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Our Ref: DS  
Your Ref:

Date: 22<sup>nd</sup> November 2017

Dear Councillor,

**Finance and Management Committee**

A Meeting of the **Finance and Management Committee** will be held in the **Council Chamber**, on **Thursday, 30 November 2017 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors Mrs Coe, Mrs Coyle, Ford, Hewlett, Smith, Watson and Wheeler

**Labour Group**

Councillors Rhind, Richards, Southerd and Wilkins

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes for the following Meetings:  
  
Finance and Corporate Services Committee 21st September 2017 Open Minutes **4 - 5**  
Finance and Corporate Services Committee 12th October 2017 Open Minutes **6 - 11**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** CORPORATE PLAN 2016-21 PERFORMANCE REPORT (1 JULY-30 SEPTEMBER 2017) **12 - 28**
- 8** BUDGET and FINANCIAL MONITORING 2017-18 **29 - 49**
- 9** COMPLIMENTS, COMPLAINTS & FREEDOM OF INFORMATION REQUESTS 1 APRIL 2017 TO 30 SEPTEMBER 2017 **50 - 88**
- 10** CHANGE TO ESTABLISHMENT – DIRECT SERVICES UNIT **89 - 90**
- 11** REFUSE COLLECTION RESOURCES **91 - 93**
- 12** COMMITTEE WORK PROGRAMME **94 - 98**

### **Exclusion of the Public and Press:**

- 13** The Chairman may therefore move:-  
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 14** To receive the Exempt Minutes for the following Meetings:  
Finance and Corporate Services Committee 21st September 2017 Exempt Minutes  
Finance and Corporate Services Committee 12th October 2017 Exempt Minutes
- 15** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 16** THE FUTURE OF BUILDING CONTROL IN SOUTH DERBYSHIRE
- 17** PREMISES IN SWADLINCOTE
- 18** DELIVERY OF THE PROCUREMENT SERVICE
- 19** STAFFING AMENDMENTS – COMMUNITY AND PLANNING  
DIRECTORATE
- 20** REVIEW OF COUNCIL STRUCTURE – APPOINTMENT OF  
CONTRACTOR
- 21** WRITE OFF - COUNCIL TAX, BUSINESS RATES & BENEFIT  
OVERPAYMENTS

FINANCE AND MANAGEMENT COMMITTEE:  
SPECIAL – FINAL ACCOUNTS

21<sup>st</sup> September 2017

**PRESENT:-**

**Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors Mrs Coe, Ford, Mrs Hall (substituting for Councillor Mrs Coyle), Hewlett, Smith, Watson and Wheeler

**Labour Group**

Councillors Rhind, Richards, Taylor (substituting for Councillor Southerd) and Wilkins

FM/58 **APOLOGIES**

Apologies were received from Councillors Mrs Coyle (Conservative Group) and Southerd (Labour Group)

FM/59 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

FM/60 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/61 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

FM/62 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no reports of the Overview & Scrutiny Committee to consider.

FM/63 **ACCOUNTS and FINANCIAL STATEMENTS 2016/17**

The Director of Finance and Corporate Services presented the report to Committee.

Members raised queries or comments relating to the reserves, the auditors' other Local Authority responsibilities and training and development issues relating to governance standards. Matters addressed by the Director.

**RESOLVED:**

***Members approved that the Council's Audited Accounts and Financial Statements for 2016/17 be signed by the Chairman of the Committee for publication.***

FM/64 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

**REVIEW OF COUNCIL MANAGEMENT STRUCTURE**

***Members approved the recommendations in the report.***

The meeting terminated at 5.40pm.

COUNCILLOR J HARRISON

CHAIRMAN

FINANCE AND MANAGEMENT COMMITTEE

12<sup>th</sup> October 2017

**PRESENT:-**

**Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs Plenderleith (Vice-Chairman) and Councillors Mrs Coe, Coyle, Ford, Mrs Hall (substituting for Councillor Hewlett), Watson and Wheeler

**Labour Group**

Councillors Rhind, Richards, Southerd and Wilkins

FM/67 **APOLOGIES**

Apologies were received from Councillors Hewlett and Smith (Conservative Group)

FM/68 **MINUTES**

The Open Minutes of the Meetings held on 22<sup>nd</sup> June 2017, 20<sup>th</sup> July 2017 and 31<sup>st</sup> August 2017 were taken as read, approved as a true record and signed by the Chairman.

FM/69 **DECLARATIONS OF INTEREST**

Councillors Mrs Coe, Richards and Wheeler declared a personal interest in relation to Item 16 on the Agenda by virtue of being acquainted with the current market manager.

FM/70 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/71 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

FM/72 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no reports of the Overview & Scrutiny Committee to consider.

FM/73 **INFORMATION TECHNOLOGY AND DIGITAL STRATEGY 2017 TO 2020**

The Director of Finance and Corporate Services presented the report to Committee updating Members of the progress and proposed strategy that has been through the consultation process.

**RESOLVED:**

***Members approved the Information Technology and Digital Strategy, together with the associated work plan for 2017 to 2020 as detailed in the report, for implementation.***

**FM/74     UPDATE on the COUNCIL'S MEDIUM TERM FINANCIAL POSITION**

The Director of Finance and Corporate Services presented the report to Committee outlining the process, potential risks and benefits of the proposal to enter the government's pilot scheme to trial the 100% retention of Business Rates and highlighted that the rate accounted is dependent on growth and sustainability of businesses.

Whilst referring to the pilot scheme, some Members queried how funds would be distributed. The Director responded advising that if the Council was to be part of the pilot, it would share in all Business Rates generated in Derbyshire with all growth being retained in the County; it was being proposed that a proportion would be shared locally, with a proportion being retained centrally to be used to finance infrastructure projects approved by the Derbyshire Economic Partnership.

The Director explained how the New Homes Bonus (NHB) bonus would be accounted in the Council's Medium Term Financial Position. The impact of the changes to the NHB scheme were outlined, where the reduction to legacy payments of the bonus from 6 to 4 years, the increase in the baseline where the first 0.4% of growth would be deemed 'deadweight' and therefore no longer qualify for the NHB, and the introduction of penalties for authorities where new homes which were rejected at the application stage, but then overturned on appeal would receive no NHB payment.

The Director highlighted that growth within the District and subsequent cost pressures would affect income, not only council tax and NHB, but also potentially impact the service base budget, for example, the provision of waste collection for new properties. The Director explained the recommendation to set-aside additional income from the NHB in the annual Growth Provision in the MTFP, to specifically deal with the cost of growth allowing the Council to allocate and direct resources accordingly. The Director advised that the current expenditure would not be sustainable, that the cost of growth would need to be monitored and savings identified in order to address the projected longer-term budget deficit.

**RESOLVED:**

***1.1 Members approved the updated financial projections on the General Fund to 2023 and the Housing Revenue Account to 2028 as detailed in the report.***

***1.2 Members approved that additional income from the New Homes Bonus over that projected in the base budget is set-aside in the annual Growth Provision in the MTFP as detailed in the report.***

- 1.3 Members approved that the Council undertakes a review of the impact of residential growth on service delivery to ascertain the potential cost implications over the financial planning period.***
- 1.4 Members approved that further budget savings are pursued to alleviate the projected General Fund deficit in the medium-term.***
- 1.5 Members approved that the financial projections provide the basis for planning purposes and for setting the General Fund and Housing Revenue Account's Base Budgets for 2018/19.***
- 1.6 Members approved that the Policy on Earmarked Reserves as detailed in Appendix 3 be approved.***
- 1.7 Members approved that the Council supports a business case to become a pilot authority, as part of the Derbyshire Business Rates Pool, to trial 100% Business Rates Retention in 2018/19.***
- 1.8 Members approved that subject to the outcome of the business case, the Council submits an application to the Government alongside other Pool authorities for a Derbyshire-wide pilot in 2018/19.***
- 1.9 Members approved that an update on progress of the pilot is provided to the Committee at its next meeting on 30th November 2017.***

FM/75 **PROPOSED LOCAL COUNCIL TAX SUPPORT SCHEME 2018/19**

The Director of Finance and Corporate Services presented the report to Committee.

**RESOLVED:**

- 1.1 Members approved that the existing Local Council Tax Support Scheme currently in place is continued and adopted for 2018/19.***
- 1.2 Members approved that the detailed parameters are reported to Full Council on 18th January 2018.***
- 1.3 Members approved that the current Compensation Grant, associated with the Council's Support Scheme, paid to Parish Councils is maintained for 2018/19***

FM/76 **DISCRETIONARY BUSINESS RATE RELIEF SCHEMES**

The Director of Finance and Corporate Services explained the business rate relief schemes criteria to Committee.

Councillor Richards noted the importance of small businesses in driving the economy and was joined by Members in welcoming the report.

**RESOLVED:**



**1.1 Members approved the proposed Discretionary Business Rate Revaluation Relief Scheme for 2017/18 to support local businesses in South Derbyshire worst affected by the 2017 Rating Revaluation List.**

**1.2 Members approved that rate relief is awarded to a business based on the following scheme criteria:**

- ***Its RV is less than £200,000.***
- ***Its Business Rates payable in 2017/18 has increased by 10% or greater when compared to 2016/17.***
- ***The business does not qualify for any other relief.***
- ***The business is not part of a national chain or group of companies, i.e. it is a local business in the District.***
- ***Relief is limited to 90% of the total increase in rates payable between 2016/17 and 2017/18.***

**1.3 Members approved that the proposed Scheme for future years be reviewed as part of the annual Budget Round.**

**1.4 Members approved that notice be given to terminate all other discretionary relief payments beyond April 2019 to allow for an annual review process to be implemented from 2019/20.**

FM/77 **DISABLED FACILITIES GRANTS – DELIVERY OF THE 2017/18 ALLOCATION**

The Director of Finance and Corporate Services presented the report to Committee. Councillor Rhind noted that the report had been referred by the Housing and Community Services Committee and was joined by Councillor Mrs Coyle in reporting that all queries had been addressed by the Strategic Housing Manager.

**RESOLVED:**

**1.1 Members approved the appointment of a Technical Officer (scale 6 – subject to Job Evaluation) on an 18 month fixed term contract to address the current underspend on mandatory Disabled Facilities Grants (DFGs) and enable the expansion of the service and increased capacity within the team.**

**1.2 Members reviewed and agreed adaptations to the existing grant administration process to remove the task of procuring each individual job. This will involve undertaking a larger procurement exercise to identify a small number of contractors within a framework agreement who will work under a 2 year measured term contract (this will not include major adaptations over £25k which will still go out to tender on an individual basis)**

**1.3 Members reviewed the use of the Better Care Fund allocation and the existing DFG policy and agreed that proposed revisions and**

***amendments be brought back to Housing and Community Services Committee in March 2018.***

FM/78 **COMMITTEE WORK PROGRAMME**

The Director of Finance and Corporate Services presented the Work Programme to Committee and advised that titles of reports to be submitted to the Committee from November 2017 to March 2018 would be circulated after the Meeting.

**RESOLVED:**

***That the Committee considered and approved the updated work programme subject to further information.***

FM/79 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**MINUTES**

***The Exempt Minutes of the Meetings held on 22nd June 2017, 20th July 2017 and 31st August 2017 were received.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

**SWADLINCOTE MARKET**

***Members approved the recommendations in the report.***

**TEMPORARY CHANGES TO STAFFING IN PLANNING**

***Members approved the recommendations in the report.***

**PROPERTY IN SWADLINCOTE**

***Members approved the recommendations in the report.***

**REVIEW OF COUNCIL MANAGEMENT STRUCTURE**

***Members approved the recommendations in the report.***

**REMUNERATION PANEL REPORT**

***Members approved the recommendations in the report.***

The meeting terminated at 7.20pm.

COUNCILLOR J HARRISON

CHAIRMAN

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>30<sup>th</sup> NOVEMBER 2017</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>CORPORATE MANAGEMENT TEAM</b>	<b>OPEN DOC:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (EXT. 5811)</b>	
<b>SUBJECT:</b>	<b>CORPORATE PLAN 2016-21: PERFORMANCE REPORT (1 JULY – 30 SEPTEMBER)</b>	
<b>WARD (S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

## 1.0 **Recommendations**

- 1.1 That progress against performance targets is considered.

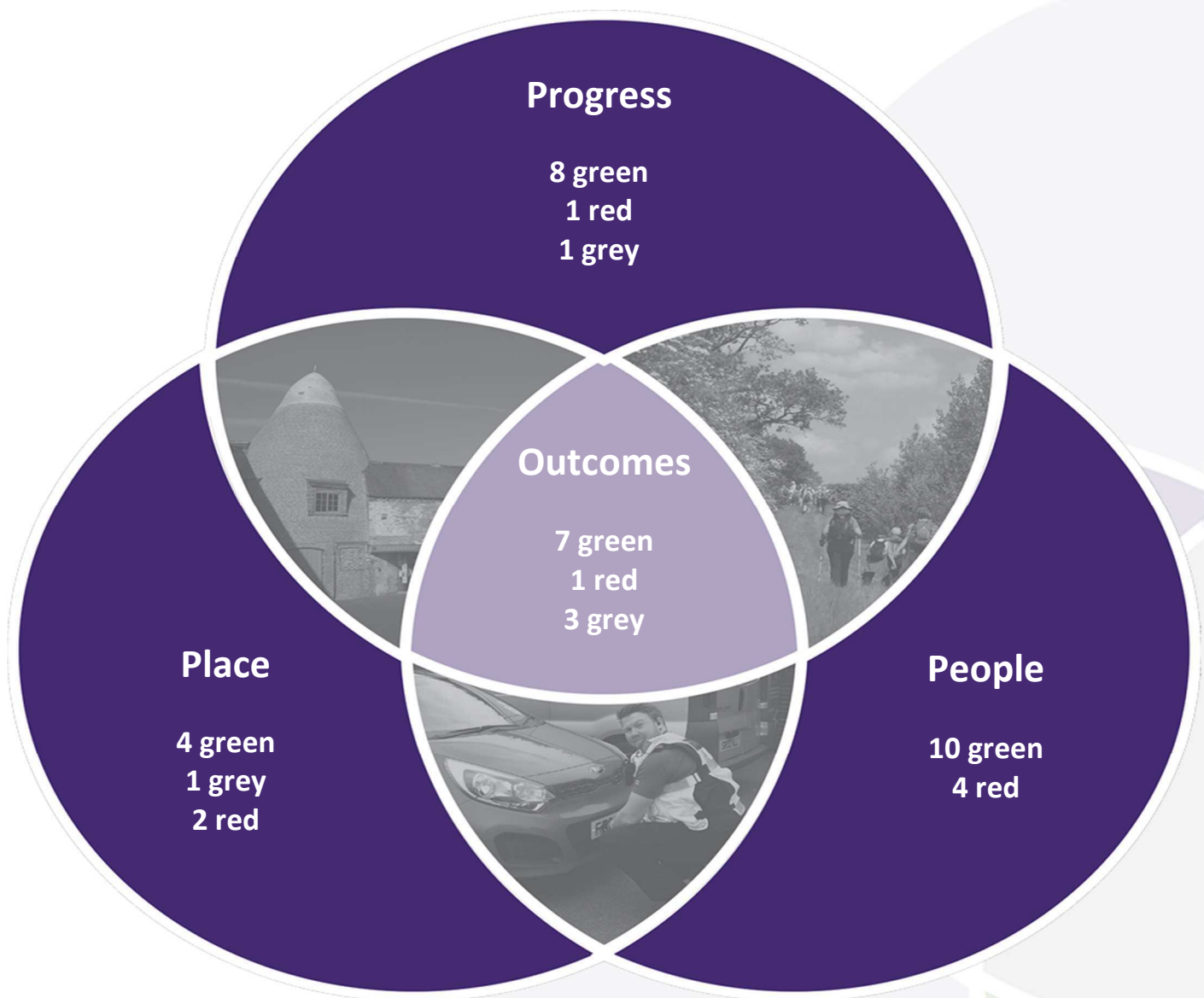
## 2.0 **Purpose of Report**

- 2.1 To report progress against the Corporate Plan for the quarter two period of 1 July to 30 September under the themes of People, Place, Progress and Outcomes.

## 3.0 **Detail**

- 3.1 The Corporate Plan 2016 – 2021 was approved following consultation into South Derbyshire's needs, categorising them under four key themes: People, Place, Progress and Outcomes. The Corporate Plan is central to our work – it sets out our values and visions for South Derbyshire and defines our priorities for delivering high-quality services.
- 3.2 This Committee is largely responsible for overseeing the delivery of successful Outcomes. These are as follows:
- Maintain financial health
  - Achieve proper Corporate Governance
  - Maintain customer focus
  - Be aware of and plan for financial, legal and environmental risks
  - Promote and enable active democracy
  - Enhance environmental standards
  - Maintain a skilled workforce
  - Promote inclusion
- 3.3 Of the 13 measures and projects under the jurisdiction of the Finance and Management Committee, nine are showing green, one is red and three are annual targets.
- 3.4 More information can be found in the Performance Board in **Appendix A**. A detailed breakdown of performance for Finance and Management is available in the Success Areas and Performance Action Plan documents (**Appendices B and C respectively**), while associated risks are contained in the risk registers in **Appendices D, E and F**.

#### 4.0 Overall Council performance – Quarter two (July 1 to September 30, 2017)



#### 5.0 Financial and Corporate Implications

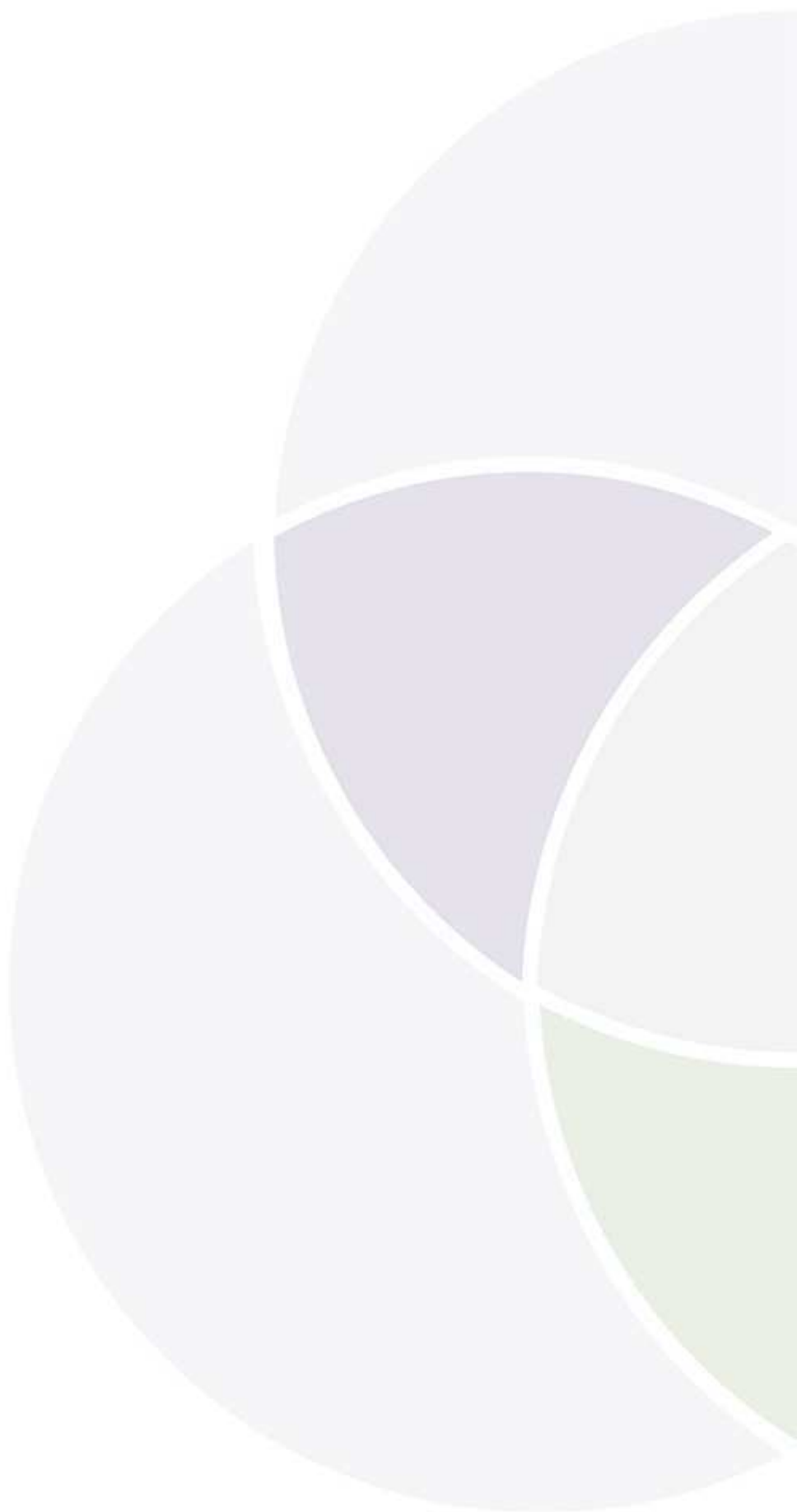
5.1 None directly.

