



### CORPORATE SELECT COMMITTEE AGENDA

**Date: Monday, 8 February 2021**

**Time: 6.30 pm**

**Venue: Virtual Meeting**

You can view the agenda online by using a smart phone camera and scanning the code below:



**29 January 2021**

### PART 1

5. Third Quarter Financial, Procurement and Performance Review 2020/2021 (**Pages 3 - 54**)
7. Health and Safety Annual Report 2019/20 (**Pages 55 - 80**)

### MARK TRILLO

#### EXECUTIVE DIRECTOR AND MONITORING OFFICER

#### Membership of Corporate Select Committee

Councillor T Ashton (Chair)

Councillor J Collins

Councillor S Flower

Councillor D Kerr

Councillor R McKeown

Councillor E Siddall

Councillor M Stone (Vice-Chair)

Councillor O Cross

Councillor L Grooby

Councillor D Lomax

Councillor G Oakley

Councillor E Thrane

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## AGENDA ITEM

### HIGH PEAK BOROUGH COUNCIL

#### Report to the Corporate Select Committee

8<sup>th</sup> February 2021

<b>TITLE:</b>	<b>Third Quarter Financial, Procurement &amp; Performance Review 2020/21</b>
<b>EXECUTIVE COUNCILLOR:</b>	<b>Cllr Alan Barrow – Executive Councillor for Corporate Services and Finance</b>
<b>CONTACT OFFICERS:</b>	<b>Keith Pointon – Interim Head of Finance Vanessa Higgins – Information Business Partner</b>
<b>WARDS INVOLVED:</b>	<b>Non-Specific</b>

#### Appendices Attached

- Appendix A (2020/21 – Third Quarter (Financial Report))
- Appendix B (2020/21 – Third Quarter (Procurement Report))
- Appendix C (2020/21 – Third Quarter (Performance Report))

#### **1. Reason for the Report**

- 1.1 The purpose of this report is to inform members of the Council's overall performance and financial position for the period ended 31st December ("Third Quarter 2020/21")

#### **2. Recommendations**

- 2.1 It is recommended that the Corporate Select Committee:
- Note the Third Quarter 2020/21 financial, procurement and performance position detailed in Appendices A, B and C and summarised at 3.3 of this covering report; and

#### **3. Executive Summary**

- 3.1 This report summarises the Council's performance and financial position after considering service activity up to the end of the Third Quarter (i.e. 31<sup>st</sup> December 2020).
- 3.2 Detailed analysis is provided in Appendix A (Finance), Appendix B (Procurement) & Appendix C (Performance).
- 3.3 The position can be summarised as follows:

Subject	Headline	Reference
Finance	<p><b>The Finance headlines for the Third Quarter are:</b></p> <p><i>Performance against Budget</i></p> <ul style="list-style-type: none"> <li>At the Third Quarter stage the General Fund projected outturn for 2020/21 is an underspend of £619,390.</li> </ul> <p><i>Efficiency Programme</i></p> <ul style="list-style-type: none"> <li>At Quarter Three £210,000 of savings have been taken against the 2020/21 revised efficiency target of £257,000 (General Fund).</li> </ul> <p><i>Housing Revenue Account</i></p> <ul style="list-style-type: none"> <li>The Housing Revenue Account is predicted to be in surplus (against budget) by £1,497,848 at the Quarter Three stage.</li> </ul> <p><i>Capital Programme</i></p> <ul style="list-style-type: none"> <li>The General Fund Capital Programme budget for 2020/21 as revised is £5.05 million. The projected outturn is £2.70 million, representing an underspend of £2.35 million – mostly in respect of programme slippage due to Covid19</li> <li>The HRA Programme for 2020/21 as revised is £5.4 million. The projected outturn is £4.0 million which represents a £1.4 million underspend - mostly in respect of programme slippage.</li> </ul> <p><i>Treasury Management</i></p> <ul style="list-style-type: none"> <li>Cash investments held at 31 December 2020 totalled £38.5 million.</li> <li>Council borrowing at 31 December 2020 totalled £66.8 million.</li> <li>The Council's net interest costs are forecast to be as budgeted for the HRA and £45,560 under for the general fund.</li> </ul> <p><i>Revenue Collection</i></p> <ul style="list-style-type: none"> <li>83.54% of Council Tax was collected by 31 December 2020, compared to 84.63% for the same period last year.</li> <li>79.12% of Business Rates was collected by 31 December 2020 compared with 82.89% for the same period last year.</li> <li>At the end of Quarter Three the value of sundry debt over 60 days old was £236,580 which compares to £152,220 at 31 December 2019</li> </ul>	Appendix A
Procurement	<p><b>The Procurement headlines for the Third Quarter are:</b></p> <ul style="list-style-type: none"> <li>14 procurement activities were completed</li> <li>The Procurement forward plan includes 53 procurement activities for completion/start in 2020/21 (either HPBC only or joint)</li> <li>At the 31 December 2020, 68% of procurement activity undertaken was on the forward plan and the Council paid 94% of its invoices within 30 days</li> </ul>	Appendix B
Performance	<p><b>The Performance headlines for the Third Quarter are:</b></p> <ul style="list-style-type: none"> <li>73% of the key performance indicators on track, with 50% better than the previous year.</li> <li>The Council received 59 complaints, 239 comments and 132 compliments in the Second Quarter.</li> <li>Priority Actions - 11 green, 2 completed, remainder yet to commence</li> </ul>	Appendix C

#### 4. How this Report Links to Corporate Priorities

- 4.1 The successful delivery of all corporate priorities is dependent upon the effective management of performance and financial resources, which is the subject of this report.

## 5. Options and Analysis

5.1 Detailed Analysis is contained within the appendices

## 6. Implications

6.1 Community Safety - (Crime and Disorder Act 1998)  
None

6.2 Workforce  
None

6.3 Equality and Diversity/Equality Impact Assessment  
This report has been prepared in accordance with the Council's Equality and Diversity policies.

6.4 Financial Considerations  
There are substantial financial considerations contained throughout the report.

6.5 Legal  
None

6.6 Sustainability  
None

6.7 External Consultation  
None

6.8 Risk Assessment  
There are a number of risks to the financial position presented, which are identified and explained in the financial report attached at Appendix A.

**CLAIRE HAZELDENE**  
**Acting Executive Director (Finance & Customer Services)**

**Web Links and**  
**Background Papers**

**Location**

**Contact details**

Appendices A-C

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**2020/21**

**Third Quarter  
Financial  
Review**

## 1. Background and Introduction

1.1. In accordance with the Council's Financial Procedure Rules and recommended good practice, a quarterly financial report is presented to members. This is the third such report for 2020/21.

1.2. The report summarises overall financial performance for 2020/21 with particular emphasis on the key sources of financial risk to the Council. Specific considerations are as follows:

- **General Fund Revenue Account (Section 2)** – considers budgetary performance on the General Account by looking at variations in income and expenditure and the funding received by the Council.
- **Alliance Environmental Services (Section 3)** – highlights the performance of the Council's Joint Venture Company providing Waste and Fleet services.
- **Efficiency and Rationalisation Programme (Section 4)** – considers progress in achieving the efficiency and rationalisation savings forecast.
- **Housing Revenue Account (Section 5)** – highlights the budgetary position in respect of the operation of the Council's housing stock.
- **General Fund Capital Programme (Section 6)** – provides an update to Members on progress against the Council's General Fund capital plans.
- **HRA Capital Programme (Section 7)** – provides an update to Members on progress against the Council's HRA capital plans.
- **Treasury Management (Section 8)** – sets out the key statistics in terms of investments and borrowings.
- **Revenue Collection (Section 9)** – considers progress-to-date in collecting the Council Tax, Business Rates and Sundry Debts.



## 2. General Fund Revenue Account

2.1. This section of the report considers the financial performance of the General Fund Revenue Account against budget by looking at variations in income and expenditure and funding received by the Council.

Service (with staff*)	2020/21 Budget	Expected Outturn 2020/21	Variance	Contribution to / (Use of) Earmarked Reserves	Net Variance
	£	£	£	£	£
Alliance Leadership Team	58,290	41,680	(16,610)	-	(16,610)
Audit	10,240	1,230	(9,010)	-	(9,010)
ICT	565,210	590,210	25,000	(25,000)	-
Human Resources	69,480	47,070	(22,410)	-	(22,410)
Member Services	195,220	148,970	(46,250)	-	(46,250)
Property Services	150,680	650,510	499,830	-	499,830
Benefits	(178,470)	(185,470)	(7,000)	(14,700)	(21,700)
Planning Applications	(410,680)	(312,110)	98,570	4,200	102,770
Building Control	56,140	5,740	(50,400)	-	(50,400)
Customer Services	144,390	89,930	(54,460)	-	(54,460)
Legal Services	30,510	28,510	(2,000)	-	(2,000)
Electoral Services	59,470	21,770	(37,700)	-	(37,700)
Licensing and Land Charges	(317,480)	(246,680)	70,800	-	70,800
Regeneration	249,480	343,910	94,430	(73,000)	21,430
Communities and Cultural	293,030	269,690	(23,340)	(17,430)	(40,770)
Housing Strategy**	67,930	(70)	(68,000)	57,000	(11,000)
Transformation	21,250	19,140	(2,110)	-	(2,110)
Community Safety and Enforcement	109,580	76,580	(33,000)	-	(33,000)
Finance Income & Procurement	(131,430)	80,720	212,150	-	212,150
Corporate Finance*	5,457,020	5,560,760	103,740	(200,000)	(96,260)
Waste Collection	1,937,780	1,959,380	21,600	-	21,600
Street Scene	382,770	409,000	26,230	(60)	26,170
Leisure Services	146,770	1,260,310	1,113,540	20,630	1,134,170
Horticulture	310,060	281,030	(29,030)	(780)	(29,810)
Environmental Health	(30,710)	6,510	37,220	-	37,220
<b>Net Total of Services</b>	<b>9,248,530</b>	<b>11,148,320</b>	<b>1,901,790</b>	<b>-</b>	<b>1,652,650</b>
Net Interest	1,677,940	1,634,380	(45,560)		(45,560)
	10,926,470	12,782,700	1,856,230	(249,140)	1,607,090
<b>Funding:</b>					
- external	(10,951,820)	(14,334,060)	(3,382,240)	3,360,640	(21,600)
- reserves contribution to/(from)					
general contingency	138,290	138,290	-	-	-
use of carry forward from 19/20	(24,000)	(24,000)	-	-	-
earmarked	(88,940)	(249,140)	(160,200)	249,140	88,940
- covid 19 support		(2,293,820)	(2,293,820)		(2,293,820)
<b>Projected (Surplus)/Deficit</b>	<b>-</b>	<b>(3,980,030)</b>	<b>(3,980,030)</b>	<b>3,360,640</b>	<b>(619,390)</b>

\* Staff budgets are currently budgeted within Corporate Finance (except for the staff budget of the Carelink service within Housing Strategy which for operational reasons are included within the Service).

\*\* The Council's Housing management costs are charged to the Housing Revenue Account

2.2. A revenue budget of £10,902,470 was set for 2020/21. In accordance with Financial Procedure Rules, the roll forward of £24,000 in unused budgets from 2019/20 has been authorised.

**Corporate Finance (£6,000):** relating to completion of risk management work around the safeguarding of the Buxton Spring Water source.

**Assets (£18,000):** in respect of works to Whaley Bridge War Memorial.

This brings the 2020/21 budget to £10,926,470.

2.3. The table above shows how this budget has been allocated to services.

2.4. The Q3 projected outturn on the General Fund Revenue Account for 2020/21 is £10,307,080. This represents a projected surplus for the year of £619,390.

2.5. There are three service areas with a projected significant underspend (>£50,000):

- **Building Control (£50,400 underspend);** service overbudgeted for the existing delivery model and level of activity.
- **Customer Services (£54,460 underspend);** Changes in working practices brought on by the pandemic have built on existing initiatives to reduce spend across a number of budget heads including post and print.
- **Corporate Finance (£96,260 underspend);** The underlying performance of this service would be a £103,740 overspend were it not for the use of a £200,000 earmarked reserve as set out in section 2.8. The service has been designated to record the proposed application of the Council's Covid 19 earmarked reserve as this is being applied towards meeting an authority wide shortfall between the costs of Covid 19 and any compensation payable by Central Government. The underlying overspend reflects the negative impact of Covid 19 on corporate activities offset by a windfall of Business Rates income. A £103,000 windfall arose through an over-accrual against the 19/20 Pool. Covid 19 has impacted negatively, by some £130,000, income earned from the bottled water franchise and by £70,000 the Council's ability to achieve its efficiency target.

2.6. There are five service areas with projected significant overspends (>£50,000).

- **Property (£499,830 overspend);** Covid-19 has impacted this service significantly in two areas. Car parking where a £442,000 reduction in net income is forecast and Public Conveniences with additional cleaning costs resulting in a £28,000 overspend. Additional costs of some £48,000 are being incurred to facilitate Glossop market activities while the building remedial work progresses. The protracted negotiation of a replacement contract for property maintenance is further adding to budgetary pressures while some savings are accruing from the reduced use of accommodation.
- **Planning (£102,770 overspend);** underspends across a number of budget heads are partially offsetting a predicted £117,000 shortfall in income from planning applications.

- **Licensing and Land Charges (£70,800 overspend);** Covid-19 has reduced demand for both land searches and activity licensing adding a further £55,000 to an underlying £20,000 shortfall in anticipated income based on historic demand.
- **Finance Income and Procurement (£212,150 overspend);** Covid-19 has significantly impacted the Recovery service with income generated from summons activity predicted to be some £170,000 below original expectations due to stalled recovery action. Further budget pressure in the region of £60,000 is predicted in Revenues from the level of spending on external services to support billing processes. This has been exacerbated to a degree by the heavy involvement of staff in administering the payment of Covid 19 business grants – which Government funding has contributed towards. Savings against a small number of other budgets have helped reduce the overall overspend.
- **Leisure (£1,134,170 overspend);** The pandemic has seen the closure and curtailment of leisure facilities and activities significantly impacting the council's leisure contractor. At present, subject to the council continuing to provide cost plus support to the contractor, the Council is anticipating overspends in the region of £779,000 for leisure centre provision and £379,000 in regard to Pavilion Gardens.

2.7. The £45,560 underspend on net interest costs is detailed in section 8.

2.8. The level of funding anticipated for the year is currently forecast £2,476,620 above that budgeted due to the following:

***Business Rates (£3,382,240):***

- The Council expects to receive £3,437,820 in additional S31 grants in the year following the announcement and award of Extended Retail Relief of 100% (33% was forecast in the budget based on the best knowledge at the time); and Nursery Discount (which was not anticipated in the budget). Both of these increases to relief were announced by the government in response to the Covid-19 situation. Accounting practice dictates that these grants are treated as general fund revenue in the year. However, the extended reliefs impact the Collection Fund by increasing the deficit in the year, which will need to be distributed in future years, therefore this additional funding needs to be earmarked to accommodate this and cannot be used to support other services.
- This increase in Business Rates Funding is forecast to be offset in part by an increase in net levy payable on growth to the Derbyshire Business Rates Pool of £55,580 compared to the budgeted amount. After taking into account the additional reliefs awarded, the remaining net business rates income forecast for the end of the year is improved compared to budget setting due to smaller than anticipated amount to be provided for future appeals against rateable values. This is calculated on a percentage basis of Business Rates income therefore the resulting provision required is smaller due to additional reliefs awarded during the year. As a result, the growth calculation is improved and a greater is levy payable.

### **Contribution to Reserves £3,200,440:**

- Earmarked Reserves (£160,200 additional usage):
  - Earmarked reserves are created to match available funding with future projects and activities. Often it is not possible to anticipate when eligible spend will occur and so as the year progresses services will identify projects and schemes where earmarked reserves can be applied.  
At the beginning of the year a £88,940 use of reserves was anticipated but this is now expected to be £249,140. This change is primarily down to movement on a corporate earmarked reserve;
    - The proposed use of the £200,000 Covid 19 earmarked reserve set up at the end of 2019/20. At this time the shortfall accruing to the pandemic in 2020/21 is anticipated to be £227,000. Application of the reserve will reduce this shortfall to £27,000.
  - Business Rates earmarked reserve of £3,360,640 created to match S31 grant income received to the future needs of the Collection Fund.

### **Covid 19 funding (£2,293,820)**

In response to the financial strain placed on local authorities by the pandemic the Government is providing financial support in the form of grants towards exceptional costs and compensation for loss of income. It is anticipated that this support will amount to £2,293,820 made up of the amounts below.

#### *Exceptional Costs Support: (£1,777,070)*

- General Support (£1,256,990 funding):  
The Council has received these monies to support its general activities as impacted by the pandemic.
- Business Grants Administration (£246,500 funding):  
This additional grant relates to the costs incurred administering the allocation of grants to Covid impacted businesses in the District.
- Enforcement Grant (£38,818 funding):  
This funding relates to the costs incurred enforcing lock down requirements in the District.
- Isolation Grants Administration (£24,762 funding):  
This funding relates to the costs incurred administering the allocation of Isolation grants to Covid impacted individuals in the District.
- Track and Trace (£50,000 funding):  
This funding from the County Council is towards the Council's responsibilities for local track and trace.
- National Leisure Recovery (£160,000)  
This is the maximum amount that would currently be claimable under this Government initiative to support recovery of the Leisure Sector (award to be confirmed).

#### *Compensation for loss of income: (£516,750)*

- Loss of Income (£516,750 funding):  
Councils have been promised the facility to claim for up to 75% of net losses against budget for income streams that satisfy set criteria. Based on a prudent interpretation of the guidance, £516,750 is currently anticipated in funding.

### 3. Alliance Environmental Services

- 3.1. Alliance Environmental Services Ltd (AES) delivers waste, fleet, street cleansing and grounds maintenance services to both High Peak Borough and Staffordshire Moorlands District Councils. The Councils are shareholders of the company along with Ansa, which is a wholly owned subsidiary of Cheshire East Council.
- 3.2. AES's financial performance and impact on this Council's budget is summarised below:

2020-21	General Fund	HRA	Total
	£	£	£
<b>AES Contract budget</b>	<b>4,155,710</b>	<b>200,800</b>	<b>4,356,510</b>
Management fee	4,357,160	209,370	4,566,530
Allocation of AES efficiency	(115,620)	(4,920)	(120,540)
Contract pressures	48,050	8,030	56,080
Covid-19 costs	94,870	630	95,500
<b>Total management fee payable</b>	<b>4,384,460</b>	<b>213,110</b>	<b>4,597,570</b>
Allocation of Joint Operation Profit	(85,820)	(3,650)	(89,470)
<b>Net total</b>	<b>4,298,640</b>	<b>209,460</b>	<b>4,508,100</b>
<b>Variance to budget</b>	<b>142,930</b>	<b>8,660</b>	<b>151,590</b>

- 3.3. The AES business plan for all services delivered to the Council during 2020/21 includes a budgeted management fee of £4,566,530. The Council's share of the total AES revised efficiency target for 2020/21 of £120,540 is repayable to the Council and is allocated against the management fee costs.
- 3.4. Contract pressures totalling £56,080 are forecast at quarter 3 which relate to the closure of the Melandra depot. Additional costs of £95,500 are also anticipated as a result of the Covid-19 outbreak; these relate to provision of cleaning products, PPE and additional agency costs.
- 3.5. Under accounting standards, AES's financial performance is incorporated in to the Councils' single entity statements as a 'Joint Operation' as opposed to separate group accounts being reported. The profit is therefore apportioned between the two Councils and the respective services in line with the input of budgeted resources from each department. The Council's share of the forecast profit at the end of quarter 3 is £89,470 and is offset against the management fee costs.

