

To: Chair & Members of the Customer Service
and Transformation Scrutiny Committee

The Arc
High Street
Clowne
S43 4JY

Contact: Alison Bluff
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Friday, 25th October 2019

Dear Councillor

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 4th November 2019 at 10.00 am.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised from page 2 onwards.

Yours faithfully



Jo



We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.



CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE AGENDA

Monday, 4th November 2019 at 10.00 am in the Council Chamber, The Arc, Clowne

Item No.	<u>PART A - FORMAL</u>	Page No.(s)
1.	Apologies for absence.	
2.	Declarations of interest.	
	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.	
3.	Minutes	
	Minutes of a meeting held on 7 th October 2019.	3 - 6
4.	List of Key Decisions and items to be considered in private.	7 - 12
	<i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	
5.	Corporate Plan Targets Performance Update - July to September 2019 (Quarter 2 - 2019/20).	13 - 18
6.	Rent Arrears Policy - Consultation.	19 - 41
7.	Scrutiny Committee Work Programme 2019/20.	42 - 49
	<u>PART B - INFORMAL</u>	
	The formal meeting of the Customer Service and Transformation Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
8.	Review Work.	

Agenda Item 3

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 7th October 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor Rita Turner in the Chair

Councillors Jane Bryson, Anne Clarke, Tricia Clough, Paul Cooper, David Dixon, Ray Heffer and Andrew Joesbury.

Officers:- Dan Swaine (Chief Executive Officer), Lee Hickin (Joint Strategic Director – People), Grant Galloway (Joint Head of Property & Commercial Services), Ian Barber (Property Services Manager), Scott Chambers (Communications Manager) and Neil Barker (Web Development Manager), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

0338. APOLOGIES

An apology for absence was received from Councillor Rose Bowler.

0339. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0340. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0341. MINUTES – 9TH SEPTEMBER 2019

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 9th September 2019 be approved as a correct record.

0342. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor Ray Heffer and seconded by Councillor Tricia Clough

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

0343. EXCLUSION OF THE PUBLIC (DISCUSSION OF AN EXEMPT ITEM ON THE LIST OF KEY DECISIONS)

Moved by Councillor Ray Heffer and seconded by Councillor Tricia Clough

RESOLVED that the public be excluded from the meeting during the discussion of the following item of business to avoid the disclosure to them of exempt information as defined in Paragraph 1, Part I of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

EXEMPT PARAGRAPH 3

0344. WHITWELL CLUSTER – BE@HOME FRAMEWORK

The Joint Head of Property & Commercial Services and the Property Services Manager attended the meeting to address Members concerns and questions with regard to an exempt report, which would be considered at a meeting of Executive on 14th October 2019, in relation to the Whitwell Cluster Be@Home Framework.

Committee suggested that '**subject to Planning approval**' be added to each of the three recommendations in the report.

The Joint Head of Property & Commercial Services agreed to take on board the amendment to all three recommendations as part of the presentation of the report to Executive on 14th October 2019.

In addition, Officers agreed to further consultation and investigation in relation to a specific proposal within the report.

The Joint Head of Property & Commercial Services and the Property Services Manager left the meeting.

OPEN ITEMS

0345. REDEVELOPMENT OF BDC WEBSITE – IMPLEMENTATION OF PUBLIC SECTOR BODIES (WEBSITES AND MOBILE APPLICATIONS) (NO.2) ACCESSIBILITY REGULATIONS 2018

Committee considered a presentation provided by the Communications Manager and the Web Development Manager in relation to progress on the development of a new BDC website which would be launched at the end of this calendar year.

The Communications Manager advised Committee that the Council's current website was accessed more frequently via mobile phones than personal computers so the new

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

website would be 'scaleable' for mobile phone compatibility.

New user friendly elements had been developed for the new website and included 6 interchangeable featured service boxes which could be changed at different times in the year. The website would also link to Modern.Gov, the Council's new Governance software system, which would be available in early 2020, for public access to Committee meeting information including minutes and agendas and Councillor information.

In response to Members' queries, the Communications Manager highlighted the following;

- the Contact Centre Back Office Web Chat feature on the current website provided the Communications Team with data on the type of items that customers searched for.
- the new website would also provide data on how people searched for items which could also be searched for by postcode.
- information not required by a customer could be turned off on the results search bar.
- the new website could be used in different languages.
- for customers using a personal computer, they would be able to navigate the new website with a keyboard as well as a mouse.
- the success of the new website would be measured by the number of hits it received.

The Strategic Director – People noted that the new website was a digital shift for customers and would change how they contacted the Council and accessed the Council's services in the future. He added that transactions from telephone calls to online services had already increased by 60% and this was expected to rise with the new website.

Members welcomed the presentation and looked forward to the new website being available. They thanked the Communications Manager and the Web Development Manager for providing the update.

Moved by Councillor Ray Heffer and seconded by Councillor Tricia Clough
RESOLVED that the update be noted.

The Communications Manager and the Web Development Manager left the meeting.

0346. EXCLUSION OF THE PUBLIC

Moved by Councillor Ray Heffer and seconded by Councillor Tricia Clough
RESOLVED that the public be excluded from the meeting during the discussion of the following item of business to avoid the disclosure to them of exempt information as defined in Paragraph 1, Part I of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0347. POST SCRUTINY MONITORING: REVIEW OF THE STRATEGIC ALLIANCE – PROGRESS UPDATE

Committee considered a joint presentation of the Chief Executive Officer and Strategic Director – People, which provided an update regarding the progress of the Joint Strategic Alliance.

At its meeting held on 15th July 2019, Committee had agreed that the monitoring period for Recommendation 2.4 of their Review of the Strategic Alliance would be extended to October 2019, to enable Members to receive the report of the Strategic Director – People.

The presentation included information on;

- recent changes in some service areas at the Council with regard to staffing structures and creation of new posts including consideration of future staffing capacity,
- investments in key sites at both councils,
- a business case to the Local Enterprise Partnership (LEP),
- successes achieved by the Joint Committee since its formation in 2011, including improvements/advances and savings via the joint Transformation Programme.

Members asked questions to which the Chief Executive Officer and Strategic Director – People replied.

Moved by Councillor Ray Heffer and seconded by Councillor David Dixon **RESOLVED** that the Presentation be noted.

The Chief Executive Officer and the Strategic Director – People left the meeting.

OPEN ITEMS

0348. SCRUTINY COMMITTEE WORK PROGRAMME 2019/20

Committee considered their Work Programme 2019/20.