#### 6.0 Community Implications

6.1 The Council aspires to be an excellent Council in order to deliver service expectations to local communities. This report demonstrates how priorities under the People, Place and Progress and Outcomes themes contribute to that aspiration.

#### 7.0 Appendices

- Appendix A – Performance Board
- Appendix B – Finance and Management: Success Areas
- Appendix C – Finance and Management: Action Plan
- Appendix D – Chief Executive's Risk Register
- Appendix E – Corporate Services Risk Register



Theme	Aim	Project	Q1 progress	Q2 target	Q2 performance	Q2 detail
Outcomes	Maintain financial health	Generate ongoing revenue budget savings in the General Fund.	Savings of £400,000 approved from Corporate Services.	<b>O1.1</b> Annual target of £850,000, as per the Medium Term Financial Plan. <b>F&amp;M</b>	Annual target	No further update.
Outcomes	Maintain proper Corporate Governance	Compile and publish an Annual Governance Statement in accordance with statutory requirements.	Draft statement considered by Audit Sub Committee.	<b>O2.1</b> An unqualified value for money opinion in the Annual Audit Letter. <b>F&amp;M</b>	See action plan	See action plan.
Outcomes	Enhance environmental standards	Demonstrate high environmental standards. Ensure continual compliance with ISO 14001 standard.	Senior management environmental review pushed to quarter two.	<b>O3.1</b> Close out all identified non conformances. <b>E&amp;DS</b>	On track	Annual senior management review completed on September 29. All identified non conformities have been closed.
Outcomes	Maintain a skilled workforce	Ensure ongoing training and development for individuals and groups of employees where applicable.	Many employees completed four or five out of six mandatory training courses.	<b>O4.1</b> 95% of all employees to complete mandatory training. <b>F&amp;M</b>	Annual target	27% of staff have completed all mandatory training. Of the eight mandatory courses (six for staff and two extras for managers) the turnout figure for each is more than 60%. More courses are to be scheduled for quarters three and four.
			N/A	<b>O4.2</b> 95% of all employees to have an annual performance appraisal. <b>F&amp;M</b>	Annual target	N/A
Outcomes	Maintain customer focus	Develop a new website and provide functionality for greater transactional processing online	Website go live date delayed to ensure all features are delivered.	<b>O5.1</b> Launch website. Gauge satisfaction and identify any emerging patterns and trends. <b>F&amp;M</b>	On track	Website is now live. Reaction has been positive, with all snags quickly addressed. Analytics are being captured and will be reported back in quarters three and four.
		Develop a Social Media Strategy to provide easy and innovative options for residents to engage with the Council.	Benchmarking exercise with other authorities in Derbyshire to gauge use of social media.	<b>O5.2</b> Undertake detailed research and analysis for Social Media Strategy. Build evidence base. <b>F&amp;M</b>	On track	New Social Media and PR Specialist, Vin Gill, appointed. Audits are being carried out on all social media accounts and usage across local Government is being analysed. Evidence base is starting to take shape.
		Expand services in Customer Contact Centre and maintain facilities for face to face enquiries where required.	77.70%	<b>O5.3</b> 80% of telephone calls answered within 20 seconds. <b>F&amp;M</b>	82.0%	Back on track after narrowly missing the target in quarter one. Telephone calls handled = 17,931
			6.60%	<b>O5.4</b> Call abandonment rate of less than 10%. (Number of visitors to Civic Offices to be recorded). <b>F&amp;M</b>	6.2%	Generally quieter quarter aided by completion of mandatory training. Number of visitors to Civic Offices = 9,264.
		Deliver Equalities and Safeguarding action plan to demonstrate principles are embedded in service delivery.	Equalities and Safeguarding Annual Report for 2016/17 presented to F&M.	<b>O5.5</b> Achieve accreditation to Safe Place scheme. <b>F&amp;M</b>	On track	Training has been undertaken in Customer Services and accreditation achieved. Now looking to raise the profile of how it benefits vulnerable residents.
Outcomes	Continue to strengthen the ICT platform and ensure that ICT is able to support change and minimise business risks.	Three year review of ICT Strategy and adoption of action plan to 2020.	External review of ICT requirements undertaken.	<b>O6.1</b> Update F&M Committee on current ICT position. <b>F&amp;M</b>	On track	Although a quarter three target, it is worth noting that the Committee approved a new IT and Digital Strategy on October 12.
People	Enable people to live independently	Provide an efficient and well-targeted adaptation service (including Disabled Facilities Grants) and make better use of previously adapted dwellings.	93.30%	<b>PE1.1</b> Percentage of adapted properties allocated on a needs basis is >90%. <b>H&amp;CS</b>	90%	During quarter two, 40 properties were signed up. Of these, 20 had adaptations present, with 18 let to customers with an adaptation need. One adapted property was let to a homeless applicant who we had a duty of care to and one was a hard to let property advertised three times.
			96%	<b>PE1.2</b> Percentage of residents satisfied with the quality of their new home is >88%. <b>H&amp;CS</b>	100%	100% of customers are very or fairly satisfied with the overall condition of the property when they move in.
People		Maintain regular contact with tenants, with a focus on those identified as vulnerable.	266	<b>PE2.1</b> Total number of tenancy audits completed (250 target). <b>H&amp;CS</b>	275	Of the 541 audits carried out this year to date, 4.62% are Acute Risk, 5.36% are High Risk, 12.75% are Medium Risk and 77.26% are Low Risk. Action plans and follow up visits are completed for all Acute and High Risk tenants.
			91%	<b>PE2.2</b> Number of successful introductory tenancies (target of 97%). <b>H&amp;CS</b>	95.45%	See action plan.

People	Protect and help support the most vulnerable, including those affected by financial challenges	Process Benefit claims efficiently	15.8 days	PE2.3 Average time for processing new Benefit claims is <18 days. <b>F&amp;M</b>	14.3 days	Performance has stabilised due to additional resource.
			5.1 days	PE2.4 Average time for processing notifications of changes in circumstances is <8 days. <b>F&amp;M</b>	5.4 days	Performance has stabilised due to additional resource.
			0.02%	PE2.5 Meet Housing Benefit Subsidy Local Authority error target threshold set by DWP (<0.48%). <b>F&amp;M</b>	0.20%	Total is accumulative and will increase quarter on quarter. Post subsidy audit training is highlighting additional casework for remedial action.
		Provide a service for homeless applicants which is nationally recognised as delivering 'best practice'. Attain NPSS Bronze Standard for Homelessness by March 31, 2018.	Gaps reviewed and continuous improvement project started.	PE2.6 Select local challenges to focus on. <b>H&amp;CS</b>	On track	Following the NPSS review, the team is focussed on delivering a project to improve the housing options prevention service to all customers who need support
People	Use existing tools and powers to take appropriate enforcement action	Bring empty homes back into use.	2 (target 1)	PE3.1 Number of empty home intervention plans for dwellings known to be empty for more than two years (target is three). <b>H&amp;CS</b>	2	See action plan.
People	Increase levels of participation in sport, health, environmental and physical activities	Delivery of sport, health, physical activity and play scheme participations.	Rosliston = 63,550. Leisure centres = 250,774	PE4.1 Throughput at Etwell Leisure Centre, Green Bank Leisure Centre and Rosliston Forestry Centre. Target for Rosliston = 60,000. Target for Leisure centres = 170,404. <b>H&amp;CS</b>	Rosliston = 55,588 Leisure centres = 259,799	See action plan.
		Tackling physical inactivity.	Sport, Health and Physical Activity Strategy adopted.	PE4.2 Deliver targeted physical activity programme. <b>H&amp;CS</b>	On track	Health walks being delivered across the District, including dementia and COPD walks. Friday Night Project and Hilton Youth Group all restarted and have physical activity elements to them.
People	Reduce the amount of waste sent to landfill	Minimise waste sent to landfill.	111kgs	PE5.1 Household waste collected per head of population is <120kgs <b>E&amp;DS</b>	113kgs	Figures for quarter one now confirmed. Quarter two figures are estimated.
			53%	PE5.2 Target of >53% of collected waste recycled and composted <b>E&amp;DS</b>	48%	Quarter two figures are estimated. See action plan.
People	Develop the workforce of South Derbyshire to support growth.	Increase Council engagement to raise aspirations. Provide opportunities for young people to reach their potential.	Presentation of Raising Aspirations Programme at Full Council to inform Elected Members.	PE6.1 Review impact of Raising Aspirations programme. <b>H&amp;CS</b>	On track	RISE continues to be progressed, with workstreams being driven towards raising aspirations in the urban core. Potential projects include a mentor/placement scheme to integrate young people with staff from SDDC, an awards event and ongoing discussions with a local film director as to how she can contribute. Marketing of the project continues.
Place	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Increase the supply and range for all affordable housing provision.	Annual target	PL1.1 Increased supply of affordable homes. Annual target of >150. <b>H&amp;CS/E&amp;DS</b>	Annual target	N/A
		Deliver an adopted South Derbyshire Local Plan, parts 1 and 2, and key supplementary documents.	Examination in public of Local Plan Part 2.	PL1.2 Consult on Development Plan and Supplementary Planning documents (SPDs). <b>E&amp;DS</b>	On track	Consultation on proposed Main Modifications and updated Sustainability Appraisal undertaken. Consultation on two SPDs undertaken.
		Facilitate and deliver sustainable infrastructure.	N/A	PL1.3 Consider the introduction of a Community Infrastructure Levy. Awaiting information from the Government. Elected members to be kept informed of progress in Q2 and Q4. <b>E&amp;DS</b>	See action plan.	See action plan.
Place	Help maintain low crime and antisocial behaviour levels in the District.	Deliver a programme of proactive interventions to reduce environmental crime such as fly-tipping.	179	PL3.1 Downward trend in fly-tipping incidents. Quarterly target is <180. <b>E&amp;DS</b>	182	See action plan
		Review, publish and deliver the Safer South Derbyshire Community Safety Partnership Plan.	Schools consulted to develop delivery plan for community safety.	PL3.2 Deliver summer activities in urban core hot spot areas for young people to participate in. <b>H&amp;CS</b>	On track	21 sessions held in urban parks over summer holidays. Total participants in these sessions was 2,975.
Place	Support provision of cultural facilities and activities throughout the District	Implement and manage the leisure facility capital build programme.	Investment programme for Rosliston Forestry Centre agreed.	PL5.1 Produce development plan for Green Bank Leisure Centre. <b>H&amp;CS</b>	On track	Plan for capital developments completed and prioritised with Active Nation. Improvements to include a redeveloped pool spectator area, additional indoor and outdoor climbing stations and retiled pool hall.



Place	Deliver services that keep the District clean and healthy	Reduce contamination risk rating of land in South Derbyshire	1	PL6.1 Complete one contaminated land assessment. <b>E&amp;DS</b>	1	Phase 1 assessment completed for the Saw Mill, Milton.
Progress	Work to attract further inward investment	Showcase development and investor opportunities in South Derbyshire.	Preparations underway for investor prospectus.	PR1.1 Publish vacant commercial property bulletin. <b>E&amp;DS</b>	On track	New edition of vacant commercial property bulletin prepared and published.
Progress	Unlock development potential and ensure the continuing growth of vibrant town centres	Delivery of Swadlincote Townscape project.	New terms and conditions for Diana Memorial Garden in Swadlincote went to committee, causing delays.	PR2.1 Opening events for Diana Memorial Garden. Stage one grants bid to be submitted. <b>E&amp;DS</b>	See action plan.	See action plan.
		Increase attendance and participation at town centre events.	7	PR2.2 Three events delivered and/or supported. <b>E&amp;DS</b>	5	Events delivered and supported in the town centre included 'Ay Up Me Duck' Day, three Swadlincote Makers Markets and Orchard Day.
		Ensure the continuing growth of vibrant communities and town centres.	N/A	PR2.3 Vacant premises in Hilton, Melbourne and Swadlincote (proxy). To be reported twice a year. <b>E&amp;DS</b>	N/A	N/A
Progress	Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists.	Support the operation and development of the tourism sector.	10,328	PR3.1 Number of queries handled by Swadlincote Tourist Information Centre. Target is 8,000. <b>E&amp;DS</b>	11,666	11,666 enquiries handled by TIC. South Derbyshire and The National Forest promoted at summer events and shows. Heritage Open Days promoted at venues across South Derbyshire.
		Review and procure new management for Rosliston Forestry Centre.	Options appraisal developed.	PR3.2 Continue procurement process. <b>H&amp;CS</b>	On track	Invitation to tender advertised and initial bids received.
		Work with Swadlincote TIC to attract evening visitors to the District's leisure, food and drink and retail offer.	N/A	PR3.3 Consult with businesses, via Swadlincote Town Team, on potential initiatives. <b>E&amp;DS</b>	On track	Consultation undertaken with Town Team. Feature published in What's On guide. Promotional leaflet 'Nightlife in South Derbyshire' designed.
Progress	Provide business support and promote innovation and access to finance, including in rural areas	Food businesses with the top hygiene rating of five.	85.90%	PR5.1 >81% food businesses which have a Food Hygiene Rating score of five. <b>E&amp;DS</b>	85.20%	Improvements in food performance are indicative of the continuous work we do with our local food business community to support new businesses and provide support and guidance on hygiene conformance.
		Registered food businesses active in the District.	814	PR5.2 >810 registered food businesses active in the District. <b>E&amp;DS</b>	825	Improvements in food performance are indicative of the continuous work we do with our local food business community to support new businesses and provide support and guidance on hygiene conformance.
		Guidance offered to businesses or people thinking of starting a business	67	PR5.3 Guidance offered to businesses or people thinking of starting a business (through the Business Advice Service). Target is 25. <b>E&amp;DS</b>	42	42 businesses and entrepreneurs assisted. Service promoted through creation of new marketing materials and publication of a 'Simple guide to business assistance'. Burton Mail Business Awards supported.



Finance and Management Committee  
Strategic and Service Success Areas  
Quarter two, 2017/18

Appendix B



Website

Now live

New website  
has been launched, with  
positive feedback so far



82%

Target 80%

Percentage of  
calls answered within 20  
seconds



Safe place

Civic Offices

The Civic Offices have  
been accredited as a  
Safe Place to support  
vulnerable adults



14.3 days

Target <18 days

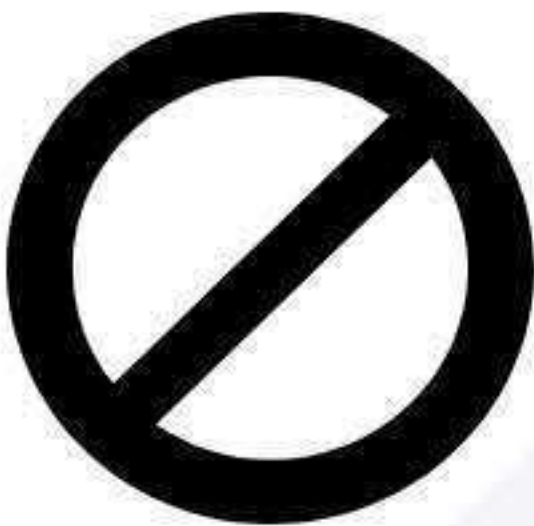
Average time  
for processing new  
benefit claims



60%

Training

The outturn  
figure for mandatory  
training courses continues  
to increase

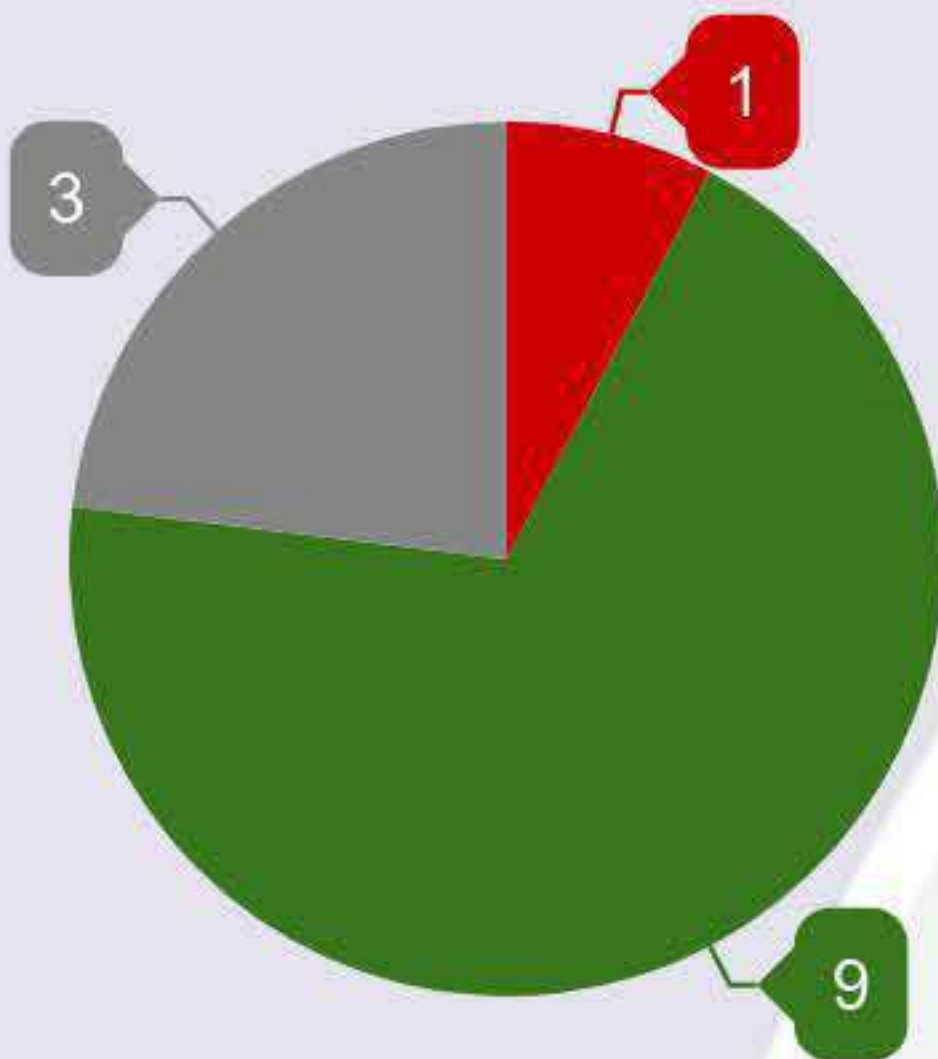


0.20%

Target <0.48%

Housing Benefit  
Subsidy Local Authority  
error target threshold met

F+M Performance Overview



Red (7.69%) Green (69.23%) Grey (23.08%)



Audit

Social media

Audits undertaken on  
Twitter and Facebook  
accounts ahead of Social  
Media Strategy



5.4 days

Target <8 days

Average time  
for processing  
notifications of changes  
in circumstances



Strategy

IT and digital

Three year IT and Digital  
Strategy approved by  
Finance and Management  
Committee



6.2%

Target <10%

Call abandonment rate  
has reduced from  
previous quarter



## Appendix C



0

An unqualified  
Value for  
Money opinion  
in the annual  
audit letter

**Target - 1**

Theme – Outcomes  
Action – An unqualified Value for Money opinion in the Annual Audit Letter.

Target vs performance – As reported to the Council on November 2, the Council's Value for Money opinion was given an 'except for' qualification.

Background – This qualification arose due to issues arising from procurement practice and contract management in the Housing and Environmental Services Directorate.

Key actions underway – The issues have been substantially dealt with, as reported to the Audit Sub-Committee. This Committee is continuing to monitor progress against the recommendations. A subsequent report from Internal Audit identified some wider procurement matters, which are currently being addressed to strengthen the procurement function. A separate report has been presented to the Finance and Management Committee on November 30, with proposals to change the service delivery model.

Opportunities/risks - The main risks identified were a potential lack of transparency in managing some contracts, with wider issues regarding contract monitoring and the maintenance of the main Contracts Register. A proposal to change the service delivery model and enter an established Shared Services Arrangement, it is considered, would help to strengthen the procurement function, together with providing greater consistency and resilience in service provision.

