

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**Monday 4th September 2017 at 1000 hours in the Council Chamber,
The Arc, Clowne**

Item No.		Page No.(s)
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u> To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972	
3.	<u>Declarations of Interest</u> Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes of a meeting held on 24 th July 2017.	3 to 10
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	11 to 17
6.	Transformation Programme – Presentation by Chief Executive Officer and the Assistant Director of Finance, Revenues and Benefits.	Presentation
7.	New Bolsover Draft Local Lettings Scheme – Head of Housing.	18 to 22
8.	Work Plan 2017/2018.	23 to 25

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 24th July 2017 at 1000 hours.

PRESENT:-

Members:- Councillors Mrs P.M. Bowmer, P. Cooper, M.G. Crane, R.A. Heffer, A. Joesbury, D. McGregor, J.E. Smith and E. Stevenson.

Officers:- C. Millington (Scrutiny Officer), K. Drury (Information Engagement & Performance Manager) and A. Bluff (Governance Officer).

Also in attendance at the meeting was Councillor K. Reid, Portfolio Holder for Corporate Services.

Councillor R.J. Bowler in the Chair

0112. APOLOGY

An apology for absence was received on behalf of Councillor R. Turner.

0113. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0114. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0115. MINUTES – 12TH JUNE 2017

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 12th June 2017 be approved as a correct record.

0116. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor R.A. Heffer and seconded by Councillor D. McGregor
RESOLVED that the List of Key Decisions and items to be considered in Private document be noted.

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0117. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – APRIL TO JUNE 2017 (QUARTER 1 – 2017/18)

Committee considered a report, which provided an update to Members on performance outturn targets for the first quarter; April to June 2017, in relation to 'providing our customers with excellent service' and 'transforming our organisation'.

C01 - Retain Customer Service excellence accreditation year on year.

This target was reported as being on track.

The Customer Service Excellence accreditation was successfully retained following assessment in April 2017. No action plan was required in the current year due to the small number of partial compliances (2) and improvements embedded. A further 3 elements had been awarded 'compliance plus'. Achievement and feedback had been communicated on the Council's website and ERIC, including a press release.

C02 - Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.

This target was reported as being on track.

The survey in relation to this target was scheduled for February 2018.

C03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.

This target was reported as being on track.

No surveys had been conducted in the first quarter. The process of how the surveys were undertaken was currently being reviewed to improve the quality of return.

C04 - Promote the Council's website and increase (unique) visitor numbers by 7% year on year.

This target was reported as being on track.

A review of the statistics provided by Google analytics was currently being undertaken to ensure the software installed was working correctly and providing accurate figures. New figures should be available by the end of July 2017.

C05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.

This target was reported as being on track.

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Steady progress was being made against the General Data Protection Regulation (GDPR) Work Plan. The first complete corporate round of desk top, personal data audits was nearing completion. A review was currently taking place of the desktop questions for match and fit with GDPR before a rolling programme was finalised. (GDPR would take effect from May 2018).

C06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.

This target was reported as being on track.

There had been 72 approaches of people seeking assistance of which 41 cases were prevented from becoming homeless. 57% prevented cases.

C07 - Install 150 new lifelines within the community each year.

This target was reported as being on track.

83 units of 'careline' equipment had been installed in the quarter.

C08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days

This target was reported as being on track.

Quarter 1 data would not be available until the end of July 2017. This information was obtained through an extract of the system and the extract date was determined by the Department for Work and Pensions.

C09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.

This target was reported as being on track.

Quarter 1 data was not available until the end of July 2017. This information was obtained through a data extract. The date of this extract was determined by the Department for Work and Pensions.

C10 - Carry out 300 disability adaptations to Council houses each year.

This target was reported as being on track.

73 completed adaptations had been undertaken in the first quarter.

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A Member requested that future reports include break down information of each disability adaptation undertaken in Council properties, for example, how many wet rooms and also how much budget was made available for the adaptations.

A discussion took place and it was noted that some disability adaptations were funded by DCC. Members requested that relevant officers attend a future meeting of the Committee to explain the two separate approaches to the service.

C11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.

This target was reported as being on track.