Committee considered and agreed the scoping document for the Review of New Bolsover New Beginnings – Evaluating the Customer Experience.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury **RESOLVED** that (1) the Work Programme 2019/2020 be noted,

(2) the Scoping Document for the Review of New Bolsover New Beginnings – Evaluating the Customer Experience be agreed.

The meeting concluded at 1130 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: 18th October 2019

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 Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate Governance, Solicitor to the Council & 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.

Members of Executive are as follows:

Page 8
Councillor Steve Fritchley - Leader and Portfolio Holder - Policy, Strategy, Resources and Media
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder - Corporate Governance
Councillor Mary Dooley - Portfolio Holder - Partnerships and Transformation
Councillor Clive Moesby - Portfolio Holder - Finance and Resources
Councillor Sandra Peake Portfolio Holder - Housing and Community Safety
Councillor Nick Clarke - Portfolio Holder - Environmental Impact
Councillor Deborah Watson - Portfolio Holder – Street Scene and Environmental Health
Councillor Liz Smyth - Portfolio Holder – Economic Development

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 also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Joint Head of Corporate Governance & Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

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

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) 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 for 2019/20 are as follows:

Monday 14th October 2019	Monday 20th January 2020
Monday 18th November 2019	Monday 10th February 2020
Monday 16th December 2019	Monday 24th February 2020
	Monday 9th March 2020
	Monday 30th March 2020
	Monday 27th April 2020
	Tuesday 26th May 2020

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
Housing Repairs Establishment review	Executive	18 th November 2019	Report of the Portfolio Holder - Housing and Community Safety	Operational Repairs Manager & Strategic Repairs Manager	Yes involves revenue income or expenditure of £75,000 or more	Exempt Paragraphs 1, 2 3 and 4.
Payment Card Industry Data Security Standard – Update - A report to recommend investment in technical solutions to support compliance with PCI DSS.	Executive	18 th November 2019	Report of the Portfolio Holder - Corporate Governance	Head of Service – Partnership and Transformation	Yes involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3
Award contract for flat roofing repair and replacement for BDC Housing Repairs Section	Executive	18 th November 2019	Report of the Portfolio Holder - Housing and Community Safety	Strategic Repairs Manager	Yes involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3

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
Safe and Warm Scheme – Ashbourne Court, Shirebrook and Parkfields, Clowne	Executive	16 th December 2019	Report of the Portfolio Holder – Housing and Environment	Contract Administrator/ Building Surveyor	Yes – as the decision is likely to result in the Council incurring Capital expenditure £150,000 or more.	Exempt – Paragraph 3
Award of contract for the supply of multi-functional devices (print/copy/scan)	Executive	16 th December 2019	Report of the Portfolio Holder – Corporate Governance	Joint Head of Partnerships and Transformation	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3

**SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

4th November 2019

**Corporate Plan Targets Performance Update – July to September 2019
(Q2 – 2019/20)**

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 2 outturns for the Corporate Plan 2019-2020 targets.

1 Report Details

1.1 The attached contains the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30th September 2019. (Information compiled on 17th October 2019)

1.2 A summary by corporate plan aim is provided below:

1.3 Providing our Customers with Excellent Service

- 10 targets in total
- 8 targets On Track
- 2 targets on Alert i.e. they may not achieve their intended outcomes
- **C 07** - *Install 150 new lifelines within the community each year. April - Sept - 65 new units of equipment provided to older vulnerable people.* This is slightly below the average target. However, the service is currently receiving a high number of enquiries for telecare equipment. The lead officer expects this target to be met.
- **C 10** - *Carry out 300 disability adaptations to Council houses each year.* - 104 welfare adaptations completed. - The works completed to date are larger, complex works ie wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc) is currently being ordered. The demand for adaptations remains high and work planning will accommodate this. The lead officer expects this target to be met.

1.4 **Transforming our Organisation**

- 1 target in total
- 1 target on track

2 Conclusions and Reasons for Recommendation

2.1 Out of the 11 targets 9 (81%) are on track, 2 (19%) are on alert.

2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

3 Consultation and Equality Impact

3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable to this report as providing an overview of performance against agreed targets.

5 Implications

5.1 Finance and Risk Implications

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

6.1 That progress against the Corporate Plan 2019-2020 targets be noted.

7 Decision Information



<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	Not applicable
<p>Links to Corporate Plan priorities or Policy Framework</p>	Links to all Corporate Plan 2019-2020 aims and priorities

8 Document Information





Appendix No	Title	
1.	Corporate Plan Performance Update – Q2 July – September 2019	
Background Papers		
All details on PERFORM system		
Report Author		Contact Number
Kath Drury, Information, Engagement and Performance Manager		01246 242280

**Bolsover District Council
Corporate Plan Targets Update – Q2 – July – September 2019**

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Alert	The target is six months off the intended completion date and the required outcome may not be achieved.

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status		Target Date	
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Place	On track		April - Sept - 109 approaches from people facing homelessness. 55 cases prevented from becoming homeless (50%) 10 cases still open and receiving support (60% in total)	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	Alert		April - Sept - 65 new units of equipment provided to older vulnerable people. This is slightly below the average target. However, we are currently receiving a high number of enquiries for telecare equipment. The target is expected to be met.	Mar-20
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q2 - Data not available until the end of October 2019. Data extraction date is determined by the Department for Work and Pensions. Quarter 1 2019/20 = 15.79 days	Mar-20
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track		Q2 - Data not available until the end of October 2019. Data extraction date is determined by the Department for Work and Pensions. Quarter 1 2019/20 = 5.39 days	Mar-20

Key Corporate Target	Directorate	Status		Target Date
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	Alert	104 welfare adaptations completed. - The works completed to date are larger, complex works i.e. wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc) is currently being ordered. The demand for adaptations remains high and work planning will accommodate this. The target is expected to be met.	Mar-20
C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	On track	Q2 - Two out of the three required Equality Panel meetings have been held. We are in the process of recruiting more diverse members to join the existing panel. Corporate equalities training delivered on 10th Sep 2019 to new members of staff from both Councils in addition to existing staff who were attending in a 'refresher' capacity. Two Member Development sessions delivered	Mar-20
C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	On track	Q2 - Total of 33 new referrals were received during Q2, 8 of which were high risk. A total of 1 did not engage with the service and a total 7 feedback forms have not yet been completed. Positive responses were received from 25 service (100%) users	Mar-20
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	On track	Q2 -The average relet time for the quarter is 25 days (including sheltered housing the overall average was 49 days). For information Q1 - The average Relet time for the Quarter is 20 days. Including sheltered housing the overall average was 55 days The status of the target will be reviewed at Q3.	Mar-20