**There is one action for Finance and Management**



# Chief Executive's Risk Register

Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
Outcomes/Delivery of Service	Failure to meet statutory deadlines in relation to the licensing function, unable to process licences, leading to individuals unable to trade, legal issues, complaints	Low	Medium	Treat	<ul style="list-style-type: none"> <li>Processes and procedures are in place to ensure all matters are processed within statutory time-frame</li> <li>Staff trained and aware of authority's duties</li> <li>Keep under review</li> </ul>	Ardip Kaur
Outcomes/Delivery of service	Failure to meet statutory deadlines and/or statutory functions during litigation, contractual matters, land sales/purchases, enforcement matters	Low	High	Treat	<ul style="list-style-type: none"> <li>Qualified officers with professional training and experience</li> <li>Processes and procedures are in place to ensure compliance</li> <li>Case management reviews</li> <li>Keep under review</li> </ul>	Ardip Kaur
Outcomes/Delivery of service	Non-performance of local government statutory duties at Committee and Council meetings	Low	Medium	Treat	<ul style="list-style-type: none"> <li>Compliance with Council's Constitution</li> <li>Processes and procedures in place</li> <li>Strict adherence to timetable</li> </ul>	Ardip Kaur

Outcomes/ Delivery of service	Failure to meet statutory deadlines for the canvass and in compiling and publishing the Register	Low	High	Treat	<ul style="list-style-type: none"> <li>Processes and procedures in place</li> <li>Experienced officers carry out process</li> <li>Close monitoring</li> </ul>	Ardip Kaur
Outcomes/Delivery of service	Failure to meet statutory responsibilities, denying right of franchise at Election/Referendum time	Low	High	Treat	<ul style="list-style-type: none"> <li>Processes and procedures in place</li> <li>Strict adherence to statutory timetable</li> <li>Assistance from Electoral Commission available, when needed</li> <li>Support staff employed to assist</li> <li>Close monitoring</li> </ul>	Ardip Kaur
Progress/Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	Failure of National Forest and Beyond Tourism Partnership leading to an adverse impact on businesses in local visitor economy	Low	Medium	Treat	<ul style="list-style-type: none"> <li>Proactive engagement in partnership and with individual partners</li> <li>Commitment of officer time and resources to partnership activities</li> <li>Monitoring of projects and performance</li> </ul>	Mike Roylance
Progress/People/ Place	Failure of the South Derbyshire Partnership, leading to non-delivery of the community's vision and priorities as set out in the Community Strategy and Action Plan	Low	Medium	Treat	<ul style="list-style-type: none"> <li>Proactive support for partnership</li> <li>Commitment of officer time and resources to partnership facilitation</li> <li>Engagement of partners in policy making and project design and delivery</li> </ul>	Mike Roylance

Progress/Work to attract further inward investment	Downturn in the local economy leading to a loss of jobs, business failures, and a reduction in income to the Council (e.g. Business Rate income; Take-up of commercial properties, etc)	Medium	High	Treat	<ul style="list-style-type: none"> <li>Monitoring of economic trends</li> <li>Economic Development Strategy designed to increase robustness of local economy</li> <li>Delivery of economic development activities, including provision of South Derbyshire Business Advice Service</li> </ul>	Mike Roylance
Progress/Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	Failure of Sharpe's Pottery Heritage and Arts Trust, leading to a loss of service to visitors and residents through the Tourist Information Centre	Medium	High	Treat	<ul style="list-style-type: none"> <li>Officer advice and support available to Trust</li> <li>Member involvement in Trust Board</li> <li>Monitoring of services and performance</li> </ul>	Mike Roylance
Outcomes/Delivery of service	Failure to meet statutory deadlines for Gender Pay reporting, resulting in financial penalties and reputational damage	Low	Medium	Treat	<ul style="list-style-type: none"> <li>Process and procedures in place to ensure that procedures are in place to meet deadlines.</li> <li>Development of Resourcelink to produce Gender Pay report</li> </ul>	David Clamp
Outcomes/maintain a skilled workforce	Employees are not developed and trained to effectively undertake their roles	Low	Low	Treat	<ul style="list-style-type: none"> <li>Mandatory training programme delivered.</li> <li>All employees to complete annual Performance Development Review</li> <li>Provision of adequate and appropriate training interventions</li> </ul>	David Clamp

Outcomes/Delivery of Service	Failure to maintain adequate health and safety management arrangements that could result in financial penalties, employee injury or reputational damage.	Low	Medium	Treat	<ul style="list-style-type: none"> <li>• Health and Safety Action Plan delivered</li> <li>• Health and Safety legislation and local procedures are followed.</li> <li>• Professional Health and Safety advice provided to support managers and employees</li> </ul>	David Clamp
Outcomes/Maintain a skilled workforce and customer focus	Reputational risk to Council due to lack of knowledge and understanding of Corporate Plan	Low	Low	Treat	<ul style="list-style-type: none"> <li>• Inductions for all new staff to highlight the importance of the Plan</li> <li>• Ensure all internal and external comms tie in with our collective vision</li> <li>• Ensure staff are actively involved in service and strategic planning</li> <li>• Strong and consistent branding on publications</li> </ul>	Keith Bull
Outcomes/Achieve proper corporate governance	Poor quality performance data	Low	Medium	Treat	<ul style="list-style-type: none"> <li>• Reviewed quarterly as part of the performance reporting process.</li> <li>• Methodology statements compiled and reviewed</li> <li>• Annual data quality audit undertaken</li> </ul>	Keith Bull
Outcomes/customer focus	Failure to deliver expected efficiencies and savings through channel shift and digital methods of communication	Low	Low	Treat	<ul style="list-style-type: none"> <li>• New website launched in October 2017</li> <li>• Analytics to consider impact in terms of channel shift</li> <li>• Further functionality to be developed to increase self-serve</li> <li>• Social Media Strategy currently under development</li> </ul>	Keith Bull



# Corporate Services Directorate Operational Risk Register

Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
Protect and support the most vulnerable including those affected by financial challenges	On-going Welfare Reform and the impact of Universal Credit. Potential impact on the Directorate's resources.	High	Medium	Treat the risk	The impact of welfare reform to-date has been dealt with and revised systems and processes have been put in place. The impact to date of UC itself has been insignificant for Revenues. The Government has informed the Council that it plans to fully implement UC in South Derbyshire from August 2018. This could have a greater impact. Central Government funding has been set-aside in an earmarked reserve. This is being kept under review.	Revenues and Customer Services Manager
Maintain financial health	A small discrete unit has responsibility for leading on this theme. The Unit is sensitive to a temporary change in resources.	Low	Medium	Treat the risk	Training and sharing knowledge across the Unit is essential to mitigate the risk and this is currently in place. The current structure of Financial Services was implemented in September 2015. All posts are occupied by suitably experienced and qualified people. Three trainee posts in place with post holders undergoing formal training programmes, both academically and practically. Training and development programme in place for all staff.	Director of Finance and Corporate Services



Growth and Regeneration	Potential impact on the Directorate's resources	Medium	Medium	Treat the risk	Following a period of increased demand the revised structure and resources in the Land Charges Unit has stabilised service provision, although the statutory turnaround time of 20 days continues to be tight. Volumes and external requirements imposed through legislation being kept under review.	Corporate Asset Manager
Fraudulent activity and compliance	With the transfer of the Council's fraud team to the DWP in 2015/16, there is a potential that fraud could go undetected and compliance is not consistently applied across all services	Low	Medium	Treat the risk	The Council works in partnership with other Derbyshire authorities who share a software package that enables data matching in Council Tax and Business Rates. In addition, a Partnership arrangement with Derby City Council and the Audit Partnership was implemented in January 2017, following the appointment of a new and dedicated Fraud Unit at the City. The Council buys in the equivalent of one post to help detect fraud in other areas across the Council, allowing knowledge and skills to be shared.	Director of Finance and Corporate Services
Change in service delivery	The ending of the contract with Northgate Public Services in February 2017 could potentially lead to some temporary disruption and shortfall in resources. ICT is considered a particular risk area.	Medium	Medium	Treat the risk	Additional resources were approved for ICT following the transfer and these are being utilised via external support, together with the appointment of permanent and temporary staff. A new IT and Digital Strategy, together with a three year phased work programme, were approved by the Committee in October.	Director of Finance and Corporate Services



# Strategic Risk Register

Risk	Risk Indicators	Likelihood	Impact	Risk Treatment	Mitigating action / factors
<b>A reduction in Core Spending Power</b>	<p>The Council is aware of reductions over the period 2017/18 to 2019/20 as confirmed in the Government's 2016 budget. Budget savings are required in the medium-term.</p> <p><b>Lead officer: Director of Finance and Corporate Services</b></p>	High	Medium	Treat the risk	<p>The MTFP reflects projected resources and clearly sets out overall savings required.</p> <p>Current budgets are considered prudent with provisions for inflation and growth.</p> <p>Current reserves are healthy and will help to sustain reductions in the short-term.</p> <p><i>A target of on-going budget savings of £850,000 has been set for 2018/19. As reported to the Committee on June 22, £400,000 has so far been achieved from Corporate Services.</i></p>
<b>The impact of the national economic situation locally</b>	<p>Due to external factors, the economic outlook remains uncertain. Council Tax and Rent arrears have increased. Regeneration initiatives have slowed.</p> <p><b>Lead officers: Chief Executive and Director of Finance and Corporate Services</b></p>	Medium	Medium	Tolerate the risk, but keep under review.	<p>It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate any risk.</p> <p>On-going budgets for income from planning fees, land charges, etc. are set at levels below current actuals, leaving some room for the effect of any significant downturn.</p> <p>The MTFP is not reliant on interest rates increasing from the current level to generate revenue.</p> <p>Debt is at fixed interest rates and is affordable within the HRA's financial plan.</p>

					<p>The Council continues to work with voluntary and community groups locally, to help vulnerable people.</p> <p>The Property Strategy has focused on ensuring the Council's assets are being positioned to react to local investment opportunities, including land assembly and joint ventures. The redevelopment of William Nadin Way and the Council's Depot site is now substantially complete.</p> <p>On-going dialogue through the LEP to access funding and with developers to look at alternative options for regeneration.</p>
<p><b>Keeping pace with technology, together with management and security of data</b></p>	<p>The Council's ICT infrastructure and systems need to keep pace with existing and emerging technologies. Stricter regulations for managing and exchanging information in electronic form through the Public Services Network. Systems subject to virus attacks.</p> <p>Greater expectations through Data Protection to safeguard personal information. This includes processing of transactions through credit and debit cards to mitigate risk of fraud.</p> <p><b>Lead officer: Director of Finance and Corporate Services</b></p>	High	Medium	Treat the risk	<p>Investment continues to be made in upgrading the infrastructure and network to ensure PSN compliance.</p> <p>An annual independent audit is undertaken each year to test the Council's compliance with the PSN network.</p> <p>An annual internal audit review tests the robustness of systems and the infrastructure with recommendations to strengthen the ICT environment being monitored by the Audit Sub-Committee.</p> <p>Regular training and briefings given to Members and Officers to raise awareness of data and security issues.</p> <p>Work is on-going with other Derbyshire authorities to detect and prevent fraud. In addition, the Council is proposing to buy-in resources to strengthen information governance and compliance, in particular to ensure compliance with forthcoming changes to Data Protection Regulations in May 2018.</p> <p>Following previous malware virus attacks, additional measures have been implemented to restrict Internet access to certain sites, together with implementing additional monitoring controls to prevent direct virus attacks.</p> <p>Work continues to upgrade the Council's internet connection and to strengthen Disaster Recovery provisions. An upgrade to the Council's security software is due in January 2018.</p>

<b>Business Continuity and in particular the loss of the main Civic Offices and ICT capability</b>	<p>Council services are predominantly managed from one administrative building with two external sites in close proximity.</p> <p><b>Lead officer: Director of Finance and Corporate Services</b></p>	Low	High	Treat the risk	<p>Business Continuity and Emergency Plans in place and regularly reviewed, supported by the internal Resilience Liaison Forum. Regular meetings also take place with other agencies. An ICT Disaster Recovery (DR) solution is in place off-site. All data and systems are backed-up and are stored in a secure off-site facility outside of the immediate region.</p> <p>Provision for home-working and remote access is in place.</p> <p>Comprehensive insurance in place with insurers providing support to secure temporary accommodation if required.</p>
<b>Capacity and resilience in service provision</b>	<p>Overall staff numbers have declined in recent years and further budget reductions are required. This is set against a growing demand for some services.</p> <p><b>Lead officer: Chief Executive</b></p>	Medium	Medium	Tolerate the risk, but keep under review.	<p>It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate the risk.</p> <p>A training and development programme is in place for senior and aspiring managers.</p> <p>Recent restructures continue to mature and bed in.</p> <p>The third year of the current management development programme has commenced. This followed a review with the service provider Penna to ensure that it will continue to meet the needs of the Council and to support the requirements of the updated Corporate Plan.</p>
<b>Reducing resources for partners in the community and voluntary sector who deliver services with or on behalf of the Council</b>	<p>These organisations have seen a reduction in overall funding.</p> <p><b>Lead officer: Director of Community and Planning Services</b></p>	Medium	Medium	Tolerate the risk, but keep under review.	<p>It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate the risk.</p> <p>The Council's current grant funding has been maintained and has been increased in 2017/18 for all supported organisations.</p> <p>Spending can be refocused to meet external funding requirements and is project-based.</p> <p>Dedicated officer time in place to support the voluntary sector and local organisations. This includes direct secondment where necessary, for example with Sharpe's Pottery during 2016.</p>

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>30<sup>th</sup> NOVEMBER 2017</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:kevin.stackhouse@south-derbys.gov.uk">kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s/finance/committee/2017-18/Nov 17
<b>SUBJECT:</b>	<b>BUDGET and FINANCIAL MONITORING 2017/18</b>	<b>REF</b>
<b>WARD (S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 08</b>

## **1.0 Recommendation**

- 1.1 That the latest budget and financial position for 2017/18 as detailed in the report is considered and approved.

## **2.0 Purpose of the Report**

- 2.1 To provide progress on performance against budgets for the financial year 2017/18, together with an update on the Council's treasury management activities for the year.
- 2.2 Where applicable, the effects upon the Medium-Term Financial Plan (MTFP) are also noted.
- 2.3 The report details performance up to 30th September 2017 (unless stated otherwise) and is effectively a half-year review of income and expenditure for 2017/18.
- 2.4 The report covers:
- General Fund Income and Expenditure
  - Collection Fund
  - Housing Revenue Account
  - Capital Expenditure and Financing
  - Treasury Management
  - Financial Performance Indicators

## **3.0 Detail**

### **GENERAL FUND REVENUE ACCOUNT**

- 3.1 Apart from Council Housing, day-to-day revenue income and expenditure on Council services is accounted for through the General Fund. The Net Expenditure is financed from the Council's Core Spending Power which contains:
- General Government Grant [Page 29 of 98](#)
  - Retained Business Rates

- New Homes Bonus
- Council Tax

3.2 The Base Budget for 2017/18, which was approved by the Council in February 2017, estimated a budget surplus of £482,058 for 2017/18. The estimated surplus was due to an increase in core funding offset in part by additional cost pressures.

3.3 Following an update to the MTFP, which was reported to this Committee in October, the estimated surplus was increased to £864,352. The main reasons for the increased surplus are as follows and are listed in more detail in the table at 3.15:

- Savings from termination of the Shared Services Contract
- Reduction in the provision for “off-payroll” payments
- Transfer of Pay and Grading ongoing costs into future years
- The Housing Restructure

3.4 The updated budget is summarised below.

	£
Base Budget	11,391,631
Reverse out Depreciation	-783,025
Minimum / Voluntary Revenue Provisions	345,428
Contingent Sums	102,274
<b>Total Estimated Spend</b>	<b>11,056,308</b>
Financing	-11,920,660
<b>Estimated Surplus</b>	<b>-864,352</b>

3.5 A summary of the position to date and the projected position for the year compared to the Base Budget for each Policy Committee is shown in the following table.

Budget Monitoring - September					
Summary by Policy Committee					
COMMITTEE	ANNUAL			RESERVES	
	BUDGET	PROJECTED ACTUAL	PROJECTED VARIANCE	EARMARKED	NET EFFECT ON GF
	£	£	£	£	£
Environmental and Development	3,965,425	3,966,255	829	(13,580)	14,409
Housing & Community	2,213,761	1,873,026	(340,735)	(340,934)	199
Finance & Management	5,212,444	4,468,012	(744,431)	(733,014)	(11,417)
<b>TOTAL</b>	<b>11,391,630</b>	<b>10,307,293</b>	<b>(1,084,337)</b>	<b>(1,087,529)</b>	<b>3,191</b>

3.6 Although the above table shows that projected net expenditure is £1,084,337 lower than the base budget, £1,087,529 is due to grant income, external contributions and receipts received from developers under Section 106 agreements, for ongoing projects and capital schemes which stretch beyond 2017/18. This funding is transferred to specific reserves and drawn down to finance expenditure when it is incurred.

3.7 Excluding transfers to earmarked reserves, the above table shows that based on current spending, there is a projected increase in overall net expenditure across General Fund Services of approximately £3k compared to the base budget for the year.

3.8 An analysis by main service area is shown in the following table.

Budget Monitoring - September					
Summary by Main Service Area					
MAIN SERVICE AREA	BUDGET			RESERVES	
	BUDGET	PROJECTED ACTUAL	PROJECTED VARIANCE	EARMARKED	NET EFFECT ON GF
	£	£	£	£	£
Economic Development	248,807	242,143	(6,663)	0	(6,663)
Environmental Services	509,228	479,612	(29,617)	0	(29,617)
Highways	24,468	21,586	(2,882)	0	(2,882)
Licensing and Land Charges	(13,190)	(38,084)	(24,894)	0	(24,894)
Planning	471,763	402,589	(69,174)	25,758	(94,932)
Town Centre	89,585	91,066	1,481	0	1,481
Waste Collection & Street Cleansing	1,859,273	2,022,980	163,706	0	163,706
Environmental Education	73,759	34,421	(39,338)	(39,338)	0
Central & Departmental Accounts	701,732	709,943	8,211	0	8,211
Community Development and Support	558,743	534,860	(23,883)	(23,886)	3
Leisure and Recreational Activities	178,952	182,898	3,946	(1,234)	5,180
Leisure Centres and Community Facilities	449,828	269,739	(180,089)	(176,079)	(4,010)
Parks and Open Spaces	644,956	599,006	(45,950)	(13,705)	(32,245)
Private Sector Housing	381,283	286,523	(94,760)	(126,031)	31,271
Central and Departmental Accounts	3,567,566	3,492,197	(75,369)	(97,500)	22,131
Revenues and Benefits	480,925	486,627	5,701	2,468	3,233
Electoral Registration	177,550	177,550	0	0	0
Corporate and Democratic Costs	610,906	604,424	(6,482)	0	(6,482)
Payments to Parish Councils	351,158	351,159	0	0	0
Concessionary Travel	0	(400)	(400)	0	(400)
Property and Estates	(205,191)	(242,655)	(37,464)	0	(37,464)
Pensions, Grants, Interest and Receipts	229,530	(400,889)	(630,418)	(637,982)	7,564
<b>TOTAL</b>	<b>11,391,630</b>	<b>10,307,293</b>	<b>(1,084,337)</b>	<b>(1,087,529)</b>	<b>3,191</b>

### Overview of Spending to date

3.9 The main reasons for the projected variance at this stage, is shown in the following table.

#### Main variances

	£'000
Salary savings (vacancies, maternity etc.) - F&M	-83
Salary savings (vacancies, maternity etc.) - E&D	-83
Increased Planning Fee Income	-40
Lettings from Industrial and Commercial Units	-37
Increased income from Log Cabin Hire and Retail Sales	-21
Salary savings (vacancies, maternity etc.) - H&C	-15
Street Naming Increased Income	-15
Unbudgeted Grant Income	-12
Increased Personal Searches Fee Income	-11

Employee Training	-8
Increased Environmental Services Fee Income	-6
Housing Restructure savings	-5
Cemetery Fees	-2
Increased Interest on Cash Deposits	-2
Unbudgeted Sacks for Street Cleansing	7
Interim Strategic Director	10
Materials Overspend	10
Vehicle Spare Parts	10
Salary Cost Unbudgeted on Strategic Housing	21
Postage	27
Waste & Cleansing Agency Support	75
Other Agency and Consultancy Staff	91
Vehicle Hire	96
Other Variances (net)	-4
<b>TOTAL - OVERALL PROJECTED VARIANCE</b>	<b>3</b>

3.10 The main variances relate firstly to the cost of vehicle hire which is due to growth of the District plus an aging vehicle fleet. Growth expenditure can be absorbed within contingent sums and the replacement of 8 refuse freighters has been procured for delivery in March/April 2018.

3.11 Strategic Housing recruitment and changes to role responsibilities has resulted in an additional cost pressure to the General Fund which was previously picked up by the HRA. The duties of the role cannot be fully funded by the HRA due to the ring-fence and therefore 75% of this role is now a General Fund responsibility.

3.12 Budget savings are currently being made from vacant posts although these savings are generally offset by agency and consultancy costs to support service areas.

3.13 A new contract for postage was negotiated during February 2017 after termination of the Shared Services Contract. The additional cost was not included within the budget for 2017/18 but can be absorbed within contingent sums. The current contract is subject to a tendering exercise to procure a supplier longer-term from April 2018.

