

PLEASE NOTE THE VENUE AND TIME

SWANWICK PARISH COUNCIL

Clerk to the Council
76 – 80 Derby Road
Swanwick
Derbyshire DE55 1BG
Email: clerk@swanwickparishcouncil.org.uk
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4th September 2016

Dear Councillor

You are summoned to attend the **Full Council Meeting** to be held at **Meeting Rooms, rear of Baptist Church, Derby Road, Swanwick** on **Thursday 15th September 2016** at 7.15pm when the business set out below will be transacted.

Members are asked to sign the attendance sheet for the meeting and to complete the Declarations Sheet (if appropriate), both available at the meeting.

Clerk to the Council

AGENDA

1. Apologies

Members are reminded to give their apologies direct to the Clerk.

2. Variation of Order of Business

3. Declarations of Interest

Members must fill out the Declaration of Interests Forms for submission. Members are requested to declare any personal or prejudicial interest they may have in any item of the evening's business, and to explain the nature of that interest.

Where a member indicates that they have a prejudicial interest, but wish to make representation regarding the item before leaving the meeting, they must do so under item 4(D) of Public Participation.

4. Public Participation

A) Public Attendance & Speaking: Residents wishing to speak need to book in with the Clerk, preferably prior to the meeting by email/phone or immediately prior to the start of the meeting.

Whether wishing to speak or not, each member of the public is required to indicate whether or not they consent to have their name and/ or organisation recorded and published in the minutes of the meeting. Minutes are published on the Parish Council website and are available to the public under the Freedom of Information Act 2000.

At the start of the meeting a period is available for members of the public to ask questions, make representations or submit comments. This is **LIMITED TO THREE MINUTES PER PERSON** – at the sole discretion of the Chair.

B) Parish Council Members' observations will be taken alongside Reports from any Borough and County Councillors attending.

C) Police Matters

An Officer in attendance may offer information or respond to questions on Police Matters.

D) Representations or Evidence from Members Declaring a Prejudicial Interest

Members indicating that they have a prejudicial interest in an agenda item and who wish to make a representation before leaving the meeting shall do so at this stage.

5. Minutes of Full Council

5.1 To receive the Minutes of the Meeting held 21st July 2016.

6. Planning Matters

6.1 Planning Applications for comment: All applications can be viewed at www.ambervalley.gov.uk click on Planning and then click on Planning Applications and use the AVA reference number to search.

AVA/2016/0781 Proposed replacement of illuminated and non illuminated signs and repainting to exterior of the building, Cross Keys Inn Derby Road Swanwick Alfreton Derbyshire DE55 1BG. **Decision is anticipated by 18/Sep/16** under the Delegated Powers

Undetermined Planning Applications 21/07/16 – 01/09/16

AVA/2014/0803 New Rugby Club facility including the erection of a single storey clubhouse, 3 new rugby pitches, floodlighting, associated access, car parking and hard/soft landscaping Land Lying North Of Slack Lane Riddings Alfreton Derbyshire **Decision is anticipated by 31/May/16** by the Planning Board. Please note there is a revised target determination date of 31/May/16 due to an extension of time agreement.

AVA/2015/0114 Outline planning permission for residential development of up to 45 dwellings with all matters reserved other than access (This is a Departure from the Adopted Development Plan) Land At Sleetmoor Lane Swanwick Alfreton Derbyshire

Decision is anticipated by 11/Jul/16 by the Planning Board. Please note there is a revised target determination date of 14/Sep/16 due to an extension of time agreement

AVA/2016/0730 Outline Application with All Matters Reserved for Single Dwelling (This application represents a Departure from the Amber Valley Borough Local Plan 2006) The Woodland Derby Road Swanwick Alfreton Derbyshire **Decision is anticipated by 02/Sep/16** under the Delegated Powers.

6.2 Planning Decision Notices:

AVA/2016/0707 Installation of an antenna mast for the use of amateur radio operation. This is to be sited to the rear of the property. 10 Brackendale Road Swanwick Alfreton Derbyshire DE55 1DJ

Application was approved on 09/Aug/16.

6.3 Neighbourhood Plan

Amber Valley Borough Council Cabinet Meeting on 29 June 2016 considered a report on Swanwick Neighbourhood Plan. The report was circulated to Members and copies are available from AVBC website - Committee documents.

There has been no further communication from Amber Valley Borough Council Officers on the Swanwick Parish Neighbourhood Plan.

7. Clerk's Report

- 7.1 Parish Office has relocated to 'new' premises'
- 7.2 Increase in buildings insurance cover for catastrophic events
- 7.3 Utility services update
- 7.4 Open Gardens 2016 – claim for re-imburement of costs
- 7.5 Nether Close Allotments – boundary issues and proposals
- 7.6 Asset Register – report on registration of all Parish Council Land with Land Registry
- 7.7 Shirley Road Allotments – Review of Agreement with Swanwick Allotments Association, site visit on 1st September
- 7.8 Christmas Lights Contract – proposed review of current contract
- 7.9 Non-domestic Business Rates and proposal for unoccupied buildings
- 7.10 Removal of trees, hedge shrubs and weeds

8. Chair's Report (see attached)

9. Councillors' Updates

10. Correspondence & Circulars (copies are available on the website)

- 10.1 DALC 13 -2016
- 10.2 DALC 14-2016
- 10.3 Amber Valley Impact Report - Citizens Advice Derbyshire Districts

11. Accounts

11.1 To approve urgent payments made to the following:

Date	Cheque	To Whom Payable	Reason	Amount £
01.08.16	3588	Newleaf Ltd	Contract Payment 5	1125.00
01.08.16	3589	CANCELLED JH HALL	Open Gardens Min 203.2/2016	0.00
02.08.16	3590	R Castledine Mth4		1244.70
02.08.16	3591	HMRC	Tax & NI Mth 4	302.88
02.08.16	3592	Iansprint Ltd	Open Gardens Min 203.2/2016	370.00
10.08.16	3593	Iansprint Ltd	Printing/Copying	51.55
17.08.16	CHAPS	Broadbents Sol. LLP Client A/c	Purchase of Land	520515.50
17.08.16	CHAPS	Yorkshire Bank	Chaps fee	29.00
22.08.16	3594	Swan CoE Girls School Trust	Rent Qtr 3 to 31.08.16	383.84
22.08.16	3595	Zurich Municipal	Insurance add. Cover	85.80
01.09.16	3596	R Castledine Mth5		1244.50
01.09.16	3597	HMRC	Tax & NI Mth 5	303.08
01.09.16	3598	Kiwa CMT Testing Ltd	SLC Testing	1338.00
01.09.16	3599	Newleaf Ltd	Contract Payment 6	1125.00
			Total	528118.85

11.2 To approve payments to the following:

To Whom Payable	Reason	Amount £
	Total	0.00

11.3 Income Received:

Date	Remittance	Amount £
10.08.16	PWLB Loan Draw Down (£150K minus £52.50 PWLB Fee)	149,947.50
	Total	149947.50

12. Bank Reconciliation

13. Exclusion of Press & Public

'That pursuant to section 1(2) of the Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded from the meeting for Agenda Item(s) below by reason of the confidential nature of the business to be transacted'.

13.1 Recruitment of Clerk to the Parish Council

13.2 Quotations for removal of trees, hedge shrubs and weeds

13.3 Quotations for demolition of unoccupied buildings

At the time of preparing this agenda a number of quotations for the proposed work on the site had not been received. All quotations will be presented at the meeting.