### 4. Efficiency and Rationalisation Programme

- 4.1. This section of the report considers the financial performance of the Council's Efficiency and Rationalisation Programme in 2020/21.
- 4.2. The Council's Medium-Term Financial Plan (approved in February 2017) included the four-year (2017/18 – 2020/21) Efficiency and Rationalisation Strategy targeting savings of £2.1 million.

- 4.3. The Efficiency and Rationalisation Strategy is premised on the need to both reduce expenditure and increase income. The need to grow income is now more of a priority as the Council moves more towards being self-financing. The strategy has been developed with the underlying principles of protecting frontline service delivery. It is also intended that the strategy is a tool to enable the Council to ensure that its service spending is determined by the established priorities set out in Corporate Plan.
- 4.4. The 2020/21 budget was set in February 2020 with the assumption of £410,000 of savings in the year. This figure comprised £810,000 from the original strategy reduced by £305,000 in re-profiled savings and £95,000 income generation savings deferred into 2021/22. A further £153,000 of savings were realised in quarter 4 of 2019/20 (after the MTFP was presented), reducing the amount to be achieved in 2020/21 to £257,000. The major focus of the savings programme in 2020/21 being on growth and income generation.
- 4.5. At the end of Quarter Three, £210,000 savings have been taken against the 20/21 efficiency target.
- 4.6. The current situation, regarding the on-going effect of the Covid-19 pandemic, places into doubt some of the savings taken out of the budget during 2019/20; particularly those relating to the Leisure Services contract. There is also a risk that the current year savings will not be fully achieved, particularly those relating to growing fees and charges and income generation. At this stage it is assumed that there will be a shortfall in savings of £47,000.
- 4.7. The Authority carries a longstanding reserve earmarked to support the Efficiency Strategy which can be drawn on to offset one-off costs of delivering the efficiency programme, such as redundancy costs. The reserve currently stands at £200,000. It has not been necessary to draw on this reserve in previous years so it remains intact to underwrite performance against future savings targets in the Efficiency Programme.

## **5. Housing Revenue Account (HRA)**

- 5.1. This section of the report considers the financial performance of the Council's Housing Revenue Account and highlights the budgetary position in respect of the operation of the Council's housing stock.
- 5.2. The 2020/21 Housing Revenue Account budget was originally set to produce a deficit of £814,870 supported by reserves. The Chief Financial Officer has, in accordance with Financial Procedure Rules, authorised the roll forward of £120,000 in unused budgets from 2019/20 to facilitate completion of capital component works (bathrooms; kitchens; electrical works and wet rooms) halted during the Covid 19 pandemic lockdown period in March 20. This brought the 2020/21 budget to a deficit of £934,870.

- 5.3. Provisional outturn expenditure on the Housing Revenue Account at the third quarter stage is £14,535,568 with estimated income of £15,089,546. This represents a surplus for the year of £562,978 (i.e. £1,497,848 below budget – therefore no reserves are required to fund HRA activities in year).

Housing Revenue Account	2020-21 Approved Budget £	Q3 Changes £	2020-21 Revised Budget £	2020-21 Expected Outturn £	Variance £
<b>INCOME</b>					
Dwellings Rents	(14,370,910)	-	(14,370,910)	(14,345,659)	25,251
Non - Dwelling Rents Etc	(671,660)	-	(671,660)	(752,887)	(81,227)
<b>Sub-total income</b>	<b>(15,042,570)</b>	-	<b>(15,042,570)</b>	<b>(15,098,546)</b>	<b>(55,976)</b>
<b>EXPENDITURE</b>					
Repairs & Maintenance	4,341,520	-	4,341,520	4,406,370	64,850
Supervision & Management	2,618,150	-	2,618,150	2,534,530	(83,620)
Rents, rates, taxes Etc.	113,030	-	113,030	117,030	4,000
Other Operating Expenditure	761,310	-	761,310	759,060	(2,250)
Depreciation & Impairment	2,099,030	-	2,099,030	2,099,030	-
Interest & Debt Management	2,746,340	-	2,746,340	2,746,645	305
Contribution to Capital	3,298,060	-	3,298,060	1,872,903	(1,425,157)
<b>Sub-total expenditure</b>	<b>15,977,440</b>	-	<b>15,977,440</b>	<b>14,535,568</b>	<b>(1,441,872)</b>
<b>Surplus(-)/Deficit</b>	<b>934,870</b>	-	<b>934,870</b>	<b>(562,978)</b>	<b>(1,497,848)</b>
Use of Reserves	(934,870)	-	(934,870)	562,978	1,497,848
<b>Balance</b>	-	-	-	-	-

- 5.4. The Council has a duty, in accordance with Part VI (Section 74) of the Local Government and Housing Act 1989, to maintain a “Housing Revenue Account” (HRA). By “ring -fencing’ the Housing Revenue Account, the Council ensures that the management and maintenance of the Council’s housing stock is funded from the income generated by rents and other related sources. The Council is required under Part VI (Section 76) to prevent a debit balance each year on the HRA by setting the appropriate budget and monitoring progress against that budget throughout the financial year. The credit balance predicted by the Council at this third quarter stage will be transferred to reserves within the Housing Revenue Account.
- 5.5. There is just one significant (>£50,000) overspend on the HRA:
- Repairs and Maintenance £64,850 – There are a number of variances contributing to this overspend; the most significant relate to the use of sub-contractors and agency staff (£120,000); the increased costs associated with asbestos surveys (£40,000); the increased costs of materials (£30,000) offset by less trade waste disposal costs (£70,000) and general underspends within compliance (-£50,000)
- 5.6. There are three significant (>£50,000) underspends to be noted at this stage.
- Income - Non-Dwelling Rents (£81,227) – increased income from service charges has been responsible for the majority of this positive variance.

- Supervision and Management (£83,620) – There are numerous small variance contributing to this underspend, however two significant variances include firstly, the reduction in employee costs (£40,000) and the second reflects stalled spend within communities and tenant participation budgets (£40,000)
- Contribution to Capital (£1,425,157) – This underspend relates to delays in commencement and completion of a number of Capital Schemes and is reflective of the changes to the capital programme detailed in Section 7 below.

## 6. General Fund Capital Programme

6.1. This section of the report provides an update to Members on the Council's General Fund Programme.

6.2. The table below shows a high level (service) summary of the General Fund Capital Programme position at 31st December 2020. Further detail on a scheme by scheme basis is contained in Annex A.

	2020/21 Approved Budget £	Q3 Changes £	2020/21 Revised Budget £	Expected Outturn 2020/21 £	Expected Variance 2020/21 £
<b>Housing</b>	667,000	-	667,000	170,000	(497,000)
<b>Housing Standards</b>	550,290	-	550,290	330,000	(220,290)
<b>Property Services</b>	2,538,870	-	2,538,870	1,557,060	(981,810)
<b>ICT</b>	135,210	-	135,210	198,360	63,150
<b>Fleet /CCTV</b>	982,760	-	982,760	222,540	(760,220)
<b>Leisure Services</b>	60,000	-	60,000	70,000	10,000
<b>Regeneration</b>	13,250	-	13,250	63,250	50,000
<b>Horticulture</b>	99,040	-	99,040	90,000	(9,040)
<b>Total</b>	<b>5,046,420</b>	-	<b>5,046,420</b>	<b>2,701,210</b>	<b>(2,345,210)</b>
<b>Funding:-</b>					
<b>External Contributions</b>	550,290	-	550,290	523,070	(27,220)
<b>Planning Obligations</b>	43,000	-	43,000	43,000	-
<b>Capital Receipts(Land)</b>	725,000	-	725,000	57,180	(667,820)
<b>Capital Receipts(one for one)</b>	667,000	-	667,000	170,000	(497,000)
<b>Capital Receipts(vehicles)</b>	32,500	-	32,500	-	(32,500)
<b>Capital Reserves</b>	100,000	-	100,000	100,000	-
<b>Earmarked Reserves</b>	64,450	-	64,450	64,450	-
<b>Borrowing</b>	2,864,180	-	2,864,180	1,743,510	(1,120,670)
<b>Total</b>	<b>5,046,420</b>	-	<b>5,046,420</b>	<b>2,701,210</b>	<b>(2,345,210)</b>

6.3. The 2020/21 General Fund Capital Budget was approved by Members in February as part of the Medium Term Financial Plan £4,650,750. An increase to the programme of £385,670 was then approved by Executive in July as part of the Provisional Outturn report and reflected the carry forward of budget from 2019/20. A new project budget of £10,000 has also been added during Quarter 1. The overall approved budget now stands at £5,046,420.



6.4. The changes made to the capital programme since approval in February are as follows:-

- (£385,670 increase) The carry forward of 2019/20 capital budget variances as a result of projects which were either behind schedule or had progressed quicker than expected in the year.
- (£10,000 increase) Individual Executive Decision 27<sup>th</sup> June 2017 approved the use of Section 106 planning obligation funds towards football projects; a contribution has now been paid to support a planned project to develop Cemetery Road Football Club and Community Hub in Glossop.

6.5 The General fund capital programme is currently forecast to record an overall net underspend position of £2,345,210 made up of the following variances:-

- (£2,295,210 underspend) - The Covid-19 out-break has contributed to delays in delivery of the Capital Programme. Slippage against a number of projects has been re-profiled in the latest Medium Term Financial Plan Review to reflect a more realistic timing of when capital expenditure will be incurred in the current circumstances.
- (£50,000 overspend) - Buxton Crescent Hotel & Spa - The Buxton Crescent Hotel and Thermal Spa construction stage has completed. The Hotel opened for one month in October before being closed due to national Coronavirus restrictions. Additional professional fees including project management costs are included in the anticipated overspend up until the formal transfer, signing of the main lease of the building in February

6.6 The significant change to the funding requirements are set out below:-

- Capital Receipts – £667,820 land sales originally forecast are not now anticipated to be completed by the end of this financial year
- Overall capital funding which will be applied to the 2020/21 Capital Programme is lower than forecast, reflecting the revised timing of capital spend, hence a reduced borrowing requirement of £1,120,670 against the revised budget.

## **7. Housing Revenue Account Capital Programme**

7.1. This section of the report provides an update to Members on the Council's HRA capital spending.

7.2. The table below shows a high level summary of the HRA Capital Programme at 31<sup>st</sup> December 2020. Further detail on a scheme by scheme basis is contained in Annex B.

Scheme	2020-21 Approved Budget	Q3 Changes	2020-21 Revised Budget	2020-21 Expected Outturn	2020-21 Variance
	£	£	£	£	£
Asset Management Works	4,759,590	-	4,759,590	3,577,090	(1,182,497)
Repairs Team Capital Works	295,000	-	295,000	204,840	(90,160)
Commissioning Fees	100,000	-	100,000	100,000	-
Vehicle Purchasing	242,500	-	242,500	90,000	(152,500)
<b>Total</b>	<b>5,397,090</b>	<b>-</b>	<b>5,397,090</b>	<b>3,971,930</b>	<b>(1,425,160)</b>
<b>Funding:</b>					
Major Repairs Reserve	2,099,030	-	2,099,030	2,099,030	-
HRA Contribution	3,298,060	-	3,298,060	1,872,900	(1,425,160)
	<b>5,397,090</b>	<b>-</b>	<b>5,397,090</b>	<b>3,971,930</b>	<b>(1,425,160)</b>

7.3. The 2020/21 HRA Capital budget of £5,277,090 was approved by members in February 2020 as part of the MTFP.

7.4. The Chief Financial Officer has, in accordance with Financial Procedure Rules, authorised the roll forward of £120,000 in unused budgets from 2019/20 to facilitate completion of capital component works (bathrooms; kitchens; electrical works and wet rooms) halted during the Covid 19 pandemic lockdown period in March 20. This brings the total HRA Capital Programme to £5,397,090.

7.5. £1,914,849 has been incurred on HRA Capital Schemes principally on Roofing schemes, kitchens, window and door replacements. This is lower than expected and reflects the accessibility issues during lockdown due to the coronavirus.

7.6. Consequently, some of the HRA spend has been delayed until 2021/22 or were originally re-profiled to commence late autumn 2020, however further lockdown measures have resulted in further restricted access to a number of sites, thereby increasing the anticipated underspend to £1,425,157 mainly in the following project areas:

- Boiler Replacement – Queens Court (£200,000) - Due to the inability to access all areas of this sheltered block during the early part of the year, this scheme has been put on hold until 21/22.
- Radiator Replacements – Milton Court & Eccles Fold (£130,000) – The lack of access to individual flats during the early part of the year has resulted in this scheme also being put on hold until 21/22.
- Lift Replacement Scheme – (£182,000) – Problems with access have resulted in necessary engineer and survey reports being delayed. It is anticipated that the tender will be issued in February 2021. Some spend (approximately £18,000) is expected to take place towards the end of the financial year however the majority of spend will take place in 21/22.
- Electrical Works – (£260,000) – Problems with access to properties and then contractor availability to deliver the required volume of electrical testing has resulted in a late start to the contract resulting in slippage into 21/22.

- Bathroom Replacements – (£220,000) – This scheme began in October, much later than expected and has begun to gain momentum, however, despite this there will be some slippage into 21/22.
  - Aids and Adaptations – (£183,000) – The nature of this schemes means that the tenants who receive adaptations or wet room installations tend to be either vulnerable and/or shielding thereby preventing safe access to the properties.
  - Vehicle Replacement programme – (£152,500) – Procurement for the replacement of existing repairs vehicles is due to commence soon, thereby delaying anticipated fleet costs of £242,500 until early 21/22. Offsetting this, there is anticipated spend to provide four additional new vehicles for an electrician and estate caretaker posts.
- 7.7. Capital funding expected to be applied during 2020/21 is lower than forecast due to the variances noted above.

## **8. Treasury Management**

- 8.1. This section of the report sets out the key Treasury Management statistics in relation to the Council's investments and borrowings. This report comprises a high level Treasury Management summary. The Audit and Regulatory Committee receives detailed operational updates on Treasury Management.

### *Investments*

- 8.2. Cash Investments held on the 31<sup>st</sup> December 2020 totalled £38.5million. The average level of funds available for investment up to the end of the quarter totalled £32.1million and £74,130 interest was earned.
- 8.3. The Council has budgeted to receive £160,000 in investment income in 2020/21. A shortfall of £54,220 is anticipated against this budget due to falling interest rates following the reduction of the Bank of England base rate to 0.10% in March 2020.
- 8.4. At the end of July the Council received an unexpected 16<sup>th</sup> dividend payment from the former Icelandic investment with Heritable Bank of £10,518.59. This will be treated as windfall income in the year and offsets some of the investment income shortfall against the budget.

### *Borrowing*

- 8.5. Outstanding borrowing at 31<sup>st</sup> December 2020 totalled £66.8 million. The Council's general fund and HRA budgeted to incur £1,837,940 and £1,746,340 respectively in interest charges and other financing costs in 2020/21. This was based on existing external debt and new external debt to be taken during quarter 4 to fund the borrowing requirements arising from general fund capital programmes.
- 8.6. No 'new' borrowing or refinancing activity is now forecast during the year. In addition the Minimum Revenue Provision (MRP) charge for the year is smaller than anticipated relating to the smaller borrowing requirement on the 2019-20 capital programme. Therefore an underspend of £89,260 is forecast on overall borrowing costs.

## 9. Revenue Collection

9.1. The collection rate outturn for Quarter 3 2020/21 was as follows:

- **Council Tax** – 83.54% of Council Tax was collected by 31<sup>st</sup> December 2020, compared to 84.63% for the same period last year.
  - The effects of Covid-19 on collection rates are being monitored. The variance in the collection of Council Tax appears to be largely due to the delay in the commencement of recovery action and/ or inability to pay as opposed to deferred payment plans;
- **Business Rates** – 79.12% of Business Rates was collected by 31<sup>st</sup> December 2020, compared with 82.89% for the same period last year.
  - An analysis of the 15 NNDR accounts with the highest Rateable Values indicates that deferred payment plans account for majority of the variance in collection rates and this will unwind over the year assuming businesses can maintain their deferred plans when they commence.
- **Sundry Debts** - The value of sundry debts over 60 days old at the end of Quarter 3 was £236,580 which compares with £152,220 at 31<sup>st</sup> December 2019. The level of arrears has been impacted by a delay in recovery action following onset of the pandemic.