Key Corporate Target	Directorate	Status		Target Date	
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		Q2 - 766 attended within 6 hrs and 16 outside 6 hours resulting in 97.95% attended within standard	Mar-20
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		Q2 - No courses have been delivered this quarter due to a shortage of facilitators following the restructure from MAT teams to the Transition Team	Mar-20

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 13 - Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year.	People	On Track		<p>Q2 - Online transactions = 1739 (843 Self Service & 896 - Webchats) 462 new SELF accounts created. To date 3219 transaction. This is 80% towards the annual target.</p> <p>Redesign of the BDC Homepage to make the Self Service function easier to access and more prominent to go live for National Customer Service Week event Contact centre staff promoting Self and other online services available , payments , repairs and benefits etc. also registering customers with a new Self Service Account (NCSW wk comm 07/10/19)</p> <p>2875 Residents have registered for a Self Service Account (2019/20 Q1 & Q2 462)</p> <p>Target for on-line transactions for 2019/20 is 4003 (this is 20% increase on 3336 - all Online Self (2350) and Webchat (986) contact during 2018/19). From 01/04/19 baseline and target measurement to include webchats also to reflect all online activity.</p>	Mar-20

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

4th November 2019

Rent Arrears Policy

Report of the Contentious Team Manager

This report is public

Purpose of the Report

The purpose of this report is for Customer Services and Transformation Scrutiny Committee to consider and feedback on the proposed Rent Arrears Policy and procedure. Committee's comments will be considered prior to Executive approval of the policy.

1 Report Details

- 1.1 Bolsover District Council owns and manages its housing stock consisting of 5061 properties as at October 2019.
- 1.2 All tenants of Bolsover District Council have signed a tenancy agreement, which sets out the rights and responsibilities of the tenant(s) and the Council. The tenancy agreement states that tenants, should pay their rent on a weekly basis and if they fail to do so and fall into arrears the Council can apply for Possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).
- 1.3 The Rent Arrears Policy explains the Councils approach to prevention and collection of rent arrears. In summary the Council will take a firm but fair approach, ensuring that tenants have available financial expertise to resolve any difficulties. The Council will not tolerate tenants who are unwilling to pay arrears nor receive help and legal action will be taken where necessary.
- 1.4 It clearly defines our commitment to equality and proportionality within the rent management processes. The Council in delivering this policy, will ensure that no individual is discriminated against on grounds of marital status, sex, disability, age, sexual orientation, racial discrimination, personal attributes, including religious beliefs or political opinions.
- 1.5 The Policy ensures compliance with the Pre Action Protocol for Possession Claims by Social Landlords.
- 1.6 The procedure that sits alongside this, formalises what officers currently do but with reference to the computer system which has been programmed to trigger stages, and prompt actions.

2 Conclusions and Reasons for Recommendation

- 2.1 It is considered good practice to have a policy which sets the Council approach to prevention and collection of rent arrears.
- 2.2 The procedure which sits alongside the policy ensures that all officers involved in tenancy management, at different levels or stages, adopt the same fair but firm approach and takes account of the need to consider equality and proportionality when taking any action.

3 Consultation and Equality Impact

- 3.1 The Rent Arrears Policy and procedure has been developed by the Tenancy Management Team and in consultation with Legal Services.
- 3.2 Comments made by the Scrutiny Committee will be considered as consultation.
- 3.2 Similarly an equality impact assessment will be undertaken once feedback has been received, before the matter goes to Executive.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Councils approach to prevention and collection of rent arrears.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None.

5.2 Legal Implications including Data Protection

- 5.2.1 Having a Policy which is up to date and compliant with the legislation and pre action protocol, is necessary.

5.3 Human Resources Implications

- 5.3.1 None.

6 Recommendations

- 6.1 That Members review the attached Policy documents and provide comments for consideration as part of the development of the Policy and procedure.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000</i> <i>Capital - £150,000</i> <input type="checkbox"/></p> <p><i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All indirectly
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Rent Arrears Policy
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Report Author</p>	
<p>Contact Number</p>	
Victoria Dawson, Solicitor (Contentious Team Manager)	Ext 2231

Report Reference –



Rent Arrears Policy

(November 2019)



We speak your language

Polish

Mówimy Twoim językiem

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

If you require this publication in
large print or another format
please call us on **01246 242424**

CONTROL SHEET FOR Rent Arrears Policy

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Rent Arrears Policy
Current status – i.e. first draft, version 2 or final version	First Draft
Policy author (post title only)	Housing Enforcement Manager
Location of policy (whilst in development)	
Relevant Cabinet Member (if applicable)	Sandra Peake
Equality Impact Assessment approval date	TBC
Partnership involvement (if applicable)	N/A
Final policy approval route i.e. Cabinet/ Council	Cabinet
Date policy approved	
Date policy due for review (maximum three years)	Nov 2022
Date policy forwarded to Performance & Communications (to include on Extranet and Internet if applicable to the public)	

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1. Introduction

Bolsover District Council owns and manages its housing stock consisting of 5061 properties as at October 2019. All tenants of Bolsover District Council have signed a tenancy agreement, which sets out the rights and responsibilities of the tenant(s) and the Council. The tenancy agreement is a legally binding contract between the Council and the tenant(s). The tenancy agreement states that tenants, should pay their rent on a weekly basis and if they fail to do so and fall into arrears the Council can apply for Possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).

This policy explains the Councils approach when tenants accrue rent arrears. In summary the Council will take a firm but fair approach, ensuring that tenants have available financial expertise to resolve any difficulties. The Council will not tolerate tenants who are unwilling to pay arrears nor receive help and legal action will be taken where necessary.

It clearly defines our commitment to equality and proportionality within the rent management processes. The Council in delivering this policy, will ensure that no individual is discriminated against on grounds of marital status, sex, disability, age, sexual orientation, racial discrimination, personal attributes, including religious beliefs or political opinions.

The policy aims to be:

- Sensitive to the needs of individuals
- Accountable
- Fair
- Efficient
- Responsive and flexible

The Councils housing management is split into 3 parts;

- **Housing Needs** - deal with updating and maintaining the housing register, allocation of properties and statutory duties regarding homelessness under the Housing Reduction Act.
- **Tenancy Management** – deal with all aspects of managing a tenancy, including, rent arrears from when it is passed from the Rents Team through to court action and finally eviction if necessary. Housing Assistants support Tenancy Management Officers who deal with breaches of tenancy and antisocial behaviour, supported by the Antisocial Behaviour Team if necessary.
- **Rent Team** - administration of the collection of rent and former rent arrears. Also the recovery of rent arrears from the initial contact to early stages of recovery.