14. Items for the next Agenda

Items are invited for inclusion in next month's agenda

15. Date of Next Meeting: 20th October 2016 @ 7.15pm at the Meeting Room at the rear of the Baptist Church, Derby Road.

**SWANWICK PARISH COUNCIL
MINUTES OF THE PARISH COUNCIL MEETING
THURSDAY 21 July 2016**

Present: Cllrs Soudah, Adams, Barnett, Davies, King, Payne

Members of the Public

Marion Leister
Rob Castledine
PC Mark Gibbs (Part Meeting)
AVB Cllr David Wilson(Part meeting)

195/2016 APOLOGIES

Cllrs Briggs, Dale
Apologies were approved.

196/2016 VARIATION OF ORDER OF BUSINESS

None

197/2016 DECLARATIONS OF INTEREST

None

198/2016 PUBLIC PARTICIPATION

198.1/2016 Public Speaking

Ms Marion Leister asked about what could be done about cars parking on the pavement outside the Pantry on Derby Road and obstructing the free movement of people on mobility scooters

Cllr David Wilson asked if the Parish Council had received any response from AV Cllr C Short on the issue of 'Fracking'. None had been received.
Rob Castledine reported on an incident at Queen Elizabeth II Park, Crays Hill in which a young girl accidentally put her foot into a hole and got stuck. He reported the incident to Landscape services at AVBC.

There was considerable discussion at various points in the meeting about the need to have a well publicised and open community engagement meeting to answer question and inform residents of the village about the Village/ Community Hall project. It was felt that more people used social media than read the newsletter and that the Parish Council might consider starting an electronic newsletter delivered straight into people's inbox as a means of increasing public participation.

198.2/2016 Members' Observations:

Cllr Mary Barnett asked whether the damage to the Orchard Crescent sign had been reported. Was there any progress on an additional sign at the entrance to the crescent to indicate 'No Through Road'.

Cllr Bruce Adams asked if the reported incident of vandalism on a roundabout at the play area off Beaulieu Way has resulted in any remedial works being undertaken by AVBC.

Cllr Paul Davies reminded members that the SteamPacket Pub was holding its annual social event with entertainment and real ales.

198.3/2016 Police & Crime Prevention

PC Mark Gibbs attended this Meeting and reported back on recent incidents of anti social behaviour in the village.

Advice offered by PC Gibbs on vehicles obstructing the pavements is to get in touch with Civil Parking Enforcement at Matlock.

198.4/2016 Representations or Evidence from Members Declaring a Prejudicial Interest

None

199/2016 MINUTES OF FULL COUNCIL HELD 16th June 2016

Cllr Bruce Adams asked that his observations about the vandalism to the play equipment off Beaulieu Way be added to the minutes.

RESOLVED:

That the Minutes of Full Council held on 16 June 2016 be amended and be received as correct account of the meeting. The minutes were signed by the Chair.

200/2016 Minutes of Special Meeting of Full Council on 7 July 2016

RESOLVED:

That the minutes of the Special Meeting held on 7th July 2016 be received as a correct record of the meeting. The minutes were signed by the Chair.

201/2016 PLANNING MATTERS

201.1/2016 Planning Applications

AVA/2015/0114 Proposed residential development for up to 45 dwellings at additional land in applicants ownership (This is a Departure from the Adopted Development Plan) Land At Sleetmoor Lane Swanwick Alfreton Derbyshire. A decision is anticipated by 11/Jul/16 by the Planning Board. Please note there is a revised target determination date of 31/Jul/16 due to an extension of time agreement **Representation made at Planning Board Meeting on 11th July 2016 copy of which was attached to agenda as 8.1.**

AVA/2014/0803 New Rugby Club facility including the erection of a single storey clubhouse, 3 new rugby pitches, floodlighting, associated access, car parking and hard/soft landscaping. Land Lying North Of Slack Lane Riddings Alfreton Derbyshire. A decision is anticipated by 31/May/16 under the Delegated Powers. Please note there is a revised target determination date of 31/May/16 due to an extension of time agreement. **No further information available**

AVA/2016/0594 Single storey extension to side elevation and open porch to front elevation 23 Caernarfon Close Swanwick Alfreton Derbyshire DE55 1EG A decision is anticipated by 28/Jul/16 under the Delegated Powers **No comments received**

AVA/2016/0616 Proposed extension 89 Ashton Close Swanwick Alfreton Derbyshire DE55 1HG A decision is anticipated by 23/Aug/16 under the Delegated Powers. **No comments received**

201.2/2016 Planning Decision Notices

The following decisions were noted:

AVA/2016/0391 Erection of a concrete sectional double garage to the rear of the property on a concrete reinforced base. Erection of a double carport to the side of the property at 28 Burleigh Crescent, Swanwick, Alfreton, Derbyshire, DE55 1DF, **PERMITTED Decision Date - 19/May/2016**

AVA/2016/0556 Proposed garage extension to front and rear at 90 Hickton Road, Swanwick, Alfreton, Derbyshire, DE55 1AG. **Application was approved on 01/Jul/16.**

202/2016 NEIGHBOURHOOD PLAN

Progress Report

Amber Valley Borough Council Cabinet Meeting on 29 June 2016 considered a report on Swanwick Neighbourhood Plan. The report was circulated to Members and copies are available from AVBC website Committee documents.

There was a brief discussion about the options available to Swanwick Parish Council. A Freedom of Information request was submitted to AVBC on 18th July 2016. The information requested was as follows:

The Independent Examiner Mr N McGurk appointed to examine the submitted Swanwick Neighbourhood Plan, submitted a draft of his report to Amber Valley BC to check the draft for factual accuracy.

We would like

- 1 A copy of the draft report submitted by Mr N McGurk*
- 2 Copy of all factual corrections suggested by any AVBC Officer or Councillor*
- 3 Copy of any emails or correspondence about the factual corrections that passed between the Independent examiner and AVBC Officers or Councillors.*
- 4 Copy of notes taken or kept by any officer or meeting (formal or informal) in relation to the correction of factual accuracy*

A report will be prepared once a response to the FOI request is received.

203/2016 CLERK'S REPORT

The Clerk's report was presented by the Chair.

203.1/2016 Review of the Council's policy for dealing with the press/media

No action has been taken since the last meeting.

203.2/2016 Open Gardens 2016 – claim for re-imburement of costs

RESOLVED:

Parish Council accept that the £400-00 deposited in 2015 are properly funds due to Open Gardens and that these funds are made available to Open Gardens 2016 in full and final settlement.

203.3/2016 Village Hall Email Portable Appliance Testing Training Although the village care taker is unable to attend on the dates specified future training should be made available.

RESOLVED:

To offer the training to Village Caretaker to develop additional skills

203.4/2016 Report of Incident of Verbal abuse & Intimidation toward Council employee

The Parish Council will not tolerate any expression of verbal abuse or threat of intimidation against any of its employees. However, it is up to the individual to pursue any remedy available through civil action.

204.1/2016 Chair's Report

The report was received. Since the writing of the report, the Chair reported verbally that he had attended a meeting with other residents, Cllr D Wilson and Nigel Mills MP to discuss planning application AVA/2015/0114 proposed residential development for up to 45 dwellings at additional land in applicant's ownership at Sleetmoor Lane Swanwick. A letter has been sent to the NPCU to request the application to be called in.