3.14 Increases on Industrial Unit income is due to a reduction in void properties and will give a favourable variance by year-end.

### **Contingent Sums**

3.15 The following sums have been provided in the base budget but not allocated to specific budgets.



	£
Pay and Grading review	10,000
Waste Collection and Recycling	100,000
Growth	200,000
Shared Services Contract savings	-400,000
Other Contingent Sums	92,274
Bad Debt Provision Contribution	100,000
<b>Total</b>	<b>102,274</b>

3.16 The other contingent sums relate to:

- Restructure costs approved after the initial draft of the base budget
- Pension deficit which will be funded from earmarked reserves
- Reduction to the HRA recharges
- Provisions for the Apprenticeship Levy, implementation of the National Living Wage and potential “off-payroll” payments.

## Provisions

3.17 The following provisions were made in the Council’s accounts in 2016/17 for liabilities due in 2017/18.

Provision For	£
Refund of Personal Land Searches	13,000
Planning Appeals	102,000
<b>TOTAL PROVISIONS</b>	<b>115,000</b>

3.18 The provision for the refund of personal land searches is that remaining from the original provision of approximately £100,000 made several years ago. It is anticipated that this matter will be concluded in 2017/18 with the remaining provision being utilised to meet outstanding claims.

## Core Grants and Funding

3.19 The Council’s central funding, besides Retained Business Rates, is fixed for the year as shown in the following table.

Core Grants and Funding 2017/18	£
Council Tax	4,942,217
Retained Business Rates (est)	3,549,355
Discretionary Business Rates Relief Scheme	100,832
New Homes Bonus	2,601,787
Revenue Support Grant	668,239
Collection Fund Surplus	55,000
Transitional Grant	3,230
<b>Total Core Funding 2017/18</b>	<b>11,920,660</b>

3.20 The New Homes Bonus final settlement confirmation was received in February and is slightly higher than forecast by £11,853 taking the total receipt due to £2,613,640.

- 3.21 The final amount for Business Rates will depend upon income and expenditure during the year, including any return from the Derbyshire Pool. The latest projection regarding Business Rates is detailed below. This has been included in the MTFP.

	Estimate £'000	Projection £'000
Approved Precept	9,508	9,922
Tariff paid to the Derbyshire Pool	-6,194	-6,194
S31 Grants - Business Rates Relief	354	456
Payment of Levy to Derbyshire Pool	-200	-774
Share of growth returned from the Pool	200	424
Business Rates Deficit 2017/18	0	-203
Transitional Relief adjustment	0	0
<b>Net amount received in retention system</b>	<b>3,668</b>	<b>3,631</b>
Declared deficit 2016/17	0	-285
Reversal of deficit 2017/18	0	203
<b>Total Business Rates Retained</b>	<b>3,668</b>	<b>3,549</b>

## THE COLLECTION FUND

- 3.22 The Collection Fund is the statutory account that records the collection of Council Tax and Business Rates and shows how that income has been distributed to the Government and Preceptors on the Fund, including this Council.
- 3.23 Any surplus or deficit on the Fund is transferred to the General Funds of the Preceptors, in proportion to precepts levied each year. The projected position on the Fund for 2017/18, based on transactions up to 30th September 2017, is detailed in **Appendix 1**.
- 3.24 This shows that the projected surplus balance on Council Tax is approximately £902k, with a projected deficit balance of approximately £1,135k on Business Rates. In both instances, this is currently more favourable than estimated.

## Council Tax

- 3.25 The projected balance at the year-end is approximately £902k compared to the budget estimate of £440k. This is due to the continuing increase in the tax base (number of properties).
- 3.26 The budget was based on a Tax Base of 31,647 Band D equivalent properties (after exemptions and discounts) with the total number of dwellings on the valuation list numbering 42,131. At the end of September 2017, the actual Tax Base amounted to 32,487 (+ 840) with the overall number of properties at 42,994 (+ 863).
- 3.27 During the Budget Round for 2017/18, the Council declared a surplus on the Collection Fund of £500,000 and this is being paid to Preceptors in the current financial year as shown in Appendix 1. It is anticipated that income will continue to increase with further residential development but will be offset by associated costs.
- 3.28 The Precepts are fixed payments for the year. The only other variable is the provision for bad debts which is calculated at the year-end. Even allowing for any further increase in the estimated surplus, there will be a continuing surplus on

Council Tax. The Council's share is approximately 11% and the amount available will be considered during the 2018/19 Budget Round.

### **Business Rates**

- 3.29 As previously reported, due to a high level of appeals lodged by local businesses with the Valuation Office, large provisions were made in the accounts for 2015/16 and 2016/17. This has placed Business Rates into a deficit position of £1.3m which is detailed in Appendix 1. This deficit is being charged back to the General Funds of the Preceptors in 2017/18, although 50% is met by the Government.
- 3.30 As Appendix 1 shows, receipts are expected to rise in 2017/18 due to a growth in the Tax Base, together with increases arising from the 2017 Rating Valuation. Therefore, the deficit is now projected to reduce in 2017/18, although this will depend on the outcome of appeals and whether any further appeals will be lodged, arising from the latest Valuation.
- 3.31 The Government has provided funding to support local businesses most affected by the Valuation. The Council's proposed scheme for allocating this funding was approved by the Committee in October.
- 3.32 The Council's share of the projected Fund deficit in 2017/18 (at 40%) is approximately £454k ( $£1,135k \times 40\%$ ). An updated amount will be considered during the 2018/19 Budget Round.

### **Business Rates Retention**

- 3.33 At its meeting in October, the Committee approved to support an application to the Government alongside other Derbyshire councils, to become a pilot to trial 100% Business Rates Retention in 2018/19. Subsequently, further work was completed on a business case and an application was submitted by the deadline of 27<sup>th</sup> October.
- 3.34 The Government is due to announce successful applications alongside the Financial Settlement for 2018/19 in mid-December. Councils will then have 28 days to confirm whether they wish to proceed. The Government confirmed during the last few days of the application process, that all pilots would not be any worse off compared to the current system through a "no detriment" clause.
- 3.35 If the application is unsuccessful, the current pooling arrangement will continue. However, it is not clear whether, if a pilot is selected and then the councils withdraw within the 28 day period, the pooling arrangement would be allowed to continue.
- 3.36 The pilots would effectively receive no Revenue Support Grant, but would retain the 50% of Business Rates income that currently flows to the Government, plus all future growth. Initially, the pilot will only be for one year and no additional responsibilities are being passed down from central to local government at this stage.
- 3.37 The Business Case for Derbyshire shows that approximately £21m (net) of extra resources per year would be retained within the County. This could be affected by appeals and the risk of business failures, etc. although there would need to be a significant event to reduce income substantially across the County as a whole.

## Allocating the Additional Resources

- 3.38 The Government have stressed that they expect to see sufficient resources being used across the wider pilot area. This is a subjective judgement and the Derbyshire application proposes 70% shared between authorities, with 30% being maintained centrally.
- 3.39 It is proposed that the decision-making body for the central share (30%) is the Derby and Derbyshire Authorities Joint Committee for Economic Prosperity. The proposal to allocate the individual authority share (70%) is on a 50/50 basis between the top tier and lower tier authorities. This ensures that the County is not adversely affected as they effectively lose their “top-up” payment from the Government in a retention system.
- 3.40 After these splits, it is estimated that the Council’s share would be a net gain of just over £1/2m in 2018/19, compared to its provisional funding allocation for that year. These figures will be confirmed during the consultation period for the Financial Settlement following the announcement of successful pilots.

*(It should be noted that the allocation of the New Homes Bonus will remain a separate allocation).*

## HOUSING REVENUE ACCOUNT (HRA)

- 3.41 The Council is required to account separately for income and expenditure in providing Council Housing.
- 3.42 The approved HRA Budget for 2017/18 was set with an estimated deficit of £214,878, financed from the HRA General Reserve.
- 3.43 An update to the MTFP in October 2017 has altered this estimated deficit to a surplus of £1,150k due to a review of the Capital Programme and a change in the profile of revenue reserve contributions to the Debt Repayment Reserve.
- 3.44 The position on the HRA as at September 2017 is summarised in the following table.

Summary HRA 2017/18	BUDGET £000	PROJECTED ACTUAL £000	PROJECTED VARIANCE £000
Total Income	-12,868	-12,907	-39
Contribution to Capital & New Build	2,500	2,500	0
Responsive & Planned Maintenance	3,252	3,196	-56
Interest on Debt	1,762	1,652	-110
Supervision & Management	1,790	1,726	-64
Supported Housing & Careline Services	833	879	46
Provision for Bad Debts	44	44	0
Provision for Debt Repayment	1,517	1,517	0
Contingent Sums	20	20	0
<b>Deficit</b>	<b>-1,150</b>	<b>-1,373</b>	<b>-223</b>

- 3.45 The above table shows that overall the HRA is now projected to achieve a surplus of approximately £1,373k which is £223k more than reported. The main variances are shown in the following table.

	£'000
Interest Payable Savings	-110
Salary savings (vacancies, maternity etc.)	-107
Repairs & Maintenance c/fwd Underspend	-100
Favourable Rental Income	-39
Materials Savings	-30
Professional Fees for New Build	-16
Vehicle Hire	12
Housing Restructure Costs (one-off in 2017/18)	47
Supporting People Subsidy 2013 to 2018	53
Agency and Consultancy Staff	70
Other Variances (net)	-3
<b>TOTAL - OVERALL PROJECTED VARIANCE</b>	<b>-223</b>

- 3.46 The main variances are due to vacant posts partially offset by agency and consultants to support services. The savings on vacancies have also helped to support the costs of the Housing restructure.
- 3.47 Rental income is forecast to be slightly higher than budget due to full occupation of new build and acquired properties which were originally budgeted to include some voids.
- 3.48 Interest payable on HRA loans is lower than forecast on the variable rate loan due to lower than budgeted interest rates.
- 3.49 A small proportion of council house tenants are currently not charged for Careline services. This decision was made prior to 2013 when changes to the subsidy received from Derbyshire County Council were determined. Revenue reported previously has been overstated and an adjustment is required to account for this correctly. The cost is estimated to be approximately £10k per annum but this is now under review. The overstatement of income in previous years is £53k as noted in the table above at 3.45.
- 3.50 Renewal of Planned Maintenance contracts has resulted in a delay to the original planned works. Any saving in year will be carried forward into 2018/19.

## **CAPITAL EXPENDITURE and FINANCING 2017/18**

- 3.51 The Capital Programme for 2017/18 was approved by the Committee in February 2017. This has been updated following the budget out-turn in 2016/17 to reflect expenditure and funding carried forward from that year.
- 3.52 Progress in 2017/18 across the main projects and schemes in the updated programme is shown in the following table.

<b>Capital Spending 2017/18 (as at September 2017)</b>	<b>Approved Budget £</b>	<b>B/fwd 2016/17 £</b>	<b>Updated Budget 2017/18 £</b>	<b>Expenditure to-date £</b>
Council House Capital Works	1,800,000	0	1,800,000	634,579
Private Sector Housing Works	448,000	592,957	1,040,957	124,557
Environmental and Heritage Schemes	155,165	113,783	268,948	74,548
S106 Project	20,000	0	20,000	13,500
Swadlincote Woodlands Nature Reserve	37,000	0	37,000	0
Rosliston Forestry Centre - Play Project	130,000	0	130,000	0
Community Partnership Scheme	100,000	-24,075	75,925	24,969
Table Tennis Tables	0	1,730	1,730	1,900
Eureka Park	0	0	0	8,568
Town Hall Windows	0	13,600	13,600	14,820
Melbourne Assembly Rooms	65,000	-28,000	37,000	26,290
Melbourne Sports Park	0	0	0	6,534
Vehicle Replacements	1,521,203	0	1,521,203	35,994
Depot Relocation	1,061,000	0	1,061,000	662,312
Property Maintenance, Development and Refurbishment	204,198	39,230	243,428	576
<b>Total</b>	<b>5,541,566</b>	<b>709,225</b>	<b>6,250,791</b>	<b>1,629,147</b>

### **Council House Capital Works and New Build Schemes**

3.53 Major improvements works are set to be on budget by year-end.

3.54 The final New Build project at Lullington Road is still in the early stages and has a funding agreement in place with the Housing and Communities Agency. This project is being progressed by the Strategic Housing Manager with starts on site due early 2018/19.

### **Private Sector Housing Works**

3.55 The funding in place for Disabled Facilities has increased and there are works in the pipeline that can be completed within the allocated funds. The Strategic Housing Manager reported to committee in October proposals to increase the establishment on a temporary basis to help reduce the waiting time for adaptations and ensure all allocated funding is utilised.

### **Environmental and Heritage Schemes**

3.56 This relates to the Swadlincote Town Centre Scheme following the award of funding in 2016/17.

3.57 The scheme is progressing well with a number of the grant projects being undertaken over the summer months. It is anticipated that the full budget of £269k will be utilised during the year.

### **Leisure and Community Schemes**

3.58 Matched funding is still required for the Swadlincote Woodlands Nature Reserve project so this is not yet underway.

- 3.59 The Rosliston Play Project is to be conjoined with the new contract at Rosliston Forestry Centre which is currently out to tender. There will not be any spend during this financial year and so this budget will need to be carried forward into 2018/19.
- 3.60 Eureka Park capital project is now complete with final funding to be claimed from the HLF.
- 3.61 New windows for the Town Hall have been funded through revenue contributions and earmarked reserves alongside funding from the Swadlincote Heritage Town Centre Scheme.

### **Vehicle Replacements**

- 3.62 New mowers have been purchased in year but no major vehicle replacements have been made to-date. A procurement exercise has been undertaken and 8 new refuse freighters have been ordered for delivery in March and April 2018. In addition, a further procurement exercise is underway to replace other vehicles and plant.

### **Relocation of the Council Depot**

- 3.63 The project is progressing as planned and the refurbishment works at the new site have been completed. Some additional items have been identified although the cost to-date has been contained comfortably within the contingency for provisional items.

### **Housing Capital Receipts**

- 3.64 There have been 8 council house sales up to 30th September 2017 as shown in the following table. The net amount retained of £226,133 has been transferred to the New Build Reserve.

	Sales	Gross Receipts £	Less Pooled £	Retained £	% Retained
Quarter 1	4	117,800	-24,253	93,547	79%
Quarter 2	4	262,680	-130,094	132,586	50%
<b>Total</b>	<b>8</b>	<b>380,480</b>	<b>-154,347</b>	<b>226,133</b>	<b>59%</b>

- 3.65 There have been a further 3 sales since September making a total of 11 to-date in 2017/18.

### **General Capital Receipts**

- 3.66 A receipt of £1m was received, as expected, in April 2017 from the final tranche of land sold as part of the development of William Nadin Way. This had previously been earmarked to partly finance the relocation of the Depot.
- 3.67 In addition, a sum of £738,599 has been received regarding an overage payment from the redevelopment of Chestnut Avenue, Midway. As previously reported, this amount has not yet been committed.



## TREASURY MANAGEMENT

- 3.68 An analysis of the Council's borrowing and bank deposits is summarised in the tables which follow below. These show the position at 30th September 2017.
- 3.69 Debt outstanding is split between the HRA and the General Fund and this represents the "two pool" approach adopted for debt management.

	As at 1/4/17 £'000	As at 30/9/17 £'000
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### Housing Revenue Account

Debt Outstanding (Average Rate 2.7%)	57,423	57,423
Capital Financing Requirement (CFR)	61,584	61,584
Statutory Debt Cap	66,853	66,853
Borrowing Capacity (Cap Less Debt o/s)	9,430	9,430

### General Fund

Debt Outstanding	0	0
Capital Financing Requirement (CFR)	5,999	5,999
Borrowing Capacity (CFR Less Debt o/s)	5,999	5,999

### Temporary Deposits and Short Term Borrowing

Temporary Bank and other Deposits	10,000	23,500
Less Parish Council Deposits	-28	-28
<b>Total - Short-term Cash Position</b>	<b>9,972</b>	<b>23,472</b>

Average Interest Rate on Deposits	0.25%	0.19%
Average 7-Day Money Market Rate	0.36%	0.25%

### Short-term Deposits

- 3.70 The money on deposit of £23.5m was spread over 8 deposits, 7 with other local authorities and 1 with the Government's Debt Management Office. The totals together with the average interest rate are shown in the following table.

	As at 1/4/17		As at 30/9/17	
	£'000	%	£'000	%
Debt Management Office (DMO)	0	0.00%	7,500	0.10%
Other Local Authorities	10,000	0.38%	16,000	0.41%

- 3.71 Money on deposit with other local authorities tends to be for longer periods of up to 364 days. Deposits with the DMO are for shorter periods to manage cash flow.
- 3.72 The Council also has a long-term indefinite deposit of £1m with the CCLA Lamit fund after approval from this Committee in August. This was invested on 28<sup>th</sup> September and an update on the dividend and performance will be reported in the quarter 3 Monitoring report.



## **Lending Policy and Counterparty List**

- 3.73 The Committee agreed an updated list and associated lending policy as part of the Treasury Management Strategy for 2017/18 in February. Due to the planned restructuring of the UK banking sector the Council's Treasury Advisors have recommended that the length of unsecured deposits with some named banks are reduced from 1 year to 6 months, detail of which was reported to Committee in August 2017.
- 3.74 The counterparty list has been updated to include the CCLA Lamit fund referred to in 3.71 plus the Money Market funds also approved in August. A full counterparty list is provided in Appendix 2.

## **Financial Markets - Update**

- 3.75 The last update to the Committee in August focused on the potential impact of the Brexit negotiations. Clearly, these are still on-going and the main focus of the markets in more recent weeks has been whether the Bank of England will increase interest rates.
- 3.76 To-date, the Bank's Monetary Policy Committee (MPC) has resisted any increase in the Bank Base Rate from 0.25% as a means of curbing inflation. Inflation had increased more rapidly in the 12 months to July 2017, but has since eased in August and September 2017.
- 3.77 The MPC have been mindful of the slow growth in the economy as measured by the Gross Domestic Product (GDP). However, this has increased during the third quarter of 2017 at a faster rate than expected (0.4% compared to 0.3%).
- 3.78 With unemployment at historically low levels and growth having increased, the MPC increased the Bank Base Rate on 2<sup>nd</sup> November from 0.25% back to 0.5%, the level prior to the Referendum in June 2016.

## **FINANCIAL and OTHER PERFORMANCE**

- 3.79 In addition to the Corporate Plan, the Finance and Corporate Services Directorate also maintain a set of key performance indicators to monitor the progress of its services. These indicators, although more operational, also relate back to the main aims in the Corporate Plan and are contained in the Directorate's Service Plan.
- 3.80 The indicators are maintained to ensure that each service area meets its intended outcomes and is a measure of its success. Several of the indicators are governed by statute. The targets are based on current benchmarks and are designed to improve on previous year's performance.
- 3.81 The indicators for 2017/18, together with progress to September 2017, are detailed in **Appendix 3**.

## **Payments to Suppliers**

- 3.82 Under the Public Contracts Regulations 2015, the Council is required to publish its speed in processing payments to suppliers. Under the Regulations, the Council should pay all undisputed invoices within 30-days of receipt.
- 3.83 Although there is no specific penalty if this regulation is not complied with, individual suppliers have the right, under Late Payments Legislation, to claim interest on late

payments. The rate of interest is 8% above the prevailing Bank of England Base Rate (currently 0.5%).

- 3.84 Overall performance against this indicator is shown in Appendix 3. The Council's detailed performance in 2016/17, together with that to-date in 2017/18, is shown in the following tables.

	<u>No of Invoices</u>	<u>No. Paid in 30 Days</u>	<u>% Paid with 30 days</u>	<u>No. Paid in 10 Days</u>	<u>% Paid with 10 days</u>
Apr-16	435	429	98.62%	373	85.75%
May-16	379	370	97.63%	299	78.89%
Jun-16	582	544	93.47%	428	73.54%
Jul-16	457	446	97.59%	365	79.87%
Aug-16	566	553	97.70%	408	72.08%
Sep-16	482	476	98.76%	402	83.40%
Oct-16	411	405	98.54%	333	81.02%
Nov-16	597	588	98.49%	494	82.75%
Dec-16	336	332	98.81%	295	87.80%
Jan-17	446	432	96.86%	304	68.16%
Feb-17	424	406	95.75%	310	73.11%
Mar-17	556	535	96.22%	385	69.24%
<b>Total</b>	<b>5671</b>	<b>5516</b>	<b>97.27%</b>	<b>4396</b>	<b>77.52%</b>

	<u>No of Invoices</u>	<u>No. Paid in 30 Days</u>	<u>% Paid with 30 days</u>	<u>No. Paid in 10 Days</u>	<u>% Paid with 10 days</u>
Apr-17	326	317	97.24%	223	68.40%
May-17	448	429	95.76%	313	69.87%
Jun-17	409	380	92.91%	289	70.66%
Jul-17	524	504	96.18%	320	61.07%
Aug-17	549	535	97.45%	381	69.40%
Sep-17	525	457	87.05%	351	66.86%
	<b>2781</b>	<b>2622</b>	<b>94.28%</b>	<b>1877</b>	<b>67.49%</b>

- 3.85 Standard benchmarks are 97.5% for all invoices to be paid within 30 days and 65% for 10-day payments. The Council did not receive any claims or make any payments for late interest in 2016/17 or to-date in 2017/18.
- 3.86 The percentage of invoices paid within 30 days has fallen significantly in September due to a new contract negotiated for the supply of electricity. The charges are now verified by a broker before distribution to the Council which is causing a delay on payment of at least 30 days. Finance and Property Services are working with the supplier to ensure invoices are received on a timelier basis.

