

To: Chair & Members of the Executive

The Arc
High Street
Clowne
S43 4JY

Friday, 24 September 2021

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Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 4th October, 2021 at 10:00 hours.

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



Solicitor to the Council & Monitoring Officer



Bolsover
District Council

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

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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.

EXECUTIVE AGENDA

***Monday, 4th October, 2021 at 10:00 hours taking place as a Council Chamber, The Arc,
Clowne***

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business 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.	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.	
4.	Minutes To consider the minutes of the last meeting held on 6 September 2021.	4 - 9
<u>MATTERS REFERRED FROM SCRUTINY</u>		
None		
<u>BUDGET & POLICY FRAMEWORK ITEMS</u>		
None		
<u>NON KEY DECISIONS</u>		
5.	Customer Service Standards / Compliments, Comments and Complaints 2020/21	10 - 28
6.	Annual Letter from the Local Government & Social Care Ombudsman 2020/21	29 - 40
7.	Ambition Targets Performance Update – April to June 2021	41 - 52

8.	Bolsover Partnership Annual Report 2020/21	53 - 116
	(Please note that colour copies of the Annual Report are available from the Partnerships Team and it is also published in colour on the website).	
9.	North Derbyshire Rough Sleeper Strategy 2021-2023	117 - 137
10.	Rechargeable Repairs Policy	138 - 153

KEY DECISIONS

11.	Contract for Asbestos Removals	154 - 157
12.	Exclusion of the public	

To move:-

“That under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.”

[The category of exempt information is stated after each item].

PART 2 - EXEMPT ITEMS

NON KEY DECISIONS

13.	Inception of a Development Company	158 - 170
	(Paragraphs 3 and 5)	

KEY DECISIONS

14.	Review of Business Growth Fund and Economic Loan Fund	171 - 176
	(Paragraph 3)	

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 6 September 2021 at 10:00 hours.

PRESENT:-

Members:-

Councillor Steve Fritchley in the Chair

Councillors Duncan McGregor (Vice-Chair), Mary Dooley, David Downes, Clive Moesby, Sandra Peake and Deborah Watson.

Officers:- Karen Hanson (Executive Director of Resources), Grant Galloway (Executive Director of Strategy and Development), Theresa Fletcher (Assistant Director, Treasurer & Section 151 Officer), Sarah Sternberg (Assistant Director, Solicitor to the Council & Monitoring Officer), Chris Fridlington (Assistant Director of Development and Planning), Pam Brown (Assistant Director of Leader's Executive), Natalie Etches (Business Growth Manager) and Amy Bryan (Senior Governance Officer) .

EX24-21/22 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Liz Smyth.

EX25-21/22 URGENT ITEMS OF BUSINESS

There was no urgent business to be considered at the meeting.

EX26-21/22 DECLARATIONS OF INTEREST

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

Councillors David Downes, Steve Fritchley and Sandra Peake all declared a significant other interest in Item 10 – Crematorium: Feasibility Report and Design Proposals, as Members of Shirebrook Town Council. All three Councillors left the room for the consideration of the item and did not participate in the discussion or vote.

EX27-21/22 MINUTES

Moved by Councillor Duncan McGregor and seconded by Councillor Steve Fritchley
RESOLVED that the minutes of a meeting of Executive held on 19 July 2021 be approved as a true and correct record.

EXECUTIVE

NON KEY DECISIONS

EX28-21/22 BUDGET MONITORING - QUARTER 1 APRIL TO JUNE 2021

Executive considered the report of the Portfolio Holder – Finance which provided an update on the financial position of the Council following the 2021/22 first quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account (HRA), Capital Programme and Treasury Management activity.

General Fund

The original budget for 2021/22 showed a funding deficit of £0.291m. The current budget showed this had reduced to £0.180m deficit after the Council tax increase and other small movements were included.

A breakdown of the quarter 1 monitoring position by Directorate was included in the report. The overall position of the General Fund at the end of quarter 1 showed that there was a favourable variance of £0.124m. This was mainly due to receiving income in advance of spend for the year. The budget pressures that continued to be caused by the pandemic such as leisure income, would in part be covered by government funding. Although the budget for planning income had been reduced in the MTFP in light of the pandemic the Council had actually received £0.035m, more than a quarter of the anticipated budget by the end of quarter 1.