General Fund Capital Programme Update 31<sup>st</sup> December 2020

Scheme	2020/21 Approved Budget	Q3 Changes	2020/21 Revised Budget	Expected Outturn 2020/21	Expected Variance 2020/21
	£	£	£	£	£
<b>Housing &amp; Housing Standards</b>					
Affordable Housing Project	667,000	-	667,000	170,000	(497,000)
Disabled Facilities Grants	489,110	-	489,110	300,000	(189,110)
Landlord Accreditation	61,180	-	61,180	30,000	(31,180)
	<b>1,217,290</b>	<b>-</b>	<b>1,217,290</b>	<b>500,000</b>	<b>(717,290)</b>
<b>Property Services</b>					
Asset Management Programme	2,538,870	-	2,538,870	1,557,060	(981,810)
	<b>2,538,870</b>	<b>-</b>	<b>2,538,870</b>	<b>1,557,060</b>	<b>(981,810)</b>
<b>ICT</b>	135,210	-	135,210	198,360	63,150
	<b>135,210</b>	<b>-</b>	<b>135,210</b>	<b>198,360</b>	<b>63,150</b>
<b>Fleet Management</b>					
Vehicle/Plant Acquisitions	932,760	-	932,760	162,750	(770,010)
CCTV	50,000	-	50,000	59,790	9,790
	<b>982,760</b>	<b>-</b>	<b>982,760</b>	<b>222,540</b>	<b>(760,220)</b>
<b>Leisure Services</b>					
Outdoor Sports Facilities Fund	50,000	-	50,000	60,000	10,000
Football Development	10,000	-	10,000	10,000	-
	<b>60,000</b>	<b>-</b>	<b>60,000</b>	<b>70,000</b>	<b>10,000</b>
<b>Regeneration</b>					
Buxton Crescent & Spa	13,250	-	13,250	63,250	50,000
	<b>13,250</b>	<b>-</b>	<b>13,250</b>	<b>63,250</b>	<b>50,000</b>
<b>Horticulture</b>					
Play Facilities	99,040	-	99,040	90,000	(9,040)
	<b>99,040</b>	<b>-</b>	<b>99,040</b>	<b>90,000</b>	<b>(9,040)</b>
<b>Total General Fund</b>	<b>5,046,420</b>	<b>-</b>	<b>5,046,420</b>	<b>2,701,210</b>	<b>(2,345,210)</b>

Housing Revenue Account Capital Programme Update 31<sup>st</sup> December 2020

Scheme	Approved Budget 2020/21	Q3 Changes	2020/21 Revised Budget	2020/21 Expected Outturn	Over / (Under) Spend
<b>ASSET MANAGEMENT WORKS:</b>	£	£	£	£	
Roofing & External Works	460,000	-	460,000	536,000	<b>76,000</b>
Gamesley Cladding Works	200,000	-	200,000	125,000	<b>(75,000)</b>
Bathroom Programme	420,000	-	420,000	200,000	<b>(220,000)</b>
Kitchen Programme	974,170	-	974,170	1,074,170	<b>100,000</b>
Electrical Works	429,430	-	429,430	169,430	<b>(260,000)</b>
Central Heating Works	224,630	-	224,630	-	<b>(224,630)</b>
Queens Court Boiler Replacement	200,000	-	200,000	-	<b>(200,000)</b>
Windows and Doors Programme	1,193,360	-	1,193,360	1,126,930	<b>(66,430)</b>
Aids & Adaptations	345,000	-	345,000	162,000	<b>(183,000)</b>
Structural Works (Various)	93,000	-	93,000	136,467	<b>43,467</b>
Lift Replacements	200,000	-	200,000	18,000	<b>(182,000)</b>
Queens Court Lightning Protection	20,000	-	20,000	29,096	<b>9,096</b>
	<b>4,759,590</b>	<b>-</b>	<b>4,759,590</b>	<b>3,577,093</b>	<b>(1,182,497)</b>
<b>REPAIRS TEAM CAPITAL WORKS</b>					
Void Rewires	70,000	-	70,000	48,890	<b>(21,110)</b>
Void Kitchens	155,000	-	155,000	96,450	<b>(58,550)</b>
Void Bathrooms	70,000	-	70,000	59,500	<b>(10,500)</b>
	<b>295,000</b>	<b>-</b>	<b>295,000</b>	<b>204,840</b>	<b>(90,160)</b>
<b>STAFFING &amp; PROFESSIONAL FEES</b>					
Staffing Recharges/ Commissioning Costs	100,000	-	100,000	100,000	-
	<b>100,000</b>	<b>-</b>	<b>100,000</b>	<b>100,000</b>	<b>-</b>
<b>VEHICLE PURCHASING</b>					
Vehicle Purchases	242,500	-	242,500	90,000	<b>(152,500)</b>
	<b>242,500</b>	<b>-</b>	<b>242,500</b>	<b>90,000</b>	<b>(152,500)</b>
<b>TOTAL SPEND</b>	<b>5,397,090</b>	<b>-</b>	<b>5,397,090</b>	<b>3,971,933</b>	<b>(1,425,157)</b>



**2020/21**

**Third Quarter  
Procurement  
Review**

## 1. Introduction

- 1.1 A key element of the financial savings included in the Council's Efficiency & Rationalisation Strategy is being met from Procurement activity which was approved by Full Council in February 2017.
- 1.2 The current Procurement Strategy was developed to ensure that its objectives linked closely with the Council's overall strategic vision and aims and objectives. The key actions included, delivery of cashable savings, development of a professional Procurement unit, updated Procurement Rules to support transparency and the implementation of electronic tendering processes and procurement systems.
- 1.3 The Procurement Strategy is now due for updating and is scheduled for presentation during 2021 initially as an Information Digest report to obtain Member feedback prior to final approval (this was planned for 2020, but has been delayed due to Covid related workload). The revised strategy will focus on the following key objectives to support the aims of the Council's Corporate plan:
- Delivering Value for Money
  - Commercial focus and effective Contract Management
  - Maintaining Transparency and Ethical practices through effective leadership
  - Promoting Responsible and Sustainable Procurement
  - Supporting the Local Economy and Business Growth
  - Delivering Social Value (CSR) through our Contracts

## 2. Third Quarter Completed Procurements

- 2.1 The activity supported by the procurement function for the third quarter October 2020 to December 2020 is summarised below:

Third Quarter	High Value (> £181,000)	Low Value (< £181,000)	Total
HPBC Only	0	11	11
JOINT (HP/SM)	1	2	3
<b>TOTAL</b>	<b>1</b>	<b>13</b>	<b>14</b>

- 2.2 Annex A provides details of the 14 procurement exercises completed during Quarter three.

## 3. 2020/21 Procurement Forward Plan

- 3.1 The table below details the number of exercises which fall into either low or high value (profiled over full contract term) scheduled for either completion or starting in 2020/21.



<b>2020/21 Activity</b>	<b>High Value (&gt; £181,000k)</b>	<b>Low Value (&lt; £181,000k)</b>	<b>Total</b>
HPBC	7	25	32
JOINT (HP/SM)	3	18	21
<b>TOTAL</b>	<b>10</b>	<b>43</b>	<b>53</b>

In addition to the above, there are 222 listed entries brought forward from previous years (for review and completion for both HPBC and SMDC combined). It should be noted that the items listed are a combination of recurring contracts coming up to expiry, one offs, new items off contract and aggregate spend opportunities

3.2 Some of the more significant 'high level' procurement activity that is scheduled for delivery in 2020/21 includes:

- IT Managed Service Support Contract
- Glossop Halls project support appointments of consultants and main contractors
- Supporting delivery of the Fleet Replacement Strategy
- Facilities Management & Building Condition Surveys
- Fairfield Roundabout main Contractor procurement
- Glossop Market Halls projects and Phase 2 Municipal Buildings Roofing and internal works – Main contractor procurement
- Accelerated Housing Delivery programme support
- Construction Materials Supplies – Direct Services
- HRA minor works contracts – Electrical / Roofing / Bathrooms / Heating capital programmes

#### 4. Procurement Performance

4.1 This third reports on the Council performance in terms of procurement activity and the payment of suppliers.

4.2 Performance for the third quarter is highlighted below:-

<b>Performance Indicator</b>	<b>Target</b>	<b>Performance at 31<sup>st</sup> December 2020</b>
% of Alliance Procurement Activity on Forward Plan	65%	68%
Annual contract spend as % of gross expenditure budget	85%	92%
% Of invoices paid within 30 days	96%	94%

*Performance Indicators – targets off track*

4.3 Invoice payments made within 30 days for the third quarter did not achieve target, the additional duties in relation to administering the Business payments and

reduced resources in the team over the summer due to long term sick has affected the performance on invoice payments. Although the position is recovered in terms of backlog the impact of quarter two has had affected the cumulative position over the year.

- 4.4 For 2020/2021 additional new performance indicators have been introduced, these are currently being measured to establish targets to implement for 2021/2022.

<b>Performance Indicator</b>	<b>Target TBC for 21/22 (baseline to be established 20/21)</b>
Supplier (Creditor) spend within the local area as a % of total spend	In progress: establishing baseline
% of Contracts awarded to local suppliers following submission of EOI* (over £5,000)	In progress: Method review of source data extraction
% of EOI* that come from businesses within the local area (over £5,000)	In progress: Method review of source data extraction

*\*EOI – Expression of Interest*

## Third Quarter Procurement Activity Completed – HPBC

Contract Title	Brief contract description	Recurring or One Off	Service Area	Procedure	Award Detail	Term / Duration	Total Contract Value £
Residential Stair Lift Services Housing	Maintenance and repairs contract	Recurring	Assets	Framework	Stannah	2 + 2 yrs	160,000
Sub Contracting Framework – Minor works	Multi skilled trades sub contractors framework:  Plumbing Plastering Joinery	Recurring	Housing Repairs / Assets	Open Tender	Brendan Fern  Derby Gas Services  Fenax Developments  Victoria Baker Homes	1 yr	150,000
Telephone line connections	Telephone lines Housing Tenancy Services Including: Buildings Fire Alarms Group Schemes Carelink Individual Users Lines	Recurring	Housing Tenancy	Direct Award	Telesis	1 yr	62,400
Exercise By Referral – GPs	GP Referral Programme  To support Inactive adults in increasing exercise and physical activity in some cases after health conditions	Recurring	Service Commissioning	Single Sources	New Bodies (New Mills & Buxton)  Glossop Leisure Centre  Chapel Leisure Centre	1 yr	32,800 (split)
Capacity Support for HE HIF Roundabout Project	Consultancy Appointment to assist with delivery of Homes England HIF funded Fairfield Roundabout.	One Off	Regeneration	Single Source	AECOM	6 months	18,559
Buxton HAZ Cultural Consortium Pilot Project	Consultancy support for Buxton HAZ project - Cultural Pilot project 'Capturing a Moment'	One Off	Regeneration	Single Source	Babbling Vagabonds and Illuminous	4 months	12,500
Fire Alarm Appraisal Sheltered Schemes	External expertise to review Fire alarms in sheltered accommodation	One Off	Assets	Existing contract - CCN	AHR	2 months	8,950
Review of Viability Assessment	Planning application external consultancy	One Off	Development Control	RFQ	Keppie Massey	6 months	5,000

Public Health Funding projects (DCC)	Various projects - subject to funding decisions for Local Authority  Walking for Health - Be Well Glossop	Recurring	Service Commissioning	Direct Award	Well Fit health and Wellbeing CIC	1 yr	5,500
Landscape Architect to support Planning appeal	Planning application external consultancy	One Off	Development Control	Single Source	Stuart Ryder Landscapes	2 months	4,931
Buxton HAZ Community Engagement Plan	Consortium lead by University of Derby - community engagement project for Buxton HAZ	One Off	Regeneration	Single Source	Designing Dialogue SHED	1 month	2,500

### Third Quarter Procurement Activity Completed – JOINT (HPBC & SMDC)

Contract Title	Brief contract description	Recurring or One Off	Service Area	Procedure	Award Detail	Term / Duration	Total Contract Value £
AES Fleet replacements Street Sweepers	Purchase of 2 new Street Sweepers	One Off	Service Commissioning	Framework Direct Award	Stock Sweepers Ltd	12 – 16 wks	335,586
Covid-19 Marshalls – Agency workers	Temporary additional resources Supporting the Environmental health teams in response to Covid-19	One Off	Regulatory – Environmental Health	Single Source	Red Snapper Group	6months (initially)	40,000
Pollution Team Agency Support	Temporary additional resources supporting Pollution team	One Off	Regulatory – Environmental Health	Single Source	Vivid	2-3 months	10,800

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**High Peak Performance and Customer Feedback Report: 2020/ 2021 (Q3)**

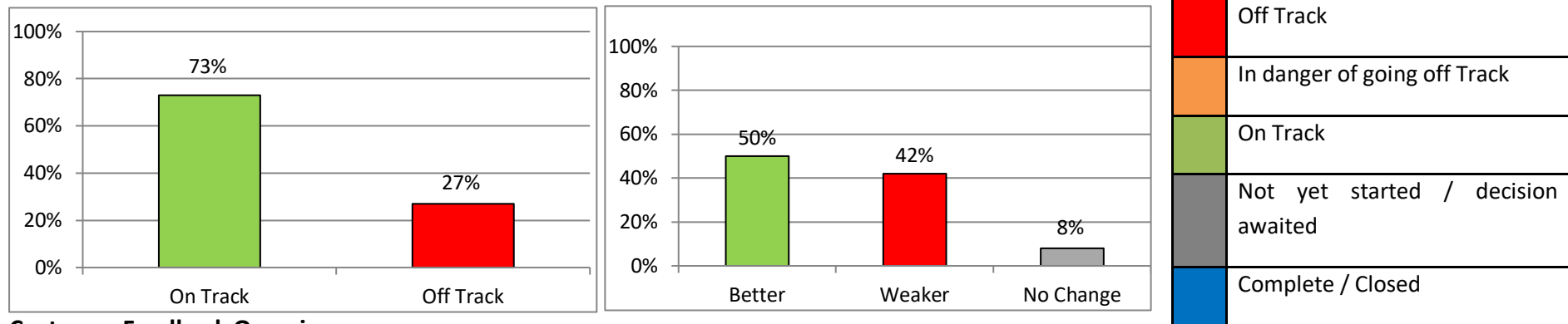
## High Peak Q3 Summary

The following report provides Councillors with an overview of performance at High Peak for the period April to December 2020 in relation to the Council’s corporate plan priorities and the associated performance targets and projects. The report also provides an overview of the results from the Council’s customer feedback system in terms of how we handle and learn from complaints, and the level of comments and compliments.

### Performance Overview

There are 152 ‘monthly’, ‘quarterly’ and ‘annual only’ reported performance measures at High Peak (31 more than last year). The chart below shows the results for the nine months from April to December 2020 against the monthly and quarterly measures only, which make up approximately a third of the performance framework. The Q3 results reflect the revised performance framework that was agreed in response to the assessed impact of the pandemic on this year’s operational performance targets. At 73% ‘on track’ the results are 9% higher than this point last year, and the trend shows that 58% of measures are performing in line with or better than last year. Both trend and target results are lower than the Q2 position. The actions being taken to address the ‘off track’ measures are detailed at the end of this report.

The report also provides an update on the progress of key projects that contribute to the priority actions outlined in the Corporate Plan. The table below right explains the colour coding used to describe the status of these actions / projects.

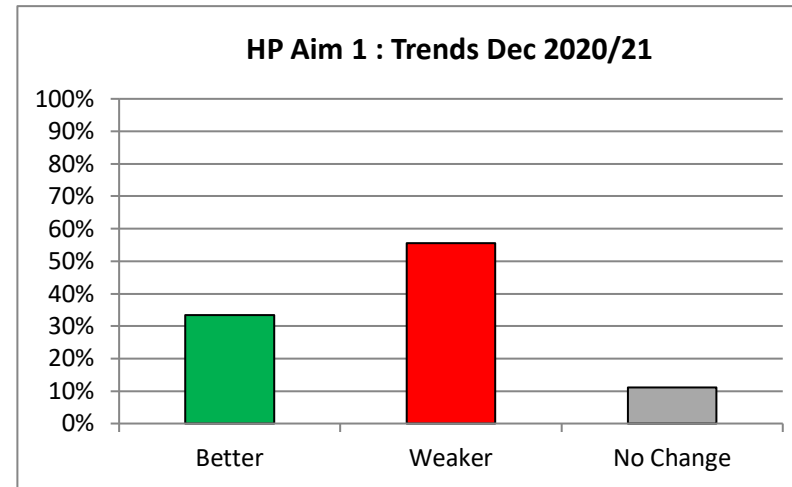
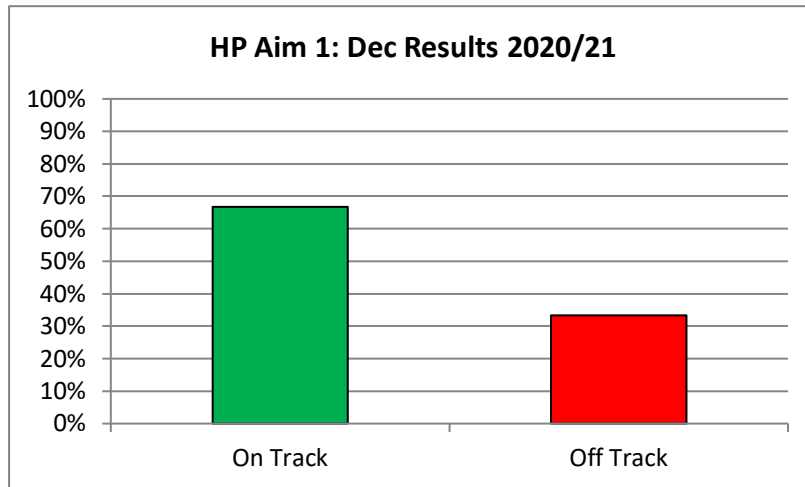


### Customer Feedback Overview

The number of complaints closed during Quarter Three (59) was much lower than last year (102). There have been no repeat complaints and the council is on track for responding to complaints in 20 working days. This report includes further details of the lessons learned from complaints and any repeat issues, where relevant.



## Aim 1: Help create a safer and healthier environment for our residents to live and work



Performance against the objectives supporting aim one remains relatively strong. However, High Peak's performance has dipped from 73% to 67% on track this month. The PI behind High Peak's dip is Carelink's 'installation within 15 days of referral' target, which has dipped below the 95% level due to three residents delaying installation because of shielding / self-isolating. On a positive note, the number of temporary accommodation placements over 6 weeks has decreased, down from 18 to 13 at High Peak, with no families included in this snapshot figure.