#### **4.0 Financial Implications**

4.1 As detailed in the report

#### **5.0 Corporate Implications**

5.1 None directly

#### **6.0 Community Implications**

6.1 None directly

#### **7.0 Background Papers**

7.1 None

## APPENDIX 1

### COLLECTION FUND MONITORING 2017/18 (as at 30th September 2017)

	Actual 2016/17	Estimated 2017/18	2nd Qtr Projection 2017/18	Notes
<b>COUNCIL TAX - INCOME &amp; EXPENDITURE</b>	£'000	£'000	£'000	
<b>INCOME</b>				
Council Tax Collectable	50,265	52,778	53,243	Estimated Increase is largely due to the Tax Base; projection per system report Ct6140c
<b>EXPENDITURE</b>				
County Council Precept	36,109	38,345	38,345	As approved by Full Council 1st March 2017
Police and Crime Commissioner Precept	5,487	5,715	5,715	As above
Fire and Rescue Authority Precept	2,206	2,297	2,297	As above
SDDC Precept	4,747	4,942	4,942	As above
SDDC Parish Precepts	679	756	756	As above
Increase in Bad Debts Provision	655	396	399	Estimated at 0.75% of income
<b>Total Expenditure</b>	<b>49,883</b>	<b>52,451</b>	<b>52,454</b>	
<b>Surplus for the Year</b>	<b>382</b>	<b>327</b>	<b>789</b>	
<b>COUNCIL TAX BALANCE</b>				
Opening Balance 1st April	407	613	613	Per Final Accounts 2016/17
Share of Previous Surplus to County Council	-128	-367	-367	As approved by Full Council 1st March 2017
Share of Previous Surplus to Police	-20	-56	-56	As above
Share of Previous Surplus to Fire Authority	-8	-22	-22	As above
Share of Previous Surplus to SDDC	-20	-55	-55	As above
Surplus for Year (as above)	382	327	789	
<b>Closing Balance as at 31st March</b>	<b>613</b>	<b>440</b>	<b>902</b>	

**BUSINESS RATES - INCOME & EXPENDITURE****INCOME**

Business Rates Collectable	23,787	24,805	24,965
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Estimate as per NNDR1 Submission; projection per report NR7050 (as at 30th Sept)

**EXPENDITURE**

Central Government Precept	11,767	12,402	12,402
SDDC Precept	9,414	9,922	9,922
Derbyshire County Council Precept	2,118	2,232	2,232
Fire and Rescue Service Precept	235	248	248
Cost of Collection	91	91	92
Transitional Protection Payments	15	15	15
Increase in Bad Debts Provision	226	236	237
Provision for Appeals	312	322	325
<b>Total Expenditure</b>	<b>24,178</b>	<b>25,468</b>	<b>25,473</b>

Per NNDR1 Submission

As above

As above

As above

As above

Nominal

Estimated at 0.95% of income

Estimated at 1.3% of income

**Surplus / Deficit (-)**

**-391      -663      -508**

**BUSINESS RATES BALANCE**

Opening Balance 1st April	-400	-1,339	-1,339
Transfer of Previous Year's Surplus (-) / Deficit	-274	356	356
Transfer of Previous Year's Surplus (-) / Deficit	-49	285	285
Transfer of Previous Year's Surplus (-) / Deficit	-5	64	64
Transfer of Previous Year's Surplus (-) / Deficit	-220	7	7
Surplus / Deficit (-) for the Year as above	-391	-663	-508
<b>Closing Balance as at 31st March</b>	<b>-1,339</b>	<b>-1,290</b>	<b>-1,135</b>

Per Final Accounts 2016/17

Per NNDR1 Submission

As above

As above

As above

**COUNTERPARTY LIST 2017/18**  
**(As at October 2017)**

Institution	Limit	Maximum Term
<b><u>Specified Investments</u></b>		
<ul style="list-style-type: none"> <li>UK Debt Management Office (DMO)</li> </ul>	<b>£15m</b>	364 Days
<ul style="list-style-type: none"> <li>Local, Police, Fire and Parish Authorities</li> </ul>	<b>£5m</b> with any one Authority	364 Days
<b><u>Non Specified Investments</u></b>		
<b><i>Named Counterparties</i></b>		
<ul style="list-style-type: none"> <li>CCLA Lamit Property Fund</li> </ul>	<b>£1m</b>	Indefinite period, subject to quarterly review
<ul style="list-style-type: none"> <li>Money Market Funds</li> </ul>	<b>£10m in total and £2m with any one Fund</b>	60 days
<ul style="list-style-type: none"> <li>HSBC</li> <li>Lloyds Bank</li> <li>Bank of Scotland</li> </ul>	<b>£2m</b> with any one Bank	6 months
<ul style="list-style-type: none"> <li>Close Brothers</li> <li>Santander UK / Abbey National Treasury Services</li> </ul>	<b>£2m</b> with any one Bank	6 months
<ul style="list-style-type: none"> <li>Barclays Bank</li> <li>Goldman Sachs International</li> </ul>	<b>£2m</b> with any one Bank	100 days
<ul style="list-style-type: none"> <li>Royal Bank of Scotland /National Westminster Bank</li> </ul>	<b>£1m</b> with any one Bank	35 days
<ul style="list-style-type: none"> <li>Nationwide Building Society</li> <li>Coventry Building Society</li> </ul>	<b>5% of total deposits</b>	6 months
<ul style="list-style-type: none"> <li>Leeds Building Society</li> </ul>	<b>5% of total deposits</b>	100 days
<b><i>Foreign Counterparties</i></b>		
<ul style="list-style-type: none"> <li>AAA rated institutions (<i>subject to separate approval by the Section 151 Officer</i>)</li> </ul>	<b>£1m</b> with any one Bank	1 month
<b><i>Independent Building Societies</i></b>		
<ul style="list-style-type: none"> <li><i>subject to separate approval by the Section 151 Officer</i></li> </ul>	<b>£1m</b> with any one society	100 days

Corporate Plan Aim	Measure	Annual target 2017/18	Progress as at Sept 2017
Maintain financial health	Deliver a balanced budget in accordance with the statutory timetable	Balanced budget agreed by the Council on 26 <sup>th</sup> February 2018	Not due until 2018
Maintain financial health	Produce regular budget monitoring information	Performance against budget reported to the Council on a quarterly basis	Completed
Maintain financial health	Through better procurement, generate budget savings directly or through supporting other services	Total cashable savings meet salary costs of £80,000	£36,000 to-date Heating Replacement and Servicing Contract for Council Housing (£32,000 net of price and volume differentials); Asbestos Surveys (£4,000)
Maintain financial health	Collection of Council Tax	In-year Collection Rate of at least 98%	57.8% in line with the profiled target
Maintain financial health	Collection of Business Rates	In-year Collection Rate of at least 98%	56.8% in line with the profiled target
Maintain financial health	Arrears for Council Tax, Business Rates and Housing Benefit Overpayments	Reduction in the annual Provision for Bad Debts	Not due until 2018
Maintain financial health	Identification of Fraud	Value of fraud identified meets service costs of £35,000	£2,300 single person discount £6,000 Council Tax support £62,640 Housing and Corporate fraud
Maintain financial health	Lettings of Industrial and Commercial Properties	Achieve 90% occupancy of all units and less than 10% of properties with rent arrears greater than 3 months	67 out of 67 units occupied (100%) with 2 tenants having rent arrears greater than 3 months (3%)

Maintain financial health	Income from Land Searches	Service breaks-even	Due to additional income, the service is currently running at a surplus of £8,000.
Good Governance	Produce a draft set of Accounts and Financial Statements for Annual Audit and Inspection	30 <sup>th</sup> June 2017	Completed
Good Governance	Completion of Approved Internal Audit Plan and outcomes reported to the Audit Sub-Committee	At least 90% completed ( <i>this is monitored by the Audit Sub-Committee</i> )	As at August 2017, 30% of the plan had been completed against a profiled target of 31%. Some one-off investigation work temporarily diverted resources during the first quarter. Some changes are being made to the current Plan and the shortfall should be made-up during the remainder of the year. This is being monitored by the Audit Sub-Committee.
Customer Focus	Minimise downtime of IT	Downtime is less than 1% over the year	As at September, the average downtime is 2% for the year to-date. However, there was a 5% downtime in May 2017 due to a software problem affecting the Payment Machines. Other months have been zero or 1%.
Customer Focus	Prompt payment of invoices for goods and services	97% of undisputed invoices paid within 30-days	Cumulatively, 94% paid to-date (2,622 invoices out of 2,781)
Customer Focus	Prompt payment of invoices for goods and services	65% paid within 10-days for local suppliers	67% - 1,877 invoices
Customer Focus	Freedom of Information	98% of requests satisfactorily	In the period April to



requests answered within the statutory time limit	answered with 20-days	September 2017, 293 from 313 requests received were answered within 20-days. This equates to 94%.
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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>30 NOVEMBER 2017</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811)</b> <a href="mailto:kevin.stackhouse@south-derbys.gov.uk">kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s:\cent_serv\complaints\committee reports\working papers for June 2017\Complaints and FOI report for Dec 2017 .
<b>SUBJECT:</b>	<b>COMMENTS, COMPLIMENTS, COMPLAINTS &amp; FREEDOM OF INFORMATION REQUESTS 1 APRIL 2017 TO 30 SEPTEMBER 2017</b>	<b>REF: KS/SH/RW/CS</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

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## **1.0 Recommendations**

- 1.1 That the complaints and FOI requests, as detailed in the report, are considered and noted.

## **2.0 Purpose of Report**

This report provides:

- 2.1 A summary of official comments, compliments and complaints received by the Council for the period 1 April 2017 to 30 September 2017. Figures for the corresponding period in 2016/17 are given for comparison purposes.
- 2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 April 2017 to 30 September 2017. Figures for the corresponding period in 2015/16 are given for comparison purposes.

## **3.0 Executive Summary**

### **Comments, Compliments and Complaints**

- 3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.
- 3.2 1 comment, 47 compliments and 38 complaints have been received between 1 April 2017 to 30 September 2017.

- 3.3 The number of complaints received in the second half of this financial year has increased compared to the corresponding period of 2016/17, and the number of compliments received has also increased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

- 3.5 South Derbyshire District Council is committed to making itself more open. A large amount of information is already available to the public, through our website or through our offices and at local libraries.

### **Publication Scheme**

- 3.6 Under the Freedom of Information Act, South Derbyshire District Council has a duty to adopt and maintain a Publication Scheme describing:
- The classes of information it publishes
  - How and where such information is published (e.g. website, paper copy, etc.) and
  - Whether or not a charge is made for such information

The purpose of a Publication Scheme is to let everyone know what information will be automatically or routinely published by the Council and to ensure that a significant amount of information is available to the public, without the need for a specific request to be made.

In line with guidance from the Information Commissioner's Office, the scheme is updated regularly and the current version is available from the Website at:

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/data\\_protection\\_and\\_freedom\\_of\\_information/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/data_protection_and_freedom_of_information/default.asp)

- 3.7 A total of 313 Freedom of Information requests have been received from 1 April 2017 to 30 September 2017. This is a decrease of 7 over the corresponding period for 2016/17.

## **4.0 Background**

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at or can be completed using an electronic form:

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/complaints/comment\\_compliment\\_or\\_complaint\\_form/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/complaints/comment_compliment_or_complaint_form/default.asp)

- 4.2 The aim of The Freedom of Information Act 2000, which came into force on 1<sup>st</sup> January 2005, is to extend the right to allow public access to information that the Council holds.

## 5.0 **Detail**

### **Comments**

- 5.1 1 comment was received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

<b>Department</b>	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Planning (Enforcement)	2	1
<b>Total</b>	<b>2</b>	<b>1</b>

### **Compliments**

- 5.2 The table below compares the number of compliments received for the first half of 2016/2017 against the first half of 2017/2018. Compliments generally relate to the quality of the service provided and/or actions of individuals.

<b>Department</b>	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Customer Services	2*	1*
Environmental Services	5	10*
Planning	6	1
Housing	0	25
Client Services	2*	0
Community Services	12	7*
Corporate	0	0
Policy and Communications	0	3
<b>Total</b>	<b>27</b>	<b>47</b>

\* This indicates where one compliment has referred to two separate Departments

### **Complaints**

- 5.3 The table below compares the number of official complaints received:-

	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Resolved at Stage 1	21	29
Stage 1 still ongoing	0	0
Resolved at Stage 2	2	9
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>23</b>	<b>38</b>

5.4 The 38 complaints received can be broken down as follows:-

Department	1 April 2016 – 30 September 2016	1 April 2017 – 30 September 2017
Planning Services	4	7
Housing	8	10
Customer Services* (including Revenue)	2*	6*
Environmental Services	3	9
Community Services	0	2
Legal and Democratic Services	3	2
Corporate Services	2*	1
Licensing	1	0
Finance & Property	0	1*
<b>Total</b>	<b>23</b>	<b>38</b>

\* This indicates where one complaint has referred to two separate divisions

5.5 For comparison, the table below shows the total number of complaints over the last four complete years:-

Department	2014/15	2015/16	2016/17	2017/18 (½ Year)
Planning Services	14	15	6	7
Housing	26*	21	17	10
Customer Services (including Revenue)	22*	15	4*	6*
Environmental Services	12*	10	7	9
Community Services	3	2	1*	2
Legal and Democratic Services	8	6	4	2
Finance & Property	0	1	0	1*
Corporate Services	2	3	1*	1
Derbyshire County Council	2	1	0	0
Licensing	0	0	1	0
Client Services	0	0	2	0
<b>Total</b>	<b>89</b>	<b>74</b>	<b>43</b>	<b>38</b>

\* This indicates where one complaint has referred to two separate divisions

5.6 The schedule, giving details of the comments, compliments and complaints received, actions taken and improvements made is attached at **Annexe A**.

**Note:** On the schedule there is a column headed 'Resultant Action' which shows any changes/improvements made as a result of the complaint. It is not always relevant for resultant action to be taken. If a complaint is not as a result of incorrect procedures or working practices then resultant action is not always appropriate.

- 5.7 Directors of Service are asked to complete a questionnaire following each complaint. This provides details of actions taken and improvements made as a consequence of a complaint.
- 5.8 If a complaint cannot be resolved at Stage 2 of our procedure, it can be taken to the Local Government Ombudsman for independent consideration. These complaints are the subject of a separate annual report.

### **Freedom of Information Requests**

- 5.9 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.
- 5.10 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.
- 5.11 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.
- 5.12 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.
- 5.13 The table below compares the Freedom of Information requests received for the first half 2016/2017 against the first half of 2017/2018.

Note: The figures also include any requests that have been made under EIR (Environmental Information Regulations).

	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Number received	320	313
Number replied to within 20 statutory days	299	293
Number replied to after 20 statutory days	21	20
Number of Exemptions or partial exemptions	8	11
Number passed to Third Party	49	45
Number withdrawn	0	5

5.14 The requests for information received can be broken down as follows:

<b>Department</b>	<b>1 April 2016 – 30 September 2016</b>	<b>1 April 2017 – 30 September 2017</b>
Environmental Services	48*	57*
Planning Services	29*	19*
Legal & Democratic	22*	20*
Financial Services	8*	12*
IT	15*	14*
Customer Services	53*	62*
Housing Services	32*	40*
Organisational Dev.	15*	10*
Community Services	15*	13*
Passed to 3 <sup>rd</sup> Parties	46	45
Corporate Services	17*	8*
Property Services	9*	9*
Procurement	6*	4*
Communications	4*	0
All Departments	1*	0

\* Same request has involved several Services.

5.15 The details of the Freedom of Information requests received are attached at **Annexe B**.

5.16 A breakdown of who originated the Freedom of Information request is attached at **Annexe C**.

## **6.0 Financial Implications**

6.1 None directly stemming from this report.

## **7.0 Corporate Implications**

7.1 Under the Complaints procedure the Council will write to the complainant within 5 working days, telling them who is dealing with their complaint and when they can expect to receive a reply. In most cases a full reply will be sent within 10 working days.

7.2 Under the Freedom of Information Act the Council has to respond to any requests received within 20 working days. For many requests the information required cuts across areas of the Council. Consequently a coordinated approach has to be taken in the Council's response, with each service area being responsible for providing the information requested relating to their area.

7.3 If these deadlines are not met it will impact on the Council's reputation to deliver services effectively.

## **8.0 Community Implications**

8.1 None.

## 9.0 **Background Papers**

None.



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Comments, Compliments and Complaints 1 April 2017 – 30 September 2017

### Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
11.07.17	Newhall & Stanton	Taxis/minibus parked at the Chapel site	Planning	Advised that this will be dealt with, as an alleged breach of planning control.

### Compliments

Date	Ward	Subject	Division
03.04.17	Aston	Can you pass my thanks on to whoever removed the large piece of metal from a ditch in Shardlow. Looking at the large bare patch it left behind it must have been a bit of a job.	Clean Team
05.04.17	Aston	Just a quick note to say thank you very much for getting the slide fixed. It was finally done on Monday and looks as good as new, many thanks to all involved.	Community Services/ Grounds Maintenance
13.04.17	Seales	I just wanted you to pass on my heartfelt thanks to your employees that collect the bins today in Netherseal. I was riding my horse, who was a bit nervous at all the noise and movement of the lorry, and the guys stopped what they were doing, turned the lorry off and allowed me to pass. They even got out to talk to him to reassure him going past. That in my book goes above and beyond, not everyone is so kind!! Thanks from both of us!!	Waste Management
28.04.17	Woodville	Many thanks for sorting out the missed black bin. It was empty when I got home yesterday. Have a good weekend.	Waste Management
16.05.17	Woodville	Appreciation and thanks for the exceptional work done on my behalf. My family and I feel that a simple 'thank you' is not enough and would like to express our gratitude to the individual, the department and all involved in a job well done. We also believe that the individual deserves a special commendation and consideration for going above and beyond 'the call of duty' ensuring my disability needs were met.	Housing Services
22.05.17	Swadlincote	Re: Eureka Park Event – Fantastic idea! The range and quality of activities was great. Please pass on my thanks and appreciation to all those involved in the organisation and delivery. It's lovely to see so much support for our local young people.	Community Services
23.05.17	All	Please could you pass on our thanks to all of the Customer Service staff who took booking calls on behalf of Liberation Day. As always, we've received very positive feedback from attendees (98% found Customer Services 'very helpful' or 'helpful' when asked how they found the service).	Community Services/ Customer Services
09.06.17	All	Just wanted to thank you for looking after us media so well last night – honestly, I don't think I've ever been	Communications

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		so nicely treated as a member of the press! Well, apart from at the last election of course.	
09.06.17	All	Just a quick one to thank you for all your help last night. It really went well for me and without your help in getting the candidates over for me to have a word I would really have been stuck.	Communications
12.06.17	All	Amazing service from Customer Services. Always been impressed by my local council, thanks everybody – know it's appreciated.	Customer Services
13.06.17	All	Belated thanks for help on election night. Truth be told I didn't really have a clue how covering elections worked beforehand and you were great.	Communications
29.06.17	Midway	The person who works/manages the Midway Community Centre is fabulous. Not only is the centre extremely tidy and clean, also deals with the odd child coming in from the estate nearby, which is above and beyond the role I would say. A credit to you and the centre. Always very approachable and nothing is too much trouble, I thought it was worth a contact, as we don't hear too many good news stories these days and conscientious staff are hard to come by.	Community Services
03.07.17	Woodville	Tenant would not have been able to remain in her property without the support from Housing Services and are very grateful for everything we have done over the years – if there has been a repair it has been explained how old the tenant is and we have responded accordingly. Went on to say that they "could not praise us enough".	Housing Services
04.07.17	Newhall	Re replacement for damaged black bin - I must congratulate you on the quality of your refuse collection service – it seems very efficient and effective. We have moved from Gwynedd – the similar service there was also good but yours is better – maybe it is the lack of mountains! As expected - excellent service! Many thanks.	Waste Management
05.07.17	Woodville	On a visit to Customer Services, member of public asked that we thank the refuse crew who service the mobile caravan park. Today the driver of the vehicle had an issue with a parked van causing obstruction for the emptying of the bins. The driver managed to reverse the vehicle in order for the whole site to be serviced. She commented that people are all too quick to complain nowadays and wanted to ensure that her personal thanks were passed on.	Waste Management
14.07.17	Swadlincote	Thank you for cutting the branches on the trees on Springfield Road. Please pass on my thanks to the relevant department.	Grounds Maintenance
10.07.17	Swadlincote	Re Newhall Football Festival at Woodside Rec The event ran a lot smoother this year and we received really positive feedback from all the teams who attended. The pitches were in much better condition this year and to the standard expected. So many thanks - to you.	Community Services/ Grounds Maintenance
24.07.17	Swadlincote	I would just like to thank you for installing the exercise equipment on the park. I am one person who will definitely make use of it. I just hope steps are taken to prevent it being vandalized, I did notice this morning that the bolts fastening it together look easily accessible, may I suggest that the	Community Services