Work was progressing on the Single Equality Scheme Action Plan. Notable actions this quarter:-

- First Hate Crime and Incidents Reporting Workshop delivered to relevant staff. A further two workshops would be delivered in July.
- Online reporting form promotion and external publicity to follow the initial workshops.

C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.

This target was reported as being on track.

A total of 37 new referrals were received during Quarter 1 - 12 of which were high risk; 9 did not engage with the service and of 6 had not yet completed their feedback form. Positive responses were received from 22 service users (100%).

C13 - Reduce average re-let times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

This target was reported as being on track.

The average re-let time for the quarter was 32 days - this excluded sheltered housing, which if were included, the average re-let time would be 38 days.

Members were asked to note that the Head of Housing had advised that a small number of difficult to let properties were affecting this target. The Head of Housing had commenced a review of re-let times to address the issue and an officer/Member scoping meeting to review re-let times had taken place on 21st July. Councillor Bowler advised that she had attended a Housing Working Group meeting on 20th July and would continue to monitor this issue and update the committee on progress of this internal review.

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C14 - Attend 99% of repair emergencies within 6 working hours

This target was reported as being on track.

98.50% of Emergency call outs were attended within 6 hours during the first quarter of 2017/18.

C15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.

This target was reported as being on track.

New course completed. 6 parents started the course and 6 completed. Feedback forms had been received; however, they have not yet been evaluated.

T04 - Access the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.

This target was reported as being on track.

This target was well within timescale. Legislation understood, quotes for relevant survey works obtained and in a position to place an order for a survey to assess the impact of the legislation. Guidance to landlords published February 2017 was currently being reviewed to fully understand the impact.

T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.

This target was reported as being on track.

All sites were surveyed during the year - some have been brought forward for BDC development. Some sites have been identified as future B@Home sites and a detailed report will be provided to Members during quarter 2. (Baseline data - 152 sites of which 20% = 30 sites).

T 08 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.

This target was reported as being on track.

The consultation period on the Local Government Boundary Commission for England recommendations closed on 19th June 2017. The Commission was now considering the nine responses and the Council was awaiting the publication of the Commission's final recommendations in September 2017.

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T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.

This target was reported as being on track.

The baseline figure (April 2015) was £562,328 (2.7% of the annual rent roll) and a reduction in Council Housing Tenants arrears by 10% by March 2019. If 10% reduction the figures will be £506,095. At the end of Quarter 1 - 2017, the figure stood at 2.8% (£591,702.90), which was an increase of 3.5%. Although this was an increase, the corporate plan target was met at the year-end 2016. Monitoring of this target would continue until March 2019.

Members should be aware that rent arrears were likely to rise in the first nine months of the year but reduce in the last quarter which has been the pattern for several years.

Members should also be aware that the impact of Government policies on welfare reform was likely to make maintaining rent arrears at this level challenging.

(Note: this target is a reduction in the percentage rather than the monetary value - this is common in measuring rent arrears and allows comparisons with other, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$).

T10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.

This target was reported as being on track.

The baseline figure was £570,254 and a reduction in former Council housing tenants' arrears by 10% by March 2019 - if 10% was collected then that would be £513,227.

At the end of quarter 1, the figure was £701,907 which was an increase of 19% - the majority of these were newly arising (i.e. people being evicted or leaving their tenancy with debt).

A 'Write Off' report would be provided to Members during quarter 2.

Since the start of the Corporate Target, £124,513 former tenancy arrears had been collected and £109,089 written off, which has been a reduction of £233,602

T11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.

This target was reported as being on track.

As a result of the current Transformation Programme, a total of £515k had been achieved across both Councils with £260k attributable to Bolsover. Items within the plan that had potential for budget savings had been completed and these savings built into base budgets. A review of the plan would take place during quarter 2.

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T13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.

This target was reported as being on track.

On line transactions = 512 transactions and 315 SELF accounts created.

(Target for online transactions for 2017/18 was 1100)

T 14 - Achieve the Member Development Charter by December 2018.

This target was reported as being on track.

Documentation for submission to East Midlands Councils being finalised, due to be submitted during quarter 2.