### Celebrating Success:

At the end of Quarter 3, the following performance indicators are outstripping their targets:

- ✓ Carelink emergency response times
- ✓ settled accommodation outcomes from homelessness prevention duty
- ✓ repairs performance
- ✓ processing benefit new claims and change of circs
- ✓ external sports funding secured

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – December
Complete the review of the CCTV system and implement the agreed recommendations		The upgrade of the control room has started. A progress meeting was arranged with the contractor at the end of September. Should start replacing the cameras this month.
Develop and implement an ongoing leisure facilities improvement plan focused on improving the health and well-being of residents		Consultancy tenders have been reviewed; interviews were held in November in order to aid the selection of the consultants. Interviews were successful for consultant; meetings are ongoing.
Implement the accelerated housing delivery programme		<p>Scopes have been issued to three topographical survey companies and three ecologists, Curtins were due to provide initial thoughts on a programme of works by early November. There are two options for the procurement of sub-contractors, either as part of the Curtins package; or contracted directly with the Council. Both options to be costed. Individual project updates within the programme:</p> <ul style="list-style-type: none"> <li>- Fairfield Roundabout: Members have noted the construction costs and have approved that the project progresses. In addition, they have approved to accept the advanced funding from HE of up to £500,000 for the detailed design and procurement and the GC mitigation works. The HIF GFA is currently being amended by HE to incorporate the Granby Rd B LAAC award. The council cannot accept advance until revised GFA issued and agreed. Council have agreed to appoint Aecom to provide capacity support and an inception meeting is planned for the 2 Nov. Hogshaw disposal report has been approved subject to additional recommendations re: Planning issues (drainage, flooding, access garages play area etc) included in the HoT. In Order to keep the project progressing swiftly the council has requested that DCC embark on the detailed design at risk until we can take receipt of the advance. DCC considering request. Waiting for an offer for council owned site at Waterswallows and assets to appoint land agents to provide a valuation. Offer will depend on price being paid for remaining land in third party ownership</li> <li>- Granby Road- Amalgamation of the HIF and the LAAC has been proposed by Homes England, milestones will be revised accordingly for the project. Phase 2 ground investigations are on site and a cap of limestone bedrock has been found over the voids. A different approach is needed to penetrate the cap. Additional budget has been agreed to revise the ground investigation works accordingly. The additional sum has been taken from the contingency budget with no implications for the wider LAAC budget or the Council’s own funds. Marketing</li> </ul>

		the site has generated a good level of interest so far, with 17 different parties signed up to the Data Room. The initial bid deadline was 23rd November. CBRE will filter out those bidders unable to meet the conditions and a shortlist of companies will be invited to make a best and final offer once the phase 2 ground investigation report is available.
Develop a Private Sector Housing Strategy to improve conditions for private renters		Kick off meeting to be held in January. Project group identified, existing housing strategies to be reviewed to incorporate Private Sector Housing and incorporate links with the Climate Change Agenda.
Review the Council's community support arrangements in order to maintain strong partnerships with community groups		Review of community support arrangements - started looking at a grant review to support in 2021/2022. Pilot programme being booked for 2021
Review the Community Safety Strategy to ensure that the Council is supportive in fighting crime and anti- social behaviour		Review of CSS at both Councils to be completed by April 2021 along with proposals for the future. A discussion is underway to split High Peak from Derbyshire Dales, the recommendation to move away from the partnership.
Review the Sport and Physical Activity Strategy in order to integrate communities and sports clubs into the delivery of its objectives		<p>Next steps:</p> <ul style="list-style-type: none"> <li>• Undertake scoping work including review of current data/statistics, review of Sport England, Active Derbyshire and SASSOT's strategy position, engage stakeholders/partners <ul style="list-style-type: none"> <li>• Formulate draft strategy for circulation/comments</li> <li>• Member review/approvals</li> </ul> </li> </ul> <p>Individual project updates within the action:</p> <ul style="list-style-type: none"> <li>-Active Communities Plan - This plan was ready to be launched in March 2020 but put on hold due to the closure of leisure centres. At present it is unclear when this will recommence and whether the focus of the plan is still appropriate/realistic.</li> <li>-Refresh sports &amp; physical activity strategy-No Update</li> <li>-Review Community Sport Grants-Will form part of wider S &amp; PA review work in order to assess funding already available and recommendations for future enhancement.</li> </ul>
Implement the Homelessness Strategy effectively to ensure that voluntary groups and social enterprises that work to tackle the issue are supported effectively		Information Digest report being finalised.

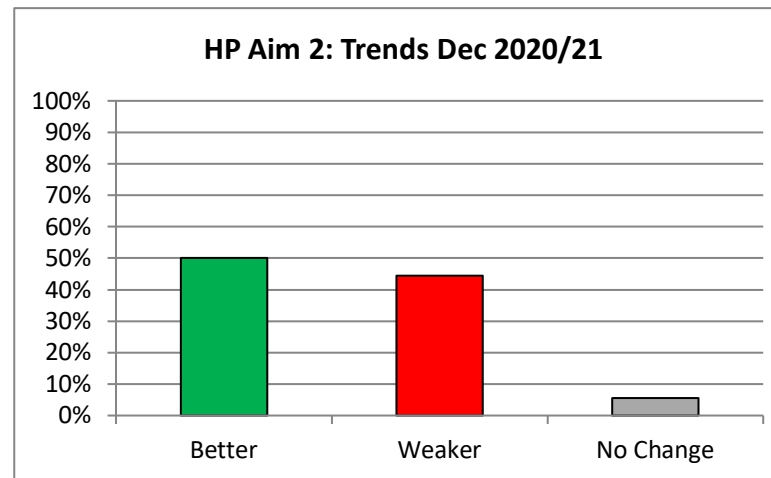
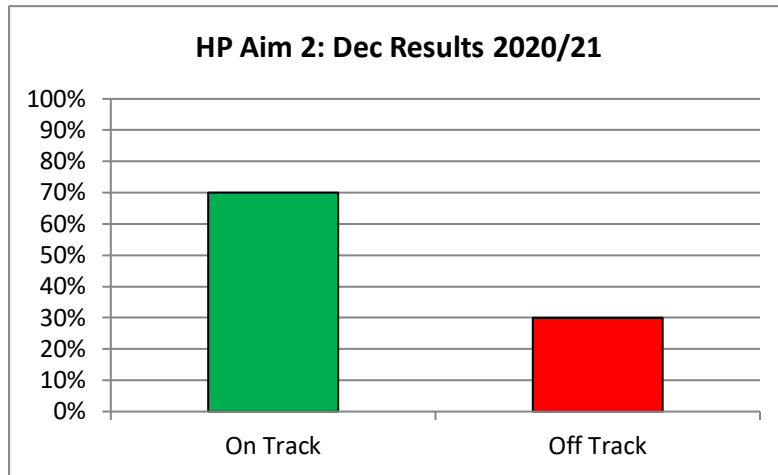
Review the delivery of services to older persons to ensure that they are effective		Carelink update report presented to next Communities Select Committee.
Implement the COVID-19 Community Recovery Plan		We have issued press releases about the 'Eat out to help out' scheme encouraging people to support local businesses and continue to raise awareness via social media. Nearer the time, we will be promoting the dates that our local leisure facilities (pools, racquet sports etc) are due to re-open.
<b>Influencing actions</b>		
Maintaining the provision of accessible health and social care		Proposal for a Leisure Facility Working Group will be going to the next meeting of Community.
Dealing with ASB		Review of CSS at both Councils to be completed by April 2021 along with proposals for the future. A discussion is underway to split High Peak from Derbyshire Dales, the recommendation to move away from the partnership.

### Managing our strategic risks

The Council has identified, assessed, and is mitigating the following strategic risks under Aim One:

- Meeting the increased and changing demands on council services caused by demographic changes in the local population (including an aging population)
- The ability to effectively engage with our communities
- Safeguarding Children and Vulnerable Adults (meeting the legal duty)
- Influencing strategic relationships at county and regional level in support of local area objectives

## Aim 2: Meet financial challenges and provide value for money



There has been no change to High Peak's performance profile under aim two from Q2, with 70% of measures on track at the end of December. The council remains off track for invoice payments, audit recommendation implementation and FOI response times due to lockdown and the additional work demands of business grant distribution. High Peak's performance in re-letting voids remains above its increased target of 30 days because of COVID-19 restrictions.

### Celebrating Success:

At the end of Quarter 3, the following performance indicators are outstripping their targets:

- ✓ rent loss
- ✓ sickness absence
- ✓ IT systems and network availability
- ✓ repeat complaints, customer interactions and portal accounts
- ✓ social media followers
- ✓ procurement activity on the forward plan

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – December
Provide advice and support for residents affected by the rollout of Universal Credit		Project ongoing - LCTR scheme to be revisited in 2021.
Develop and implement a plan to identify new and innovative ways of generating income		Individual project updates within the action: <ul style="list-style-type: none"> <li>- Advertising/Sponsorship- On hold.</li> <li>- Fees &amp; Charges- To be included in MTFP update</li> <li>- Building Control- Aiming for February transfer. A meeting with Derbyshire Consortium was scheduled for December.</li> <li>- Trade Waste- Trade waste need to determine an approach with AES. No further progress made, will be linked with fees and charges.</li> </ul>
Continue to embed good information management practices through the ASSURED framework		COMPLETED. Information Governance Update Report produced for both Corporate Select and Resources Panel in November 2020. This completes this action as the report shows how both councils continue to embed good information management practices through the ASSURED framework
Refresh and implement the Asset Management Plan, including a review of public estate, and ensure adequate facilities management arrangements are in place		Individual project updates within the plan: <ul style="list-style-type: none"> <li>- Asset Management Plan- Further training being undertaken with CIPFA to deliver AMP. Report to be created for corporate select (Incl. Asset management working group. Once the database is complete, a policy / strategy will be created.</li> <li>- Capital program- New R/A/G status programme in place to aid quick reporting</li> <li>- HRA Capital program- New R/A/G status programme in place to aid quick reporting.</li> <li>- Land Disposal Strategy-Re-profile to take place.</li> <li>- Norse Contract Options FMA – Norse to provide business case and have requested the scope be identified. To meet the April deadline, reports need to be going to committee December. Proposal coming in Dec. The Corporate Select original proposal has been tabled (to outline that we are discussing it) The scope issue is a priority, and another discussion is required, no contract signed with Vertas.</li> <li>- Facilities Management Arrangements- Awaiting budget review from Vertas. DCC still undertaking works.</li> <li>- Housing Repair service delivery model- to be reviewed with Norse options</li> <li>- Buxton Integrated Community Hub - Shortlisted for bid, should meet with partners in December.</li> <li>- Glossop Cemetery- Still reviewing the business case – the cost has changed from £200,000 to £500/700,000. Currently with Finance, funding not built into the last MTFP</li> </ul>

Priority Actions	Status	Commentary – December
Develop an Access to Services Strategy to ensure that Council services are accessible to all		Process for the Access to Services Strategy completed and released to Information Digest. Working group to be set up.
Implement the Council's Efficiency and Rationalisation Programme (This will focus on several projects including procurement, income generation, trading, advertising, and sponsorship, etc.)		To be reviewed in light of COVID-19 as part of the review of the MTFP – Will be reviewed every year. Individual project updates within the action: <ul style="list-style-type: none"> <li>- Parish Grants- Briefing note presented to Executive ALT - consultation to commence via Parish Assembly</li> <li>- Refresh Efficiency &amp; Rationalisation programme- An early review will be undertaken as part of the MTFP update.</li> <li>- Hybrid mail- To be expanded to Environmental Health &amp; Licensing. Savings to be analysed.</li> </ul>
Develop a new Organisational Development Strategy to ensure effective workforce development and use of apprenticeships		Information Digest has been completed and circulated to members. The strategy will identify a number of projects for delivery. Camburg have met with AMT and we are aiming to get this finalised for the next committee cycle.
Develop a new procurement strategy with a focus on spending money locally		Information Digest report to be released in December.
Develop a new ICT strategy to enhance and support the delivery of services		A report is going to ALT/Exec/Cabinet. Also, an information digest report will be sent to members. Socitm has been completed and a meeting set to review the outcome. This will help progress work on the strategy. Individual project updates within the strategy: <ul style="list-style-type: none"> <li>- Housing management -delayed due to Covid19 and will be picked up as soon as possible. Feedback required around IT and Norse.</li> <li>- Meetings AV equipment-no update. On hold due to Covid.</li> <li>- ILAP/Assure- reached testing stage but the software is not ready, on hold</li> <li>- Civica Pay- Proposed implementation start date May/June, aiming for Feb 2022 to go live 2021. Project teams meeting to be held in December.</li> <li>- Civica Open Revenues - Until the API connection from OneVU to the Civica Portal has been completed and a single sign on for customers is established the connection for customers will remain via OneVu with links to the Civica Portal.</li> <li>- Env Health/Licencing- no roadmap for flare implementation, collective needs to be completed first.</li> <li>- Asset Management-Concerto: PC pilot study has been done. Training planned for the full team and is on track. Go live date is planned for 1st Jan 2021.</li> <li>- Collective- Project resource has been affected by COVID-19. Work is underway with the developers re the intuitive web forms and our web provider have developed a solution for displaying the calendars online. Vehicle installs at HP have taken place and the training</li> </ul>

Priority Actions	Status	Commentary – December
		<p>approach for users in the office and drivers has been agreed. Further work required on the trade collections; this has been agreed. A new timeline has been created and we await a response from Bartec. The calendar is live for High Peak residents.</p> <ul style="list-style-type: none"> <li>- Committee Management- looking at production of the forward plan and the quality of reports. Training to be implemented.</li> <li>- ICT upgrade- M365 is ongoing, IT requirements are being evaluated to enable a more agile approach between home/office working. The intention is to evaluate our IT requirement needs using the outcomes of the staff IT / homeworking survey and the deliverables from PLA1 Reinstating Services work &amp; Positive Legacy workstreams, where new ways of working are being considered, (e.g., laptops/docking stations etc). When Northgate have a clear idea what route we want to take with hardware, they will cost that solution for us.</li> <li>- Procurement Workflow and intranet upgrade- Best option to be identified when all the 3 quotes have been received. Stage 2 project paperwork completed.</li> </ul>
Refresh the council's Communication Strategy in order to ensure there is a more effective dialogue and engagement with residents		A paper has been submitted to information digest; no further feedback received. We are continuing with the timeline for the delivery of the strategy
Conduct a review of democratic processes and scrutiny arrangements to make the Council as open and transparent as possible		This will be reviewed before the next municipal year, project delayed due to COVID 19. Recording of meetings can be provided for review, report to be finalised.
Review the council's Diversity Policies including working with faith and cultural groups to celebrate the traditions and diversity of our community		To be reviewed and refreshed in the next 12 months. Considering a survey for staff to support this review including housing tenants, external agency to be appointed. We are reviewing historic reports and groups.
Implement the agreed Housing Revenue Account Business Plan		<p>Refreshed plan required, business plan to be updated before February. Individual project updates within the action:</p> <ul style="list-style-type: none"> <li>- Environmental Improvement Program-Funding for Energy efficiency in social housing needs to be reviewed. Assets to assist</li> <li>- Tenant Engagement Arrangements- Tenant engagement plan required</li> <li>- Review of HRA Business Plan-HRA business plan refresh require by Feb 2021. Current action plan has a few outstanding issues, meeting was arranged for November.</li> </ul>



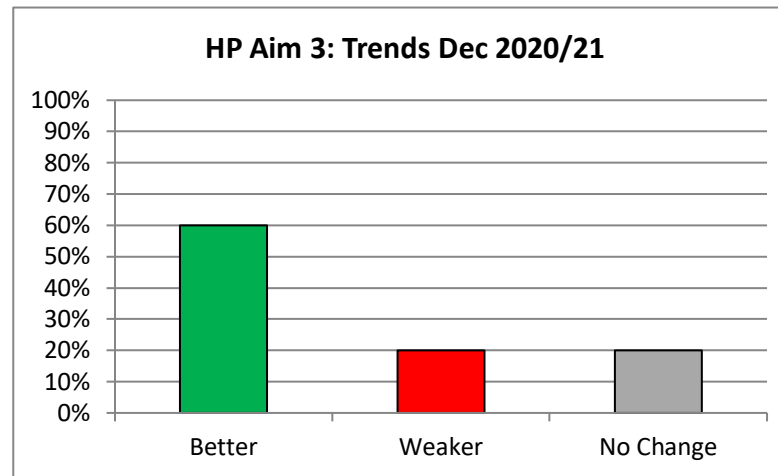
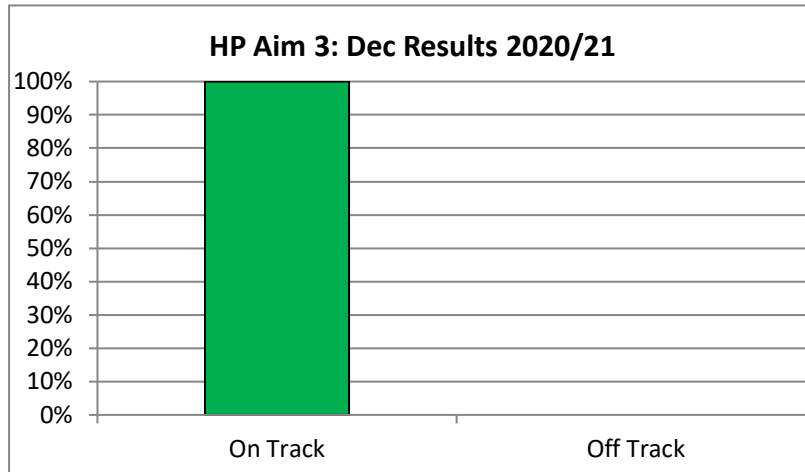
Priority Actions	Status	Commentary – December
Implement the COVID-19 Financial Recovery Plan		Back on recovery stage due to 2nd lockdown
Implement the COVID-19 Positive Legacy Plan		The Council has undertaken a review of the positive impact on all service areas to ensure that we retain and build on the improved working practices. The retention of agile working and access to flexible working arrangements, is currently being reviewed and new policies are currently being developed, along with identifying the benefits of reduced mileage, virtual access to meetings and training and the overall reduction in sickness.

### Managing our strategic risks

The Council has identified, assessed, and is mitigating the following strategic risks under Aim Two:

- Delivery of MTFP through the Efficiency and Rationalisation Strategy
- Staff resources and retention
- Effective contract management
- Effective Information Governance arrangements (breach of data protection regulations)
- Maintenance of Council's portfolio of public buildings assets
- Investment into council assets and long-term planning
- Financial and Legislative impacts from world events
- Cyber risk and IT Security

### ***Aim 3: Support economic development and regeneration***



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High Peak currently has a perfect record under Aim Three with all targets 'on track' as at the end of December, including 100% of major planning applications determined on time.