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		bolts are made tamper proof before the resident morons get to work with a spanner and Allen key. I hope this equipment is available for a long, long time for the benefit of us all. Once again thanks.	
27.07.17	Melbourne	Very helpful in sorting out our goal sockets that were damaged by de-compacting work. Good job of making sure the sockets are repaired and the goals can be put up.	Community Services/ Grounds Maintenance
01.08.17	Aston	Letter from tenant to Housing Officer "thank you for your support, you are a lovely lady".	Housing Services
03.08.17	Willington & Findern	Customer has just phoned to say thank you for the very speedy delivery of a new inner caddy for his green bin, says it is excellent service.	Waste Management
16.08.17	Newhall	Thank you to the Housing & Homeless Team for treating me with kindness and compassion at a very stressful time.	Housing Services
24.08.14	Seales	Thank you for all your help with my situation, it's greatly appreciated and to the rest of the team who played a part into rehousing. I could not have achieved this alone.	Housing Services
24.08.17	Willington & Findern	Phoned to thank you very much, she ordered a replacement food caddy and when she got up this morning it was on her drive. She says excellent service.	Waste Management
04.09.17	Linton	I was going to be made homeless but Housing intervened with my Landlord on my behalf with regard to my tenancy and kept me up to date with what was going on.	Housing Services
04.09.17	Newhall	Was a quick response thank you.	Housing Services
05.09.17	Midway	They have gone the extra mile to help me. Very good at their job and do more than they need to really to help people.	Housing Services
06.09.17	Seales	Very polite, friendly workman.	Housing Services
06.09.17	Aston	Thanks to the plumber he was very friendly and carried out the work very efficiently no trouble and no mess.	Housing Services
07.09.17	Midway	Resolved, the issue, very good work, very polite.	Housing Services
07.09.17	Not specified	I would like to congratulate S.D.D.C. on their superb Refuse & Recycling Collection Operators. I have always received very good service from pleasant and helpful personnel. They do their job in all weathers with a cheerful, efficient attitude. As I live in a lane where access by large vehicles is restricted, the drivers have to be skilled to reach my bins each week. Do they ever complain? No. On Monday, 4th Sept 2017, one of my brown bins was "swallowed up" by the machine. I rang your office yesterday, 6th September, explaining what had happened to a very pleasant and helpful person, and today, 7th September, I received a replacement bin, delivered by two cheerful and pleasant young men. Superb service. What more could one ask for? I consider that I am extremely fortunate to receive such an efficient service from my local Council. So often people are very quick to complain, but not so quick to praise, so 'thank you' S.D.D.C. you are doing a brilliant job, and long may it continue. It would be appreciated if you passed on my comments to everyone concerned.	Waste Management & Customer Services

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08.09.17	Midway	Very polite, good work, I'm pleased.	Housing Services
08.09.17	Hatton	Thank you for everything again, wonderful service.	Housing Services
08.09.17	Swadlincote	Very happy with work and time it took to be reported and done. Wonderful service as always thank you.	Housing Services
08.09.17	Swadlincote	Unable to fault any aspect of the work or service I received.	Housing Services
11.09.17	Willington & Findern	My Gran recently called about a missed bin and spoke to a person who apologised and arranged for an immediate bin collection. Even followed this up with a phone call the next day to ensure the bins had been emptied. I am absolutely thrilled at the service my Gran received, she is 85 and not very mobile these days so to have her problem rectified within 48 hours was amazing customer service. So, a really big thank you, the service you provided was outstanding.	Waste & Cleansing
11.09.17	Midway	I am very happy with the work.	Housing Services
11.09.17	Hilton	The lock on my door was broken, within 2 hours of my calling the door was fixed the carpenter and office staff were very nice, very good service thank you.	Housing Services
11.09.17	Midway	Emergency repair man was out within 15 mins, very nice man. Thank you.	Housing Services
12.09.17	Newhall	Thank you for getting the fuse box covered so quickly. The engineer was polite, quick and very tidy	Repair Services
14.09.17	Hatton	Thank you for being really helpful and I appreciate your advice and such a speedy response	Planning Services
14.09.17	Aston	As usual from phoning SDDC until the work was done, the service was excellent.	Housing Services
15.09.17	Swadlincote	Thank you for return of crew to empty a missed bin and also thanks to Customer Services for originally taking the call.	Waste & Cleansing and Customer Services
18.09.17	Stenson	Helped me to keep my private accommodation.	Housing Services
22.09.17	N/A	Very helpful and kind.	Housing Services
25.09.17	Newhall	Very pleasant work persons	Housing Services
27.09.17	Church Gresley	Excellent service provided – following a bereavement. I couldn't afford the accommodation I was currently in and had received notice to move. We weren't expecting the service to be so quick. They went above and beyond with the service they provided.	Housing Services

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
18.04.17	783	Hilton	Overdue council tax notice	Customer Services	N/A	Due: 03.05.17 Sent: 27.04.17
21.04.17	784	Willington & Findern	Court Costs re Council Tax Account 30606720	Customer Services	Improved communication skills	Due: 08.05.17 Sent: 24.04.17

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21.04.17	785	Church Gresley	Spraying of weed killer; killing off part of her lawn	Environmental Services	Advice to operatives on care when using weed killer.	Due: 08.05.17 Sent: 24.04.17
24.04.17	786	Swadlincote	No follow up procedure by Careline	Housing Services	Staff member received extra training and support	Due: 09.05.17 Sent: 03.05.17
26.04.17	787	Hilton	Treatment of tenant by members of Customer Services staff	Customer Services	None	Due: 11.05.17 Sent: 10.05.17
05.05.17	788	Woodville	Complaint regarding Council Officer	Environmental Services	Nil	Due: 19.05.17 Sent: 15.05.17  Stage 2 Rec'd: 17.05.17 Due: 01.06.17 Sent: 01.06.17
05.05.17	789	Woodville	Planning issues regarding privacy from an adjacent development	Planning Services	N/A	Due: 19.05.17 Sent: 19.05.17
08.05.17	790	Woodville	Grass Cutting	Environmental Services	N/A	Due: 22.05.17 Sent: 09.05.17
09.05.17	791	Midway	Removal of details from Register of Electors due to change of address	Legal and Democratic Services	N/A	Due: 23.05.17 Sent: 18.05.17
09.05.17	792	Melbourne	Shower and attitude of staff	Housing Services	1) Improvement to the feedback loop from the Electrical Contractor when access is difficult. 2) Customer Awareness is to feature in the 'Delivering a First Class Repair Service' Project.	Due: 23.05.17 Holding letter sent 18.05.17 Now due: 02.06.17 Sent: 02.06.17
10.05.17	793	Midway	Untidy Garden at 113 Chestnut Avenue, Midway	Housing Services	Informal discussion with officer on customer care, keeping complainants informed and updated of progress	Due: 24.05.17 Sent: 15.05.17
22.05.17	794	Linton	Front garden driveway	Housing Services	A review of the void process and	Due: 06.06.17

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			issues/ lack of response from Housing		procedures will commence in the near future	Sent: 02.06.17  Stage 2 Rec'd: 02.06.17 Due: 16.06.17 Sent: 07.06.17
25.05.17	795	Etwall	Damaged paper/ cardboard container	Waste and Cleansing	Replacement caddy issued, changes made to replacement container work allocation process	Due: 09.06.17 Sent: 26.05.17
02.06.17	796	Church Gresley	Proposed Development at Woodlands, Cadley Hill Road, Swadlincote	Planning	None	Due: 16.06.17 Sent: 14.06.17
12.06.17	797	Midway	Complaint about Repairs Department – back gate and toilet seat	Housing Services	Policy for minor repairs to be published on the Councils website	Due: 26.06.17 Sent: 26.06.17
13.06.17	798	Willington & Findern	Electoral Registration Process	Legal & Democratic Services	Review of issue of poll cards	Due: 27.06.17 Sent: 27.06.17  Stage 2 Rec'd: 28.06.17 Due: 12.07.17 Sent: 12.07.17
15.06.17	799	Aston on Trent	Council Tax and Housing Benefit	Customer Services	None – as outside SDDC control ... Capita formatting of letters	Due: 29.06.17 Sent: 29.06.17
15.06.17	800	Etwall	Etwall Leisure Centre	Community Services	N/A	Due: 29.06.17 Sent: 29.06.17  Stage 2 Rec'd: 10.07.17 Due: 24.07.17 Sent: 15.08.17

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19.06.17	801	Willington	Co-op Retail Store Willington	Planning Services	Not a complaint – Planning Enforcement investigating	Due: 03.07.17 Sent: CLOSED
22.06.17	802	Newhall & Stanton	Council Staff at Build Base in Newhall	Housing Services	None as the complaint was not upheld although the Mobile Working Solution will provide efficiencies in the provision of van stock which was related to this complaint	Due: 06.07.17 Sent: 05.07.17
26.06.17	803	Egginton	Overgrown grass verges	Environmental Services	Scheduled cut now complete	Due: 10.07.17 Sent: 30.06.17
30.06.17	804	Midway	Issues with neighbour's condensing pipe	Planning Services	None	Due: 14.07.17 Sent: 12.07.17  Stage 2 Rec'd: 13.07.17 Due: 27.07.17 Sent: 26.07.17
05.07.17	805	Woodville	Grass cutting	Environmental Services	Team advised that grass cutting must not take place at this location on a Saturday prior to 8am.	Due: 19.07.17 Sent: 11.07.17  Stage 2 Rec'd: 12.07.17 Due: 26.07.17 Holding letter sent 26.07.17 Due: 09.08.17 Sent: 04.08.17
24.07.17	806	Newhall & Stanton	Damage to staircase	Housing Services	Raised with the Trades team concerned. Damage to the staircase was made good. Trades staff reminded of the need to respect the tenants homes and is being included and recorded in 1-1's for all trades staff during July/August 2017.	Due: 07.08.17 Sent: 03.08.17
25.07.17	807	Newhall & Stanton	Ref: 70079562 – Debt Recovery	Customer Services	None, processes followed.	Due: 18.08.17 Sent: 07.08.17

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		(now lives Wales)				
25.07.17	808	Newhall & Stanton	Ref: 70107061 Debt recovery	Customer Services	No change as policies and procedures followed.	Due: 18.08.17 Sent: 08.08.17
01.08.17	809	Etwall	Re Planning Application ref 9/2016/1227	Planning Services	None	Due: 15.08.17 Sent: 03.08.17  Stage 2  Rec'd: 10.08.17 Due: 24.08.17 Sent: 07.09.17
02.08.17	810	Woodville	Damage to lawn and concrete edgings caused by refuse vehicle reversing	Environmental Services	All drivers advised about running vehicles on soft landscaping.	Due: 16.08.17 Sent: 07.08.17
09.08.17	811	Swadlincote	Council house bidding and homeless	Housing Services	None	Due: 23.08.17 Sent: 16.08.17
16.08.17	812	Linton	Damage to vehicle – Insurance Claim	Finance Services	None required.	Due: 31.08.17 Sent: 23.08.17
21.08.17	813	Swadlincote	Lack of response to email requests to bring non animal circus to Swadlincote	Community Services	Apology and named direct contact given.	Due: 05.09.17 Sent: 24.08.17
04.09.17	814	Linton	Housing Development	Planning Services	N/A	Due: 18.09.17 Sent: 15.09.17
08.09.17	815	Willington & Findern	Fly Tipping on field accessway, Staker Lane, near Findern Roundabout on A38	Environmental Services	Prompted to explore proactive ways to prevent fly tipping incidents at this hot spot.	Due: 22.09.17 Sent: 15.09.17
14.09.17	816	Newhall & Stanton	Taxis/minibus parked at the Chapel site	Planning Services	N/A	Due: 28.09.17 Sent: 19.09.17
14.09.17	817	Woodville	TPO No. 472	Planning Services	None	Due: 28.09.17 Sent: 22.09.17



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						Stage 2 Rec'd: 29.09.17 Due: 13.10.17 Sent: 13.10.17
18.09.17	818	Midway	Length of time of land search and Council Tax	Customer Services/ Property Services	None, complainant was mistaken.	Due: 02.10.17 Sent: 29.09.17
20.09.17	819	Woodville	Issues about Housing Officer and Housing Maintenance	Housing Services	Work re-inspected by Property Inspector and sent out to be completed by contractor.	Due: 04.10.17 Sent: 03.10.17
28.09.17	820	Linton	Japanese Knotweed – Arnold Close, Castle Gresley	Environmental Services	Program established to eradicate invasive weeds.	Due: 12.10.17 Sent: 12.10.17

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-001	C	Customer Services	Credit balances (Business Rates Accounts)	03.04.17	04.05.17	25.04.17	
1718-002	I	Environmental Services	Japanese Knotweed, Council Car Park – Arnold Close, Castle Gresley	03.04.17	04.05.17	07.04.17	
1718-003	I	Customer Services	Business rates accounts with a credit balance	04.04.17	05.05.17	25.04.17	
1718-004	I	Customer Services	Council Tax accounts with a credit balance	04.04.17	05.05.17	25.04.17	
1718-005	C	Customer Services	Business rates account in credit	04.04.17	05.05.17	25.04.17	
1718-006	C	Customer Services	Rating assessments with private school classification and private hospital classification	06.04.17	09.05.17	25.04.17	
1718-007	I	Housing Services	Right to buy fraud	06.04.17	09.05.17	05.05.17	
1718-008	C	Customer Services	Business Rates Data	07.04.17	10.05.17	03.05.17	
1718-009	I	Corporate Services	GDPR – General Data Protection Regulation	07.04.17	10.05.17	10.04.17	
1718-010	C	Planning Services	Planning App Ref 9/2016/1035/FM Erect. 2 x storey dwellings – The Potlocks Willington	10.04.17	11.05.17	N/A	Duplication of FOI 1617-653
1718-011	C	Planning Services	Waste Land adjacent 45 The Potlocks, Willington	10.04.17	11.05.17	20.04.17	
1718-012	C	Environmental Services	Noise nuisance complaints 2016	11.04.17	12.05.17	13.04.17	
1718-013	I	IT Services	Telephone equipment	12.04.17	15.05.17	15.05.17	
1718-014	C	Organisational Planning	Access Officers	11.04.17	12.05.17	12.04.17	
1718-015	O	Corporate Services	Local Authority Counter Fraud Resources	12.04.17	15.05.17	20.04.17	
1718-016	M	Environmental Services	Number of food safety & hygiene environmental health inspectors	12.04.17	15.05.17	13.04.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-017	O	Housing Services	Social Housing B&B	13.04.17	16.05.17	09.05.17	
1718-018	M	Environmental Services	Household Waste Recycling Centres	13.04.17	16.05.17	13.04.17	
1718-019	M	Legal & Democratic Services	Zoo Inspection Reports	13.04.17	16.05.17	13.04.17	
1718-020	I	Derbyshire County Council	Resettlement of disabled refugees	18.04.17	17.05.17	18.04.17	
1718-021	I	Derbyshire County Council	Children at risk of child sexual exploitation	18.04.17	17.05.17	18.04.17	
1718-022	I	Derbyshire County Council	Missing children	18.04.17	17.05.17	18.04.17	
1718-023	O	Finance Services/ Legal Services/ Housing Services	Council house builds, funding, sales and housing of servicemen & women and their families.	18.04.17	17.05.17	10.05.17	
1718-024	I	Planning Services/ Environmental Services	Electric Vehicle Charging infrastructure	18.04.17	17.05.17	10.05.17	
1718-025	N	Derbyshire County Council	Parking Fines	19.04.17	18.05.17	19.04.17	
1718-026	I	Environmental Services	Abatement Order, land to the rear of 137-149 Woodville Road, Overseal	19.04.17	18.05.17	20.04.17	
1718-027	I	Housing Services	Right to Buy replacement acquisitions	19.04.17	18.05.17	28.04.17	
1718-028	I	Environmental Services	Welfare Funerals	19.04.17	18.05.17	20.04.17	Exempt under Sect. 31(1) (a)
1718-029	W	Legal & Democratic Services	Lists of Accessible Taxis under S167 Equality Act 2010	20.04.17	19.05.17	02.05.17	
1718-030	I	Legal & Democratic Services	Primate Licensing	20.04.17	19.05.17	20.04.17	
1718-031	O	Legal & Democratic Services	Details of animals requiring licensing under the Dangerous Wild Animals Act 1976	21.04.17	22.05.17	25.04.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-032	I	Environmental Services	Health & Safety offences with regards to Food Safety & Hygiene offences	21.04.17	22.05.17	21.04.17	
1718-033	C	Customer Services	Councillors issued with Council Tax reminders/summons	24.04.17	23.05.17	12.05.17	
1718-034	C	Environmental Services/Finance Services	Grass Maintenance Spend	24.04.17	23.05.17	18.05.17	
1718-035	O	Housing Services	Wheelchair accessible properties	24.04.17	23.05.17	09.05.17	
1718-036	I	Environmental Services	Household recycling instructions	24.04.17	23.05.17	25.04.17	
1718-037	C	Environmental Services	Probate Departments and Contacts	25.04.17	24.05.17	26.04.17	
1718-038	C	Organisational Development	Administration Services	25.04.17	24.05.17	26.04.17	
1718-039	C	Property Services	SDDC privately owned companies	26.04.17	25.05.17	26.04.17	
1718-040	I	Environmental Services	Residual Collection	26.04.17	25.05.17	27.04.17	
1718-041	I	Finance Services	Financial Services Information	27.04.17	26.05.17	Closed 26.05.17 Clarification not received.	
1718-042	C	Customer Services	Business Rates Accounts	27.04.17	26.05.17	04.05.17	
1718-043	O	Environmental Services	Enforcement Action against private landlords	27.04.17	26.05.17	10.05.17	
1718-044	I	Environmental Services	Welfare Funerals	27.04.17	26.05.17	28.04.17	Exempt under Section 31(1)(a)
1718-045	I	Customer Services	Business Rates	28.04.17	30.05.17	04.05.17	
1718-046	O	Housing Services	People aged 16-24 referred as at risk of homelessness	28.04.17	30.05.17	18.05.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-047	I	Corporate Services	ERDF & ESF Funding	28.04.17	30.05.17	28.04.17	
1718-048	M	Corporate Services	Income from car parking machines	28.04.17	30.05.17	28.04.17	
1718-049	M	Environmental Services	Fly-tipping	28.04.17	30.05.17	02.05.17	
1718-050	I	Derbyshire County Council	Next steps on the NHS Five Year Forward View	02.05.17	31.05.17	02.05.17	
1718-051	C	Customer Services	Credit balances (Business Rates)	02.05.17	31.05.17	04.05.17	
1718-052	I	Derbyshire County Council	How many have transferred out of defined benefit pension scheme	02.05.17	31.05.17	02.05.17	
1718-053	M	Property Services	Authority's commercial property investment from 2012 to date	03.05.16	01.06.17	03.05.17	
1718-054	C	Procurement Services	Hardscape Products Ltd	02.05.16	31.05.17	12.05.17	
1718-055	O	Customer Services	NNDR accounts for car washes, nail bars and massage parlours	03.05.16	01.06.17	04.05.17	
1718-056	I	Environmental Services	Contact information	03.05.17	01.06.17	04.05.17	
1718-057	M	Housing Services	Assaults reported against Housing staff 2016/17	04.05.17	02.06.17	08.05.17	
1718-058	O	Derbyshire County Council	Mental Health Commissioner contacts	05.05.17	05.06.17	05.05.17	
1718-059	I	Derbyshire County Council	Funding for 'health protections'	05.05.17	05.06.17	05.05.17	
1718-060	I	Planning Services & Financial Services	Planning Permission approvals granted to Redrow Homes, 106 obligations and financial contribution	08.05.17	06.06.17	01.06.17	
1718-061	I	Environmental Services	Commercial Waste & Enforcement	09.05.17	07.06.17	10.05.17	
1718-062	I	Derbyshire County Council	School Crossing Patrol	10.05.17	08.06.17	10.05.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-063	O	Derbyshire County Council	Domiciliary Care Service specification and questionnaire	10.05.17	08.06.17	10.05.17	
1718-064	C	IT Services	Cyber Attacks	11.05.17	09.06.17	26.05.17	
1718-065	N	Derbyshire County Council	Agency Fees	11.05.17	09.06.17	11.05.17	
1718-066	O	Community Services	Provision of works at our Leisure Facilities	11.05.17	09.06.17	12.05.17	
1718-067	M	Environmental Services	Community Protection Notices	12.05.17	12.06.17	15.05.17	
1718-068	O	Derbyshire County Council	Employment support Services for People with Learning Disabilities	12.05.17	12.06.17	12.05.17	
1718-069	C	Environmental Services	Wallfield House Food Hygiene Reports	15.05.17	13.06.17	06.06.17	
1718-070	C	Environmental Services	Contaminated Land	15.05.17	13.06.17	22.05.17	
1718-071	I	IT Services/Finance Services	Windows XP	15.05.17	13.06.17	02.06.17	
1718-072	I	Planning Services	Consultation Process Local Plan Part 2	16.05.17	14.06.17	14.06.17	
1718-073	I	Housing Services	Homeless deaths	16.05.17	14.06.17	18.05.17	
1718-074	I	Derbyshire County Council	Pension investments	16.05.17	14.06.17	16.05.17	
1718-075	I	Customer Services	New liabilities	16.05.17	14.06.17	06.06.17	
1718-076	O	Housing Services	Telecare and Community Equipment Services	16.05.17	14.06.17	25.05.17	
1718-077	M	IT Services	Windows XP	16.05.17	14.06.17	19.06.17	
1718-078	C	Derbyshire County Council	Potholes	16.05.17	14.06.17	16.05.17	
1718-079	I	Legal & Democratic Services	Contact details for Managers dealing with various licences within the Authority	17.05.17	15.06.17	18.05.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-080	C	Planning Services	Provision of information in relation to Planning Application 9.2014/1013/OS – Blackwell Lane, Melbourne	17.05.17	15.06.17	15.06.17	
1718-081	I	Derbyshire County Council	Domestic violence victim capacity & accommodation	18.05.17	16.06.17	19.05.17	
1718-082	I	Derbyshire County Council	Domestic Violence refuges	18.05.17	16.06.17	19.05.17	
1718-083	W	Planning Services	Public Notices re TROS Path Diversions & Planning Enforcement Notices	18.05.17	16.06.17	02.06.17	
1718-084	O	Planning Services	Developments of more than 10 dwellings	19.05.17	19.06.17	21.06.17	
1718-085	O	Derbyshire County Council	Domestic Abuse services funding for 13-17 year olds	19.05.17	19.06.17	19.05.17	
1718-086	I	Housing Services	Refugee Resettlement	22.05.17	20.06.17	25.05.17	
1718-087	C	Environmental Services	Vehicle fleet	23.05.17	21.06.17	23.05.17	
1718-088	C	Housing Services	Cleaning contracts and staff	23.05.17	21.06.17	16.06.17	
1718-089	M	Environmental Services	Travellers	24.05.17	22.06.17	22.06.17	
1718-090	C	Derbyshire County Council	Special Education Needs and Disabilities	24.05.17	22.06.17	24.05.17	
1718-091	I	Planning Services	Building works at 123 High Street, Woodville	24.05.17	22.06.17	31.05.17	
1718-092	C	IT Services	Mobile phone applications	25.05.17	22.06.17	21.06.17	
1718-093	C	Housing Services	Assistive Technology Service	25.05.17	22.06.17	19.06.17	
1718-094	I	Housing/Procurement Services	Public Buying Organisations	26.05.17	26.06.17	21.06.17	
1718-095	C	Planning Services	Financial contributions of S106 agreements	26.05.17	26.06.17		