205/2016 Councillors' Updates

No reports were presented

206/2016 Correspondence & Circulars (copies are available on the website)

All circulars and correspondence was received

207/2016 ACCOUNTS

207.1/2016 RESOLVED: To approve urgent payments made to the following:

Date	Cheque	To Whom Payable	Reason	Amount £
09.06.16	3575	Iansprint Ltd	Printing/Copying	51.15
21.06.16	3576	Newleaf Ltd	Plants	3695.00
24.06.16	3577	Swanwick Luncheon Club	S137 Grant	200.00
24.06.17	3778	Swanwick Baptist Church	S137 Grant	250.00
24.06.18	3779	St Andrew's Church	S137 Grant	250.00
24.06.16	3780	St Andrew's Church	50% Floodlight Maintenance	262.60
28.06.16	3781	B Wood	Internal Audit	113.20
30.06.16	3582	R Castledine	Wages Mth 3	1244.50
30.06.16	3583	HMRC	Tax & NI Mth 3	302.88
01.07.16	3584	Newleaf Ltd	Contract Payment 4	1125.00
05.07.16	3585	Newleaf Ltd	Plants	3655.00
07.07.16	3586	Swanwick Baptist Church	Mtg Room Rent	90.00
07.07.16	3587	Iansprint Ltd	Printing/Copying	170.95
			Total	11410.28

207.2/2016 RESOLVED: to approve payments to the following:

To Whom Payable	Reason	Amount £
		0
	TOTAL	0

207.3/2016 Income Received

Date	Remittance	Amount £
05.07.16	Tamber Newsletter Sponsorship (June 2016)	150.00
	Total	150.00

208/2016 Bank Reconciliation

Copy of the Internal Auditor's Report was received

209/2016 Exclusion of Press & Public

'That pursuant to section 1(2) of the Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded from the meeting for Agenda Item(s) ... by reason of the confidential nature of the business to be transacted'.

210/2016 WEBSITE INFORMATION ARISING FROM MEETING

Cllr Davies will publicise the community event at the Steampacket on Facebook and Twitter

211/2016 Items for the next agenda

None proposed at the meeting

212/2016 Date of Next Meeting: 15th September 2016 @ 7.15pm at the Meeting Room at the rear of the Baptist Church, Derby Road

Members were reminded that the Parish Council does not meet during August.

Meeting Closed at 20.36

Signed:

Date:

7. Clerk's Report to Swanwick Parish Council meeting 15th September 2016

7.1 Parish Office has relocated to 'new' premises'

Thanks to the combined efforts of Rob Castledine, Cllr Brenda Payne & Richard Payne the move from the Old School House to our 'new' office was a smooth transition. The intention is to make use of the office until the site is ready for development. There are a number of minor refurbishments that are necessary to make the place habitable.

Rob will use days when he is rained off from caretaking duties to give the main rooms a lick of refreshing paint. Some of the woodwork is in good condition and other parts can do with a coat of paint to last for the next two years. The under-floor may need minor repair in one section. The floor covering is in a deplorable state and smells fusty. An economic replacement floor covering is necessary. No estimates available at present.

In addition, the external post box fixed to the boundary wall is no longer secure. A metal, lockable replacement is recommended

The Proposal

- 7.1.1 To approve minor works necessary to bring the working conditions to an acceptable standard within a maximum budget of £500 on refurbishment.

7.2 Increase in buildings insurance cover for catastrophic events

The insurance cover has not been extended for buildings and contents from 20th August 2016. This would have required a professional valuation on property which is by its very nature temporary accommodation. It will be unlikely that we will require repair or re-instatement in the event of collapse or fire. Instead insurance cover has been taken to protect the Council from any catastrophic event and provide for the clearance of the site of any debris. The additional premium is £85-00 for the remaining part of this year rising to £100-00 for next year (inclusive of IPT). If the proposal in Item 7.9 is approved there may be a pro rata reduction in premium.

The Proposal

- 7.2.1 To approve and note that the additional insurance secured only covers the clearance of the site debris in the event of a catastrophic event

7.3 Utility services update

All the buildings are still connected to water and electricity and it is not clear whether the gas supply extends beyond the office. The services need to be tested for safety by competent persons and in order that the Council are deemed to have taken the necessary Health and Safety precautions in place. It has been an education searching for the water stop-cock. With the proposal for the unoccupied building described below, work has started to obtain quotations for disconnecting the workshops, cottages and store.

Electricity – the site is supplied with three phase and single phase supply through a supplier catering for industrial use. This will incur charges disproportionate to the council's needs and proposed usage.

Gas – the premises appear to be heated by gas central heating. It is not clear if the boiler in the office block supplies all the radiators or whether the boiler(s) is(are) still serviceable.

Water – without water the central heating, toilet and wash basin are not useable. The water supply to the site is through one of the cottages where the stop-cock is located.

The Proposal

- 7.3.1 To approve that all the utility services be tested and where appropriate alternative suppliers found.

7.4 Open Gardens 2016 – claim for re-imburement of costs

With the sad demise of Howie Hall, the outstanding monies due to be paid to the Open Gardens 2016 (Minute 203.2/2016) has been used to pay outstanding invoices directly to Lansprint Ltd. This represents full settlement of the monies owed to the Open Gardens group.

The Proposal

- 7.4.1 To approve the re-direction of funds approved in Min 203.2/2016 to pay outstanding invoices held by Open Garden 2016.

7.5 Nether Close Allotments – boundary issues and proposals

The sale/purchase of land at the rear of a property on Derby Road has resulted in a dispute about the boundary line between the plot and the Nether Close Allotments. The purchaser has removed all the hedging, leaving stumps until the situation is resolved.

Meetings with the new owner have resulted in two proposed solutions that 'appear' to reach a compromise. However, the proposed solutions are predicated on assumptions, by the purchaser, that the set-back fence line of the adjoining allotment plot 1b denotes the boundary. The new owner is claiming that the land he purchased extends beyond the natural hedge line and up to the existing fence line of the allotment and that the fence of plot 1a is encroaching onto his land.

The Council are claiming that the hedge line is the boundary and that the existing fence line is in two parts; one part (plot 1b) has been set back into the allotment to allow separate access from the main path leading from Nether Close to allotment plot 1a. The fence line of plot 1a is along the hedge line and has been in place since 1989 or there about. It is considered to be correctly positioned.

There is no question of this latter fence being removed has enclosed plot 1a and prevented access by any other person for over twelve years. Due to the period of time that has elapsed the Council can claim adverse possession that extinguishes any previous title that may be claimed by a third party.

It will be for the Council to prove that it owns the area of land between the fence of plot 1b and the hedge line and dispute the claim made by the owner of the adjoining property. Although there has been extensive searches for conveyance documentation (see item 7.7 below) these do not include measured, definitive boundaries. The Council has to also rely on the case that can be made from existing conditions on the ground to determine the boundary and any historical evidence.

The Proposal

- 7.5.1 To reject the proposed compromise solutions and inform the owner of the adjoining property of the Council's decision accordingly.
- 7.5.2 To seek legal opinion with regard to registration in the Council's favour of the area of land in dispute and instruct solicitors.