Housing Revenue Account

The quarter 1 income figures showed an adverse variance of £0.535m. Expenditure showed an overall favourable variance of £0.358m. Overall, the only significant issue at the end of the first quarter was the reduction in income caused by voids being at a level higher than budgeted for.

Executive discussed the issue of voids and the Executive Director of Strategy and Development reported that officers were currently working on the process regarding voids.

Capital Programme

In headline terms, the Capital Programme profiled budget for quarter 1 was £6.617m and the actual spend and known commitments totalled £3.938m, which was £2.679m behind the planned spend position.

There were no significant financial issues to report regarding capital expenditure, however it was noted that the delivery of the approved capital programme was behind the profiled position as at quarter 1.

Treasury Management

The treasury management activity undertaken in the first quarter of 2021/22 was in line with the plans agreed as part of the Treasury Management Strategy. The income received from investments was higher than budgeted, however, interest rates being received on investments was generally lower than estimated. A full assessment of investments and cash balances would be carried out during the next quarter in

EXECUTIVE

preparation of revised budgets.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor
RESOLVED that –

- 1) the monitoring position of the General Fund at the end of the first quarter as detailed in Appendix 1 (a net favourable variance of £0.124m against the profiled budget) and the key issues highlighted with the report, be noted.
- 2) the position on the Housing Revenue Account (HRA), the Capital Programme and Treasury Management at the end of the first quarter (as detailed in Appendices 3, 4 and 5), be noted.

(Assistant Director of Finance and Resources – Chief Financial Officer)

REASON FOR DECISION:

The report summarised the financial position of the Council following the first quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, Capital Programme and Treasury Management activity.

OTHER OPTIONS CONSIDERED:

The budget monitoring report for 2021/22 was primarily a factual report which detailed progress against previously approved budgets. Accordingly, there were no alternative options to consider.

EX29-21/22 EXCLUSION OF THE PUBLIC

Moved by Councillor Duncan McGregor and seconded by Councillor Clive Moesby
RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

[The category of exempt information is stated after each Minute].

PART 2 - EXEMPT ITEMS

KEY DECISIONS

EX30-21/22 LEASE OF OFFICE SPACE – THE ARC

Executive considered a report of the Portfolio Holder – Growth/Economic Development which provided an update on negotiations with Derbyshire County Council for a lease of office accommodation on the second floor at The Arc. It was proposed to enter into a new lease agreement, details of which were set out in the report.

Moved by Councillor Steve Fritchley and seconded by Councillor Duncan McGregor
RESOLVED that –

- 1) The lease terms outlined in the report, which had been agreed with Derbyshire County

EXECUTIVE

Council in respect of occupying the top floor at The Arc, be noted.

- 2) The terms and conditions which had been negotiated on the basis of a market rent with Derbyshire County Council for a new lease term commencing 1 September 2021, be agreed.

(Assistant Director of Development and Planning)

REASON FOR DECISION:

The report set out the reasons for negotiating a new lease agreement with Derbyshire County Council. The new lease agreement secured income for the next ten years and ensured both parties had sufficient accommodation to meet their service needs.

OTHER OPTIONS CONSIDERED:

Alternative options for accommodation were set out in the report and the reason these were not taken forward.

[Paragraph 3]

EX31-21/22 RENEWAL OF LEASE AT PLEASLEY VALE BUSINESS PARK - 2WL LIMITED

Executive considered a report of the Portfolio Holder – Growth/Economic Development which provided an update on a request to negotiate a new lease agreement for multiple units in Mills One and Two at Pleasley Vale Business Park. The report set out details of the proposed terms of a new lease agreement.