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-096	C	Customer Services	Business Rates	26.05.17	26.06.17	06.06.17	
1718-097	I	Procurement Services	Public Buying Organisation	26.05.17	26.06.17	01.06.17	
1718-098	C	Community Services	List of approved memorial masons & sculptors	26.05.17	26.06.17	30.05.17	
1718-099	C	Environmental Services	Cost and number of public health funerals	30.05.17	27.06.17	19.06.17	
1718-100	C	Community Services	CCTV Woodville Recreation area	31.05.17	28.06.17	31.05.17	
1718-101	I	Finance Services	Length of time to pay supplier invoices	31.05.17	28.06.17	01.06.17	
1718-102	I	Housing Services	Social Housing & Sustainability Measures	31.05.16	28.06.17	27.06.17	
1718-103	C	Customer Services	Credit balances on business rates accounts	01.06.17	29.06.17	06.06.17	
1718-104	O	Community Services	CCTV control	01.06.17	29.06.17	01.06.17	
1718-105	I	Environmental Services	Welfare funerals	01.06.17	29.06.17	02.06.17	Exempt under Sect. 31(1) (a)
1718-106	I	Chief Executive	Local Contractors for Local Council	02.06.17	30.06.17	22.06.17	
1718-107	I	Community Services	Public Space Surveillance Equipment – Swadlincote	01.06.17	29.06.17	19.06.17	
1718-108	I	Legal Services & Property Services	Community Field at Barrow upon Trent	05.06.17	03.07.17	23.06.17	Part Exempt under Sect. 42 & 43
1718-109	C	Housing Services	Disabled Home Adaptations with automatic Wash/dry toilets	05.06.17	03.07.17	06.06.17	
1718-110	C	Customer Services	Business Rates	05.06.17	03.07.17	07.07.17	



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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-111	I	Finance/ Environmental Services/ Organisational Development	Contact details Fin Dir; Fleet Mgr; Sustainability/Climate/Energy Mgr; Mileage payments; Carbon reduction targets	05.06.17	03.07.17	12.06.17	
1718-112	I	Customer Services	Business Rates	05.06.17	03.07.17	05.07.17	
1718-113	C	Customer Services	Business Rates	06.06.17	04.07.17	06.06.17	
1718-114	C	Environmental Services	Dog Fouling	06.06.17	04.07.17	09.06.17	
1718-115	C	Environmental Services	Weed killer spraying in Willington	07.06.17	05.07.17	13.06.17	
1718-116	C	Customer Services	Business Rates	07.06.17	05.07.17	12.06.17	
1718-117	C	Organisational Development	Head of Departments names & email addresses	08.06.17	06.07.17	09.06.17	
1718-118	C	Corporate Services	Contract for Swadlincote Depot	08.06.17	06.07.17	08.06.17	
1718-119	C	Financial Services	2016 & 2017 budget	09.06.17	07.07.17	12.06.17	
1718-120	I	Legal & Democratic Services	Legal Services questions	12.06.17	10.07.17	07.07.17	
1718-121	C	Derbyshire County Council	Car Park Ticket Machines	13.06.17	11.07.17	13.06.17	
1718-122	C	Property Services	Official Search Certificates	13.06.17	11.07.17	13.06.17	
1718-123	C	Environmental Services	Private Water Abstractions	13.06.17	11.07.17	06.07.17	
1718-124	C	I.T Services	Digital Transformation within the Public Sector	13.06.17	11.07.17	15.06.17	
1718-125	M	Environmental Services	Recorded incidents of refuse collectors assaulted by members of the public	14.06.17	12.07.17	15.06.17	
1718-126	O	Legal & Democratic Services	Licensing questions re Taxis	14.06.17	12.07.17	22.06.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-127	I	Finance Services (also Housing & Customer Services)	Direct Debits	14.06.17	12.07.17	20.07.17	
1718-128	C	Procurement Services	Confirmation of price of successful quotation & the consultant – re Blackwell Lane, Melbourne	15.06.17	13.07.17	12.07.17	
1718-129	I	Customer Services	Business Rates	16.06.17	14.07.17	22.06.17	
1718-130	C	Environmental Services	Anyone who has died with no next of kin	19.06.17	17.07.17	19.06.17	Exempt under Sect. 31(1)(a)
1718-131	C	Planning Services	Planning Resources	19.06.17	17.07.17	14.07.17	
1718-132	I	Housing Services	Safety (High rise flats)	19.06.17	17.07.17	20.06.17	
1718-133	M	Housing Services	South Derbyshire (Tall buildings)	20.06.17	18.07.17	20.06.17	
1718-134	C	Derbyshire County Council	Commissioned services and community pharmacy	20.06.17	18.07.17	20.06.17	
1718-135	I	Procurement /Housing Services	Energy Management Systems	20.06.17	18.07.17	18.07.17	
1718-136	M	Housing Services	Fire risk assessment on council house tenants where the building has more than six floors	20.06.17	18.07.17	23.06.17	
1718-137	C	Environmental Services	Legionella statistics	20.06.17	18.07.17	27.06.17	
1718-138	C	Derbyshire County Council	Adult Social Care	20.06.17	18.07.17	20.06.17	
1718-139	C	Housing/Finance/Legal Services	Request initiative on behalf of Shelter the housing charity	21.06.17	19.07.17	19.07.17	
1718-140	MP	Housing Services	Section 202 and 204	21.06.17	19.07.17	28.06.17	
1718-141	C	Customer Services	Discretionary Housing Payments	21.06.17	19.07.16	12.07.17	
1718-142	C	Customer Services	Business Rates	21.06.17	19.07.17	22.06.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-143	M	Housing Services	Cladding	21.06.17	19.07.17	23.06.17	
1718-144	I	Housing Services	Temporary Accommodation	22.06.17	20.07.17	07.07.17	
1718-145	I	Property Services	Ownership of Land	22.06.17	20.07.17	23.06.17	
1718-146	I	Housing Services	Fire risk assessments and tower blocks	22.06.17	20.07.17	26.06.17	
1718-147	W	Planning Services	Tree Preservation Orders Digital Format	23.06.17	21.07.17	25.07.17	
1718-148	M	Environmental Services	Garden Waste	23.06.17	21.07.17	23.06.17	
1718-149	C	Housing Services	Foundations Questionnaire on Disabled Facilities Grant	26.06.17	24.07.17	01.08.17	
1718-150	C	Environmental & Planning Services	Fence and movement sensor flood lights	26.06.17	24.07.17	20.07.17	
1718-151	M	Derbyshire County Council	Public Footpaths & Rights of Way	26.06.17	24.07.17	27.06.17	
1718-152	I	Housing Services	Cladding	26.06.17	24.07.17	30.06.17	
1718-153	M	Derbyshire County Council	Sexual Health Services from the BMJ	26.06.17	24.07.17	27.06.17	
1718-154	C	Customer Services	Business Rates	27.06.17	25.07.17	28.06.17 Withdrawn	
1718-155	M	Housing Services	Residential Tower Blocks	27.06.17	25.07.17	27.07.17	
1718-156	I	Legal & Democratic Services	No. of registered voters for whom insufficient time to produce polling cards	28.06.17	26.07.17	01.08.17	
1718-157	C	Customer Services	Business Rates – Refund Cheques	29.06.17	27.07.17	03.07.17	
1718-158	I	Environmental Services	Empty Homes	29.06.17	27.07.17	03.07.17	
1718-159	I	Housing Services	Homeless questions	29.06.17	27.07.17	30.06.17	

South Derbyshire District Council  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-160	C	Organisational Development	RIDDOR data	30.06.17	28.07.17	Closed 06.07.17	No response required. HSE collating joint response.
1718-161	C	Customer Services	Business Rates	30.06.17	28.07.17	03.07.17	
1718-162	C	Customer Services	Business Rates	03.07.17	31.07.17	03.07.17	
1718-163	C	Environmental Services	List of fly tipping clearances	03.07.17	31.07.17	05.07.17	
1718-164	I	Housing Services	Smoke Safety Mask, Housing Stock and Fire Incidents	03.07.17	31.07.17	05.07.17	
1718-165	I	Derbyshire County Council	Parking in Cycle Lanes	03.07.17	31.07.17	03.07.17	
1718-166	I	Customer Services	Business Rates	05.07.17	02.08.17	27.07.17	
1718-167	C	IT & Corporate Services	Structure of IT/Information Security Dept	05.07.17	02.08.17	27.07.17	
1718-168	I	Customer Services	Business Rates	06.07.17	03.08.17	24.07.17	
1718-169	I	IT Services	Oracle relational database software	07.07.17	04.08.17	03.08.17	
1718-170	I	Derbyshire County Council	Menu description breaches/non compliance	07.07.17	04.08.17	10.07.17	
1718-171	O	Housing Services	Tenant Casualties	07.07.17	04.08.17	27.07.17	
1718-172	I	Community Services	Sports & Leisure – Pool and swimming facilities and services	07.07.17	04.08.17	10.07.17	
1718-173	N	Environmental Services	Pest Control Revenue and Profit	07.07.17	04.08.17	10.07.17	
1718-174	N	Environmental Services	Pest Control Incidents and Treatments	07.07.17	04.08.17	01.08.17	

South Derbyshire District Council  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-175	I	Legal & Democratic/Finance Services	Spend on services of external law firms and barristers	07.07.17	04.08.17	21.07.17	
1718-176	C	Property Services	LGC Research into property portfolio	11.07.17	08.08.17	01.08.17	
1718-177	C	Environmental Services	Graffiti cleaning 2016-17	11.07.17	08.08.17	12.07.17	
1718-178	I	Housing Services	Private Sector Rental	12.07.17	09.08.17	13.07.17	
1718-179	W	Customer Services	Complete Non-residential/Business Property Rates Data	12.07.17	09.08.17	24.07.17	
1718-180	I	Planning Services	Use & practice of Environmental Impact Assessment	12.07.17	09.08.17		
1718-181	C	Organisational Development/IT/Finance/Housing Services	Various HR, IT, Housing, Finance questions	13.07.17	10.08.17	15.08.17	
1718-182	MP	Derbyshire County Council	Educational Needs	14.07.17	11.08.17	14.07.17	
1718-183	I	Derbyshire County Council	Buckford Lane, Derbyshire (carriageway)	14.07.17	11.08.17	14.07.17	
1718-184	W	Finance Services	Overseas Trips	17.07.17	14.08.17	19.07.17	
1718-185	I	Environmental Services	Public Health Funerals	17.07.17	14.08.17	17.07.17	Exempt under Sect. 31(1)(a)
1718-186	I	Customer Services	NNDR	17.07.17	14.08.17	24.07.17	
1718-187	I	Housing Services	Private Sector HMO Licensing	17.07.17	14.08.17	18.07.17	
1718-188	C	Finance Services	Mileage	18.07.17	15.08.17	21.07.17	
1718-189	M	Legal & Democratic Services	Polling district data	20.07.17	17.08.17	08.08.17	

South Derbyshire District Council  
Freedom of Information Requests  
1 April 2017 – 30 September 2017

Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-190	I	Organisational Development	Illegal workers	20.07.17	17.08.17	20.07.17	
1718-191	I	Customer Services	NNDR accounts	20.07.17	17.08.17	24.07.17	
1718-192	M	IT Services	Cyber attacks	20.07.17	17.08.17	21.08.17	
1718-193	I	Customer Services	Empty Homes, second homes and unoccupied properties	24.07.17	21.08.17	24.07.17	
1718-194	O	Housing Services	Private Rented Sector Offers	24.07.17	21.08.17	26.07.17	
1718-195	C	Housing/Customer Services	Right to Buy and Universal Credit	24.07.17	21.08.17	18.08.17	
1718-196	C	Customer Services	Unclaimed business rate credit balances	24.07.17	21.08.17	25.07.17	
1718-197	O	Customer Services	Housing Benefit Claims in unsupported temporary accommodation	25.07.17	22.08.17	01.08.17	
1718-198	I	Legal & Democratic Services	SDDC Minutes before 01.06.81	25.07.17	22.08.17	07.08.17	
1718-199	C	Property Services	Road, Rail or Traffic Schemes in regards to CON29R questions	26.07.17	23.08.17	16.08.17	
1718/200	O	Housing Services	Have staff been instructed to ask individuals applying for housing if they have served in the Armed Forces	27.07.17	24.08.17	16.08.17	
1718-201	I	Planning Services	Information regarding Community Centre at Stenson Fields – 9/2007/0020	27.07.17	24.08.17	23.08.17	
1718-202	I	Derbyshire County Council	Information Governance Traded Support Offer	27.07.27	24.08.17	27.07.17	
1718-203	I	Finance Services	Corporate Peer Challenge	27.07.17	24.08.17	28.07.17	
1718-204	C	Environmental Services	Arboriculture/tree surgery contracts	28.07.17	25.08.17	28.07.17	
1718-205	C	Customer Services	Revaluation Relief	31.07.17	29.08.17	14.09.17	



South Derbyshire District Council  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-206	I	Customer Services	Credit Balances	31.07.17	29.08.17	21.08.17	
1718-207	I	Derbyshire County Council	Trading Standards	31.07.17	29.08.17	31.08.17	
1718-208	C	Customer Services	Business Rates	31.07.17	29.08.17	21.08.17	
1718-209	O	Legal & Democratic Services	Tax and private hire licenses	31.07.17	29.08.17	04.08.17	
1718-210	I	Housing Services	Housing adaptations	01.08.17	30.08.17	30.08.17 Withdrawn	
1718-211	C	Customer Services	Credit balances Business Rates	01.08.17	30.08.17	21.08.17	
1718-212	I	Customer Services	Business responsible for business rates	01.08.17	30.08.17	21.08.17	
1718-213	I	Derbyshire County Council	Broadband ICT provision to schools	01.08.17	30.08.17	01.08.17	
1718-214	I	Organisational Development/ Environmental Services	Vehicle fleet/Manager	01.08.17	30.08.17	04.08.17	
1718-215	O	Customer Services	Business Rates Relief Scheme	02.08.17	31.08.17	22.08.17	
1718-216	C	Customer Services	Business Rates – Premier Car Supermarket, Carriers Road, Egginton	02.08.17	31.08.17	22.08.17	
1718-217	M	Environmental Services	Air Quality Data	02.08.17	31.08.17	03.08.17	
1718-218	M	Derbyshire County Council	Children's residential care homes	03.08.17	01.09.17	03.08.17	
1718-219	I	Housing Services/ Env Services/ Planning Services	Airbnb	03.08.17	01.09.17	03.08.17	
1718-220	I	Environmental Services	Welfare Funerals	03.08.17	01.09.17	03.08.17	Exempt under Sect. 31(1)(a)

South Derbyshire District Council  
Freedom of Information Requests  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-221	C	I.T Services	Print Data	07.08.17	05.09.17	25.09.17	
1718-222	I	Planning Services	Community Infrastructure Levy	07.08.17	05.09.17	07.08.17	
1718-223	W	Derbyshire County Council	Organisational Structure Chart for all Heads of Educational Psychology Depts	07.08.17	05.09.17	07.08.17	
1718-224	O	Environmental Services	Duties of Environmental Health Officer	07.08.17	05.09.17	09.08.17	
1718-225	I	Environmental Services	Food Hygiene Inspectors' Full Reports	08.08.17	06.09.17	31.08.17	Exempt under Sect. 12
1718-226	I	Derbyshire County Council	Social Care	08.08.17	06.09.17	08.08.17	
1718-227	C	Property & Housing Services	Electricity Consumption	08.08.17	06.09.17	24.08.17	
1718-228	O	Housing Services	Wheelchair Accessible House	08.08.17	06.09.17	16.08.17	
1718-229	O	Leader	Adoption of the IHRA Definition	08.08.17	06.09.17	11.08.17	
1718-230	C	Community Services	National Hate Crime	09.08.17	07.09.17	23.08.17	
1718-231	N	Financial Services	Council Loans	09.08.17	07.09.17	10.08.17	
1718-232	M	Housing Services	Fire Safety Costs	09.08.17	07.09.17	31.08.17	
1718-233	I	Legal and Democratic Services	Details of Private Hire Drivers, Vehicle Proprietors & Operators, Hackney Carriage Drivers and Vehicle Proprietors	09.08.17	07.09.17	01.09.17	
1718-234	O	Housing Services	Cats Protection League Questionnaire – Social Housing	11.08.17	11.09.17	16.08.17	
1718-235	C	Corporate Services	Tech Solutions & Digital Transformation	14.08.17	12.09.17	N/A Withdrawn	
1718-236	I	Planning Services	Conserving biodiversity	14.08.17	12.09.17	18.08.17	