#### **Celebrating Success:**

At the end of Quarter 3, the following performance indicators are outstripping their targets:

- ✓ Major, Minor, and other planning applications processed on time
- ✓ major and minor developments allowed on appeal

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – December
Support the development of Glossop Halls		<p>Bid successful. Individual project updates within the action:</p> <ul style="list-style-type: none"> <li>- Market hall tenants' relocation- Trades moved on 1st Oct and can started trading 8th.</li> <li>- Market hall roof- completion expected within 12 months</li> <li>- Plan for new operating model for market/town hall complex- a new operating model will be produced after the roof has been completed</li> <li>- Plan for new operating model for Victoria Hall- a new operating model will be produced after the roof has been completed</li> <li>- Trust arrangements- Town Hall- work is in progress</li> <li>- Trust arrangements- Victoria Hall - work is in progress</li> </ul>
Implement the accelerated business growth and employment programme		<p>Review of projects has been undertaken in house to see what needs to be prioritised and ensure we are ready to proceed. Individual projects within the programme:</p> <ul style="list-style-type: none"> <li>- Chapel Masterplan: Ongoing- meeting taken place and the police are now looking at our land.</li> <li>- Dinting Employment Site-Ongoing, no specific update.</li> </ul>
Establish a developer open space contributions plan.		Raised at Corporate select- Head of Development Services to advise
Develop a Cultural Strategy to support and celebrate the rich history and culture of the Borough		Strategy to be produced by December, work should progress from now to do a COVID Health Check to identify implications and produce a plan. Discussion have taken place on how to process this. A survey should be sent out in the near future.
Review the Council's Growth strategy to ensure that it is focused on the effective regeneration of our towns and rural communities		<p>Individual project updates within the strategy:</p> <ul style="list-style-type: none"> <li>- Buxton future high street fund-Successful in principle, a number of caveats need to be finalised before the grant can be fully secured</li> <li>- Buxton HAZ- The Cultural programme and community engagement delivery plans were requested for Dec. The monitoring return is complete for QTR1 and 2. The condition survey is almost complete. Positive discussion is ongoing with the owner of the White Lion. A meeting was held with historic England</li> <li>- Buxton VES- Revised group structure circulated to VES board members for comment.</li> <li>- Internal depot meeting next week for AES who are keen to start work on this.</li> <li>- Refreshed growth strategy- currently on hold.</li> </ul>
Review the implementation of the Local Plan to ensure that the requirements for affordable housing and developer contributions are		Local Plan Review-Consultation commenced with neighbouring authorities and statutory bodies under duty co-operate to help determine if an update to the plan is required.

being met		
Implement the COVID-19 Economic Recovery Plan		<p>We have issued press releases about the 'Eat out to help out' scheme encouraging people to support local businesses and continue to raise awareness via social media. Nearer the time, we will be promoting the dates that our local leisure facilities (pools, racquet sports etc) are due to re-open.</p> <p>Business newsletters complete, addition to a new newsletter to be developed in light of new funding.</p>
<b>Influencing Actions</b>		
Work with the private sector on regeneration schemes including The Crescent and Torr Vale Mill		<p><b>The Crescent:</b> Arrangements are in hand for signing and sealing the head lease at the start of October. Release of 66 under croft car park spaces to the Hotel, with separately metered supply for electric gate and CCTV. Approval of signage and barriers required. Anti-social behaviour to be addressed by enclosing entire under croft with security fencing. Agreement over Hotel managing locking and unlocking of public gate to be included in lease.</p> <p><b>Torr Vale Mill:</b> Ongoing discussion with Torr vale Mill Trust. Supported public consultation - broad agreement from the residents regarding the improvements and new parking to the access road (Torr Vale Road). Consultation to be reported to NMTC.</p>
Ensure the best use of public assets across the borough by working via the One Public Estate project		<p>Glossop &amp; Gamesley One Public Estate: Council to write to DCC suggesting a project split between (1) Fauvel Road / Leisure Centre and CCG; and (2) DCC / Police investment into Glossop Municipal Buildings. With (1) potentially being taken forward as a future OPE bid and (2) coming forward now, and outside OPE. Following a response from DCC we will need to engage with other partners to seek agreement for the proposed way ahead. The proposal is to split the sites so we can progress</p>
Pressing for more regular and faster rail links, public transport links and essential road infrastructure		<p>The Council forms part of the High Peak and Hope Valley Community Rail Partnership which oversee rail services in the Borough. A response to the Greater Manchester bus franchise consultation was submitted in 2020 with class for greater cross boundary integration. Planning consent granted for the A6 Fairfield roundabout. Consultation response submitted to the A57 Link Roads consultation with consultants appointed to undertake a Local Impact Report of the scheme on behalf of the Council.</p>
Work with regional partners to extend the Greater Manchester rail offer		<p>An update to the A6 Corridor Study is proposed. The previous study largely focussed on rail improvements as the means of The Council is in the early stages of discussions with Stockport, Cheshire East, and Derbyshire regarding the scope of this work. Feasibility Study of Gamesley Station completed. Further work required to improve the economic case for the project.</p>
Enabling high-speed internet across the Borough		<p>Referring people to Digital Derbyshire regarding complaints &amp; as part of partnership work on growth strategy, continued work with DCC &amp; Digital Derbyshire to push for increased broadband capacity and addressing issuing of 'not-spots'. Openreach have recently announced new investment to improve supply in Derbyshire &amp; the recruitment of 39 new employees/trainees to increase capacity to deliver.</p>
Completion of the off- road route		<p>The Glossop Gateway masterplan identifies opportunities to enhance walking/cycling in the Glossop area,</p>

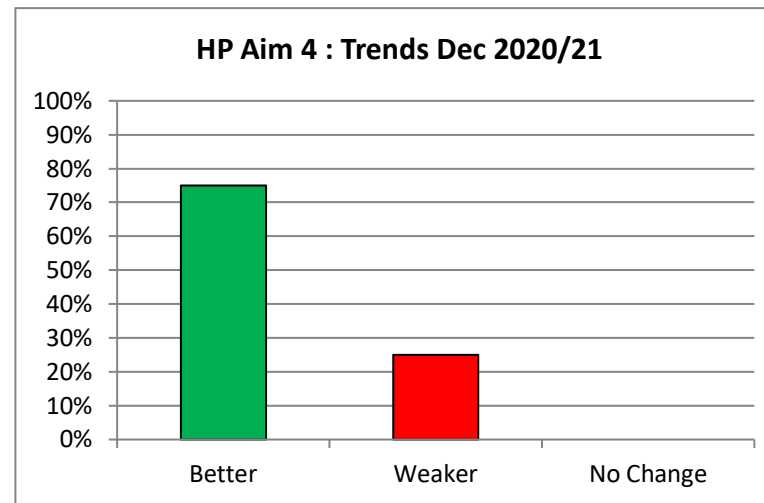
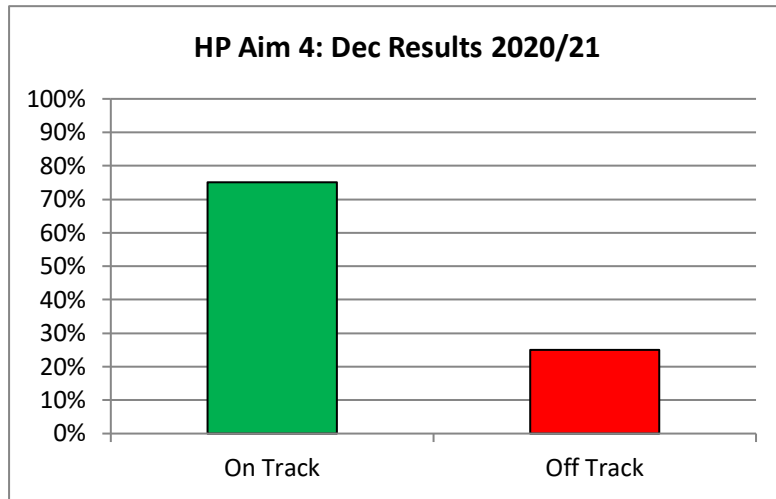
for the Trans Pennine Trail and access to the Monsal and Tissington trails	including links to the TPT. Consideration is being given to the scope to bid for funding from Highways England's "Designated Funds" to invest in the TPT missing links and other possible schemes in Glossopdale. No known progress on the Monsal and Tissington Trails.
Bringing additional funding into the Borough	Glossop Project - £2million Buxton HAZ Buxton Future High Street Funding – in principle

### **Managing our strategic risks**

The Council has identified, assessed, and is mitigating the following strategic risks under Aim Three:

- External funding for growth / regeneration schemes

## Aim 4: Protect and Improve the Environment



The council's performance and trend profiles remain strong under aim four. There is just one 'off track' measure at the end of December: the kg of residual waste. We measure this quarterly using estimates until the tonnages are confirmed but the amounts collected during 2020/21 are significantly higher than the previous year. Fly tipping is now a contextual measure, but the 2020/21 data reveals significant increases compared to last year, particularly at High Peak (480 incidents to date). This is believed to be a national issue and is being addressed through a comms strategy in addition to ongoing enforcement activity.

### Celebrating Success:

At the end of Quarter 3, the following performance indicators are outstripping their targets:

- ✓ Both - missed bins, paper consumption, estimated recycling rates

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – December
Successfully deliver Phase 3 of the transfer of services to Alliance Environmental Services Ltd, to deliver waste, streets, and ground maintenance services on behalf of the Council in order to achieve improved performance and value for money outcomes.		COMPLETED Phase 3 (streets and ground maintenance) transfer completed 1st April 2020. Awaiting return of IT equipment. Closure/lessons learnt report has been provided. Project completed.
Develop a climate change strategy & an action plan of response to a declared climate emergency		Plans to be produced by the end of the year. Ongoing projects will come out of this piece of work. We are joining Apse's energy networking group and drafting plans for 2021.
Develop a Parks Development Plan to support the widest community use of parks and support community/friends' groups		Stage 1 documents received – Next steps: <ul style="list-style-type: none"> <li>Finalise draft strategy and management plans for agreed parks</li> <li>Plan and undertake consultation with stakeholders/community/friends groups/AES</li> <li>Finalise ready to obtain Member approval</li> </ul> Individual project updates within the plan; 12.1 Parks development plan-Information Digest report being produces 12.3 Play Strategy-This will form part of the wider Parks Strategy; a review of existing play areas will be undertaken.
Review the Council's waste and recycling arrangements to increase recycling and to respond to the emerging national strategy		On hold- Await consultation and communications from the Government. Covid has delayed central Gov't progress, expectations not expected to be known until 2021 TEEP has not started.
Review the Environmental Enforcement Policy in order to take steps to further reduce dog fouling and littering		Policies to be reviewed and updated in the next 12 months. Working group to be set up to discuss to agree the approach.
<b>Influencing Actions</b>		
Encourage local organisations and businesses to reduce their carbon footprint		Climate Change Strategy: Plans to be produced by the end of the year. Ongoing projects will come out of this piece of work. We are joining Apse's energy networking group and drafting plans for 2021.

Develop more cycle routes whilst working with the County Council and residents to ensure harmony amongst road users

The Glossop Gateway masterplan identifies opportunities to enhance walking/cycling in the Glossop area, including links to the TPT. Consideration is being given to the scope to bid for funding from Highways England's "Designated Funds" to invest in the TPT missing links and other possible schemes in Glossopdale. Liaising with DCC on potential Buxton Safer Walk & Ride project (project led by DCC and BTT) as part of the Buxton travel plan.

### **Managing our strategic risks**

The Council has identified, assessed, and is mitigating the following strategic risks under Aim Four:

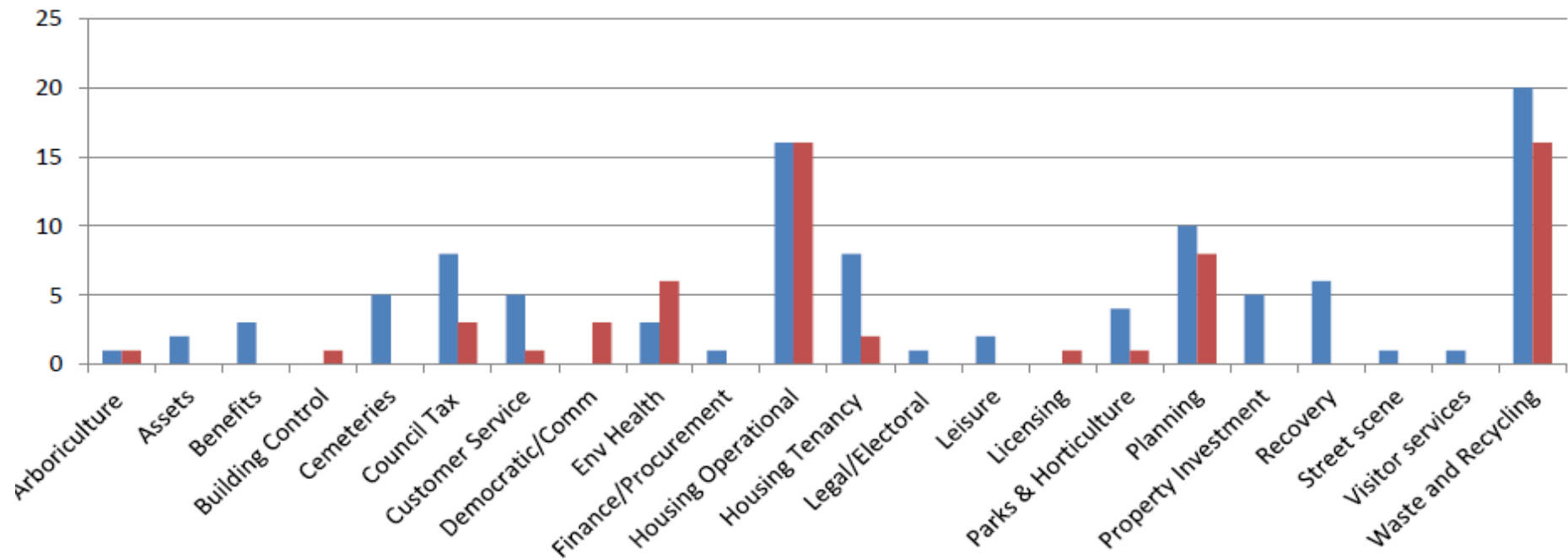
- Meeting the environmental regulatory framework (e.g. air quality and waste regs)
- Energy supply (inc., fuel)
- Our ability to protect Buxton's natural thermal spring water



## Customer Feedback Complaints

The Council closed a total of 59 stage one complaints across 12 service areas during the period April to December 2020. This is a decrease in the total number of complaints compared to the same period last year when we received 102. Waste & Recycling and Housing Operational received the greatest proportion (27%) with 16 complaints each.

■ Q3 2019-20 ■ Q3 2020-21



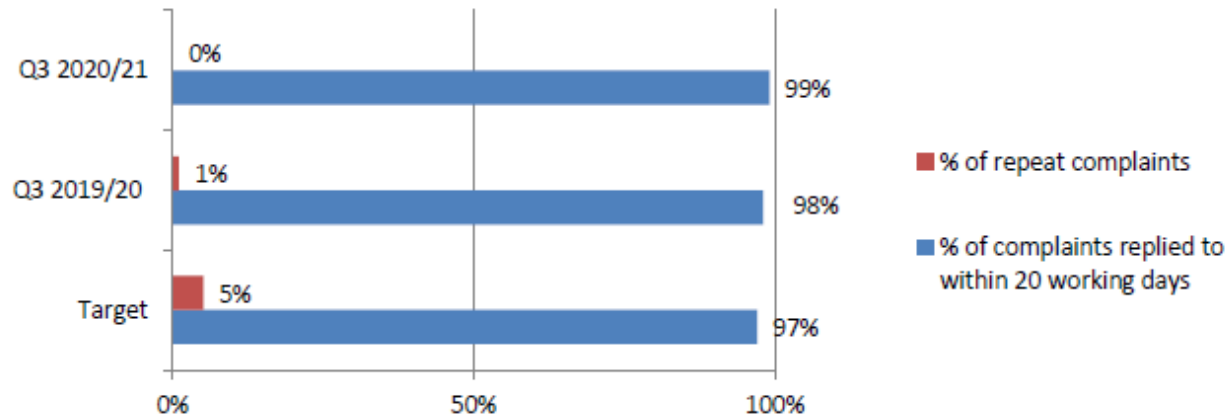
## Stage 2 Complaints

In Quarter 3 we received 3 Stage 2 complaints:

Service Area	Complaint	Conclusion
<b>Stage 2</b>		
Housing Tenancy 2020/21- 0764	Void Standards	Not upheld- accepted no fault
Planning 2020/21- 0969	Opposition to building plot	Ongoing
Council Tax 2020/21-01004	Council Tax dispute	Ongoing

## Performance

Shown in the table below is the current performance together with the performance for the same period last year. The response rate is on track at 99% and there have been no repeat complaints.

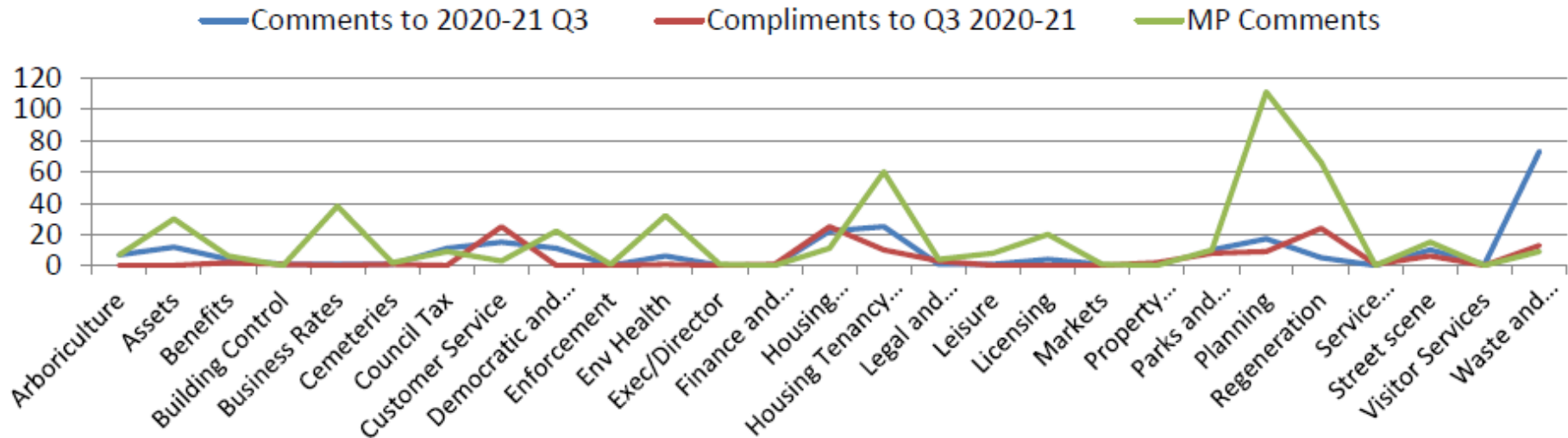


**Outcomes for Qtr 3:**  
**None**

**Repeat issues for Qtr 3:**  
**None**

**Ombudsman Decisions** The Council received 2 Local Government Ombudsman decisions in Quarter 3: Ref 20004222: no complaint made to HP –LGO will not investigate. Ref 202010336 HP ref 0726- LGO request we respond to customer.

**Compliments and Comments** The Council has also captured 239 comments, 466 MP comments and 132 compliments through its feedback system during April to December 2020:



## Areas for Improvement: December 2020

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result December 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
% of initial homelessness applications opened at the prevention and relief duty stages	Aim 1: Fit for purpose housing stock that meets the needs of tenants & residents	Head of Housing Services	60% prevention	49% prevention 51% relief	Current restrictions are impacting this result and cases are presenting at relief stage due to family relationships breaking down.
% of relief duty discharges resulting in a settled accommodation outcome			67%	50%	The position is improved slightly on last month although current restrictions continue to impact
Number of TA placements (including B&B made for families) placed over 6 weeks			5	13 (no families)	Current lockdown restrictions and increased duty to accommodate is impacting on this although the position is improved on last month
a) Number of RTB transactions (applications) & b) % completed within statutory timescales (RTB2)		Head of Legal & Elections	95%	a)35 b) 33/35 94%	2 were accepted over the 28-day statutory timescales due to delays with the valuations
Carelink: % referrals installed within 15 days	Aim 1: Work with our partners and the community to address health inequality, food and fuel poverty, mental health and loneliness	Head of Housing Services	95%	91.39%	This is due to 3 residents delaying install due to isolating/shielding
FOI requests: % responded to within statutory time frame (include numbers in commentary)	Aim 2: Ensure our services are readily available to all our residents in the appropriate channels and provided 'right first time'	Head of Legal & Elections	95%	74.34% 336/452	Response timescales have been affected by the impact of COVID-19.