Moved by Councillor Steve Fritchley and seconded by Councillor Duncan McGregor
RESOLVED that –

- 1) the basis of lease terms proposed by Bolsover District Council as Landlord for agreement with 2WL Limited, be noted.
- 2) delegated authority be granted to the Executive Director of Strategy and Development to agree terms with 2WL Limited, building on the basis for the terms as set out in paragraphs 2.3 and 2.4 of the report.
- 3) delegated authority be granted to the Executive Director of Strategy and Development to agree a surrender of the existing lease and enter into a new lease agreement with 2WL Limited, subject to meeting (2) above.

(Assistant Director of Development and Planning)

REASON FOR DECISION:

The Council's priority, as set out in the Growth Strategy, was to work with partners to support enterprise, innovation, jobs and skills. Securing this ten-year tenancy at Pleasley Vale Business Park allowed the tenant to make investment in the premises to support its continued operation across the site.

OTHER OPTIONS CONSIDERED:

EXECUTIVE

An alternative option was to allow the current lease to run its course and continue through to expiry in 2026. The report set out what this option had been rejected.

[Paragraph 3]

EX32-21/22 RENEWAL OF LEASE AT PLEASLEY VALE BUSINESS PARK - SYLVAN ENTERPRISES OF SHERWOOD FOREST LIMITED

Executive considered a report of the Portfolio Holder – Growth/Economic Development which provided an update on a request to negotiate a new lease agreement for Unit AG, Mill One at Pleasley Vale Business Park. The report set out details of the proposed terms of a new lease agreement.

Moved by Councillor Duncan McGregor and seconded by Councillor Clive Moesby
RESOLVED that –

- 1) the basis of lease terms proposed by Bolsover District Council as Landlord for agreement with Sylvan Enterprises of Sherwood Forest Limited, be noted.
- 2) delegated authority be granted to the Executive Director of Strategy and Development to agree terms with Sylvan Enterprises of Sherwood Forest Limited, building on the basis for the terms as set out paragraphs 2.3 and 2.4 of the report.
- 3) delegated authority be granted to the Executive Director of Strategy and Development to agree a surrender of the existing lease and enter into a new lease agreement with Sylvan Enterprises of Sherwood Forest Limited, subject to meeting (2) above.

(Assistant Director of Development and Planning)

REASON FOR DECISION:

The Council's priority, as set out in the Growth Strategy, was to work with partners to support enterprise, innovation, jobs and skills. Securing this ten-year tenancy at Pleasley Vale Business Park allowed the tenant to make investment in the business needed to support it entering new markets, job creation and retention, as well as innovation in production methods.

OTHER OPTIONS CONSIDERED:

An alternative option was to allow the current lease to run its course and continue through to expiry in 2025. The report set out what this option had been rejected.

[Paragraph 3]

Councillors David Downes, Steve Fritchley and Sandra Peake left the meeting at this point.

Councillor Duncan McGregor took the Chair

EXECUTIVE

EX33-21/22 CREMATORIUM - FEASIBILITY REPORT AND DESIGN PROPOSALS

Executive considered a report of the Portfolio Holder – Growth/Economic Development which provided the outcome of initial feasibility works and outline business case that had been undertaken on a potential development of a crematorium in Shirebrook.

The Business Growth Manager gave a presentation to the meeting on the initial design proposals for the scheme.

Executive were supportive of the proposal for a crematorium but agreed that further consideration of some of the design proposals would be required.

Moved by Councillor Duncan McGregor and seconded by Councillor Clive Moesby
RESOLVED that –

- 1) the scheme proposals, as set out in the presentation, for development of a crematorium on the identified site in Shirebrook, be endorsed.
- 2) the establishment of a new company for delivering this scheme with Shirebrook Town Council, with an equity share arrangements for revenue, be supported.
- 3) the investment in the development of a crematorium at Shirebrook, as identified in the report, be subject to a future report to Council.

(Executive Director of Strategy and Development)

REASON FOR DECISION:

The scheme would provide a local cremation service for residents of the District as well as a revenue income for the Council. Further work was required to produce detailed design, undertake surveys and investigative works on the proposed site, and to produce a detailed cost plan for the scheme.