The Tenancy Management Team and Rent Team are responsible for monitoring and taking enforcement action against tenants in arrears.

The day to day management and responsible officer for this policy and procedure is the Housing Enforcement Manager who will ensure any updates to this policy and the associated procedure are circulated to staff. The Structure is out at Appendix 1.

2. Tenants responsibilities

The term tenant includes sole and any joint tenants. All Council tenants sign a tenancy agreement and therefore have an obligation to pay their rent and on time.

Rent charges may be changed from time to time and are reviewed each year in line with Government policy. Any such change takes place from 1 April each year and the Council will give a minimum of 4 weeks notice to tenants.

The Council also offers additional services which have to be paid for as part of the rent or additional service charges. However, tenants will be consulted before new services are introduced and are given an opportunity to be consulted on the change and an opportunity to end their tenancy before the new service and charges are introduced.

Tenants will be required to actively work with the Tenancy Management team and Rent Team to resolve their arrears situation and whilst eviction will be the action of last resort, if tenants fail to take steps to deal with their rent arrears, possession proceedings will be issued as appropriate.

3. Prevention

Prevention is key to arrears control and the Council endeavour to advise tenants as soon as arrears accrue. Arrears are not only financially damaging to an individual they can be socially damaging too as they risk losing their home. The Council aims to maximise income through offering advice and support at the earliest opportunity to prevent rent arrears increasing.

In order to prevent arrears, the Council recognises that it must tackle the undying causal factors. Some of the most common reasons for rent arrears are listed below:

- Housing Benefit or Universal Credit issues
- Loss of income due to change in personal circumstances
- Low income
- Multiple debts and competing priorities
- Difficulty managing finances
- Missed rent increases
- Vulnerability

The Council aims to prevent rent arrears by promoting a culture where payment is encouraged, help is provided to maximise tenants income and to ensure tenants are aware of and use the free financial advice at all stages of their tenancy.

The Council has a Money Advice Worker who assists people who are financially excluded and could have difficulty obtaining a bank account or struggle to manage their finances. The officer will help people who are at risk of becoming financially excluded and prepare them for the future by doing the following:

- Assist tenants to claim all the benefits they are entitled to
- Help tenants to organise finances, pay the rent and understand the priority bills

- Help with budgeting and money advice
- Support with energy advice
- Help with Housing Benefit / Universal Credit claims
- Refer tenants to other agencies who may be able to help them

4. Payment Methods

The Council aims to ensure that tenants are able to pay their rent as easily as possible, in a way that suits them and their lifestyle. The Council does this by providing a range of payment options allowing more traditional ways of paying as well as embracing payments by way of new technology. These options include:

- Direct Debit
- Online
- Automated telephone line and over the telephone with a member of staff
- At a Contact Centre
- Rent Collector where applicable

5. Early intervention

Ensuring that tenants are kept informed of their rent account is important and rent statements are sent by post which show 3 months transactions. Statements will be provided more frequently if they are requested and assist tenants in making regular payments.

The Council works to ensure that claims for benefits are processed as quickly as possible. All Tenancy Management Officers have the means to photograph and scan documents required to process claims. These images can then be emailed to the appropriate benefit department who will process the claim.

In some instances it will not be possible to prevent arrears. However early intervention helps to identify problems quickly so that people can be referred to organisations that are able to help. Rent arrears will not be allowed to build up without intervention from the housing management team. They will follow a staged and escalated arrears procedure as detailed in Appendix 3 attached to this policy. This procedure can be suspended by a tenant choosing to pay rent and agreeing a repayment plan.

Accounts are monitored on a weekly basis and Rent Team will initially contact tenants to find out the reason for the arrears, provide advice and agree a plan moving forward. An arrears letter is usually sent to all those who have missed their first two weeks payment. This letter also advises of where additional help or advice can be sought.

Prior to any formal action being taken, Tenancy Management Officers will make contact with tenants by letter, telephone, text messaging and home visits. They will try to agree affordable repayment plans with tenants and offer advice throughout. Payment plans will usually be an agreement to pay the rent plus a further amount towards the arrears. This payment will be expected each and every week. However, officers may agree for the payments to be calculated so that they can be made less frequently, for example each month where this assists tenants to manage their finances more effectively.

6. Effective contact

Direct contact with tenants will help Officers to gauge what type of support or help can be provided and to ensure tenants' information and personal details are kept up to date. An assessment of the tenants needs will be undertaken at appropriate times but full engagement by the tenant is required for this to be meaningful.

Where the Council know English is not the tenant's first language, where necessary, we will provide all written information translated into the tenant's chosen language and conduct interviews through appropriate translators.

Where the Council is aware of disabilities or other vulnerabilities, appropriate measures can be put in place to enable effective communication. For example where someone is deaf someone who can sign will be provided, larger font letters can be sent and additional home visits can be arranged.

7. Clear and accurate record keeping

The tenancy management team and rent team will keep electronic records of all the contact and action they take in respect of tenants rent accounts on a computer programme, diary system. Each and every contact will be recorded on this system and tenant's details updated as appropriate. Details such as who lives at the property, the household income and expenditure, repairs, and equality act issues will be recorded as well as any details of repayment plans. Decisions which are made by an officer will also be recorded on the same system.

8. Enforcement

It is only when there has been no engagement, lack of, or no payment, will a formal notice be served. This is called a Notice of Seeking Possession. This is a statutory notice and the first step in formal action being taken. The detailed process following service of the notice is set out in Appendix 3. This process incorporates the legal duty to follow the rent arrears pre action protocol which is a specific procedure before issuing court proceedings.

The Council may decide to include in legal proceedings, other matters affecting a tenant's tenancy, for example, other breaches of tenancy agreement, the most common being anti-social behaviour. These other matters do not necessarily have to be included in the relevant notice served on the tenant, but the tenancy management team will make the tenant aware prior to any hearing taking place.

9. Confidentiality and Data Protection

All office interviews will be carried out privately. The information held by the Council about a tenants rent account will not be disclosed unless with the tenant's permission and/or in accordance with the relevant legislation. Tenant's information is used to manage their rent accounts, payments, arrears and provide relevant debt advice. It is also used to ensure tenancy conditions are complied with such as dealing with tenancy breaches, anti-social behaviour or fraud.