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result December 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
Average time taken to re-let Council homes	Aim 2: More effective use of Council assets to benefit our communities	Head of Housing	30 days	34.4 days	Rent loss due to voids remains under target Average time excluding hard to let (inc properties affected by Covid restrictions) – 21.3 days (Apr - Dec). This month we relet six voids over target, all due to the amount of work required and requiring work from external contractors. All other voids this month were delayed by three days due to Covid 19, as all voids are now left locked up for 72 hours before entering.
Collection rates: Rent (rent collected as a % of rent due)	Aim 2: Ensure our future financial resilience can be financially sustainable whilst offering value for money	Head of Housing Services	98%	94.93%	Overall, the 1.65% difference is approx. £200,000, this difference is primarily due to the impact COVID-19 has caused on recovery. £65,000 of this £200,000 can be placed down to timing, whereby 58 universal credit (UC) payments were in the account on the 24/12 (amounting to £17,707) which had not been posted to rent accounts in time for the figures. In addition, there are 159 confirmed UC payments due (amounting to £47,404.01) covering tenant's UC payment periods 18/11 – 30/12 not yet received or posted. Finally, we are yet to receive UC payments from a further 138 UC cases between 7/1 – 17/1 which would cover varying periods from 1 to 4 weeks rent up to 27/12.

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result December 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
Collection rates: Sundry Debt (value of SD over 60 days)		Head of Revenues and Benefits	Match 2019/20	£236,579.57	There is around £50k debt where we are considering the next stage i.e., write off etc. Service areas are involved in Covid issues & therefore have not got the capacity to look at these at the moment. We also have about a further £50k of invoices where the accounts need moving on to be passed to Bailiffs but due to Covid and the nature of the debt (i.e., vulnerable persons) we still have these on hold. Finally, a number of accounts need to be investigated but due to business grants being prioritised, this keeps being pushed back.
% Invoices paid in line with terms of contract		Head of Finance	96%	94%	Operational output has been directly affected by additional activities that have been absorbed by the Creditors function to facilitate Covid-19 Business and Self Isolation support payments from April 2020. This has been an increased demand on capacity within the team which was already working on reduced resources due to a full-time member on long term sick leave throughout quarter two.  In addition there has been a noticeable increase in supplier invoices over recent weeks as front line services step up recovery of business operations which we are currently working through to facilitate payments under the 30 day target. We are making use of all available options, including external and internal communication channels to ensure that payments are not delayed, to which we aim to make a noticeable improvement on the current position going forward.

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result December 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
% of Internal Audit recommendations implemented within timescale (snapshot at end of each quarter)		Head of Internal Audit	92%	86.99%	The usual audit recommendation follow-up process was suspended during April to June but was reintroduced from July with performance gradually improving. It should be noted that it is the responsibility of relevant Heads of Service to implement agreed recommendations.
KG's residual waste per household	Aim 4: Effective recycling and waste management	Head of Service Commissioning	435kg	338.5 kg (estimate)	Results are estimated as tonnage data is not yet available from the DCC for quarter 3. Results at this time last year were 303.46kg. We have seen a 4.5% growth in waste tonnage collected during 2020-21 most likely due to Covid restrictions.

For a full list of all performance measures and the Q3 results please visit the Performance Management page on the Intranet or click on this [link](#)

## HIGH PEAK BOROUGH COUNCIL

### Corporate Select Committee

8th February 2021

<b>TITLE:</b>	<b>Health and Safety Annual Report 2019/20</b>
<b>EXECUTIVE COUNCILLOR:</b>	<b>Councillor Alan Barrow – Executive Councillor for Corporate Services and Finance</b>
<b>CONTACT OFFICER:</b>	<b>David Owen – Corporate Health and Safety Adviser</b>
<b>WARDS INVOLVED:</b>	<b>Non-Specific</b>

### Appendices Attached

#### **Appendix A - Annual Health and Safety Report 2019/20**

#### **1. Reason for the Report**

- 1.1 The purpose of the report is to consider the annual health and safety report as required by the Council's assurance framework

#### **2. Recommendation**

- 2.1 It is recommended that the Corporate Select Committee notes the 2019/20 Health and Safety Annual Report

#### **3. Executive Summary**

- 3.1 The Council and its strategic alliance partner Staffordshire Moorlands DC recognise their obligations under health and safety legislation and have declared their commitment to improving the health, safety, and welfare of their employees, as detailed in the Corporate Health and Safety Policy, and accompanying policies.
- 3.2 The annual health and safety report as attached is to update councillors of the key aspects of health and safety which occurred across the two Councils during the period from April 2019 to March 2020. This annual report is the twelfth such report for the two Councils making up the Alliance.
- 3.3 Over the last twelve years a lot of effort has gone into strengthening the Council's position in relation to health and safety management. This has been

a process of gradually tightening up on the policies and procedures and ensuring that these remain relevant and up to date.

- 3.4 The detail of such actions are provided in the report. The annual report also provides, detail on training information, emerging risks and supporting statistical information as shown in the appendices.

#### **4. How this report links to Corporate Priorities**

- 4.1 Operating safely is critical to all of the Council's services and functions. Good health and safety arrangements are fundamental to meeting all the 4 corporate aims.

#### **5. Alternative Options**

- 5.1 There are no options to consider

**ANDREW P STOKES**  
**Chief Executive**

**Web Links and**  
**Background Papers**  
None

**Contact details**

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Corporate Health and Safety Adviser  
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# Corporate Annual Health and Safety Report

Financial Year  
2019/20



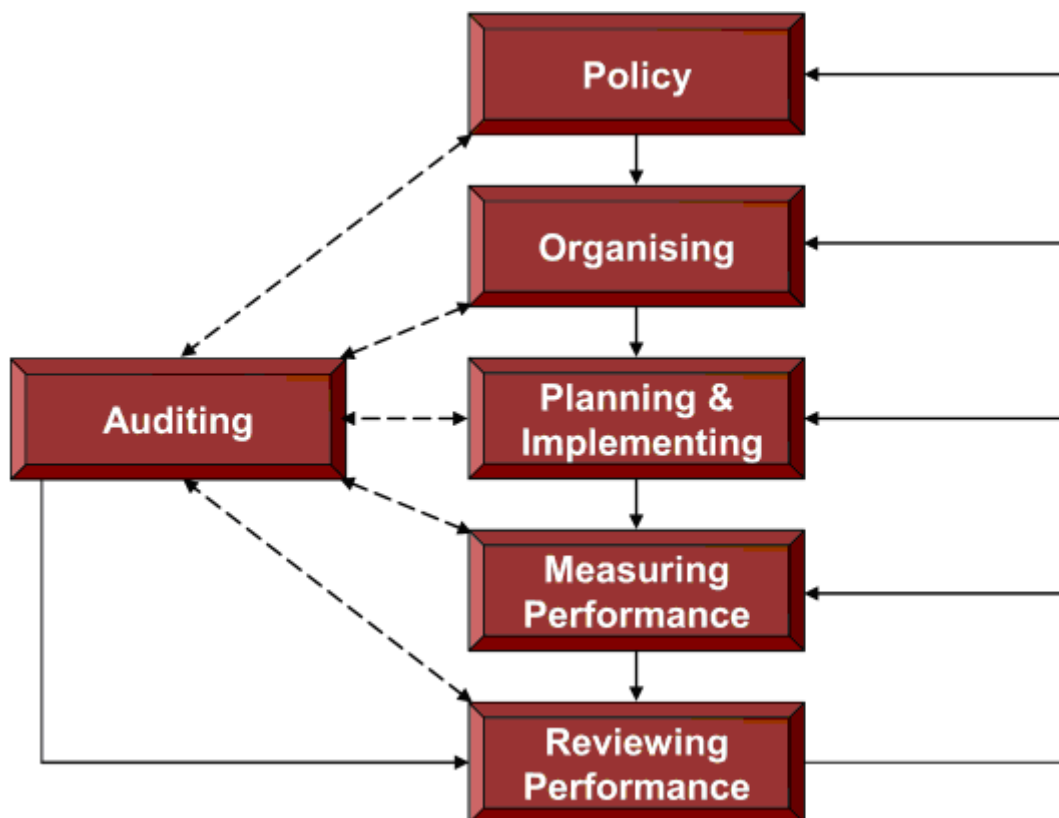
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12. Significant and emerging risks
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## Summary

Reviewing performance is an important part of health and safety management as it enables an organisation to learn from all relevant experience and apply the lessons. It is based on a systematic review of performance based on data from monitoring and audits of the whole health and safety management system.

Managing for health and safety (HSG65) a national standard for health and safety management, explains the plan, do, check, act approach and shows how it can help organisations like ours to achieve a balance between the systems and behavioural aspects of management. It also treats health and safety management as an integral part of good management generally, rather than as a stand-alone system.

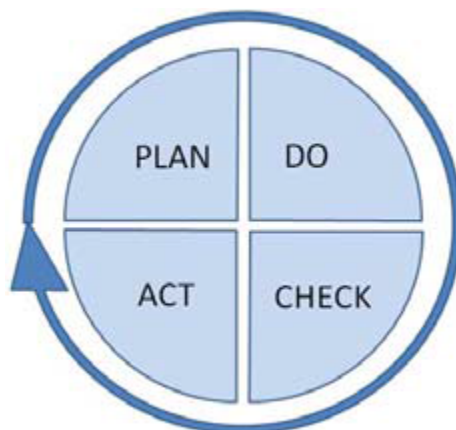


Adopting this model the corporate health and safety team continues to ensure policies; procedures and systems are in place to meet the requirements of current legislation and best practice. Principal areas of work have included a review of the safety management systems in order to ensure they are robust in light of the new legislation regarding corporate manslaughter, which came into effect on 6 April 2008, and the Institute of Directors and Health and Safety Executive guidance 'Leading Health & Safety at Work' 2013.

Over the last ten years we have been working to strengthen the Council's position in relation to health and safety management. This has been a process of gradually tightening up on our policies and procedures and ensuring that these remain relevant and up to date.

We now have improved systems for carrying out risk assessments and making sure that they are regularly reviewed; for tracking of lone workers; workstation assessments and for many other aspects of a good health and safety management system. The system remains live and continues to undergo a process of continuous improvement.

As noted in the body of this report, considerable work was also undertaken, and is continuing, in areas such as asbestos management and legionella management in corporate buildings and in the housing stock at High Peak Borough Council.



The ongoing emphasis is on a sensible, risk-based approach, building health and safety into our normal way of working rather than regarding it as an ‘add on’ to ensure that we get it right and keep it that way.

The activities of the team have also been subjected to a review by internal audit. Our arrangements have also been reviewed by Zurich our insurers who have categorised our approach to health and safety as good to best practice.

This report refers to key aspects of health and safety that occurred across High Peak Borough Council and Staffordshire Moorlands District Council. The report deals with the period from the beginning of April 2019 to the end of March 2020. The report also provides supporting statistical information in appendices at the end of this report.

## 2. Corporate commitment to health and safety

Both Councils recognise their obligations under health and safety legislation and have declared their commitment to improving the health, safety and welfare of their employees and others within the corporate health and safety policy.

Parts of the electronic health and safety portfolio have been reviewed during 2019-20. This review has taken account of changes in legislation and the senior management changes that took place in February and March 2020.

Reviews of our Corporate Health and Safety Policy, our Pregnant Worker Policy, DSE Policy and Gas Policy have place during this financial year.

All changes have been endorsed by the Alliance Management Team, and Corporate Health and Safety Committee and have been shared with the Trades Unions.

## 3. Provision of competent health and safety advice and support

The corporate health and safety function comprises of one post – being the full time 37-hour post held by the Corporate Health and Safety Adviser.

To assist the Corporate Health and Safety Adviser and the Councils in meeting their statutory obligations, a number of none technical elements of the function have been allocated to other persons.

This includes the maintenance of health and safety training records, and the development of pregnant worker risk assessments. This enables the Corporate Health and Safety Adviser time to deal with the management of health and safety function and to concentrate on the technical and strategic elements of the role.

The Corporate Health and Safety Adviser is the 'competent person' as defined in the Management of Health and Safety at Work Regulations 1999.Regulation 7. He also leads on fire safety, emergency planning and business continuity planning across the two councils.

The Corporate Health and Safety Adviser oversees the operation of the policy and safety management system on behalf of the Chief Executive. He is available to advise all staff on health and safety related matters.

As part of the senior management changes in February/March 2020 and revision of reporting lines, the Corporate Health and Safety Adviser, now reports directly to the Chief Executive, this reporting line reflects best practice as detailed by the Health and Safety Executive, and follows the advice given by our insurers. It ensures that decisions relating to health and safety are discussed and actioned at the most senior management level in the Council.

When the Chief Executive is on leave, the Corporate Health and Safety Adviser reports to the Deputy Chief Executive.

## 4. Systems in place to identify and assess risks

All new legislation and supporting guidance is reviewed by the Corporate Health and Safety Adviser, to determine whether action is necessary to meet these requirements within the Council. New or significant changes in policy are agreed by the Alliance Management Team, the Trades Unions and the Corporate Health and Safety Committee.

The cornerstone of health and safety is risk assessment. The risk assessment process is embedded within the Safety Management System and training is provided as required to ensure competent persons are available to undertake appropriate assessments.

The Chief Executive and Heads of Service are nominated 'Safety Champions' across the two councils. This role includes being responsible for the general co-ordination, implementation and monitoring of the health and safety policy and performance. The Corporate Health and Safety Adviser and Chief Executive meet regularly to discuss health and safety and emergency planning matters.

The introduction of 'safety champions' ensures that health and safety issues are considered for all major projects at the concept stage, where interaction is essential to maintain standards without incurring additional costs, and ensure ownership of health and safety at service area level.

The Chief Executive chairs the Corporate Health and Safety Committee supported by the Corporate Health and Safety Adviser.

## 5. Monitoring of contractors

The pre-qualification questionnaire (PQQ) assessments for health and safety are carried out by the Corporate Health and Safety Adviser other staff are involved in assessing quality, finance, and other elements of the process. This rigorously assesses suitability of prospective contractors wanting to work for the Council.

Unannounced health and safety inspections and performance audits take place to ensure the activities of our contractors are regularly monitored. Issues of non compliance are brought to the

attention of the procurement/contract monitoring officer for rectification. With major contracts, regular progress meetings take place where health and safety is a standing agenda item.

On occasions where contractors are found to be working in a non-complaint way, meetings are set up to offer advice and guidance to ensure health and safety standards are improved. Where there are cases of repeated non-compliance, contractors are not invited to tender for works until they can demonstrate significant improvements have taken place.

On larger construction projects where the full application of the CDM (Construction Design and Management Regulations 2015) applies; the monitoring of contracts is carried out by CDM Advisers who are engaged by the Assets Team.

This is not a legal requirement but does offer competent advice and support to those overseeing major construction projects.

## 6. Consultative arrangements

Our Corporate Health and Safety Committee which includes representatives from all medium to high risk areas across the two councils, meet four times a year. We use video conferencing facilities during these meetings to reduce mileage and officer time.

The Committee has worked so far within the spirit of co-operation with consultation taking place on a number of key subjects including:

- Planned health and safety inspections
- Fire risk assessment findings
- Revision of the Gas Safety Policy
- Fire Authority Involvement at SMDC and HPBC
- Monitoring accident statistics, trends, and costs
- Contractor management issues
- DCC Compliance audit
- Development of new noise and vibration assessments
- Health and safety issues in Sheltered Schemes
- National HSE prosecution/notifications and updates
- Developing tool box talks, safety alerts and bulletins
- Promoting health and safety across the Council
- Receiving updates from partner organisations
- Internal audit of the Corporate Health and Safety function
- Radon issues, policy, Buxton Town Hall, and monitoring in the Housing stock
- Discussing staff concerns
- Discussing mental health and well being

Four meetings are planned for the year 2020/21 coinciding with the Emergency Planning Compliance Group.

## 7. Corporate health and safety training

Each year the Corporate Health and Safety Adviser organises and delivers several health and safety and emergency planning training courses. The courses are run throughout the year and are available to all staff.

The demand for courses remained high during the 2019-20 year. During the last twelve months a significant amount of health and safety training has taken place.

We continue to see an increase in the number of health and safety courses being completed via the 'e' Essentials system, reducing the resources required to deliver these courses and the time employees are away from their duties.

Several specific health and safety courses and civil protection courses were run throughout the year with 1833 places taken.

Also 14 tool box talks (a shorter activity-based training sessions) have been developed and introduced. These covered, hand arm vibration syndrome, confined spaces, correct footwear, working adjacent to traffic, use of power tools, leptospirosis, noise, hot weather, staying hydrated, combatting stress at work, accident reporting, working at heights, coronavirus and health and safety matters. In most cases, these are delivered by team leaders following support from the Corporate Health and Safety Adviser a number were delivered via the Infoaware portal.

Our health and safety introduction course for new starters, and fire safety courses are accessible via our online portal 'E' Essentials.

4 Managers attended emergency control room training to enable them to be able to set up and crew our emergency control rooms should the need arise. 2 attended the Strategic Emergency and Crisis Management Course at Emergency Planning College.

The training developed by or given by the Corporate Health and Safety Adviser is indicated by an asterisk \*, all other training has been provided by external providers.

Below are details of the health and safety training provided:

Title	Date	Numbers
14 Tool Box Talks*	April-March	1289
Grounds Maintenance Training*	April 2019	25
Manual Handling and Lifting*	June 2019	31
Fire Warden Training*	April 2019	22
Fire Extinguisher Training*	June 2019	7
Health and Safety Induction*	April-March	26
Fire Safety Online *	July-Oct 2019	251
Construction Design and Management Regulations	May 2019	4
Legionella and Asbestos Policy Training*	July-Oct 2019	29
Mental Health Awareness	April-March	40
Annual Asbestos Awareness Training	May 2019	26
Traffic Management Awareness	April-March	32
Fire Evacuation Chair Training	Feb 2020	10
Suicide Awareness (Mind)	April-March	28
Safe and Well Checks Refresher Training	April-March	13
Number of training places taken for staff attending health and safety courses including E-learning		<b>1833</b>



## 8. Proactive health and safety monitoring

### 8.1 Audits

Health and safety audits are undertaken to identify, monitor and eradicate any potential risks associated with unsuitable equipment and/or procedures. Due to the additional work created by the Todbrook incident only one health and safety performance audit was carried out to ensure that we are compliant with relevant statutory guidance.