7.6 Asset Register – report on registration of all Parish Council Land with Land Registry

The Council's Asset Register requires considerable updating. In particular there is only the Garden on the Green and the land recently acquired that has been registered with the Land Registry. Ownership of land assets transferred to Swanwick Parish Council from Amber Valley Borough Council since 1990 has not been registered with Land Registry. To compound matters, some conveyance documents relating to Nether Close Allotments appear to have been transferred to Future Homes Group when the Borough Council transferred its housing stock to the housing association.

Following extensive exchange of emails and meeting with all parties concerned, certified copies of most documents have been recovered. However, the land comprising Brewster Memorial Garden is still registered in the name of Amber Valley Borough Council and the transfer of ownership to Swanwick Parish Council has not been registered with Land Registry to date.

The same applies to the Shirley Road Allotments; the land was belatedly transferred to Swanwick Parish Council in 1990 together with the responsibility for Allotment Functions under Section 68 Local Government Act 1972. Although Swanwick Parish Council came into being in 1984 it took several years for the transfer to be implemented, and even then the transfer was not registered with Land Registry. This needs to be undertaken as a matter of some urgency.

The fee payable for registering land is banded based on land value. Although there is no intention to sell or dispose of any of the land, a value is required to determine the fees payable. Unless informed otherwise by Land Registry, the value notified to the solicitor is as follows:

Nether Close Allotments are valued at £15,000-00 and

Shirley Road Allotments are valued at £79,000-00.

As there are a number of conveyance and boundary issues it is important to undertake the registration through a qualified conveyance solicitor. This will incur Land Registry fees and solicitor's fees.

The Proposal

7.6.1 To instruct solicitors to register all land owned by Swanwick Parish Council

7.7 Shirley Road Allotments – Review of Agreement with Swanwick Allotments Association, site visit on 1st September

The agreement between the Swanwick Allotments Association (SAA) as tenants and Swanwick Parish Council is due for review and update. Model agreement has been obtained from the National Allotment Society and will be the basis for discussion with the SAA. Meeting will be arranged with the secretary of the Allotment association to agree a form suitable and acceptable to both parties.

The agreement will then inform and be the basis of Individual Tenant Licences (ITL). Individual Tenant Licences issued by the SAA have not been reviewed for a number of years and the practice has fallen into disuse. The SAA has been advised that ITLs have to be renewed at least on a four year cycle.

As part of the management of the allotment function, a visit to the site was arranged for 2nd September 2016. A fruitful discussion with the SAA Committee identified some issues that need to be addressed are identified below. In addition, it was made clear that the Swanwick Allotments have to become more self sustaining, raising any funding required for works either by applying for S137 Grants like other organisations, raising allotment fees, using opportunities at the annual Well Dressing or any other appropriate activity.

Some of the boundaries of properties on Delves Bank Road are indistinct and there is a need to define the boundaries with the allotments and to ensure that the allotments are secure. As the land owner, the PC is to write to adjoining property owners.

Part of the tracks used to deliver material around the site have been used when the ground has been soft and wet, resulting in the crown of the track being raised. Additional in-fill material will be ordered and paid for by the PC. Labour to remedy the track will be undertaken by the tenants.

The hedges on the eastern boundary and the footpath from The Delves are due for a cut. PC has traditionally arranged and paid for this service.

A request for a barrier to prevent use of the track during the winter months was received. This will be discussed during the future meeting with the secretary.

The Proposal

- 7.7.1 The PC writes to adjoining property owners to define property boundaries and re-instate fences.
- 7.7.2 To purchase infill material for remedial work to parts of the track.
- 7.7.3 To undertake the hedge cutting required.

7.8 Christmas Lights Contract – proposed review of current contract

In July 2016, the current Christmas Light Contractor was contacted for information about the lights owned by the PC. The information is required in order for the PC to obtain the necessary Licence from DCC for installing attachments to street lighting columns, and obtaining certificates from electricity supply companies for the cost of electricity used. At this time of the year it is usual to receive a quote for PAT all the equipment, Installation and storage charges etc. Despite several attempts to contact the contractor, no information is forthcoming. There is no evidence that the Christmas Lights Contract has been market tested in previous years. As we are fast approaching the Christmas season a review of the contract is recommended and quotes should be obtained from other suppliers. The location of the lights previously purchased is not clear and there is a risk of a further lack of co-operation.

The Proposal

- 7.8.1 To obtain three quotes for the supply and installation of Christmas lights.
- 7.8.2 To authorise the Chair/clerk to accept the most appropriate quotation

7.9 Non-domestic rate demand (Business Rates) and proposal for unoccupied buildings

On 22th August 2016, shortly after completion on the purchase of the village hall site, the PC received the Non Domestic Rate demand. The buildings originally qualify for full relief for the first six months of being unoccupied by the previous owners. This period has expired.

The PC as new owner is liable for the Non Domestic Rates. The period from 20.08.2016 to 31.03.2017 represents 224 days (or 224/365)

The present rateable value is £12,250-00 pa. As an empty property the rating multiplier is 0.497. The total charge for the period is $12250 \times 0.497 \times 224/365 = £3736-35$. This becomes payable from 01.10.2016 in four equal instalments of £934-00 (+0.35).

The Valuation Office (HMRC) is undertaking a revaluation of all business properties. Businesses are required to register the email address, check the draft rateable value and information about the property owned in October 2016. The new rateable value comes into effect on 1st April 2017.

As long as the buildings stand unoccupied, the PC will be liable for non domestic rates for unoccupied buildings. If the buildings are unusable, then they do not attract the rates outlined above. As the PC is not ready to develop the site, the answer is demolition to slab

level of all the buildings other than the office. The office may then qualify for additional Small Business Rate Relief until 2019/20.

Contact has been made with the Planning Department of AVBC to enquire about the need for planning consent for the demolition. I am waiting a call back.

At the time of writing, quotations have been invited from three of each demolition, electrical, and plumbing companies. In addition to disconnection of utilities prior to demolition, the electrical, gas heating and plumbing within the office is to be tested. Demolition companies have asked for asbestos survey results as this will determine the cost of any specialist asbestos removal. Available quotations will be available to discuss under Agenda Item 13.2.

The Proposal

- 7.9.1 To authorise the Chair/clerk to receive the quotations and appoint appropriate contractors to undertake the necessary works, subject to scrutiny of the quotations and necessary planning approvals. The Chair/clerk is to report back to PC at the next appropriate meeting.

7.10 Removal of trees, hedge shrubs and weeds

As a visible sign of the occupation and in advance of the preparation of outline plans for the development of the site, it is proposed to clear the site of the conifers, hedge growth, self set trees, shrubs and weeds.

Discussions have already taken place with the adjoining property owners and all have given their consent to the removal of trees etc, provided this is at the expense of the Parish Council.

The responsible officers in Landscape and Planning Departments at AVBC have been contacted to ensure there are no TPOs or planning requirements; at the time of writing I am waiting call backs from the officers.

Separate quotations for the clearance of the trees, hedge shrubs and weeds have been invited from appropriate contractors. Details of the quotes will be available for discussion at Agenda Item 13.3.

The Proposal

- 7.10.1 To authorise the Chair/clerk to receive the quotations and appoint appropriate contractors to undertake the necessary works, subject to scrutiny of the quotations. The Chair/clerk is to report back to PC at the next appropriate meeting.