Moved by Councillor M.G. Crane and seconded by Councillor R.A. Heffer
RESOLVED that (1) the report be noted,

(2) break down information of each welfare adaptation undertaken in Council properties be included in future reports, including budget provision,

(3) relevant officers attend a future meeting of the Committee to explain the two separate approaches to the disability adaptations service by BDC and DCC.

(Scrutiny Officer)

The Information Engagement & Performance Manager left the meeting at this point.

0118. FEEDBACK FROM ELECTIONS TASK AND FINISH GROUP

The Scrutiny Officer circulated information to the meeting which informed Members of the current staffing situation within the Elections service.

Members raised concern that following advertisement of the vacancies for Elections Manager and Elections Officer, no recruitment had taken place.

Members requested that they be provided with a copy of the person specification for each of the posts and that the Assistant Director – Governance and Monitoring Officer and the Assistant Director – Human Resources and Payroll be invited to attend a future meeting of the Committee to provide clarity to Members on the job evaluation undertaken regarding the two posts.

Following further discussion, it was agreed that the issue in question was wider than just the Elections Team recruitment issues and therefore Members agreed to invite the Assistant Director - Human Resources and Payroll to a future meeting to provide a briefing on Job Evaluation and the impact on recruitment and retention.

Moved by Councillor D. McGregor and seconded by Councillor M.G. Crane
RESOLVED that (1) the update be noted,

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(2) the Assistant Director – Human Resources and Payroll be invited to attend a future meeting of the Committee to provide a briefing on Job Evaluation and the impact on recruitment and retention.

(Scrutiny Officer)

0119. TRANSFORMATION PROGRAMME

The Chair informed the meeting that she and the vice chair had recently met with the Chief Executive Officer to discuss the Transformation Programme.

A lot of work was being undertaken in relation to the current Transformation Programme and it was now the time to consider a refresh of the Programme. This would coincide with the appointment of two new Strategic Directors and the Chairs of each Scrutiny Committee had been invited to meet potential candidates for the two Strategic Directors posts.

The Chief Executive Officer would be attending the 4th September meeting of this Committee together with the Assistant Director - Finance, Revenues and Benefits to provide Members with a presentation on the refresh of the Transformation Programme.

Councillor Reid left the meeting at this point.

0120. WORK PLAN 2017/18

Committee considered their Work Plan which would be updated with items arising from this meeting. Members noted that the Transformation Programme was a priority.

Moved by Councillor M.G. Crane and seconded by Councillor J.E. Smith
RESOLVED that the Work Plan be noted.

As this was her last Customer Service and Transformation Scrutiny Committee meeting before leaving the Council to take up another position, the Chair thanked the Scrutiny Officer for all her hard work and support of the Committee over the previous seven years.

Members supported the Chair's comments and stated that they appreciated all the hard work Claire had carried out and that she would be sorely missed and a hard act to follow.

The Committee wished Claire all the best in her new role.

The meeting concluded at 1100 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

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

Published on: 11th August 2017

INTRODUCTION

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

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

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

The names of Executive members are as follows:

Councillor A.M. Syrett - Leader
Councillor M. Dooley – Deputy Leader
Councillor S.W. Fritchley
Councillor B.R. Murray-Carr
Councillor K. Reid
Councillor M.J. Ritchie
Councillor B. Watson

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

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended in Part 2 and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance, & Monitoring Officer about any particular item being considered in exempt.

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

- (1) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (2) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

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

The dates for meetings of Executive in 2016/17 are as follows:

- | | |
|--------|----------------------------|
| 2017 - | 11 th September |
| | 9 th October |
| | 6 th November |
| | 4 th December |
| 2018 - | 15 th January |
| | 19 th February |
| | 5 th March |
| | 23 rd April |
| | 21 st May |