10. Equality Act duties

The Equality Act 2010 states that a landlord mustn't discriminate against you if they want to evict a tenant because of rent arrears. In particular, if a tenant is disabled, the Council must take steps to make sure the tenant is not disadvantaged as a result of their disability. The Council will make reasonable adjustments if a tenant has a disability or they are disadvantaged because of something connected to the disability. In order to establish if a tenant requires additional support or help, Officers will undertake regular assessments of the tenant's personal circumstances, known as an Equality Act assessment, a copy of the form used can be found at Appendix 4.

DRAFT

TO BE ADDED

DRAFT

Appendix 2 – Rent Arrears Recovery Procedure

Rents Team

The aim of the Rents Team is to prevent a Notice of Seeking Possession being served. By having early engagement with tenants assistance can be given to maximising benefit entitlement and supporting those who may be vulnerable.

For each case, the computer system will suggest the next stage where appropriate unless an agreement is in place and this has not been broken. At each contact with the tenant we will strive to make an arrangement with the tenant to pay the rent and arrears, and if appropriate make referrals to money advice worker, other agencies that can assist with money management and debts

- The Arrears Progress is run to obtain all accounts that are in rent arrears. Accounts are checked to make sure the tenant(s) is not a monthly payer. If payments are not being made or the incorrect amount is being paid then an Arrears Reminder 1 (ARR1) letter will be sent. This is sent to anyone who hasn't made a prior arrangement. This case will be moved to the ARR1 stage and will be recorded automatically on the computer system.
- In the next extract, if no payment has been made or any contact from the tenant(s) has been received then telephone contact will be attempted, this may take the form of a text message. An email may be sent if address known. The tenant(s) will be advised and encouraged to set up an arrangement to pay.

If the tenant(s) made an incorrect payment they will be encouraged to make the correct payment. The case will be moved to the TEL1 stage and will be recorded automatically on the computer system

- In the next extract, the account is monitored for payments. The account will be checked if this is a regular monthly payer. If this is the case this will be recorded as such on the computer system.

If no payment has been made or any contact from the tenant(s) has been received then an Arrears Reminder 2 (ARR2) letter will be sent. This case will be moved to the ARR2 stage and will be recorded automatically on the computer system.

- In the next extract, the account is monitored for payments. A visit will be carried out to those still in arrears unless they are keeping to an agreed arrangement. A record of this visit will be kept on the computer system.

At the visit the Tenancy Checklist will be completed. The aim of this will be to check the details of the tenant(s) and other occupants of the household and if there are any vulnerabilities / disabilities or experiencing any other issues we are not aware of. An action plan will be agreed if any issues are reported.

On return to the office any vulnerabilities or disabilities will be logged onto the computer system. Referrals will be made to Money Advice Worker or Social Care as agreed or as required. Referrals and signposting can also be made

to the Citizens Advice Bureau and Derbyshire Law Centre. This case will be moved to the VIS1 stage and will be recorded automatically on the computer system.

Housing Assistant (Tenancy)

The aim of the Housing Assistant (Tenancy) is to prevent the tenant(s) being entered into court. By having engagement with tenant's assistance can be given to maximising benefit entitlement and supporting those who may be vulnerable.

For each case, the computer system will suggest the next stage where appropriate unless an agreement is in place and this has not been broken. At each contact with the tenant we will strive to make an arrangement with the tenant to pay the rent and arrears.

- In the next extract, the account is monitored for payments. The Pre Notice Warning (PNSP) letter will be produced and hand delivered to those still in arrears unless they are keeping to an agreed arrangement. This case will be moved to the PNSP stage and will be recorded automatically on the computer system.
- The Housing Assistant (Tenancy) will look at all cases at the PNSP stage and complete the Equality Act Assessment using information stored on the computer system and paper records that have been downloaded onto the Housefile, and their direct knowledge of the tenants
- The Housing Assistant (Tenancy) will decide if it is appropriate for the Notice of Seeking Possession (NSP) to be prepared. This will be handed to the Tenancy Management Officer along with the Equality Act Assessment for their authorisation and signature.
- The NSP is hand delivered by the Housing Assistant (Tenancy) or another officer if appropriate. A certificate of service is completed and kept on the housefile. This case will be moved to the NSP stage and will be automatically recorded on the computer system. Where there are joint tenants, a NSP must be served on each.
- In the next extract, contact is attempted via telephone with the tenant(s). This may take the form of a text message. An email may be sent if address known. The tenant(s) will be advised and encouraged to set up a payment plan or they would run the risk of being entered into court for the Council to seek possession of their home. The tenant will also be reminded that a Notice of Seeking Possession has already been served, the matter is serious and is the first step towards potential court action. The case will be moved to the Pre Court Telephone Contact PCTEL stage.

Tenancy Management Officer

The aim of the Tenancy Management Officer (TMO) is to prevent the tenant(s) being evicted. By continuing to engage with tenants to address rent arrears we hope to prevent the need for court action.

For each case, the computer system will suggest the next stage where appropriate unless an agreement is in place and this has not been broken. At each contact with the tenant we will strive to make an arrangement with the tenant to pay the rent and arrears.

- Once the Notice of Seeking Possession is served the case will be monitored by the TMO.
- If the tenant(s) is still not paying then a Court Warning letter will be sent. Included in this will be a copy of the Pre-Action Protocol for Possession Claims by Social Landlords which is produced by the Ministry of Justice.

A referral will be made to Housing Needs Officers (HNO) to indicate that the tenant(s) is in threat of losing their home. This will be done via email to the relevant HNO. This case will be moved to the COURW stage and will be automatically recorded on the computer system.

- The court application stage (COURA) will be the next suggested stage 2 cycles after the COURW stage was committed.
- The Equalities Act Assessment will be updated and a decision made as to whether the tenant(s) will be entered into court and the details input onto the Possession Claim Online system (PCOL). The case will be moved to the Court Application (COURT) stage when the PCOL information is completed. This will be automatically recorded on the computer system.
- Once input on PCOL the following documents will be produced
 - Letter for tenant(s) to confirm date of hearing
 - Witness Statement
 - Rent Statement for both court and the tenant(s)

The following documents will be provided to court

- Witness Statement
- Rent Statement
- Copy of the letter sent to the tenant(s) to confirm the date of the hearing
- Copy of the Notice of Seeking Possession
- Copy of the Tenancy Agreement

The following documents will be provided to the tenant(s)

- Letter for tenant(s) to confirm date of hearing
- Information leaflet explaining court process and possible outcomes
- Rent Statement
- Copy of the Notice of Seeking Possession
- Copy of the Tenancy Agreement

- Prior to the court date it will be decided what order will be requested at the hearing. This decision can be made by the TMO or in consultation with the Housing Enforcement Manager (HEM).
- Following the court hearing the case will be moved to the relevant stage depending on the outcome, this will be automatically recorded on the computer system.