Chair's Report – September 2016

Chair's Report to the Swanwick Parish Council Meeting held on 15th September 2016.

Co-option

I repeat, we still have vacancies, so please encourage other potential candidates to attend. It is wise to invite possible candidates to attend a few meetings to see us in action and to share with fellow councillors what range of skill and expertise they can bring to the Council.

Planning applications update

Following a meeting with residents from Larkhill, Cllr David Wilson, and Nigel Mills MP on 15th July 2016, I wrote to the SoS requesting a call-in of the planning application Development on Land at Sleetmoor Lane/ Derby Road AVA/2015/0114.

I received an acknowledgement email on the 5th August 2016. No further information about any decision has been received.

Swanwick Neighbourhood Plan

I have not received any further communication from AVBC about the progress of the Neighbourhood Plan.

Village Hall Working Group (VHWG)

Well, that was a journey! It was reminiscent of other long journeys with the constant clamour 'Are we there yet? Are we there yet?'

As reported in the Clerk's report, there is a lot of work to be done. I propose that the VHWG have a site meeting as soon as possible. Councillors will be invited and I will ensure that you are notified of the time and date.

Meeting attended include

Institution of the new Vicar St Andrew's Church 26th July 2016
Cray's Hill Queen Elizabeth II Park Community Group AGM 3rd August 2016
Swanwick Allotments Association Committee Meeting 1st September 2016

Just as a reminder

What are the hallmarks of a good council?

Imaginative agendas, encouragement of open debate and getting people involved are the hallmarks of an achieving council.

Your Council will work to a set of standards, for example:-

** Meetings must be in public and agendas published.*

** There will be rules of business conduct, finance and personal conduct of Councillors.*

** Communication and consultation policies will be in place.*

** Forward planning and budgeting of future projects will be a regular feature of meetings and dealings with the community.*

** The Council will work in harmony with other groups in the Parish.*

George Soudah

Derbyshire Association of Local Councils



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Circular No. 13/2016

To all Member Town and Parish Councils and Parish Meetings

GENERAL CIRCULAR

In this Circular:

- What does Vote Leave mean for Town & Parish Councils?
- Derbyshire Dales CVS Seminar - Automatic Enrolment for Employers
- Chair Skills Training Course

1. WHAT DOES 'VOTE LEAVE' MEAN FOR TOWN AND PARISH COUNCILS?

It appears that the outcome of the EU Referendum has resulted in uncertainty within the world of employment. The two key areas that may be affected are employment legislation and the use of EU national workers.

With regards EU workers, there will understandably be concern amongst such individuals as to what the future holds. According to the Chartered Institute of Personnel and Development, withdrawing from the EU will in theory put an end to the free movement of labour between UK and the rest of Europe. It is also possible that any EU citizens coming to the UK after the Referendum may not have a permanent right to live and work in the UK. Instead, the points based immigration system which currently applies to non-EU citizens, may be applied to those from the EU.

What is important for those EU citizens who currently work in Town and Parish Councils, is that there is no risk to their job security as a direct result of the Referendum outcome. Such individuals should be reassured by the Council that any changes will not affect them.

The UK may revert back to the Worker Registration Scheme, previously implemented in 2004, which would be applied to existing EU nationals working in the UK, for the purposes of protecting their right to live and work here. It is doubtful that charges would be applied to the Scheme, as previously existed.

What is clear is that the UK does have to enter into detailed negotiations with the EU. Those negotiations are expected to include the movement of labour between Countries, and the imposition of any restrictions could have detrimental effects upon such negotiations.

A second area which is expected to be affected by the outcome of the Referendum is employment legislation. Much of the UK's employment law, such as health and safety, antidiscrimination and working time rights, are derived from the EU, but transposed into British law, through Acts of Parliament.

Consequently, the removal of the UK from the EU does not necessarily mean the removal of EU derived legislation, or that any future government will repeal it. Furthermore, a large amount of UK employment legislation, such as the Minimum Wage Regulations, are not derived from the EU, and will be unaffected. What is certain is uncertainty as far as future employment law is concerned, and may take a number of years to resolve.

This information is provided by Personnel Advice & Solutions Ltd.

Note - The information in this factsheet is for guidance only. Personnel Advice & Solutions Ltd cannot accept responsibility for the use of the information. It is not an authoritative statement of the law. Individual Personnel issues must always be addressed on their own merit.

2. DERBYSHIRE DALES CVS SEMINAR – AUTOMATIC ENROLMENT FOR EMPLOYERS

Tuesday 26th July, 10:00am - 11:30am
Agricultural Business Centre, Bakewell

The law on workplace pensions has changed. Under the Pensions Act 2008, every employer in the UK must put certain staff into a pension scheme and contribute towards it. This is called 'automatic enrolment'. Whether you're a hairdresser, an architect or employ a personal care assistant, if you employ at least one person you are an employer and you have certain legal duties. This applies to you if you run a small voluntary organisation or charity that employs someone.

John Carter from ProActive will be giving a presentation on automatic enrolment and there will be a discussion on the planning, implementation and ongoing administration requirements of automatic enrolment. In addition, you can find out if your existing pension scheme complies with automatic enrolment.

This is a free session with refreshments available from 9.45am. It should last no longer than 90 minutes and at the end you are welcome to stay and network or ask other advice. **To book a place please contact Janet Smith at Derbyshire Dales CVS – 01629 812154.**

3. CHAIR SKILLS TRAINING COURSE

Chair Skills - Stretton Village Hall, Main Road, Stretton, Alfreton DE55 6EW
Thursday 6 October from 6-8pm.

Chair Skills - understanding the role and responsibilities of being Chair of your Council. Skills and techniques to ensure you are an effective chair will be discussed.

The course will be delivered by Andrew Sharpe, **former** Head of Democratic Services, Erewash Borough Council.

Cost £25 per member delegate or free for up to three delegates under the Enhanced subscription package. Free parking

Sarita Presland
Chief Officer

July 2016

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TRAINING DIARY

DATE	SUBJECT	CIRCULAR REF	VENUE
20.09.2016 (10am – 1pm)	Clerk Induction Training		Aldern House, Bakewell
21.09.2016 (10am – 1pm)	Councillor Induction Training		Aldern House, Bakewell
29.09.2016 (10am – 3pm)	Employment of the Clerk Basics of Employment and Mediation (with lunch)		Stretton Village Hall
29.09.2016 (6.30pm – 8.30pm)	Finance for Councillors		Ripley Town Hall
04.10.2016 (10am – 1pm)	Local Council Awards Scheme (free event)		Hulland Ward
06.10.2016 (6pm – 8pm)	Chair Skills Training Course	03/2016	Stretton Village Hall
18.10.2016 (10am – 1pm)	Towards a Better Understanding of the Planning Process and the role of Local Councils		Aldern House, Bakewell

Derbyshire Association of Local Councils



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Circular No. 14/2016

To all Member Town and Parish Councils and Parish Meetings

GENERAL CIRCULAR

In this Circular:

- Appointment of Chief Officer for DALC
- DALC Annual Executive Committee Meeting And Annual General Meeting Reminder
– **CHANGE OF VENUE**
- Training & Events
- NALC
- Information Commissioner's Tool Kit

1. APPOINTMENT OF CHIEF OFFICER FOR DALC

Due to the forthcoming retirement of Sarita Presland DALC CO, a recruitment process has taken place and a successful appointment made. Wendy Amis, (currently Senior Performance Officer for the Peak District National Park Authority) will be taking up her post as the new Chief Officer from the beginning of October. Wendy will be working alongside Sarita for the first few weeks in order to effect a smooth handover. Wendy is looking forward to this challenge and meeting clerks and councillors. I am sure you will join the Association in welcoming Wendy to her new role, and we all look forward to her joining the team.