South Derbyshire District Council  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-237	O	Customer Services	Business Rates Pub Relief	14.08.17	12.09.17	06.09.17	
1718-238	M	Housing Services	Temporary Accommodation	15.08.17	13.09.17	16.08.17	
1718-239	C	Environmental Services	Fixed Penalty Notices/waste collections	15.08.17	13.09.17	29.08.17	
1718-240	C	Customer Services	Business Rates	15.08.17	13.09.17	22.08.17	
1718-241	I	Customer Services	Business Rates	16.08.17	14.09.17	06.09.17	
1718-242	O	Community Services	Wild animals in circuses on Council land	16.07.17	14.09.17	24.08.17	
1718-243	C	Customer/Community & Housing Services	Lost items	17.08.17	15.09.17	11.09.17	
1718-244	I	Environmental Services	Noise Complaints	17.08.17	15.09.17	30.08.17	
1718-245	C	Customer Services	Business Rates Credits	17.08.17	15.09.17	22.08.17	
1718-246	I	Customer Services	Charitable Rate Relief	18.08.17	18.09.17	22.08.17	
1718-247	O	Legal & Democratic Services	Cost of Administering Elections	18.08.17	18.09.17	21.09.17	
1718-248	C	Customer Services	Council Tax	18.08.17	18.09.17	23.08.17	
1718-249	I	Environmental Services	Fly tipping	21.08.17	19.09.17	07.09.17	
1718-250	I	Derbyshire County Council	Care home abuse	21.08.17	19.09.17	21.08.17	
1718-251	W	IT Services	Print	22.08.17	20.09.17	09.10.17	
1718-252	C	Customer Services	Business Rates	22.08.17	20.09.17	23.08.17	
1718-253	M	Environmental Services	Public Health Funerals	22.08.17	20.09.17	06.09.17	Exempt under Section 31 (1)(a)

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-254	I	Derbyshire County Council	Organisations that work with children	23.08.17	21.09.17	24.08.17	
1718-255	C	Derbyshire County Council	S17 housing	25.08.17	25.09.17	25.08.17	
1718-256	M	Legal & Democratic Services	Taxi Drivers	29.08.17	26.09.17	30.08.17	
1718-257	C	IT Services	IT Structure	29.08.17	26.09.17	21.09.17	
1718-258	C	Customer Services	DHP BGET Survey	29.08.17	26.09.17	21.09.17	
1718-259	I	Planning Services	Community Infrastructure Levy Gresley FC	30.08.17	27.09.17	31.08.17	
1718-260	I	I.T Services	IT Documents	30.08.17	27.09.17	04.09.17	
1718-261	I	Customer & Corporate Services	Waiting times for people visiting local government locations	30.08.17	27.09.17	13.09.17	
1718-262	C	Environmental Services	Retail premises inspected for health & safety compliance	31.08.17	28.09.17	08.09.17	
1718-263	C	Customer Services	Business Rates	31.08.17	28.09.17	06.09.17	
1718-264	I	Customer Services	Business Rates	31.08.17	28.09.17	18.09.17	
1718-265	O	Community Services	Public Space Protection Orders	31.08.17	28.09.17	20.09.17	
1718-266	O	Community Services	Community Protection Notices	31.08.17	28.09.17	13.09.17	
1718-267	O	Derbyshire County Council	Levels of Activity in Residential Care Homes	31.08.17	28.09.17	01.09.17	
1718-268	C	Customer Services	Business Rates	01.09.17	29.09.17	06.09.17	
1718-269	C	Legal & Democratic & Environmental Services	Premises Licences & Caravan Site Licences	01.09.17	29.09.17	11.09.17	
1718-270	C	Environmental Services	Reported neighbour complaints	01.09.17	29.09.17	11.09.17	

South Derbyshire District Council  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-271	I	Derbyshire County Council	Request off-street car parking provision in your local authority area	04.09.17	02.10.17	04.09.17	
1718-272	I	Customer Services	Non-payment of business rates	04.09.17	02.10.17	06.09.17	
1718-273	I	Environmental Services	Public health funerals	04.09.17	02.10.17	11.09.17	Exempt under Section 31(1)(a)
1718-274	C	Customer Services	Council Tax Credit Account	04.09.17	02.10.17	06.09.17	
1718-275	M	Planning Services	A5 Planning Applications	04.09.17	02.10.17	03.09.17	
1718-276	W	Customer Services	Council Tax Arrears	05.09.17	03.10.17	18.09.17	
1718-277	M	Environmental Services	Fixed Penalty Notices	05.09.17	03.10.17	22.09.17	
1718-278	N	Community Services	Community Protection Notice	05.09.17	03.10.17	11.09.17	
1718-279	I	Customer Services	Business Rates	06.09.17	04.10.17	18.09.18	
1718-280	N	Community Services	Public Space Protection Orders	06.09.17	04.10.17	11.09.17	
1718-281	C	Derbyshire County Council	Number of road complaints	06.09.17	04.10.17	07.09.17	
1718-282	C	Customer Services	Business Rates	07.09.17	05.10.17	02.10.17	
1718-283	N	Derbyshire County Council	Looked after Vietnamese Children	08.09.17	06.10.17	08.09.17	
1718-284	I	Environmental Services	Grounds Maintenance Information	08.09.17	06.10.17	26.09.17	
1718-285	I	Environmental Services	Contract data	11.09.17	09.10.17	19.09.17	
1718-286	C	Environmental/Planning Services	EV Charging Points	11.09.17	09.10.17	19.09.17	
1718-287	M	Derbyshire County Council	Penalty Charge Notices (Parking & Driving)	11.09.17	09.10.17	12.09.17	

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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-288	W	Derbyshire County Council	Car Clocking	12.09.17	10.10.17	12.09.17	
1718-289	M	Derbyshire County Council	Road Maintenance	12.09.17	10.10.17	12.09.17	
1718-290	C	Environmental/Finance Services	Leased/Finance/Owned Vehicles	12.09.17	10.10.17	05.10.17	
1718-291	I	Housing Services	Charges to housing tenants for supply of water	13.09.17	11.10.17	14.09.17	
1718-292	I	Customer Services	Council Tax & Empty Homes	14.09.17	12.10.17	02.10.17	
1718-293	C	Finance Services	Council's budget 2018/19	14.09.17	12.10.17	16.10.17	
1718-294	W	Finance Services	Cost Codes	15.09.17	13.10.17	15.09.17	
1718-295	I	Environmental Services	Welfare Funerals	15.09.17	13.10.17	15.09.17	Exempt under Section 31(1)(a)
1718-296	MP	Community Services	Museums owned by the Council	15.09.17	13.10.17	18.09.17	
1718-297	I	Derbyshire County Council	2016/7 figures re children under 18 reunited with family	18.09.17	16.10.17	18.09.17	
1718-298	I	Customer Services	2017 Rateable Value	18.09.17	16.10.17	09.10.17	
1718-299	C	Planning Services	Section 106 funding	19.08.17	17.10.17	16.10.17	
1718-300	O	Organisational Development	Council's policy on use of e-cigarettes & vaping	20.09.17	18.10.17	11.10.17	
1718-301	C	Organisational Development	Apprenticeships (Councils)	21.09.17	19.10.17	11.10.17	
1718-302	I	Legal & Democratic Services	DWA, Zoo & Travelling circus licences	21.09.17	19.10.17	26.09.17	
1718-303	I	Customer Services	Business Rates	22.09.17	20.10.17	09.10.17	
1718-304	O	Customer Services	Use of bailiffs/enforcement agents in 2016/17	22.09.17	20.10.17	05.10.17	



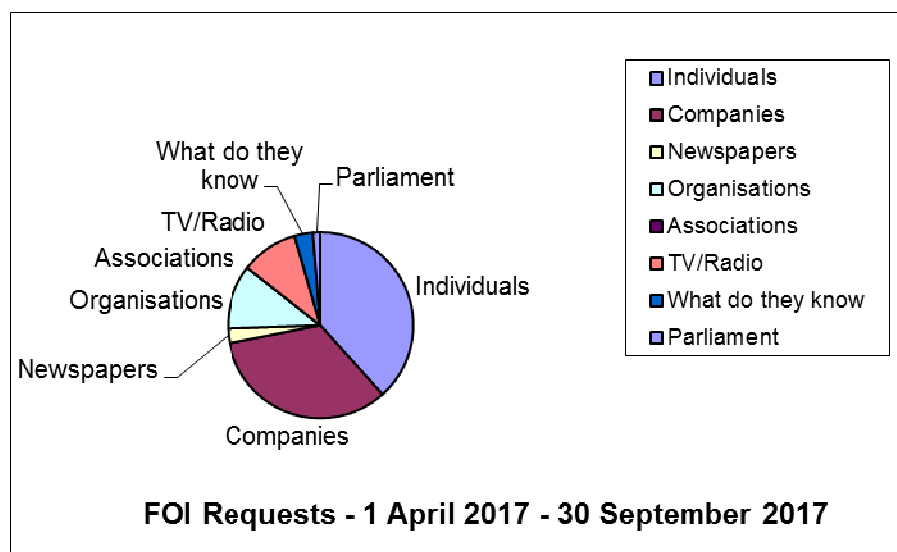
South Derbyshire District Council  
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Ref:	Cat	Department	Details	Received	Reply Due	Reply Sent	Exempt
1718-305	C	Organisational Development	Policy Officer & Research Officer numbers	25.09.17	23.10.17	26.09.17	
1718-306	MP	Environmental Services/Organisational Development	Housing Standards Enforcement	25.09.17	23.10.17	11.10.17	
1718-307	I	Property/Housing/Environmental/Finance & Procurement Services	Staffing Structures	25.09.17	23.10.17	19.10.17	
1718-308	C	Housing Services	Home adaptations for disabled tenants	26.09.17	24.10.17	03.10.17	
1718-309	I	Derbyshire County Council	Resurfacing – Buckford Lane, Stenson	27.09.17	25.10.17	27.09.17	
1718-310	I	Customer Services	Business Rates	28.09.17	26.10.17	09.10.17	
1718-311	C	Legal & Democratic Services	Copy of Compulsory Purchase Order – 25.09.1951	29.09.17	27.10.17	16.10.17	
1718-312	M	Legal & Democratic Services	Dangerous Wild Animal Licences	29.09.17	27.10.17	03.10.17	
1718-313	C	IT Services	Outbound Mail	29.09.17	27.10.17	26.10.17	

## ANNEXE C

### Breakdown of Freedom of Information requests for first 6 months of 2017/18

Individuals	120	313	38%
Companies	105	313	34%
Newspapers	8	313	3%
Organisations	35	313	11%
Associations	0	313	0%
TV/Radio	31	313	10%
What do they know	10	313	3%
Parliament	4	313	1%
	313	313	100%



Individuals =

Organisations =

What do they know =

Those sent to individual e-mail address, although probably sent on behalf of a company

Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc

Website set up especially for making FOI requests





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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>30<sup>th</sup> NOVEMBER 2017</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>CHIEF EXECUTIVE</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>DIRECT SERVICES MANAGER</b> <a href="mailto:adrian.lowery@south-derbys.gov.uk">adrian.lowery@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>CHANGE TO ESTABLISHMENT – DIRECT SERVICES UNIT</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

- 1.1 That the Committee approve that a post of HGV Sweeper Driver is added to the establishment with immediate effect,

## **2.0 Purpose of Report**

- 2.1 To change the current establishment within the Direct Services Unit to ensure that it reflects the current staffing arrangements in place.

## **3.0 Detail**

- 3.1 The Direct Services Unit provides a range of front line services for the Community of South Derbyshire. Following a reorganisation, it was decided that an additional resource had to be moved into Street Cleansing to undertake the duties of a Sweeper Driver. This post requires the employee to hold an appropriate HGV Driving Licence.
- 3.2 This change did not impact on the cost of the service as it resulted in an employee moving from an existing generic post. Therefore, this is an operational change that has to be approved by the Committee to ensure that the establishment can be updated.

## **4.0 Employment Implications**

- 4.1 The post has been subject to job evaluation and no further review is required.
- 4.2 The establishment of this post will ensure that the correct establishment listing is in place.

## **5.0 Financial Implications**

- 5.1 There are no financial implications the costs of the post are already included within existing budgets. We currently have 12 posts designated Refuse Driver/Chargehand

and the proposed change will result in 11 posts designated Refuse Driver/Chargehand and 1 post of HGV Sweeper Driver.

**6.0 Corporate Implications**

6.1 This will ensure that an accurate establishment list is maintained.

**7.0 Community Implications**

7.1 None



<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>30<sup>th</sup> NOVEMBER 2017</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>INTERIM STRATEGIC DIRECTOR</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>ADRIAN LOWERY, EXT. 5764</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>REFUSE COLLECTION RESOURCES</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

- 1.1 Committee is recommended to approve the establishment of one additional refuse driver/chargehand post, three additional refuse loader posts and two clinical driver posts.
- 1.2 Committee is recommended to increase the Council's vehicle fleet by one additional 26t refuse collection vehicle and one 7.5t refuse collection vehicle, to be covered by retaining one current vehicle and hiring an appropriate vehicle until new replacements can be purchased in 2019/20.
- 1.3 Committee is recommended to continue to provide the bulky waste collections and bin deliveries services in house.

## **2.0 Purpose of Report**

- 2.1 Committee is being asked to consider additional staffing and vehicle resources to enable our residual (black bin) and organic (brown bin) waste collections to continue to absorb the growth within the District and to reduce the current reliance on overtime payments, agency workers and hire vehicles.
- 2.2 Committee is also asked to consider continuing to provide the bulky waste collections and bin deliveries services in house.

## **3.0 Detail**

- 3.1 The number of household collections has grown by around 3,400 households since 2014. We currently collect from approximately 47,435 households/commercial properties.
- 3.2 A standard 26 tonne refuse collection vehicle with driver and two loaders can accommodate an average of 5,526 properties per week, assuming a 95% presentation rate. Undertaking two loads per day and ensuring vehicles do not become illegally overloaded.

- 3.3 We currently operate seven full crews averaging 5,662 properties per week each, assuming a presentation rate of 95%, and one part crew collecting the equivalent of 4,300 properties from a mixture of household and commercial collections.
- 3.4 In order to meet this increase we have reorganised collection rounds on a number of occasions and are now utilising spare vehicles and staff to minimise the collections for crews. We do not have sufficient capacity to meet any future growth and have recently had to abort some commercial collections due to insufficient resources.
- 3.5 We are utilising agency workers daily to meet service demands at a cost of approximately £100,000 per year. We are also averaging around 49 hours overtime per week at an annual cost of around £36,700.
- 3.6 The nature of the service dictates that there will always be some need for agency cover and some overtime for the Saturday Freighter Service and Bank Holiday collections, however this should be in the region of around £29,489 per year.
- 3.6 An additional collection crew will give us capacity to collect from a further 5,526 properties per week. This will increase both our household capacity and our commercial capacity.
- 3.7 We intend to operate nine full crews collecting from an average of 5,007 properties per week, giving us spare capacity to absorb a further 4,671 properties.
- 3.8 Further to the above we operate one vehicle with driver making clinical / special waste collections and servicing difficult access properties. We also operate a small vehicle with a driver and loader to collect bulky household waste and undertake new / replacement bin deliveries, this service was previously undertaken by an external contractor at a cost of around £37,877 per year, and is currently resourced by agency staff and a hire vehicle.
- 3.9 Due to the recent purchase of a significant number of new vehicles, the vehicle reserve is currently insufficient to enable the purchase of the two further vehicles required. It is therefore proposed to retain one 26 tonne vehicle which would have been disposed of for a further year at which point a new vehicle will need to be purchased and to hire an appropriate 7.5 tonne vehicle until we can purchase in 2019/20

#### **4.0 Financial Implications**

- 4.1 The table below shows the current establishment costs against the proposed establishment.

CURRENT			BUDGET		PROPOSED		
		£					£
Routine collections	8 x Drivers 15 x Loaders	529,789	527,537		Routine collections	9 x Drivers 18 x Loaders	621,045
Clinical and bulky	1 x Clinical Driver	21,494	21,494		Clinical and bulky	3 x Clinical Drivers	66,753
Spare	3 x Drivers 3 x Loaders	136,725	136,725		Spare	3 x Drivers 3 x Loaders	136,725
Professional Fees		5,000	35,000		Professional Fees		0
Agency		100,000	24,480		Agency		49,062
Overtime		48,470	31,280		Overtime		29,489
		<b>841,478</b>	<b>776,516</b>				<b>903,074</b>

- 4.2 The forecasted staffing costs versus budgeted staffing costs are expected to be adverse by £94,962 during 2017/18. Vehicle hire is also expected to be adverse against the base budget by £96,000. There will be a saving on Professional Fees of £30,000 by collecting bulky waste in-house.

#### **Comparison to base budget**

- 4.3 This proposal will increase staff, agency and overtime costs in the General Fund adding approximately £126,558 to the current base budget. The ongoing additional cost can be contained within the contingent growth provision of £200,000.
- 4.4 In addition there is an earmarked reserve from 2016/17 containing £300,000 to cover future growth. The growth provision increases to £372,000 in 2019/20 and continues to increase each year thereafter.
- 4.5 The cost of vehicle hire for bulky collections is approximately £15,000 per annum which will continue until a new 7.5 tonne vehicle is purchased in 2019/20. This vehicle is estimated to cost around £60,000 from capital reserves but will have minimal additional revenue costs due to the fact that we currently repair and provide fuel for all hire vehicles.
- 4.6 In summary, the overspend in the current year plus the additional ongoing costs included within the report can be contained within provisions set aside for growth.

#### **5.0 Corporate Implications**

- 5.1 Legal implications – the Council is a designated Waste collection Authority and have a statutory duty to arrange for the collection of household waste. The Council has a licence to operate Large Goods Vehicles and there is a risk that the Council could lose this license if it contravenes the requirement to ensure that vehicles are not overloaded.
- 5.2 Employment Implications – we will create six additional local jobs. Balanced collection rounds and less reliance on unplanned overtime will improve the work life balance of employees. Sufficient staff resources will need to be allocated from Human Resources and Direct Services to undertake the recruitment process.

#### **6.0 Community Implications**

- 6.1 Increase in the number of local jobs available for local people.

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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 12</b>
<b>DATE OF MEETING:</b>	<b>30<sup>th</sup> NOVEMBER 2017</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (EXT 5811)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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## **1.0 Recommendations**

1.1 That the Committee considers and approves the updated work programme.

## **2.0 Purpose of Report**

2.1 The Committee is asked to consider the updated work programme.

## **3.0 Detail**

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

## **4.0 Financial Implications**

4.1 None arising directly from this report.

## **5.0 Background Papers**

5.1 Work Programme.

## Finance and Management Committee – 30<sup>th</sup> November 2017 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
<b>Reports Previously Considered By Last 3 Committees</b>		
Corporate Plan 2016-21: Performance Report (1 April – 30 June 2017)	31 <sup>st</sup> August 2017	Corporate Plan 2016-21: Performance Report (1 April – 30 June 2017)
Data Quality Annual Performance Report 2016/17	31 <sup>st</sup> August 2017	Keith Bull Head of Communications (01283 598705)
Budget and Financial Monitoring 2017/18	31 <sup>st</sup> August 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Money Market Funds	31 <sup>st</sup> August 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
The Local Authorities' Property Fund	31 <sup>st</sup> August 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Final Accounts and Statutory Financial Statements 2016/17	21 <sup>st</sup> September 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)

Information Technology and Digital Strategy 2017 to 2020	12 <sup>th</sup> October 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Update on the Council's Medium-Term Financial Position	12 <sup>th</sup> October 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Proposed Local Council Tax Support Scheme 2018/19	12 <sup>th</sup> October 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Discretionary Business Rate Relief Schemes	12 <sup>th</sup> October 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Disabled Facilities Grants – the 2017/18 allocation	12 <sup>th</sup> October 2017	Eileen Jackson Strategic Housing Manager (01283) 595763
<b>Provisional Programme of Reports to be considered by Committee</b>		
Corporate Plan 2016-21: Performance Report (1 July – 30 September 2017)	30 <sup>th</sup> November 2017	Keith Bull Head of Communications (01283 598705)
Budget and Financial Monitoring 2017/18	30 <sup>th</sup> November 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)



Compliments, Complaints and Freedom of Information Requests 1 <sup>st</sup> April to 30 <sup>th</sup> September 2017	30 <sup>th</sup> November 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811
Change to Establishment – Direct Services Unit	30 <sup>th</sup> November 2017	Adrian Lowery Direct Services Manager (01283) 595764
Refuse Collection Resources	30 <sup>th</sup> November 2017	Adrian Lowery Direct Services Manager (01283) 595764
Service Base Budgets 2018/19	11 <sup>th</sup> January 2018	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811
Consolidated Budget Proposals 2018/19 and Medium-Term Financial Plan to 2023	11 <sup>th</sup> January 2018	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811
Treasury Management Strategy 2018/19	15 <sup>th</sup> February 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811
Final Budget Proposals 2018/19	15 <sup>th</sup> February 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811
Budget and Financial Monitoring 2017/18	15 <sup>th</sup> March 2018	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811

Corporate Plan 2016-21: Performance Report (1 October – 31 December 2017)	15 <sup>th</sup> March 2018	Keith Bull Head of Communications (01283 598705)
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