Possible Court Outcomes

The possible court outcomes are as follows:

- OPOS Outright Possession
- SPO Suspended Possession Order
- ADJDS Adjourned for a specified amount of days
- ADJTS Adjourned on Terms
- ADJLIB Adjourned with Liberty to Restore
- COSTS Costs Only Order
- WTHDS Withdrawn

Outright Possession Order (OPOS)

An outright possession order specifies the date by which a tenant is required to leave the Property. The date is usually 14 days after the order is made. A tenant can ask for the date for possession to be delayed for a maximum of 6 weeks if it would cause them hardship to leave earlier.

Once the time period of the Outright Order has expired an application for a warrant of Possession of Land can be made.

A letter will be sent to the tenant(s) confirming the order obtained, and advising where they can seek assistance for rehousing. The details of the court order will be input into the computer system. Any court costs will be added to the rent account.

The Equalities Act Assessment (EAA) will be updated and a decision made as to whether the warrant will be applied for. This decision can be made by the TMO or in consultation with the HEM.

The HEM must sign the EAA prior to the application of the warrant. If the warrant is to be applied for the case will be moved to the Apply for Warrant (AWAR) stage.

Suspended Possession Order (SPO)

A possession order will be granted but suspended on terms. The tenant(s) is allowed to remain so long as they adhere to the terms.

A letter will be sent to the tenant(s) confirming the order obtained and setting out the terms for compliance and consequence of breach

The details of the court order will be input into the computer system which will create a court arrangement and the case will be moved to the Court Arrangement Made (CAMS) stage. Any court costs will be added to the rent account.

The system will monitor this arrangement. If the tenant is making the correct payments no action will be suggested. If the tenant is not making the correct payments it will suggest the Court Arrangement Broken (CAMF) stage.

Adjourned for a specified amount of days (ADJDS)

The Court may adjourn the determination of a case for a specified amount of days e.g. when a Housing benefit or Universal Credit claim is being processed.

A letter will be sent to the tenant(s) confirming the order obtained, and if appropriate tell the tenant(s) what they need to do before the next hearing. This case will stay at the ADJDS stage until the amount of days given in the court order has expired when there will be a new hearing.

If the date has not been set by the court this will have to be followed up with the court. If the hearing has been set the case will be moved to the Adjourned Hearing (ADJHE) stage and the details input.

Once the Adjourned hearing has been conducted the court outcome will be recorded and the relevant stage selected.

Adjourned on Terms (ADJTS)

On occasion the court may adjourn for a specified amount of time, as set out above, but also require that the tenant(s) adhere to specific terms e.g. payment of rent or contributions to rent.

A letter will be sent to the tenant(s) confirming the order obtained and explain what terms they are required to adhere to. The details of the court order will be input into the computer system which will create an adjournment arrangement and the case will be moved to the Adjourned on Terms Arrangement Made (ADJAR) stage.

The system will monitor this arrangement and suggest the Re-list (RLISTS) stage if the payments are not made correctly.

Adjourned with Liberty To Restore (ADJLIB)

A possession claim can be adjourned generally with liberty to restore the claim at a later date. This is often on terms. A letter will be sent to the tenant(s) confirming the order obtained and if required any terms. This case will stay at the ADJLIB stage whilst the payments are being monitored.

Whilst the payments are being made correctly there is no further need for action and the case will remain at this stage.

If the payments are not being made correctly and it has not gone past the date when this can be applied for, a decision will be made as to whether an application to restore the possession claim is needed. This decision can be made by the TMO or in consultation with the HEM. This application will be made via the PCOL system.

If the hearing is applied for, once the date is received this case will be moved to the ADJHE stage.

Once the Adjourned hearing has been conducted the court outcome will be recorded and the relevant stage selected.

Costs Only Order (COSTS)

A letter will be sent to the tenant(s) confirming the order obtained and costs will be added to the ret account.

The payments for the rent account will have to be monitored and any credit balances transferred to the court costs account. An email will be sent to the rent team to transfer the credit.

Withdrawn (WTHDS)

A letter will be sent to the tenant(s) confirming the order obtained. The letter must include the reasons for the withdrawal from court and the terms of the agreement if one has been made.

Court Arrangement Broken (CAMF)

The CAMF stage will be suggested if the Suspended Possession Order is not being kept to.

The Behind on Court Order (BCAM) stage can be used to remind tenant(s) of their court order obligations once they have breached them and give them the opportunity to catch up with them. The moving to this stage will be completed manually. The letter will include details of the court order, the amount of rent and how far behind the tenant is with the court order.

The Last Chance Appointment (LCAP) stage can be used to remind tenants of their court order obligations by discussing the situation with the TMO and to give them the chance to catch up with their obligations. The moving to this stage will be completed manually. The letter will include details of the appointment made. If the tenant(s) does not comply with the terms of the court order once the reminder has been given then the EAA will be updated and a decision made as to whether the warrant will be applied for. This decision can be made by the TMO or in consultation with the HEM.

The HEM must sign the EAA prior to the application of the warrant. If the warrant is to be applied for the case will be moved to the Apply for Warrant (AWAR) stage.

Warrant Application (AWAR)

If there is not a suspended warrant already in place an application for a warrant will be completed via PCOL. The details of the warrant application will be input onto the system. The case will remain at this stage until the date is confirmed by the bailiff.

If the warrant is already suspended and it has been no longer than one year since it was suspended, there will be an application to re-issue the warrant. The details of the warrant application will be input onto the system. The case will remain at this stage until the date is confirmed by the bailiff.

If the warrant is already suspended and it has been longer than one year since the warrant was suspended then a new application will have to be made. The details of the warrant application will be input onto the system. The case will remain at this stage until the date is confirmed by the bailiff.

The TMO must complete a Bailiffs confirmation of date court form and a risk assessment, which must be filed at court.

Once the date is confirmed this will be moved to the Bailiff Date Confirmed (BALC) Stage.

This date also needs to be confirmed with the tenant(s). The case will be moved to the Confirm Bailiff Date with Tenant (CBAL), this will generate a letter.

The TMO must make arrangements for any support required at the eviction (e.g. Police, CAN Rangers) and the lock change to be completed.

Tenant Application 1

At any time after the tenant(s) is informed of the eviction date up to the actual eviction, the tenant(s) can apply to the court for an application to suspend the warrant. The court will deal with this matter at a hearing. When the court contacts the council to inform us of this hearing the case will be moved to the TAPP stage.