2. DALC ANNUAL EXECUTIVE COMMITTEE MEETING & AGM - REMINDER AND CHANGE OF VENUE

The Annual Executive Committee and AGM will be held on Thursday **6 October 2016 from 10am-1.30pm at Chatsworth House, Bakewell DE45 1PP**. The formal meetings will take place in the Hartington Room and the light buffet lunch, in the Burlington Room.

The Derbyshire Police and Crime Commissioner Hardyal Dhindsa will be speaking at the AGM, and member town and parish councillors and clerks are welcome to attend the AGM from 11.15 am and stay for a light buffet lunch. Places will be restricted, therefore please reserve yours' without delay to avoid disappointment. If you wish to attend please contact the DALC office on 01629 816338 or email admin@derbyshirealc.gov.uk

2. TRAINING AND EVENTS

Enhanced Subscription Towns/Parishes - please be aware that there are still courses to which you have free access for up to three delegates per session - Councillor Induction (21 September); Clerk Induction (20 September).

Also note the new low cost £5 per delegate (member councils) for Employment of the Clerk and Council Staff, and Mediation (29 September) A full list of all training is shown at the end of this Circular.

Employment of the Clerk and Council Staff, and Mediation
Thursday 29 September 2016 10am- 3pm - Stretton Village Hall, Alfreton This workshop will look at:

- the importance in law of the Written Statement of Employment Particulars and of an employer's statutory duties such as minimum wage rules, statutory sick pay and holiday pay, working time rules, and the need for disciplinary and grievance procedures
- the statutory duties of the council and other responsibilities arising from equality legislation such as equal access for members of the public and equality in recruitment and in the management of employees, with reference to protected characteristics.
- the Clerk's role in response to Health and Safety legislation covering duties to employees, contractors, volunteers and others affected by the council's business and processes, and an understanding of risk assessments.
- When mediation is appropriate, and the processes involved

Course Tutor - Chris Moses, Managing Director of Personnel Advice & Solutions Ltd and a Fellow of the Chartered Institute of Personnel and Development
*******NEW COST: £5 per delegate (member rate) £25 per delegate (non-member rate)** to include a light buffet lunch.

Transparency Fund

'A **Free of Charge** drop in Session has been arranged for **Tuesday 27 September 2016 10am – 1pm** at Aldern House, Bakewell, for Clerks/RFOs/Councillors to come along and find out how an application for funding can be achieved. Please contact Glen – 01629 816338 or admin@derbyshirealc.gov.uk to reserve a place or investigate your council's eligibility. Detail is also available on the DALC website : www.derbyshirealc.gov.uk '

Local Council Award Scheme – Hulland Ward Millennium Village Hall – 4 October 2016

Please note, due to lack of interest this overview and briefing for the Local Council Award Scheme has been cancelled.

VAT Training Event - joint event by DALC and Derbyshire SLCC Branch
Thursday 27th October 2016, from 9.30am—1.00pm, at North Wingfield Community Resource Centre, Whiteleas Avenue, North Wingfield, S42 5PW

This half day course will give you the tools and understanding to more confidently deal with VAT processing in your Council.

Tutor - Steve Parkinson, VAT Advisor and Development Manager SLCC

Cost £25 Including Lunch and Refreshments throughout the morning. To book or for more information please email Yvonne.colver@btconnect.com

3. NALC

The NALC Smaller Councils Committee is conducting a survey<<http://www.nalc.gov.uk/news/entry/632-nalc-urges-participation-in-devolution-survey>> on developing capacity in smaller councils<<https://www.surveymonkey.co.uk/r/SmallerCapacity>>, aimed at supplementing and informing NALC's existing improvement work. The deadline for responses is the end of September with results considered at the annual conference

NALC have secured a meeting with the new housing and planning minister Gavin Barwell MP in early September and are already actively promoting a number of longstanding policy aspirations including statutory consultee status, financial benefits of development and making it easier for neighbourhood forums to set up parish councils. NALC would welcome your help in providing examples of where neighbourhood plans have led to positive tangible outcomes at a local level for example increased housing provision, improved relationships between parishes and the planning authority or local organisations, and more people standing for election - please send these to krystal.gill@nalc.gov.uk<<mailto:krystal.gill@nalc.gov.uk>>

4. INFORMATION COMMISSIONERS' TOOL KIT

Please check the link below to improve your data protection practices.

The link to the Information Commissioners tool kit is <https://ico.org.uk/for-organisations/improve-your-practices/data-protection-self-assessment-toolkit>

Sarita Presland
Chief Officer

September 2016

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TRAINING & EVENTS DIARY

DATE	SUBJECT	CIRCULAR REF	VENUE
20.09.2016 (10am – 1pm)	Clerk Induction Training		Aldern House, Bakewell
21.09.2016 (10am – 1pm)	Councillor Induction Training		Aldern House, Bakewell
27.09.2016 (10am – 1pm)	Transparency Funding workshop	14/2016	Aldern House, Bakewell
29.09.2016 (10am – 3pm)	Employment of the Clerk Basics of Employment and Mediation (with lunch)		Stretton Village Hall
29.09.2016 (6.30pm – 8.30pm)	Finance for Councillors		Ripley Town Hall
06.10.2016 (10am – 1.30pm)	Annual Executive Meeting & AGM	10/2016	Chatsworth House, Bakewell
06.10.2016 (6pm – 8pm)	Chair Skills Training Course	03/2016	Stretton Village Hall
18.10.2016 (10am – 1pm)	Towards a Better Understanding of the Planning Process and the role of Local Councils		Aldern House, Bakewell

Amber Valley
Impact Summary
2015 – 2016

**Citizens
Advice
was my
lifeline...**

**citizens
advice**

**Derbyshire
Districts**

3,429
people
helped

18,591
problems
tackled

Our work in Amber Valley

£4.2m
secured in
benefits and
grants

£2.8m
debt
rescheduled
or written off

Our advice has helped people to **stay in work**, prevented **housing evictions**, kept **families together** and **reduced the cost of health interventions**.

Wherever and whenever you need us....

Close to home...

Our Outreach

Our advisers are based in **24** GP surgeries and Children's Centres across Amber Valley offering on-site appointments.

**Alfreton - Belper - Codnor - Crich - Duffield
- Heanor - Horsely Woodhouse - Ironville -
Langley Mill - Leabrooks - Ripley -
Somercotes**

We also have two Money Advice outreach sessions in the community, with advisers running weekly appointments at **Amber Valley CVS, Ripley** and **Alfreton's Unemployed Workers Centre**.

Coming to you...

Our community 'focus points'

We are developing advice 'hotspots' in the heart of some of our communities. In Amber Valley we will be focussing on **Langley Mill**, where we're particularly looking to offer advice and reach out to people who aren't currently accessing our services.



citizens
advice

Derbyshire
Districts

On the high street..

Our Advice Centres

We provide weekday appointments and drop-in sessions at our two Amber Valley advice centres.