OTHER OPTIONS CONSIDERED:

An alternative location was identified elsewhere in the District as an option based on the desktop exercise of drive time analysis but there was no land available that could accommodate such a scheme. The Council could do nothing but there was a good case for this scheme to go ahead.

[Paragraph 3]

The meeting concluded at 11:26 hours.

Bolsover District Council

Executive

4 October 2021

**Customer Service Standards/ Compliments, Comments and Complaints
Report 2020/21**

1st October 2020 to 31st March 2021 and Annual Summary

Report of the Portfolio Holder for Corporate Governance

Classification: This report is public

Report By: Head of Corporate Governance

Contact Officer: Customer Standards and Complaints Officer

PURPOSE / SUMMARY

- To provide information on the Council's performance in relation to its customer service standards.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st October 2020 to 31st March 2021
 - To provide an Annual Summary on the above.
 - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
-

RECOMMENDATIONS

1. That Executive note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by the Portfolio Holder – Councillor D McGregor

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of

maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: -

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people
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REPORT DETAILS

1 **Background** *(reasons for bringing the report)*

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

1.1 Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st October 2020 and 31st March 2021 by quarterly period. The report identifies 99% (in both Q3 and Q4) of incoming calls are being answered corporately within 20 seconds cumulatively. All departments achieved and exceeded the corporate target of 93%, except the Leader's Executive Team where only three calls were answered out of time, and because the total number of calls received was small, achieved 75% in Q3.

Cumulatively performance is 99% over 2020/21.

Contact Centres

Target - 80% of incoming calls to be answered within 20 seconds

Contact Centres achieved 94% and 99% for quarters 3 & 4 respectively (96.5% cumulatively).

Cumulatively performance is 97% over 2020/21 which exceeds the target of 80%.

Revenues & Benefits

Target - 60% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 79% and 78% for quarters 3 & 4 respectively (78.5% cumulatively).

Cumulatively performance is 76% over 2020/21, which exceeds the target of 60%.

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

For this reporting period, 1st October 2020 to 31st March 2021:

- 8,510 email enquiries (3,356 in Q3 and 5,154 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days.

There were more e-mails compared to the same period (6,488) in 2020/21 and this remains a popular method of contact, particularly because other contact channels were not available for some of the period of monitoring (e.g. face to face and webchat).

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

No monitoring undertaken due to ongoing Covid-19 pandemic arrangements.

1.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 105 written compliments were received. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period. 100% (all 39) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints is 3 working days.

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 123 complaints were received during this period, 97% of which were responded to within our customer service standard of 15 working days. Covid-19 restrictions did have an impact on performance during the earlier part of 2020/21 where staff were

either unavailable due to sickness or redeployed to other duties. However, this appears to have improved.

As some complaints cross cut departments, the number does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 17 stage three complaints were received, all of which were responded to within the standard of 20 working days.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2020/21 as at 19th August 2021. During this reporting period three cases were received. One decision was received of the 'Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector', with the remainder awaiting a decision.

Summary for 2020/21

The following tables provide a summary of performance for compliments, comments and complaints for 2019/20, with comparative data from previous years.

Volume and Performance

Volume by type	2020/21 Total	2019/20 Total	2018/19 Total	2017/18 Total
Compliments	228	273	258	266
Comments	97	55	69	58
M.P. enquiries	28	Data not recorded for these periods		
Formal Investigation Complaints (S2)	175	208	193	179
Internal Review Complaints (S3)	35	41	33	46
Total	563	577	553	549
Stage 1 Complaints	217	205	252	213
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	94%	96%	99%	98%
Average response in days (target 15 working days)	10	13	11	10
% Stage 3 responded to within standard (target 100%)	94%	88%	97%	98%
Average response in days	16	19	16	14

When comparing 2020/21 to the previous year of 2019/20, the following is noted:

- There were slightly fewer written compliments
- We have received more comments
- We have received slightly more frontline resolution complaints
- Received a similar amount of formal investigation complaints/ M.P. enquiries
- Received slightly fewer internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

A separate report is submitted for Local Government & Social Care Ombudsman and the Housing Ombudsman Service complaints.