The compliance audit examined the arrangements in place at Derbyshire County Council for statutory inspection and testing at 5 corporate buildings. The audit looked at gas safety, fixed electrical installations, emergency lighting, asbestos management, legionella management, fixed electrical inspections, and cleanliness standards.

The outcomes of this audit were generally satisfactory, with some aspects being rated as good, however issues regarding standards of cleanliness are being progressed by Derbyshire County Council.

### 8.2 Inspections

The purpose of workplace inspections is to identify any safety issues that require remedial action. 65 planned proactive health and safety inspections took place in line with the planned programme of inspections. The frequency of these inspections has been previously agreed with the Health and Safety Executive and is seen as 'about right' for the risks involved. These inspections have highlighted areas where improvements have been made and conversely highlight improvements to be made. This enables the two councils to manage, limit, and where possible, offset their potential for liability.

The regime of planned inspections includes all corporate buildings, leisure centres and swimming pools; this coupled with site visits that highlight that our partners are working in accordance with industry standards. Where issues of non-compliance have been highlighted subsequent meetings have taken place with those contractors to prioritise the actions required. Issues of non-compliance are also brought to the attention of our service partners at their operational meetings.

In addition to the corporate regime of health and safety inspections, a new regime of health and safety inspections was introduced in 2016 in the sheltered schemes at High Peak Borough Council. 15 inspections now take place a year. All staff carrying out these inspections has been trained by the Corporate Health and Safety Adviser, this process is now working very well.

#### **Gamesley**

The Corporate Health and Safety Adviser carried out four health and safety inspections of the Gamesley Estate looking at the potential for public liability claims. Due to a high level of third-party claims, this area was highlighted as an area of concern following a recent internal audit. The reports have been prioritised based on risk, the Assets Team have arranged for improvements to walls, car parking areas, pavements, and garages.

#### **Closed Churchyards**

In addition to the detail above 5 health and safety inspections of closed churchyards in the High Peak and Staffordshire Moorlands areas took place to support the Cemeteries Officer.

Once a Church of England Churchyard closes for burials, the liability and maintenance of them passes on to the Council under the 1972 Local Government Act.

A significant amount of work will be required to address many of the items raised, however it is hoped that in partnership with the Parochial Church Councils' closed churchyards can be effectively managed, and the significant risks, reduced, managed or addressed.



### 8.3 Environmental monitoring

Work continued in relation to monitoring of the workplace.

21 vibration measurements were undertaken in line with the corporate policy and records of hand held vibration trigger on time have been made.

6 Additional noise assessments were carried out principally on equipment used by the Housing Repairs Team.

A continued provision of health surveillance for high-risk employees in respect of audiometric testing and vibration assessments is carried out in conjunction with the human resources team.

During 2020/21 it is anticipated that a formal policy will be developed in association with our occupational health provider that details the type and frequency of the health surveillance we provide.

There have been 22 SMDC staff referrals and 43 HPBC staff referrals to Occupational Health within the period covered by this report.

In addition to the above 36 new starters have been referred as part of the pre employment offer medical assessments.

## 9. Reactive health and safety monitoring

### 9.1 Accident and assault statistics

All accidents resulting in lost time 7 days or more that occurred across the two councils were investigated and corrective and preventative measures put in place as required.

A summary of accident information and accident category type is attached in the appendices at the end of this report.

The accidents/incidents for the last financial year are 12 accidents, 9 were non lost time, NLT 3 were lost time meaning off work for 7 days and above, and 15 near miss/verbal threats.

4 Accidents occurred to members of the public of which 2 were reported to HSE, one related to a third party falling off some gritstone steps at Victoria Hall, Glossop whilst reading a notice in a window, the second a lady who slipped on leaves in Ashwood Park, Buxton.

One member of the public sat on a chair that was found to be damaged, and an elderly resident slipped in a pothole by his garage causing very minor injuries.

	Alliance accidents
(HSE) RIDDOR Reportable	3
Non - (HSE) RIDDOR Reportable	9
Threats/Near Miss	15
Members of the Public	4
<b>TOTAL</b>	<b>12</b>

## Lost Time Accidents

Service Area	Lost days	Injury
Customer Services	93	Trapped finger in a document safe
Direct Services	25	Hit by a passing vehicle, causing multiple injuries
Direct Services	19	Injured shoulder whilst the driver door to a vehicle unexpectedly opened. The seat belt saved employee from falling from the vehicle.
<b>Total days lost</b>	<b>137</b>	

The fact that accidents for the year 2019-20 have reduced compared with the previous year is seen as a significant positive.

This reduction is also partly due to the Waste Collection Service moving into the AES business model, where they are now responsible for reporting, investigating, and introducing preventative measures following accidents at work.

Also, at the beginning of the last financial year I sent out an email to Managers with advice on how to reduce workplace accidents, this innovation has had the desired outcome.

We have a robust regime of training, a suite of tool box talks and safety cards, detailed risk assessments, inspections of the operational services teams, and many other proactive systems in place.

There has been an increased awareness of the need to report inappropriate verbal exchanges and potential violence between members of the public and Customers Services staff.

Additional personal safety training for staff has been given to customer facing staff and enforcement officers, and other proactive arrangements are in place to offer protection to our staff. In one case a persistent and vexatious aggressor has been banned from entering Council premises.

### 9.2 Enforcement notices, Fee for Intervention costs

Our relationship with the Health and Safety Executive (HSE) continued to be good in 2019-20, with no enforcement action or intervention from them.

### 9.3 Dangerous occurrences - Diseases

There were no dangerous occurrences reported during the period.

We reported a confirmed case of HAVS (Hand Arm Vibration Syndrome).

In such cases referrals are made to our occupational health provider for advice and assessment.

Personal risk assessments are developed for those with the disease and they are subject to ongoing periodical health surveillance, and workplace adjustments ensuring the condition does not worsen.

### 9.4 Achievement awards

The Council has not actively pursued any external achievement awards during 2019-20.

## 10. Actions undertaken in 2019/20

Actions	Status
1. Review the health and safety portfolio	Achieved
2. Carried out an inspection of Cromford Court and Eccles Fold Sheltered Schemes	Achieved
3. Reduce accidents to below 15 RIDDOR reportable accidents to 0	Partly achieved
4. Carry out fire risk assessments of all corporate buildings	Achieved
5. Carry out planned health and safety inspections across all the council and partner managed buildings	Achieved
6. Complete two health and safety performance audits inspections	Part achieved
7. Update corporate guidance in line with changes in legislation	Achieved
8. Carry out accident investigations of lost time accidents	Achieved
9. Develop six tool box talks. Developed 14	Achieved
10. Reviewed the health and safety training matrix - post AES transfer	Achieved
11. Developed and delivered training in manual handling for the Housing Repairs Team and others	Achieved
12. Carry out Mental Health Awareness Training	Achieved by external provider
13. Develop a fire safety strategy for Sheltered Schemes review Fire Safety Policy	Not Achieved
14. Carry out accident investigations over 7-day accidents	Achieved
15. Carry out a public liability Inspection audit of all car parks	Achieved

### Other key actions undertaken

- Provided advice and checked 9 event plans for community bonfires, and other events.
- Carried out 4 personal risk assessments.
- Updated the Corporate Legionella policy to enable the Assets Manager to apportion people to specific roles.
- Attended 14 Tactical and 6 Strategic Compliance Group Meetings in response to the Todbrook Reservoir Incident
- Arranged a site visit to the Todbrook site.
- Arranged the annual SMDC Rest Centre Exercise at Gradbach Mill.
- Arranged an Emergency Planning awareness training for SMDC Councillors
- Provided support to residents of Lightwood Road, Buxton following localised flooding.
- Gave advice on musculoskeletal issues
- Provided advice on the inadequacies of several asbestos annual inspections and the need for new surveys.
- Ensured all new staff can access the health and safety portfolio.
- Provided workplace inspection training for service partners-(Parkwood)
- In addition to the above the following additional corporate work took place.
- Carried out contractor vetting for health and safety for 9 contracts.
- Provide advice as necessary to members, managers, and employees.
- Attended contract meetings with Derbyshire County Council
- Represented the Council at external events.

- Carried out radon monitoring at corporate buildings.
- Undertook a review of water safety measures at the Pavilion Gardens.
- Responded to 35 out of hours calls.
- Provided fire extinguisher training.
- Developed a ladder use sticker to reinforce safe use of ladders.
- Gave advice on the security measures required for vacant buildings.
- Carried out health and safety consultation work with New Mills Town Council.

## 11. Plans and targets for 2020/21

- Carry out an inspection of Hartington Gardens and Queens Court.
- Carry out Fire Risk Assessments in Corporate buildings and two Sheltered Schemes.
- Carry out accident investigations for all over 7-day accidents
- Maintain the regime of planned health and safety inspections
- Develop at least 6 Tool Box Talks -Safety Alerts- News from the Court Briefings
- Reduce accidents to less than 15 and reducing RIDDOR reportable accidents to 0.
- Review the health and safety training matrix- post AES staff transfer.
- Review the function and membership of the Corporate Health and Safety Committee, to ensure it is fit for purpose.
- Carry out risk assessment training.
- Carry out unannounced site inspections of contractors
- Provide fire risk assessment training for the Housing Team
- Provide fire extinguisher training as required.
- Carry out refresher workplace inspection training for Scheme Coordinators
- Review the Fire Safety Policy.
- Review the First aid Policy.
- Review the Musculoskeletal Policy
- Review the Construction Design and Management (CDM) Policy
- Develop a health and safety training package for Carelink staff
- Review the Noise at Work Policy
- Carry out 2 Health and Safety Performance Audits - Parkwood/Facilities Management Provider.
- Carry out an inspection of all public conveniences

## 12. Significant and emerging risks

### Significant risks within the Council

Due to the diverse work of the Council, a variety of risks are present.

#### Manual handling

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A robust manual handling and lifting policy is in place, and manual handling training has been given to high risk worker groups. A new risk assessment format for manual handling has been introduced following changes at national level promoted by the HSE Health and Safety Executive.

Our approach to manual handling is as follows.

Avoid hazardous manual handling operations 'so far as is reasonably practicable', by redesigning the task to avoid moving the load or by automating or mechanising the process.

Make a suitable and sufficient assessment of the risk of injury from any hazardous manual handling operations that cannot be avoided.

Reduce the risk of injury from those operations so far as is reasonably practicable, by breaking loads into manageable pieces. Where possible, provide mechanical assistance, for example, a sack trolley or hoist.

Where this is not reasonably practicable, then explore changes to the task, the load, and the working environment.

## **Vibration**

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A robust policy is in place which was scrutinized by the Health and Safety Executive (HSE) during 2018.

This encourages the purchase of low vibration equipment and promotes job rotation to reduce adverse medical effects. Those worker groups at high risk have received training and 21 additional vibration assessments have been carried out to ensure our equipment is safe to use, and staff know how to report vibration ill health conditions.

Trigger on time monitoring has taken place; this information is used in association with the vibration readings to determine the time a person uses a piece of equipment and ensures the exposure action levels are not breached.

Our vibration emitting equipment is regularly serviced, and is colour coded this relates to the vibration levels taken. Those using the equipment fully understand what the colour coding means.

Our Hand Arm Vibration Syndrome (HAVS) Matrix was last updated in 2019. This gives guidance to our employees on safe use of vibration emitting equipment, and time restrictions.

In addition to these proactive actions, those at risk, from vibration induced injury, are regularly assessed by our Occupational Health provider, which alerts us to early symptoms and any required changes.

## **Asbestos**

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Our corporate policy on the management of asbestos details the arrangements for managing asbestos. Responsibilities are allocated within the policy.

As asbestos in many forms is prevalent in many Council buildings and our housing stock, we must ensure that the asbestos is risk assessed surveys are provided and management carries out annual inspections where this is required. This is to ensure that the asbestos stock remains safe and is well managed. Surveys are also carried out in communal areas of sheltered schemes and domestic properties where construction work is carried out.

At present Derbyshire County Council (DCC) supports us in arranging the management surveys on corporate buildings and carrying out the recorded annual inspections. Tersus provide surveys for the housing elements of HPBC. A programme of training sessions took place in 2017 and annual asbestos awareness training for the Housing Repairs Team.

To further enforce the principles of the policy which includes a permit to work system, additional training has taken place during 2019/20 so key staff are aware of their specific responsibilities.

An asbestos register, which holds all the asbestos surveys across the Council corporate and housing stock, is being developed by the Head of Assets.

To strengthen the competency levels within the Assets Team, three officers have attended the nationally recognised P405: The Management of Asbestos in Buildings. Now that they have attended

the training, they have the practical knowledge and skills to manage asbestos in buildings and have a sound knowledge base to audit asbestos removal projects.

The management of asbestos across the two Councils is managed by the Assets Team supported by competent contractors.

## Legionella

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Our corporate policy on the management of Legionella was updated and issued in 2019 to reflect changes to the 'Responsible Person' role and changes in the senior management structure.

Given that there is a risk of Legionella developing in our water systems, we have to ensure that the risk of Legionella is assessed and management (through our contractors) carry out annual inspections, temperature readings, and treatment and replacement of systems as required. DCC and other contractors now carry out all monitoring for us through their preferred contractors - DCC uses their agent Hydro X to carry out this work.

The DCC property services team and S3 Compliance (for non-corporate properties) carry out regular monitoring to ensure full compliance with the policy. Surveys and risk assessments are reviewed every two years and temperature monitoring is carried out monthly by trained persons.

Considerable work was also undertaken, and is continuing, in areas such as asbestos management and Legionella management. The regular inspection regime and follow up audits, along with the development of an Asset Management Plan, are assisting us in progressing with the required improvements in these areas. This has been an important step towards minimising the risks posed by these health hazards.

The Head of Assets and her team are overseeing this work. Those fulfilling roles as detailed within the policy, have recently attended external training, confirming their competency.

## Fire safety

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Given the age and condition of some of the Council buildings a low to medium risk of fire exists. From 2005 there was a legal requirement on Councils to carry out fire risk assessments and review these annually. In 2015 the fire safety policy was again updated and a new fire risk assessment pro forma introduced. This, process along with the building condition surveys and staff training helps us to mitigate fire risks.

All our sheltered schemes (High Peak Borough Council), and all our corporate buildings and communal areas of flats, have a detailed fire risk assessment these are reviewed annually. For corporate buildings Derbyshire County Council is working through the various action plans and prioritising the actions required, for others the Assets Team are actioning these based-on risks.

Employees are provided with regular fire safety training; In 2018 I developed a new online training package; this assists us in meeting our training obligations without causing significant disruption to operational activities by staff being taken away from their duties for training.

251 employees have received fire safety on line training over the last 12 months.

In the Sheltered Schemes, 'fire safety in the home' talks have taken place, to raise awareness amongst our tenants. This training has been provided in association with the Fire Safety Team at Derbyshire Fire and Rescue Service.

The 'Stay Put Policy' documents in place at the Sheltered Schemes are now titled 'Defend in Place' Policies to avoid confusion.

Following the outcomes of the fire risk assessments some further fire safety improvements are required in the Sheltered Schemes. These improvements relate to the fire alarm systems.

The Assets Team are costing out the works, and the improvements will commence in 2020, at Cromford Court, Whaley Bridge, Eccles Fold, Chapel en le Frith, and Marian Court, Buxton.

We liaise regularly with both Fire and Rescue Services, this approach has led to a positive working arrangement, and no enforcement issues.

During this financial year there have not been any fires in any of our corporate buildings.

### **Domestic Housing property fires**

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During this financial year, there have been no fires within our domestic housing stock.

### **Radon**

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Radon levels at Buxton Town Hall are currently maintained at a level below the new average action level of 300 Becquerels.

The 29-year-old radon remediation system is serviced by a specialist contractor every spring, with filters changed every six months. There have been no significant issues with the radon remediation unit this year.

Ongoing radon monitoring will be carried out throughout the year to monitor radon trends.

Radon in corporate buildings is overseen by the Corporate Health and Safety Advisor, reports are issued as the results are received and remedial action is taken as is required.

Radon in the housing stock is managed by the Assets Team supported by a competent contractor

### **Stress and wellbeing risk assessments**

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Throughout periods of significant organisational change or due to external stressors, some staff can suffer the effects of stress. To manage this, a Well Being Policy has been developed and issued to staff by the Organisational Development team.

There has been a slight decrease in the number of stress/ well-being risk assessments developed. This is usual during periods of uncertainty and change. These are carried out by the Corporate Health and Safety Adviser following referrals from the occupational health provider.

The purpose of these assessments is to support the employee at work, consider adjustments to their workload, offer them additional support where this is required and protect the reputation of the Council. Such assessments are carried out in a confidential setting.

4 well-being/stress assessments were carried out during 2019-20. These related to ergonomic issues and have been managed by the introduction of reasonable adjustments to the workstation, and in some cases, the provision of chairs and other specialist equipment.

### **DSE musculoskeletal issues**

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The introduction of new ways of working in the form of a hot desking model has offered us an opportunity to share some of our accommodation with others.

This in turn has enabled us to improve the standard of accommodation with the provision of new desks, chairs, and other furniture. From a musculoskeletal point of view this should assist our staff in reducing such conditions as the furniture is standardised, it meets legal requirements and where a specific requirement is needed these are catered for as part of the assessment criteria.

Whilst there was an initial resistance to adopt this model, most staff appreciate the reasons for it and have commented that they like the informality of it. There are issues for staff, who deal with confidential materials and commercially sensitive material, but these issues are managed, and meeting rooms are available for use in such circumstances.

To remind staff of correct workstation setting up procedures we designed and have distributed a mouse mat that has been issued to all staff across the two councils. Additional safety guidance in the form of a leaflet covering the protocols to be adopted has been issued, and we have tried two stand/sit desks to assist staff who have lower back issues.

It is hoped that within the next 12 months, we will have an electronic DSE Self-Assessment, and online training model that will make this process less time consuming.

The hot desking model has been temporarily suspended due to Coronavirus restrictions.

### **Working at Heights**

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On the HPBC side of the Alliance we have staff that regularly work at heights on scaffolds and accessing work from ladders. They have been recently trained in safe working at height practices point of work risk assessments are being developed and other task specific risk assessments have been updated.

Wherever possible, working at heights should be avoided. Ladder work should be strictly controlled, and ladders should only be used as a working platform, where it is not practicable to use other means.

Scaffolding towers and other safer methods of working have been introduced.

There were no working at height accidents or near misses during this financial year.

### **Transport Risks**

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As a proportion of our workforce carry out duties close to or on the highway, this poses a potential risk to them. To manage this, risk transport checklists and risk assessments have been developed for all depots. Speed limits have been introduced at the two main operational depots at Leek and in Buxton.

Some further work is required to further define pedestrian walkways, provide additional signage, and create traffic free zones at the depots.