Belper: 103 Bridge Street, DE56 1BA
Heanor: Town Hall, Market Place, DE75 7AA

You can also access our specialist Money Advice and Pension Wise services through these centres.

On hand...

Our Telephone Advice Line

Open Monday to Friday 9.00am - 4.00pm.
The telephone advice line is a first response service for the whole Derbyshire Districts area.

0844 375 2712 [on a landline]

0300 456 8390 [on a mobile]

Landline calls charged at 7p per minute plus your Telephone Provider's Access Charge. Mobile calls cost no more than a national rate call to an 01 or 02 number and will count towards any inclusive minutes.



Citizens Advice
Derbyshire
Districts



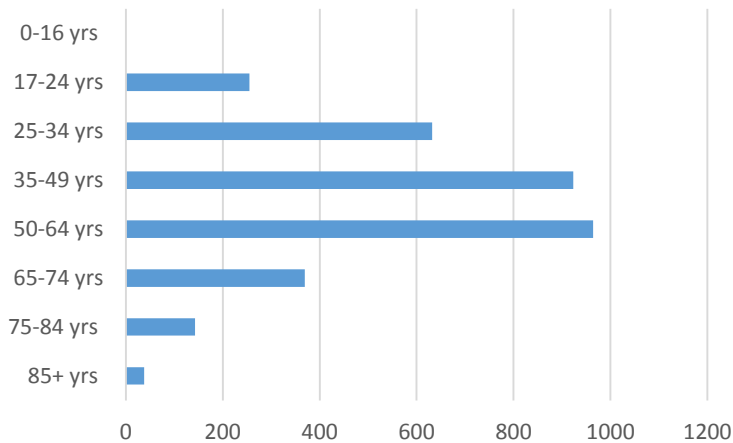
@DD_CAB

Who we've helped...

We continue to assist a broad range of people from communities across Amber Valley.

Our clients are more likely to live on a **low income**, be **unemployed**, **rent** their home, be **disabled or have a long term health condition**, lack **basic skills** and not have **access** to the internet.

Age of Clients

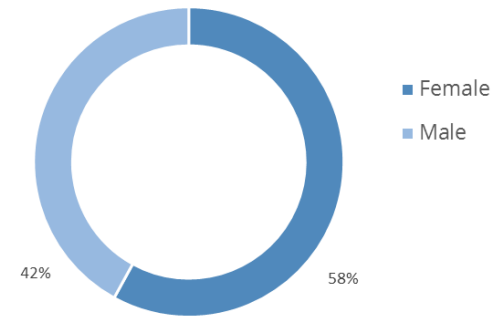


The launch of our Pension Wise service is reflected in the numbers of people aged 50-65 years.

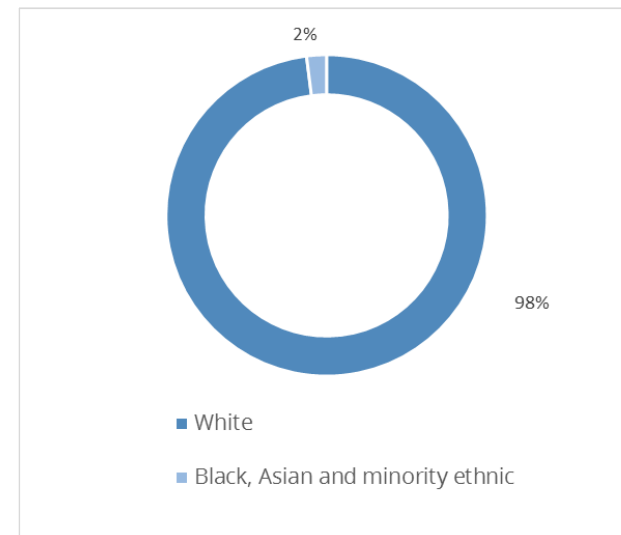
The impact of an uncertain employment market including the closure of key local companies may account for the numbers of working age clients we are seeing.

We are noticing that as people become older their connection with our service tends to reduce. We are investigating the reasons for this with a view to challenging barriers and raising awareness amongst the over 65s.

Gender of Clients

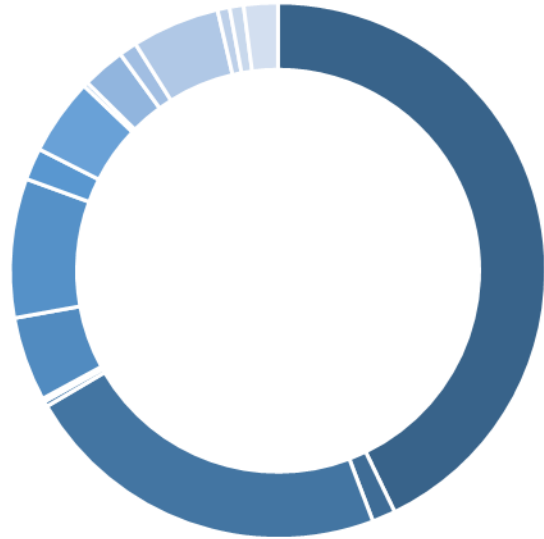


Ethnicity of Clients



44% of people helped in Amber Valley have a disability or long term health condition.

Why we're needed...



- Benefits
- Consumer
- Debt
- Discrimination
- Education
- Employment
- Financial
- Health & Care
- Housing
- Immigration
- Legal
- Other
- Relationships
- Tax
- Travel
- Utilities

Our clients are...
struggling to make ends meet

Our clients are...
being intimidated

Our clients are...
suffering domestic abuse

Our clients are...
facing eviction

We have seen an increase in benefits and tax credits enquiries and a big rise in the number of people coming to us for advice around financial services and capability.

Possible reasons could be increased complexity of the benefit system and welfare reform changes.

We are beginning to see Universal Credit enquiries and related issues of housing and personal budgeting pressures. A significant number of enquiries are also around sickness and disability benefits problems.



**Our clients are...
finding solutions**

Help for individuals - benefits to the wider community

In total our services saved our 4 Local Authorities £450,000 last year. This is an increase of £109,000



Every £1 invested in our service brings £1.25 financial savings to the local council.

We provided specialist **rapid response** to workers following the closure of **Leaderflush** in Langley Mill. The timing and short notice of the shutdown over New Year meant many workers were facing crisis in terms of rent, mortgages and household bills. As well as providing help through our advice centres and outreach locations, our advisers were on hand at the multi-agency advice event staged in partnership with DWP.

We also mobilised the same rapid reaction approach following job losses at **Courtaulds** in **Belper**.

Our **'bus project'** targeted areas where people face barriers or are less likely to access mainstream advice services. In the last year we've been able to engage with a growing number of households in **Amber Valley** through this service which parks up at their doorstep!



Every £1 spent on Citizens Advice Derbyshire Districts benefits our clients £14.11

A weight had been lifted off my shoulders. There was help out there for me.



Our advice and support to clients saved the NHS **£375,000**



Our GP and Children's Centre outreach network is one of the largest in the country. Our advisers are based in nearly all **surgeries and family centres** across Amber Valley - **24** in total. By being on hand to provide practical help and support with the social issues which can affect patients health, we allow GPs to have more time to concentrate on medical issues.

As part of the Amber Valley debt project, we helped 180 clients dealing with more than **£680,000** of debt.