There are 3 potential outcomes to this hearing

- Tenant(s) application is dismissed
- The warrant is suspended on terms, indefinitely
- The Warrant is suspended on terms with a review date in the future. This is often when the tenant(s) is required to make payment or submit additional information to assist with a benefit claim.

If the application is dismissed the eviction will be executed as arranged. If the warrant is suspended then the case will move to the Warrant Suspended on Terms (WSUS) stage.

Warrant Suspended on Terms (WSUS)

A letter will be sent to the tenant(s) confirming the order obtained and any terms they need to adhere to.

The details of the court order will be input into the computer system which will create a court arrangement and the case will be moved to the Warrant Arrangement (WARM) stage.

The system will monitor this arrangement. If the tenant is making the correct payments no action will be suggested. If the tenant is not making the correct payments it will suggest the Warrant Arrangement Failed (WARF) stage.

Warrant Arrangement Failed (WARF)

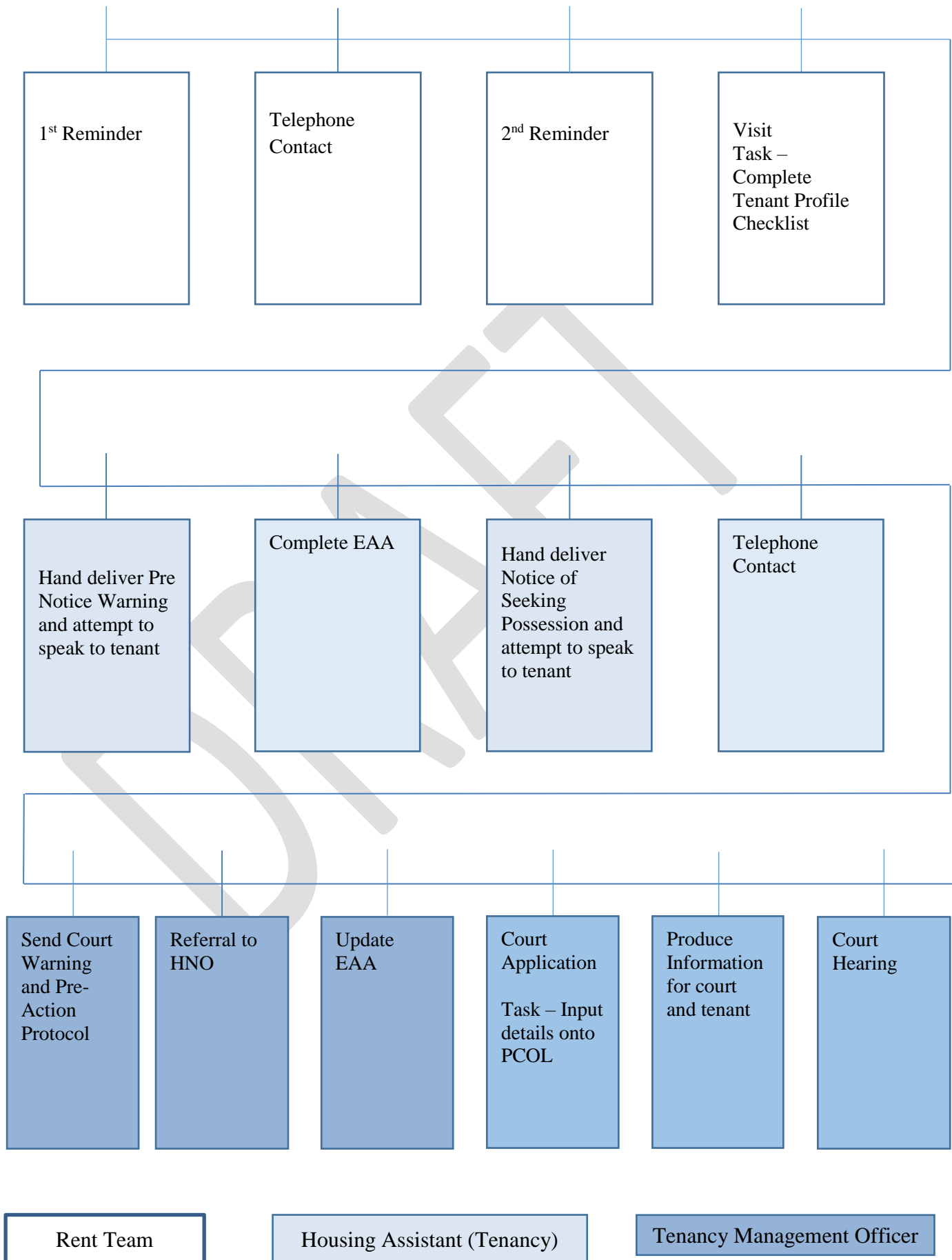
If the warrant is to be applied for, the case will be moved to the Apply for Warrant (AWAR) stage.