In addition to this our programme of training covers working on or adjacent to the highway, ensuring work on heavily trafficked roads takes place when there is traffic control in place, using the vehicles as a barrier whilst working on the highway, along with the requirement to wear appropriate personal protective equipment.

### **Mental Health**

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The Council recognises that mental ill-health is a health and safety issue for both managers and employees; it acknowledges the importance of identifying and reducing workplace stressors where possible.



Awareness training has been provided and the introduction of mental health first aiders is being explored.

## Coronavirus

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COVID-19 - No information relating to the current COVID-19 pandemic is included within the 2019-20 annual report due to the minimal impact on health and safety the lockdown and government guidance had within this financial year.

The significant impacts of COVID-19 will be covered in detail within the 2020-21 annual report

## 13. Conclusion

I am pleased to produce my twelfth Annual Health and Safety Report for 2019-2020.

It has been both an eventful and a successful year for health and safety across the two Councils, where we have seen an increase in staff training, and a reduction in workplace accidents.

The Toddbrook Incident at Whaley Bridge in August 2019 really tested our collective resilience. The responses and outcomes very much demonstrated our 'can do' approach and resulted in very commendable actions from all those who were involved.

During this financial year we have also seen some of our staff colleagues transfer into the new business venture AES.

This report summarises the performance and programme of work undertaken at a corporate level during 2019/20 and demonstrates an ever-developing safety culture that promotes high standards in health and safety management.

We have come a long way in establishing our Electronic Health and Safety Portfolio in 2009 and embedding a positive safety culture. The focus of our work has been to establish the policy, organising, planning and implementation components of that system with a view to improving communication, competency, and ensuring compliance.

We now need to further concentrate on measuring performance and audit and review elements of those systems.

We must continue to develop our positive safety culture, to ensure that it will be robust enough to positively impact on the environments in which our staff work, reducing the numbers of incidents within our work places and stand up to scrutiny from both external enforcing authorities and internal scrutiny whilst providing a sensible and cost effective approach to managing risk.

Coupled with this is the change of approach of the Health and Safety Executive as regulator. It is imperative that we can demonstrate that our staff have the skills, knowledge, training, and experience to fulfil their respective roles.

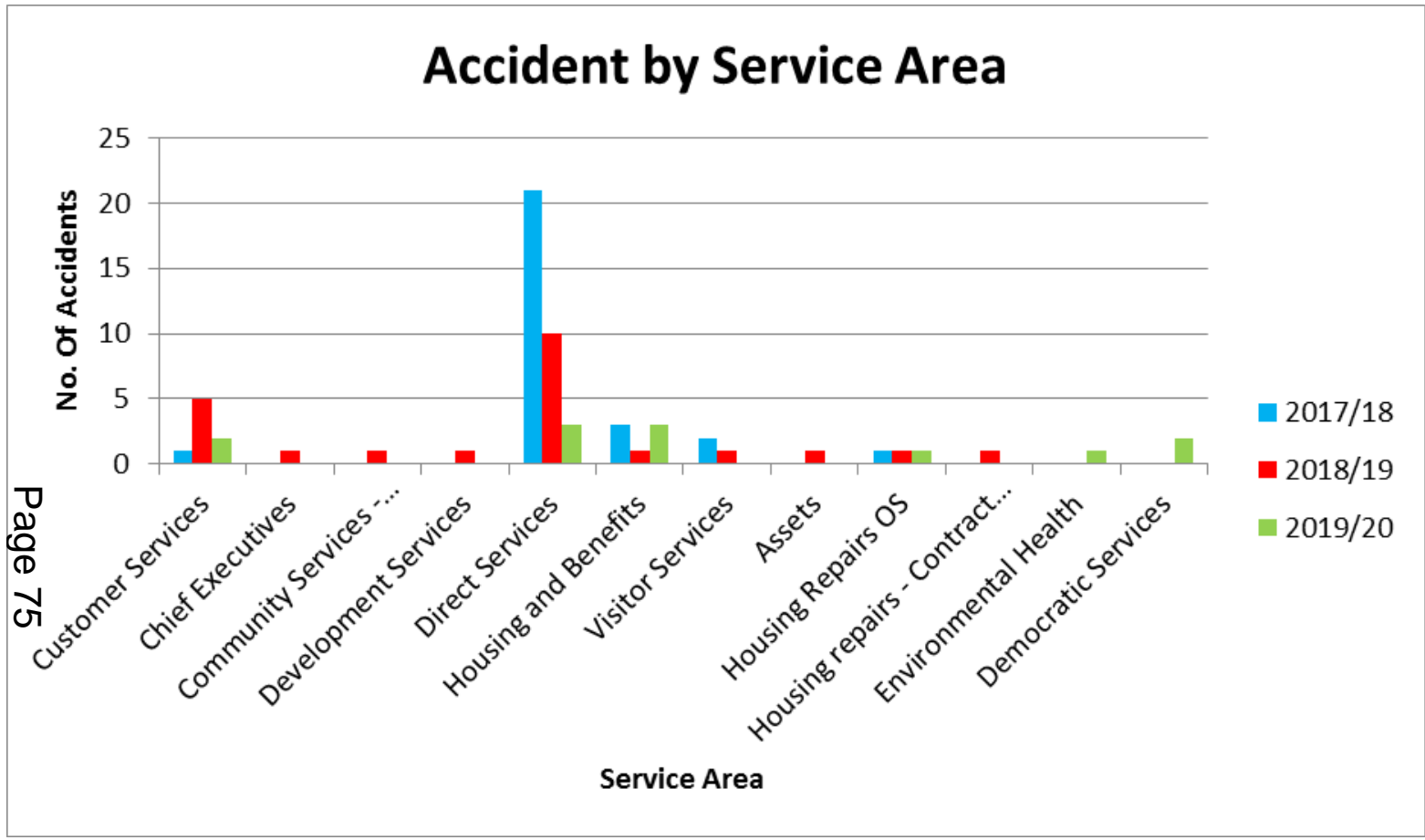
Being able to demonstrate a commitment to health and safety, competency through effective record keeping is vital to any defence. We are in a good position to be able to demonstrate we have a good safety record.

The continued support and leadership of the Chief Executive, Executive Directors, Heads of Service, Service Managers, staff, Trades Unions and Elected Members is the key to driving forward health and safety standards. This in turn assists us in reducing accidents, reducing ill health, and improving the working environment.

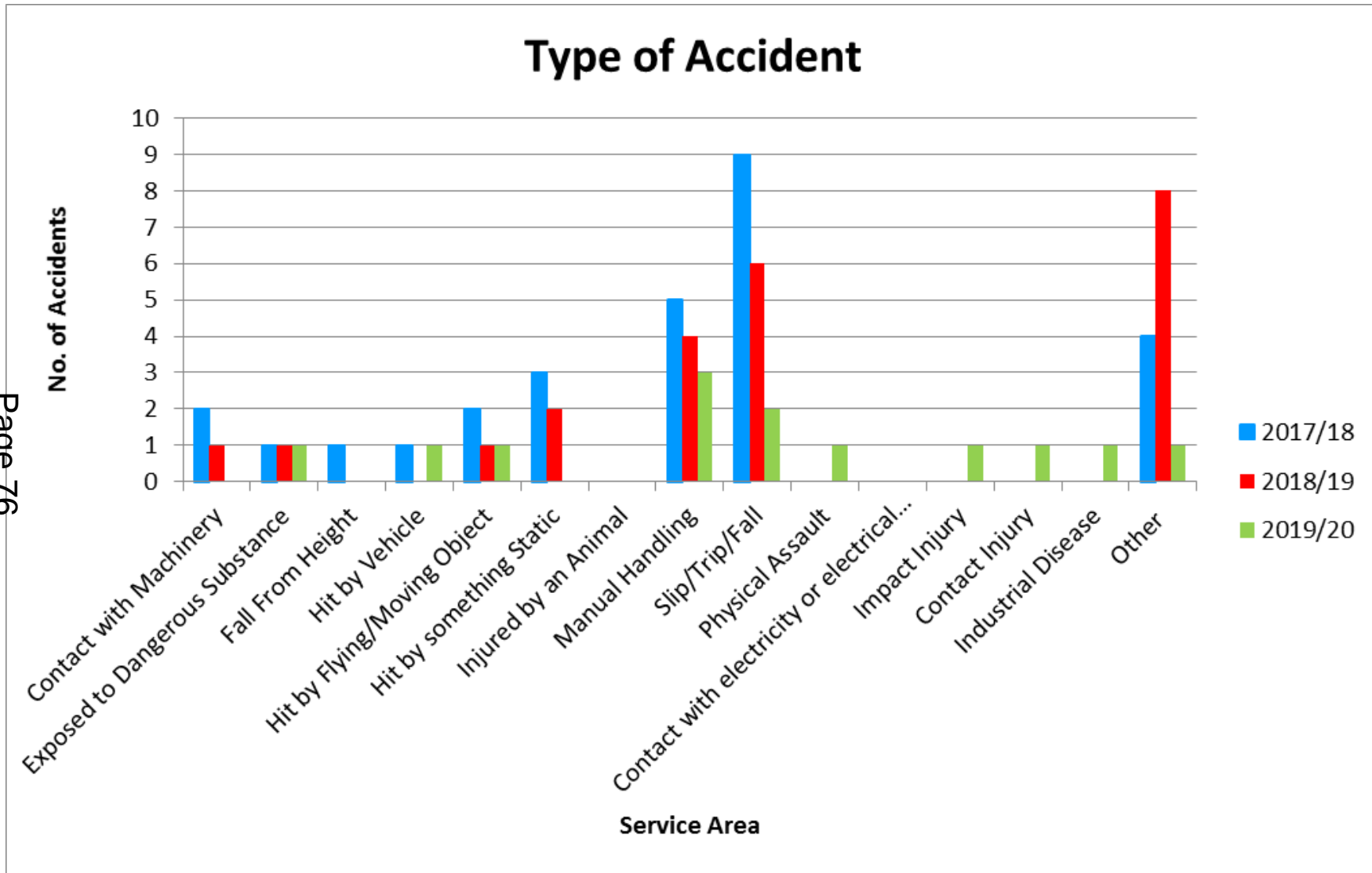
In conclusion I look forward to the challenges of the next 12 months as we continue to work together towards achieving our goals and, ultimately underpinning and further protecting a sustainable working future for our staff and those affected by what we do.

**David G Owen**  
**Corporate Health and Safety Adviser**  
**October 23<sup>rd</sup>, 2020.**

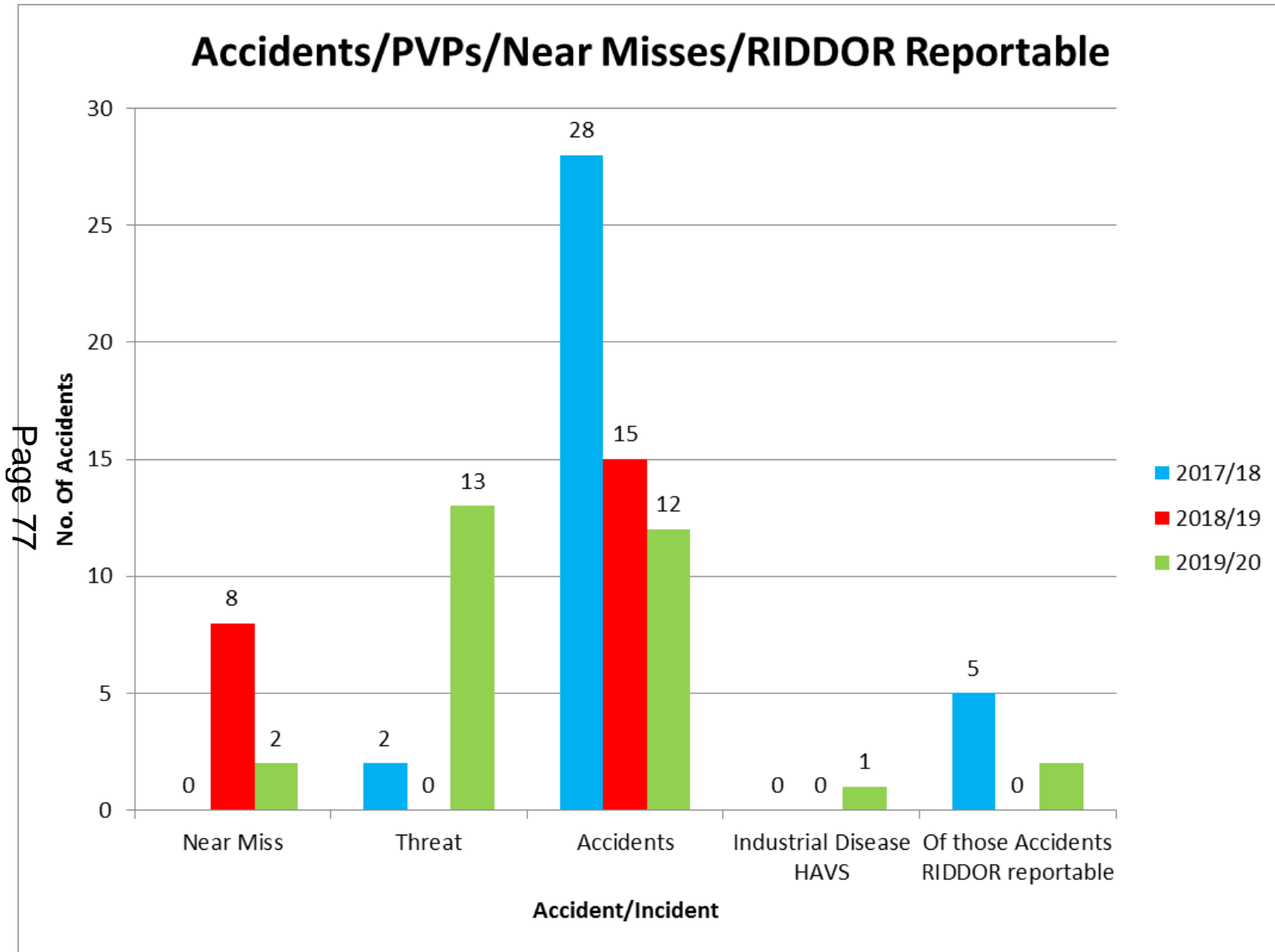
# Appendix 1



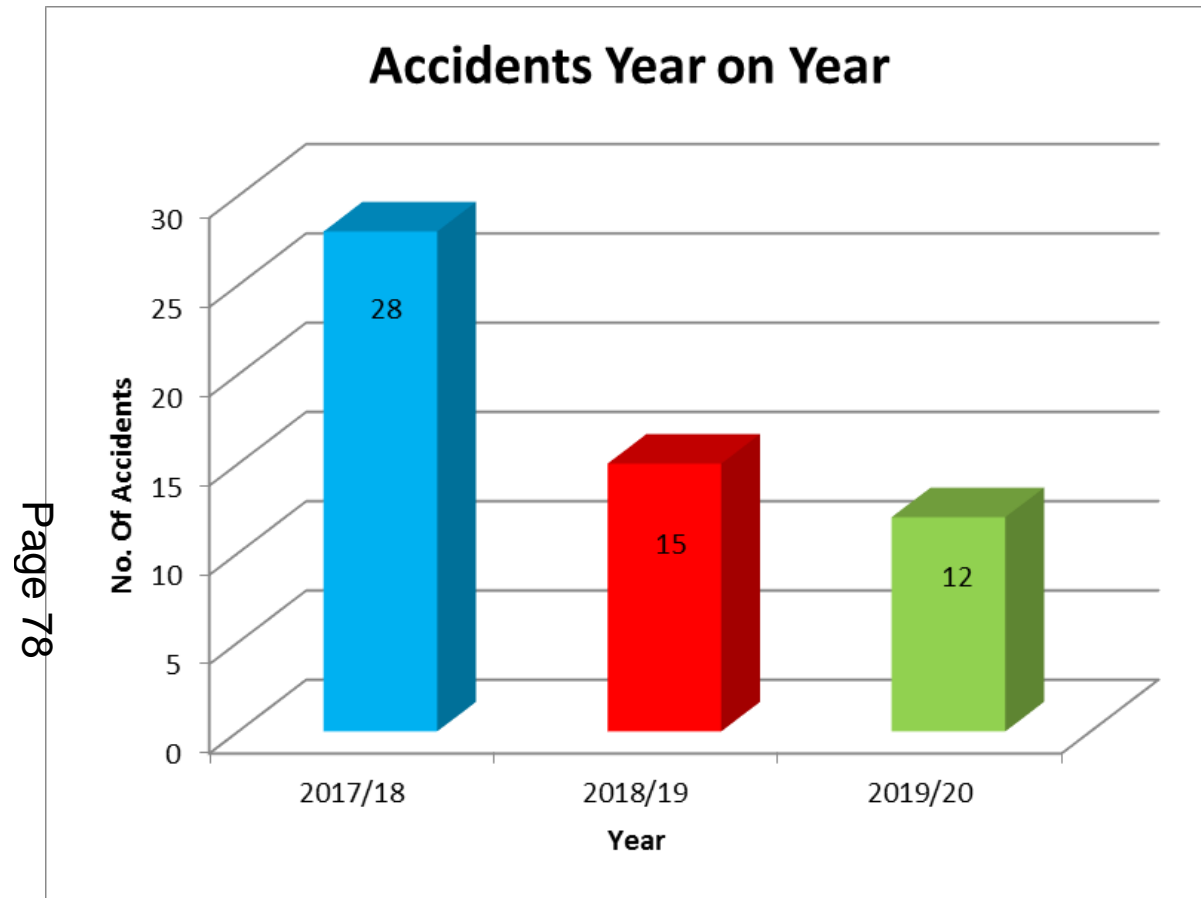
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Appendix 3



## Appendix 4



## Appendix 5 – Report Categories

Accident/Incident Totals			
	2017/2018	2018/19	2019/20
<b>Total Number of Accidents/Incidents</b>	<b>30</b>	<b>15</b>	<b>27</b>
<b>Breakdown of numbers</b>			
Near Miss	0	0	2
Threat	2	8	13
Accidents	28	15	12
<b>Of those Accidents RIDDOR reportable</b>	<b>5</b>	<b>5</b>	<b>2</b>

Type of Accident	2017/2018	2018/19	2019/20
Contact with Machinery	2	1	0
Exposed to Dangerous Substance	1	1	1
Fall from Height	1	0	0
Hit by Vehicle	1	0	1
Hit by Flying/Moving Object	2	1	1
Hit by something Static	3	2	0
Injured by an Animal	0	0	0
Manual Handling	5	4	3
Slip/Trip/Fall	9	6	2
Physical Assault	0	0	1
Contact with electricity or electrical discharge	0	0	0
Other type of accident	4	0	3
Threat	2	8	13

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