Our Debt service saw an increase in the average numbers of issues per client; suggesting that we're reaching more **vulnerable people**, who may have less debt in total, but have more complex situations.

Raising Awareness - helping communities have a voice...

A desperate situation faced by some of our recently bereaved clients formed the basis of a campaign which reached national prominence on TV and radio. We had identified a growing number of people who were unable to meet the funeral costs of a family member. This was causing significant distress and we had evidence that some clients were going into debt or taking out finance to meet costs at a time when they were particularly vulnerable.

Our research revealed significant shortcomings in the Funeral Payment system, which we submitted to the House of Commons DWP select committee. Evidence included shortfalls between the social fund and actual **funeral costs**, difficulties experienced in appointing **funeral directors**, and **rent arrears** and **potential eviction** as a result of the personal impact of the **debts** faced. We also provided the testimony of a client stopped from **collecting the ashes** of their family member because they could not pay the funeral director debts. **We were the only local Citizens Advice to submit evidence.**

The subsequent report cited “**compelling evidence**”, quoting our cases directly and the committee urged the Government to conduct a cross-Departmental review. Specific **recommendations** were made to tackle funeral fees and available support, which closely reflected the proposals we had put forward.

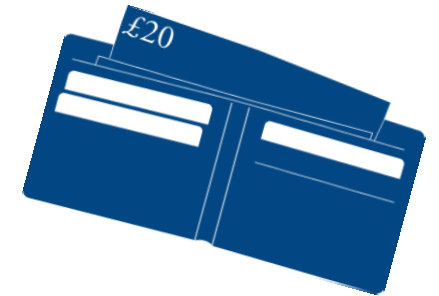
Our Internal Operations Manager, Melanie Mallinson, subsequently appeared on **BBC Breakfast TV** and **Jeremy Vine’s BBC Radio 2 programme** to discuss the campaign.

We are now producing a consumer leaflet for bereaved clients outlining their options and the support available.



A key feature of our media and campaigns work in Amber Valley has been around **breaking down barriers** which may prevent people accessing advice when they need it.

A focus of this work has been encouraging and empowering clients to get help **before** crisis situations develop, particularly around issues of debt and money troubles.



“When I was riddled with debt, I felt so depressed and never wanted to go out. I only really left to walk the dog, I felt like a prisoner in my own home.”

“But after going to Citizens Advice, I felt like a weight was lifted – there was help out there for me.”

We’re delighted to have been joined by former clients in helping to raise awareness of our Money Advice and Financial Capability specialist services on **BBC Radio Derby** and in a Ripley and Heanor News feature.

“People are there to help you, and you need to grasp it like I did. Don’t be frightened to take the first step.”

Who makes it happen..?

The Citizens Advice volunteer team help to change people's lives every day through our advice centres, outreaches and organisational support. Everyone plays an important role and does so with dedication and commitment.



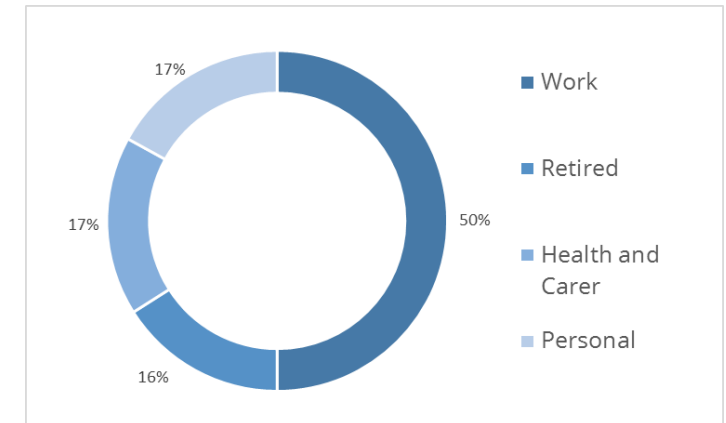
Volunteering with Citizens Advice in **Amber Valley** provides opportunities to meet new people, develop skills and gain experience in a stimulating, challenging and rewarding environment.

18 volunteers gave **4,752 hours** of their time to help people in the local community from advice centres in Belper and Heanor.

To deliver the service without these volunteers would cost the organisation **£47,500 a year.**

Our Amber Valley service has a very good record of volunteer retention. However, some people do move on for a number of reasons. The main reason for leaving is employment. As an organisation we find this outcome very positive; **we are helping the community back into work.**

The value of volunteering...



Our Staff...

We are proud of our ability to offer a range of full and part-time staff positions within the organisation. This enables us to attract a high calibre of professionals who wish to work within Derbyshire Districts including parents returning to work after maternity/paternity leave, people who have relocated and those who are carers.

Looking forward....

We aim to continue our growth as a dynamic and forward-thinking Citizens Advice service making a real difference to people living across Amber Valley.

Quality services to meet client needs...



We are developing new and innovative ways to build and strengthen our presence in as many communities as possible.

This will involve working with local community groups to promote our services and deliver advice in ways that are accessible to people. This will include looking at new places to give advice, such as libraries, schools and community buildings; or working within neighbourhoods to create tailor-made help.

We are starting this work in **Langley Mill**.

We want as many people as possible to be able to get advice as quickly as possible. One aspect will be to extend and enhance our telephone advice line.

We will do this by: recruiting and training new advisers to increase our capacity; enhancing the technology that supports the Telephone Service; and extending our University partnership programme.

We have already extended opening hours so that we can deal with more calls. It is now open **Monday to Friday from 9am to 4pm**.

Helping more people

Increasing our influence

Investment and growth
Building on a consistent track record of growth we are looking to develop new services despite challenges to funding.

A force for change...

We are showcasing expertise through our role as the **Financial Capability** lead across the East Midlands, helping spread and share best practice across the whole region.

By leading the development of an **energy resilience** network across Derbyshire Districts, we are helping to **tackle fuel poverty** and **reduce excess winter deaths**.

Digital technology can enhance and improve services. However a number of people across Derbyshire are missing out. **Poor internet connections, lack of skills and confidence**, and the **cost of using the internet** can exclude people from help and support.

We will be working in partnership with other agencies to address issues of **digital exclusion** and help ensure people are **digitally capable**.



Our nationally praised Outreach service continues to be a central feature of our service. We are currently developing a programme of alternative advice locations to fill the gaps prompted by the closure of some Children's Centres in Derbyshire.

Amber Valley in detail....

Local Authority Ward	Number of problems tackled	Number of people helped	Percentage of total people helped
Alfreton	1,339	232	7%
Alport	103	31	1%
Belper Central	922	137	4%
Belper East	596	119	4%
Belper North	568	105	3%
Belper South	753	160	5%
Codnor and Waingroves	511	105	3%
Crich	249	60	2%
Duffield	211	57	2%
Heage and Ambergate	601	108	3%
Heanor and Loscoe	1,182	212	6%
Heanor East	1,306	224	7%
Heanor West	1,792	288	9%
Ironville and Riddings	1,337	214	6%
Kilburn, Denby and Holbrook	816	156	5%
Langley Mill and Aldercar	1,568	261	8%
Ripley	1,368	271	8%
Ripley and Marehay	1,166	184	5%
Shiple Park, Horsley and Horsley Woodhouse	592	117	3%
Somercotes	1,051	185	5%
South West Parishes	94	33	1%
Swanwick	362	87	3%
Wingfield	191	39	1%