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

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Chesterfield and District Crematorium Delivery Options</p> <p>To look at delivery options</p>	Executive	October 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Community Safety and Street Services	Report of Joint Crematorium Committee	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
<p>Konica Multi Functional Devices Direct Award Contract</p> <p>To receive tenders</p>	Executive	September 2017	Report of Councillor B Watson – Portfolio Holder for Neighbourhood Services	Report of Joint ICT Manager	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
<p>Property/Business Development Fund</p>	Executive	September 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director - Property and Estates	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Former Tenants Arrears</p> <p>Write off of debt from former tenants</p>	Executive	September 2017	Report of Councillor M. Dooley – Deputy Leader and Portfolio Holder – People and Places	Assistant Director – Community Safety and Housing (BDC)	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
<p>Arrears – Irrecoverable Items over £2500</p> <p>To write off of outstanding debts in respect of persons who are deceased or have ceased to trade</p>	Executive	September 2017	Report of Councillor K. Reid – Portfolio Holder for Corporate Services	Assistant Director – Finance and Revenues & Benefits	No	Private – relates to the Council’s financial or business affairs
<p>Out of Hour’s Emergency Call Out Service for Bolsover District Council Housing Repairs Section</p> <p>Tender outcome</p>	Executive	September 2017	Report of Councillor M. Dooley – Deputy Leader and Portfolio Holder – People and Places	Assistant Director – Community Safety and Housing (BDC)	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Public

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Housing IT upgrade</p> <p>To upgrade the Current Housing Management System</p>	Executive	September 2017	Report of Councillor M. Dooley – Deputy Leader and Portfolio Holder – People and Places	Assistant Director – Community Safety and Housing (BDC)	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
<p>Refuse Collection Arrangements - Access To Private Un-adopted Residential Carriageways</p> <p>Arrangements to indemnify the Council when travelling on new development estates roads not adopted by the Highway Authority</p>	Executive	September – November 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Community Safety and Street Services	Assistant Director - Streetscene	Yes – Likely to affect all wards in the District	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Medium Term Financial Plan	Executive	September 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Finance and Revenues & Benefits	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
Medium Term Financial Plan	Executive	September 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Finance and Revenues & Benefits	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
Amendments to Bolsover District Council Business Grants Scheme	Executive	September 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Chief Executive and Partnership Manager	Yes involves more than one ward in the district and expenditure greater than £75,000	Private – relates to the Council’s financial or business affairs

New Bolsover – Local Letting Scheme

1. Introduction

The New Bolsover Model Village is within the Bolsover conservation area which restricts certain types of development; however the Council is upgrading, carrying out essential repairs and modernising all 196 council owned properties that help make-up the Model village. The Heritage Lottery Fund is funding improvements to private residents.

The project has seen an innovative community development programme to encourage local people and participants alike to feel proud of their local area and appreciate its rich history.

Due to the anticipated high level of lets within a short time frame (as property refurbishments become completed) a Local Lettings Scheme ensures a balanced, sustainable community.

Section 166A(6)(b) of the Housing Act 1996 enables housing authorities to allocate particular accommodation to people of a particular description outside the Council's standard allocations procedure, provided that overall the authority is able to demonstrate compliance with the requirements of S.166A(3) *'to give overall priority for an allocation to people in the reasonable preference categories'*.

This is the statutory basis for 'local lettings schemes', which may be used to achieve a wide variety of housing management and policy objectives.

The Council's Allocations Policy ensures that people in most need are placed in the reasonable preference categories and are able to access council accommodation; therefore this scheme will be used in conjunction with the Council's Allocations Policy.

This Local Lettings Scheme details the method of allocating the properties for rent to applicants initially through the Allocations Policy and then by direct match to create a thriving and sustainable community.

2. Scope

As far as possible, this scheme is designed to:

- meet housing need within the district by making best use of properties in order to create balanced, sustainable communities
- ensure that homes are allocated in a clear, fair and transparent manner
- make sure the Council is complying with housing and related legislation

This scheme will work with the Council's Allocations policy, and amongst other legislation, have due regard in particular to the;

- Housing Act 1985
- Housing Act 1996

- Localism Act 2011
- Homelessness (Suitability of Accommodation) (England) Order 2012
- Welfare Reforms
- Equalities Act
- Human Rights Act

3. Principles

The scheme will link to the Council's Corporate Plan aims by;

- Supporting Our Communities to be Healthier, Safer, Cleaner and Greener
- Providing Our Customers with Excellent Service

The scheme will also link to the Council's Corporate Plan priorities by;

- Ensuring a high standard of environmental maintenance and cleanliness
- Developing attractive neighbourhoods
- Promoting equality and diversity
- Supporting vulnerable and disadvantaged people
- Providing good quality council housing where people choose to live
- Increasing customer confidence and satisfaction with our services
- Contributing to improving health and well-being

4. Statement

In addition to the normal allocations procedure applicants to New Bolsover will require an additional interview with a member of housing staff prior to any offer of accommodation being made.

4.1 Scheme and Properties covered by the Local Lettings Scheme

This scheme will apply to all the 196 council own properties at New Bolsover, the majority of which are or will be 2 bed houses after the refurbishment.

The refurbishment requires relocating tenants and residents therefore this scheme will only apply to all new lets (i.e. to tenants who are not current Bolsover tenants at New Bolsover) and any subsequent lets thereafter for a total of three years; the three years commencing after the completion of works to the final property.

4.2 Advertising the Vacant Properties

New Bolsover vacant properties will be advertised through the Council's Choice Based Letting system in accordance with the usual Allocations Policy, with the following exceptions:

- Properties required for decanting to support the refurbishment scheme.
- Any properties that are designed/adapted to meet specific medical needs.
- Properties that are required to deal with an urgent case

Applicants will bid on the properties to express an interest as per the usual council procedure.

Applicants via the Choice Based Lettings system will undergo a first stage assessment of priority/eligibility/ based on the council's usual Allocations Policy and then will be required to undergo a second stage selection process based on the criteria set out in this Local Lettings Scheme.

4.3 Allocations Criteria

The second stage selection process gives the following priorities which will be used as far as is practicable to encourage a balanced community:

- Applicants who are currently in employment, training or any type of voluntary work (including voluntary work within the community) or are actively seeking employment or training
- Applicants who have a local connection to the area through a family member which includes; a son, daughter, brother, sister, mother or father who is over 18 and lives in the area and has done so for at least 3 years before the date the vacancy is advertised. However in exceptional circumstances the Council reserves its right to make a decision based on an individual assessment of a qualifying family member.
- Applicant who have a need to live in New Bolsover to provide/receive essential care in line with the usual Allocations Policy criteria
- Applicants who are not currently council tenants but who have been resident in in the area for the last 24 months as their only or principal home and the tenancy has been conducted in a satisfactory manner.

Allocations will be required to meet the eligibility criteria for the size of property to discourage under-occupation and overcrowding of the dwellings and make best use of housing stock, with the exception of up to 10% of properties which may be let to couples without children, however this will be subject to an affordability test due to the under occupation charge criteria.

Properties may be refused to households with a history of anti-social behaviour or poor conduct of a previous tenancy. Where the applicant meets one of the following criteria they may not be offered a tenancy in the scheme for a at least a period of two years, if the applicant;

- is known to have been involved in anti social behaviour within the last 2 years ,
- is unable to demonstrate an ability to sustain a tenancy for a minimum period of the last 12 months ,
- has an unspent criminal conviction,
- has been convicted of, or has been held responsible for, criminal damage or arson within the last 12 months.
- has a drug, alcohol or other addiction including those in rehabilitation,
- has extensive support needs.

4.4 Compliance with the scheme

To limit the detrimental impact of long term vacant properties, in the event that insufficient bids are received from applicants meeting the criteria, the Council reserves the right to direct match properties in order to maintain a sustainable community.

The Allocations Policy then may be employed to a property that has been unsuccessfully let.

4.5 Selection of shortlisted applicants

Applicants will be initially assessed using the Allocations Policy and then the shortlisted applicant/s will be subject to a further selection procedure which will be:

- A personal interview by a Housing Officer to ascertain the applicant's current circumstances to determine eligibility for a property under the criteria of this Local Lettings Scheme.

Following the interview subsequent verification of circumstances may be required and may include, but is not exhaustive;

- A verification visit to their current accommodation to confirm personal and household circumstances and evaluate ability to act in a 'tenant like manner' in terms of upkeep of property and garden.
- Checks on current and former tenant rent accounts where applicable.
- Checks to confirm previous tenancy good conduct.
- Checks with the Probation Service and/or the Police.
- A risk assessment of vulnerability to evaluate feasibility of support plans to sustain the tenancy.
- Assessment against local connection criteria.
- Credit checks and affordability evaluation using household income and expenditure.
- Evaluation of risk in relation to uncontrolled debt.
- Medical needs assessment.

Once any subsequent verification has been completed successful applicants will be offered a tenancy in accordance with the usual Council's Policy. Unsuccessful applicants will be informed in writing.

Households may be required to agree to participate in progress visits as requested (reasonable notice will be given) with Council Officers to ensure ongoing sustainability of the tenancy who will then be able to provide further support/assistance if required.

4.6 Duration of the Local Lettings Scheme

The scheme will be put in place from the first lets and extend for three years after the completion of works to the final property.

4.7 Monitoring and Review

The scheme will be monitored on an ongoing basis to ensure that it remains appropriate to the scheme and continues to support the sustainability objectives. The scheme will be reviewed after 3 years or earlier if it is not meeting its objectives and is no longer viable.

4.8 Equal opportunities

The Local Lettings Scheme is required to comply with equality legislation and in particular, to ensure that there is no unlawful discrimination in the allocation of dwellings.

4.9 Refusal and appeal

The selection framework and checks employed may not be an automatic barrier to access housing, where an applicant has been unsuccessful in securing a property at New Bolsover through the Local Lettings Scheme, housing advice in terms of other alternative housing options and support will be given.

Applicants who are refused accommodation through the Local Lettings Scheme will be advised of the reason in writing. If an applicant is not satisfied that the Local Lettings Scheme has been administered correctly they must set out the reason in writing to request a review of the decision.

Any reviews, complaints or appeals will be handled in accordance with the usual district wide allocations policy and procedure.

4.10 Elected Members' Involvement in Allocation Decisions

The Allocation of Housing (Procedure) Regulations 1997 (SI 1997/483) prevent an elected Member from being part of a decision-making body at the time an allocation decision is made, when either:

- the accommodation concerned is situated in their division or electoral ward, or
- the person subject to the decision has their sole or main residence in their ward.

The regulations do not prevent an elected Member from representing their constituents in front of the decision making body.

5. Responsibility for Implementation

Bolsover District Council's housing department will be responsible for implementing this scheme.

Customer Service and Transformation Scrutiny Committee

Work Programme – 2017 – 2018

Vision: to enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District

**Corporate Aims: Providing our customers with excellent service
: Transforming our organisation**

Date of Meeting	Items	Lead Officer	Notes
12 th June 2017	<ul style="list-style-type: none"> • Health and Well Being Strategy – update on the action plan. • Setting the work plan 	Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner	
24 th July 2017	<ul style="list-style-type: none"> • Quarter 1 – Performance Report • Feedback from Elections Task and Finish Group • Transformation Programme update 	Kath Drury – Information and Engagement Manager Members of the Task and Finish Group Cllr Bowler, Chair	

<p>4th September 2017</p>	<ul style="list-style-type: none"> • Transformation Programme • Draft New Bolsover Local Lettings Scheme 	<p>Dan Swaine, CEO Dawn Clarke, Assistant Director of Finance, Revenues and Benefits</p> <p>Peter Campbell, Assistant Director of Community Safety and Head of Housing</p>	
<p>2nd October 2017</p>			
<p>30th October 2017</p>	<ul style="list-style-type: none"> • Disability adaptations 	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager</p>	
<p>27th November 2017</p>	<ul style="list-style-type: none"> • Quarter 2 – Performance Report 	<p>Kath Drury – Information and Engagement Manager</p>	
<p>11th December 2017</p>	<ul style="list-style-type: none"> • 		
<p>8th January 2018</p>	<ul style="list-style-type: none"> • 		
<p>12th February 2018</p>	<ul style="list-style-type: none"> • Quarter 3 – Performance Report 	<p>Kath Drury – Information and Engagement Manager</p>	

12th March 2018	•		
30th April 2018	• Quarter 4 – Performance Report	Kath Drury – Information and Engagement Manager	

Customer Service & Transformation Scrutiny Committee Membership – 10 Members

Councillors; - Rose Bowler (Chair), Jim Smith (Vice-Chair), Pauline Bowmer, Paul Cooper, Malcolm Crane, Ray Heffer, Andrew Joesbury, Duncan McGregor, Emma Stevenson, Rita Turner.

Future items to be included within the work plan - **Job evaluation and the Impact on recruitment and retention**