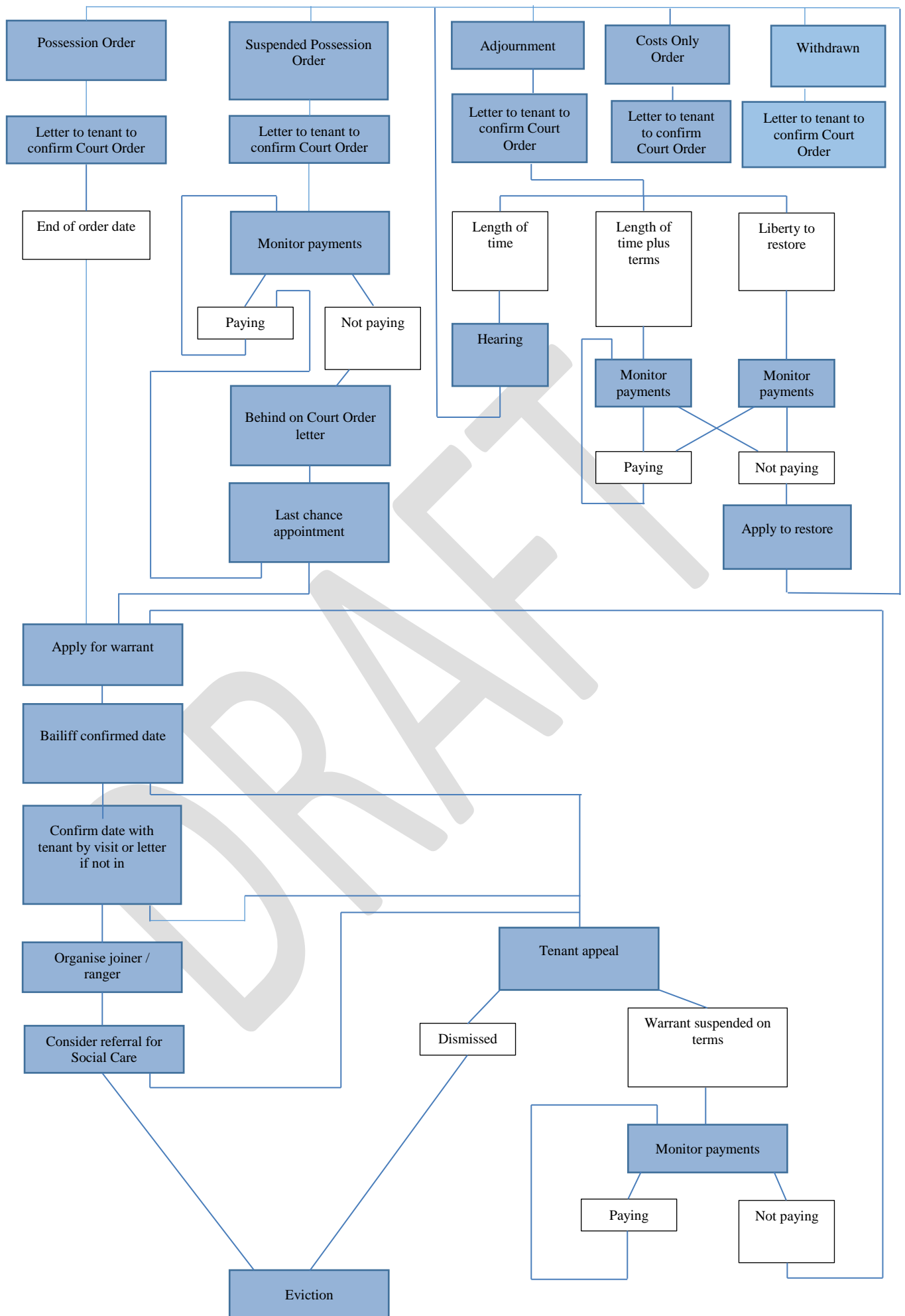
Arrangements

Once an arrangement is made with the tenant(s) the details will be input into the computer system. The system will monitor the payments. If the payments are made correctly then the system will not prompt any further action or change of stage.

If the arrangement is broken because the payments have not been made correctly the system will return the case back into the rent arrears procedure and prompt the relevant stage.

Appendix 3 – Rent Arrears Recovery Procedure - Flowchart





Bolsover District Council

Customer Service & Transformation Scrutiny Committee

4th November 2019

<p>Scrutiny Committee Work Programme 2019/20</p>

Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2019/20.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2019/20 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be submitted agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2019/20 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.
- 2.4 Committee is required to formally approve review scopes in advance of commencing a review.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i></p> <p><i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	N/A
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2019/20
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Previous versions of the Committee Work Programme.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

Customer Service and Transformation Scrutiny Committee

Work Programme 2019/20

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**

Formal Items – Report Key

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

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Date of Meeting	Items for Agenda		Lead Officer
17 th June 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Final Report	Chair/Scrutiny & Elections Officer
		• Corporate Plan Targets Performance Update – January to March 2019 (Q4 – 2018/19)	Information, Engagement and Performance Manager
		• Agreement of Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• CANCELLED	Scrutiny & Elections Officer
15 th July 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Officer Briefing to support Scoping of Review; Agreement of Scope	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
1 st August 2019	Part B – Informal	<ul style="list-style-type: none"> Review Work – Briefing and discussion on revision of Housing Allocations Policy 	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer
9 th September 2019 *Note revised date 10am at The Arc, Clowne Commencing 1:30pm at Bainbridge Hall, Bolsover	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> LG&SCO and Housing Ombudsman Annual Report 2018/19 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Update Briefing on Transformation Plan and submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Interim Report 	Chair/Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Work Programme 2019/20 – Formal Agreement of Scope Review Work – New Bolsover Model Village (site visit and background discussion); Agreement of Review Scope 	Scrutiny & Elections Officer
23 rd September 2019	Part B – Informal	<ul style="list-style-type: none"> Review Work – Site visit to Doe Lea offices and discussion on revision of Housing Allocations Policy Review Work – Agreement of Draft Scope for New Bolsover review 	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer
7 th October 2019	Part A – Formal	<ul style="list-style-type: none"> Redevelopment of BDC Website – Implementation of Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018 	Communications, Marketing and Design Manager
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of The Strategic Alliance – Follow-up Report 	Joint Chief Executive/ Joint Strategic Director – People
		<ul style="list-style-type: none"> Work Programme 2019/20 – Formal Agreement of Scope 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work – Review of progress to date and next steps 	Scrutiny & Elections Officer
21st October 2019	Part B – Informal	<ul style="list-style-type: none"> Review work – Meeting with Friends of New Bolsover 	Scrutiny & Elections Officer
4th November 2019	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Rent Arrears Policy and Procedure – Consultation 	Contentious Team Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
2nd December 2019	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Compliments, Comments and Complaints – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Development of new performance framework to support the vision for 2019-2023 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Housing Allocations Policy – Final Draft Consultation 	Housing Needs Manager/Strategic Housing
		<ul style="list-style-type: none"> Submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review Work – Summary of Findings/Recommendations: Review of Re-letting of Council Properties (Provisional – 1st option) 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Review Work – Summary of Findings/Recommendations: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional – 1st option) 	Scrutiny & Elections Officer
3 rd February 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Carbon Reduction Plan 2019-30 – Monitoring Update (TBC) 	Joint Strategic Director – People
	Part B – Informal	<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review Work – Summary of Findings/Recommendations: Review of Re-letting of Council Properties (Provisional – 2nd option) OR Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional – 1st option) 	Scrutiny & Elections Officer
16 th March 2020	Part A – Formal	<ul style="list-style-type: none"> Review Work – Summary of Findings/Recommendations: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional – 2nd option) OR Review work – Approval of Final Report: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional – 1st option) 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Final Report 	Chair/Scrutiny & Elections Officer
<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Final Report 	Chair/Scrutiny & Elections Officer		

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional) 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review work – Approval of Final Report: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional) 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
11th May 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Review work – Executive Response: Review of Re-letting of Council Properties (Provisional) 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review work – Executive Response: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional) 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer