LAA Board a decision-making capacity

Co-option of up to 4 members from each of the Nottinghamshire and Derbyshire LAAs 4<sup>th</sup> Block onto a joint management group with delegated authority to collectively approve the local investment plan, agree the priorities for commissioning calls and endorse projects (supported by the coalfields PA2 officer group).

14. Pressing timescales to agree a local investment plan and make the first commissioning call mean that decisions have to be taken simultaneously by Counties, Districts and LAA Boards and as quickly as possible. This report is for the delegated authority to agree the local plan for the management of the ERDF funds for the District. Emda have advised us that we must agree the local Plan (Chesterfield, Bolsover, Mansfield, Ashfield, Bassetlaw, and the two County Councils) before it is submitted. The deadline for submitting our Local Investment Plan and executive summary to the ERDF Programme Secretariat (EPS) is **Wednesday 14<sup>th</sup> May 2008**. Emda will table the District's ERDF Local Investment Plans at the 12<sup>th</sup> June PMC for endorsement. Delaying this authority will ultimately result in Bolsover missing the deadline for the funding for Bolsover.

## **The Local Investment Plan**

15. Local investment plans for ERDF will specify priorities for action and the types of project which may be funded. The final plans will be formally ratified by the East Midlands ERDF top-level decision-making body, the Programme Monitoring Committee (PMC), which includes representatives of key sectors including local government. EMDA has proposed that this is done at the 12 June meeting of the PMC.

16. Implementation of the local investment plan will include identifying appropriate methods of bringing forward activity for support (e.g. open call, commissioning of specific projects), and then selecting applications to put forward to EMDA for appraisal and formal approval. It is proposed by EMDA that commissioning and project endorsement be managed at a local level to ensure subsidiarity and alignment with local priorities and needs.
17. Any local management arrangements will not include entering into contractual arrangements or retaining legal liability for funding awarded. Contracting will be between EMDA and individual applicant.
18. Local investment plans must contain:
- Explanation of local ERDF priorities/objectives and how these will support the East Midlands ERDF Operational Programme
  - Relation of the local priorities to existing regional and sub-regional strategies including Local Area Agreements, Sub-Regional Investment Plans and the Regional Economic Strategy
  - Process for selection of projects and delivery mechanisms for bringing projects forward
  - Governance, partnership and management arrangements
19. In view of the timescales involved and the on-going intelligence and input being gathered to inform the plan, it is recommended that delegated powers are given to the Head of Regeneration, in consultation with the Director of Strategy and the Deputy Leader, to approve the coalfields ERDF local investment plan on behalf of Bolsover District Council before submission to the PMC.
20. The same process is envisaged within the other County and District Councils to ensure that the local investment plan has the full support of all the local authorities in the area. District LSPs may also be asked for comments as part of the process.
21. This funding stream directly complements the Working Neighbourhoods fund, and means the authority has an excellent opportunity to combine funding resources to achieve some significant outcomes.

## **IMPLICATIONS**

Financial : None  
 Legal : None  
 Human Resources : None

## **RECOMMENDATIONS**

That the Executive

1. Agree that the decision is an urgent one and should not, therefore, be subject to call-in, as provided for in Scrutiny Rule 16
2. Note recent developments on the delivery of the ERDF programme in relation to the Bolsover District and the pressing timetable for implementation
3. Note the proposed governance arrangements being put forward to the LAA Boards for approval and delegation, where appropriate
4. Approve delegated powers to the Head of Regeneration, in consultation with the Leader, Deputy Leader Regeneration Portfolio Holder), Chief Executive Officer and Director of Strategy, to give Bolsover's approval to the local investment plan for the coalfields PA2 districts for the period 2007-10.

## **REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

**To ensure the full allocation of ERDF PA2 funding for the Bolsover District is received and spent, thereby avoiding potential underspend.**

ATTACHMENTS:	<b>None</b>
FILE REFERENCE:	<b>None</b>
SOURCE DOCUMENT:	<b>East Midlands European Regional Development Fund (ERDF) Operational Programme Investment Plan</b>

## Annex 1 - Template for ERDF Local Investment Plan

The table below is required to be completed as the Executive Summary for District(s) ERDF Local Investment Plans and submitted to the Programme Secretariat at *emda*.

Executive Summary form for Local ERDF Investment Plan				
Governance Details				
<b>Name of Lead Body/Partnership</b>		<b>Members of Lead Body/Partnership</b>		
		What groups and local agencies are involved (inc. the SSP)?		
<b>Contact Details</b>				
<b>Address</b>				
<b>Email</b>		<b>Representing which District(s)</b>		
<b>Telephone Number</b>		A single district or a group?		
<b>Fax</b>				
Priorities for Investment and alignment with the Operational Programme				
How will Districts seek to prioritise activities (will this be through geographical targeting or target groups?) Please refer to the Strands in the Indicative Actions Table on page 5 of this guidance note or the Operational Programme.				
Intended Outcomes				
What is the overall aim of this plan? What are you trying to achieve with this funding?				
Process(es) for route(s) to market				
What are the process(es) for projects being recommended by the Lead Body/Partnership? (including assessment criteria and route to market) What routes to market do partners intend to utilise? Please give a justification of your choice (unless you are opting for open bidding).				
Consultation arrangements				
What is the process for projects being recommended by the Lead Body/Partnership? Who is consulted and why? What is the process for project selection?				
Total Funding for Lead Body/Partnership				
Intervention Rate (%)	ERDF Requested (£)	Public Sector (£)	Private Sector (£)	Total Cost (£)
Proposed Outputs/Results/Impact.				
No of businesses assisted to improve performance				
Public / private sector investment leveraged				
Sq metres of new or upgraded floor space				
No. of people assisted to start a new business				
Brownfield land reclaimed or redeveloped (ha)				

No. of jobs created				
No. of businesses improving performance				
GVA (Gross Value Added) resulting from businesses improving performance				
No. of new businesses created and new businesses attracted to the region.				
Increase in GVA (Gross Value Added)				
Increase in employment				
Increase in businesses				
<b>Alignment with Local, Sub-regional and Regional strategies</b>				
How do plans for ERDF PA2 Funding align and with local, sub-regional strategy and regional strategies (inc BSSP, LAA's, MAA's (where relevant) SRIPs and RES?				
<b>Partnership working</b>				
If working in a partnership of two or more target Districts, please provide details on how this arrangement will operate and be governed.				
<b>Indicative and Potential Projects</b>				
Please provide a general list of indicative and potential projects below. The PS will require further details subsequently.				
<b>ERDF Expenditure by Year (£)</b>				
<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011*</b>	<b>Total</b>

\* Allocated funding up to 2010, spend can occur in 2011

Committee:	Executive	Agenda Item No.:	11
Date:	12 <sup>th</sup> May 2008	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	ICT Budget Bids		
Report by:	Chief Executive Officer		
Other Officers Involved	ICT Strategy Group		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Leader of the Council		

### **RELEVANT CORPORATE AIMS**

STRATEGIC ORGANISATIONAL DEVELOPMENT – to continually improve the efficiency and effectiveness of all Council Services by maximising the potential use of Council resources.

### **TARGETS**

None.

### **VALUE FOR MONEY**

The Budget Process challenges existing spending levels and new spending proposals to ensure that resources are effectively used and directed towards the delivery of the Corporate Aims.

### **THE REPORT**

This report summarises the recommendations arising from the ICT Strategy Group following a review of business cases submitted in support of budget bid applications.

### **ISSUES/OPTIONS FOR CONSIDERATION**

At the meeting on 20<sup>th</sup> November 2006, the Executive agreed that bids relating to ICT expenditure be referred to the ICT Strategy Group for full consideration prior to seeking funding approval from the Executive. The

following bids were considered and are recommended to Executive for approval.

Description	Funding request	Alternative options	Benefits
Improve the management of ICT Servers by the introduction of virtual as opposed to physical servers.	£79,375 one-off £5,619 recurring	Continue with the existing Server hardware replacement programme.	Efficiencies over a three year period of £47,572. Reduced carbon footprint. In line with other Derbyshire Authorities.
Install a network link between Bolsover and Chesterfield Councils.	£5,040 one-off £5,610 recurring	Continue with the internet link currently used.	Improved infrastructure to enable future joint working. Improved access for the current Building Control shared service.
Upgrade the CRM system. Perform Business Process Re-engineering (BPR).	£13,500 one-off	Upgrade the system without BPR.	BPR will provide efficiencies. Improved scripts for Contact Centre staff.
Upgrade of the Agile Telephone system.	£8,392 one-off	Continue as they are at present	Improved management of the phones at Contact Centres. Reduced telephone waiting times.
Implementation of an Anti Social Behaviour (ASB) module.	£12,200 one-off	Continue as they are at present.	Improved data collection. Build intelligence. Targeted action.
Implementation of a Document Management system in Housing.	£47,000 one-off	Continue as they are at present	Improvement in data workflow allowing Managers to monitor progress and productivity. Improved ability to respond to FOI requests.
Provide a replacement to the County Council system for monitoring Land	£775 recurring	None, it has been agreed by all Districts and Counties in the East Midlands that this	Reduce double keying of data. Seamless transfer of data to County and EMRA.

Description	Funding request	Alternative options	Benefits
Use, funded by the East Midland Regional Assembly (EMRA).		system will be adopted.	
Introduce mobile working into the Asset Management section of Housing.	£4,900 one-off £1,560 recurring.	Continue with existing manual methods.	Reduction in the number of revisits. Greater accuracy of data. Time saved re-entering manual data.
Allow for replacement of PCs only if the PC is not able to be repaired..	£10,280 one-off	To continue with the current PC replacement programme which could have a financial impact of £32,000 this year.	Value for money by not replacing working equipment. Reduced Carbon footprint.

## **IMPLICATIONS**

Financial:

<b>Business Case</b>	<b>Capital Cost – from Reserve</b>	<b>Revenue Budget Implications</b>
Infrastructure Virtualisation	79,375	5,619 (8,647) (12,975)
Network link	5,040	5,610
CRM upgrade	13,500	0
Agile telephone upgrade	8,392	0
ASB module	12,200	0
Document Management	47,000	0
Land Use Database project	0	775
Mobile solutions	4,900	1,560
PC's replacement	10,280	0
<b>TOTAL</b>	<b>180, 687</b>	<b>(8,058)</b>

There are sufficient funds in the ICT and Office Equipment reserve to cover the capital cost of £180,687. The revenue implications show a saving of £8,058 per annum.

Legal: None  
Human Resources: None

**RECOMMENDATION**

**That the ICT capital bids detailed above be approved and financed from the ICT and Office Equipment Reserve.**

**REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION**

In order to allocate funds from the ICT reserve.

ATTACHMENTS: No  
FILE REFERENCE: None  
SOURCE DOCUMENT: Background papers held in ICT Services.

## AGENDA

12<sup>th</sup> May 2008 at 1000 hours

Item No.		Page No.(s)
<b>PART 1 – OPEN ITEMS</b>		
1.	To receive apologies for absence, if any.	
2.	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.	To receive declarations of interest in respect of business on the agenda and any urgent additional items to be considered at the meeting.	1
4.	To approve the minutes of a meeting held on 7 <sup>th</sup> April 2008	2 to 9
5.	Scrutiny Review - Anti Poverty Review	10 to 22
6.	Scrutiny review - Community Involvement in Scrutiny	23 to 33
7.	Scrutiny Review - Provision of Dentistry in the District	34 to 43
8.	Compliments, Comments, Complaints and Freedom of Information Requests	44 to 72
9.	Verbal Update on Housing Arrears	
10.	European Regional Development Fund (ERDF) 2007 – 13 Approval of Priority Axis 2(PA2) Coalfields Areas Local Investment Plan	73 to 80
11.	IT Budget Bids	To Follow
<b>PART 2 – EXEMPT ITEMS</b>		
<i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a</i>		
<u>Paragraph 3</u>		
12.	15 Rotherham Road, New Houghton	81 to 83