Complaints Feedback

Whilst there were no real trends leading to service improvements during this financial year we have identified some issues around the contracted out services, which have been implemented.

2. Details of Proposal or Information

2.1 None – to keep Elected Members informed.

3 Reasons for Recommendation

3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

4 Alternative Options and Reasons for Rejection

4.1 None.

DOCUMENT INFORMATION

Appendix No	Title
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints: A. Compliments by department 1/10/20 – 31/3/21 B. Comments by department 1/10/20 – 31/3/21 C. Frontline resolution complaints by department 1/10/20 – 31/3/21 D. Formal Investigation complaints by department 1/10/20 – 31/3/21

	<p>E. Internal Review complaints by department 1/10/20 – 31/3/21</p> <p>F. Ombudsman complaints summary for 2020/21</p>
<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>None</p>	

Key Customer Service Standards - Performance Monitoring - 2020/21												
Period	Telephone Standards					E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%	60%		100%	100%		99%		97%
April to June	727	98%	17,898	98%	70%	3,794	100%	99%			20	70%
Quarter 1 Cumulative	727	98%	17,898	98%	70%	3,794	100%	99%			20	70%
July to September	1,712	97%	21,114	93%	76%	2,795	100%	98%	No monitoring undertaken due to Covid-19 pandemic arrangements		42	98%
Quarter 2 Cumulative	2,439	97%	39,012	96%	73%	6,589	100%	98.5%			62	88%
October to December	1,712	98%	18,270	94%	79%	3,356	100%	99%			58	95%
Quarter 3 Cumulative	4,151	98%	57,282	95%	73%	9,945	100%	99%			120	90%
January to March	1,864	99%	21,700	99%	78%	5,154	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		55	98%
Quarter 4 Cumulative	6,015	99%	78,982	97%	76%	15,099	100%	99%			175	94%

Appendix 2 - Telephony Figures 1/10/20 – 31/3/21

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
Corporate Resources						
Leader's Executive Team	12	9	75%	3	3	100%
Communications	7	7	100%	5	5	100%
Customer Services	22	22	100%	16	14	94%
ICT	773	770	100%	935	927	99%
Leisure	6	6	100%	11	11	100%
Legal, Governance, Scrutiny & Elections	120	114	95%	108	107	98%
HR, Payroll & Health & Safety	219	219	100%	225	224	100%
Performance						
Finance	39	39	100%	40	38	95%
Revenues & Benefits	28	27	96%	69	66	96%
	1226	1213	99%	1412	1395	99%
Development						
Housing Repairs	28	28	100%	17	16	94%
Property & Commercial Services	68	68	100%	28	27	96%
Planning	24	23	96%	8	8	100%
Economic Development	3	3	100%			
	123	122	99%	53	51	96%
Environment & Enforcement						
Streetscene Services	359	343	96%	387	379	98%
Housing & Community Safety	4	4	100%	12	12	100%
	363	347	96%	399	391	98%
Total	1712	1682	98%	1864	1837	99%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds Does not meet target <input type="checkbox"/>						

Appendix 3

A- Compliments 1/10/20 – 31/3/21		Number
	Leaders Executive Team	3
	Customer Services	19
	Leisure	2
	Communications	2
	Governance	1
	Revenues & Benefits	28
	Business Growth	2
	Housing (Repairs)	16
	Housing (Strategic Repairs)	2
	Property Services	3
	Planning	2
	Housing (Allocations)	4
	Streetscene Services	25
	Environmental Health	1
	Community Safety	4
Total		114

Compliments:

Would like to thank Benefits for all their council tax support during lockdown	Revenues & Benefits
Wanted to thank the Revenues C/Tax Department for their help	Revenues & Benefits
Tenant wanted to thank the men who fitted her new boiler	Housing Repairs
Housing Repairs did an excellent job with external door	Housing Repairs
Housing Repairs did an excellent job fitting a new sink	Housing Repairs
Matthew and Tannert excellent service	Housing Repairs
BDC Contact Centre helped get phone line and IT service back on	Customer Services
Rangers helped get phone lines and IT service back on	Community Safety
Has discussed on the phone I now understand my partner is receiving full pay whilst off sick. So no longer need to continue with this claim. Many thanks for your help	Revenues & Benefits
Thank you for emailing me. After speaking to my husband we have decided to not apply for the discretionary payment. You have gone above and beyond in advising me and I really appreciate it. Many thanks	Revenues & Benefits
Re. Discretionary Housing Payments to see if she will qualify for any additional assistance. She said she did not know about that and thanked me for calling her to let her know. I said that there will be a telephone number on the letter that will accompany the form I will send, so she should ring us if she needs help completing the form. She said 'thank you very much for that and have a lovely weekend'.	Revenues & Benefits
Customer would like to thank the team that cleared the fly tipping of glass bottles behind the post office on Carter Lane Shirebrook. This was done promptly and efficiently.	Streetscene Services
Caller would like to say how delighted he is with his new kitchen fit. He said that he couldn't have got it done better even if he has purchased it himself. He is extremely pleased and wished to thank everyone involved.	Strategic Housing Repairs

Customer would like to thank the grounds maintenance assisted gardens team for their continued hard work, throughout current circumstances and previously, he said he appreciates the work that you do and that you have never let him down.	Streetscene Services
Customer would like to say thank you to all teams that have helped him since his move to Bolsover District. His words were 'you've all been great, spot on with everything, thank you'	Streetscene Services Customer Services
Thank you ever so much for ringing, you have been really helpful (with regard to benefit claim)	Revenues & Benefits
A six month exemption was applied from date of probate that the customer didn't realise about and was very grateful for. She thanked the department for efficiency and said it's eased her worries no end.	Revenues & Benefits
Thank you for your help and assistance (regarding application for a discretionary payment being successful).	Revenues & Benefits
Resident said she wanted to pass on her thanks and appreciation of the warden service, and to say what a good job they all do.	Housing
Thank you for all your help at this stressful time with regard to a successful application for discretionary payment.	Revenues & Benefits
Caller advises that 2 men from the repairs department attended yesterday to fit a worktop, they were brilliant so polite and friendly and really pleased with the service and they have done a cracking job.	Housing Repairs
On behalf of Pleasley PCC, I would like to thank you for all the work your team has done in St Michael's Churchyard at Pleasley. It is much appreciated that you keep it in such good order. All the repair work on the walls and the splendid replacement gate are excellent. Thank you so much. I don't know if grass cutting, tree trimming etc is your department, but if not, please pass our thanks on for the splendid work that keeps the churchyard and footpath in safe order and looking so attractive.	Streetscene Services Property Services
Customer rang to say that he wanted to say thank you for the following which he has had done this week. Bin that had been missed - men came back and emptied New WC Cistern put in this morning New Shower put in	Housing Repairs Streetscene Services
Rang to say she had just had operative the Repairs team round to fit her a new fluorescent light in the bathroom and she wanted us to know how nice and polite he had been. He respected her house and wore his overshoes and did the job really well. She said it was a pleasure to have someone nice as they are not always and can be in a rush sometimes.	Housing Repairs
Telephoned regarding the delivery of his green bin. He spoke to Customer Advisor and he said our website says he will be met with friendly and helpful staff and on the last 2 occasions (including today) that is exactly what has happened. He said thank you for being so friendly and helpful	Customer Services
Customer rang to say that she wished to pass on her thanks to the men who removed her bulky waste collection this morning. She said they did a good job and cleared it all. Some of it had got wet as it had been out for a while but she was very pleased with the way they cleared it for her.	Streetscene Services
Customer came in to thank Customer Advisor for her help with a bulky collection as there had been a mix up with charging extra to collect on the back of the property when his front door opened onto the pavement. He also brought in some chocolates and said how grateful he was for her help.	Customer Services

Daughter has attended the Holiday Club this week at the Arc Clowne for the first time and was nervous to attend. She has really enjoyed the club and has come home each day saying Leisure Officer is brilliant and also the rest of the team. - Thank you	Leisure
Really grateful to have @BolsoverDC as our local authority - a strong social house building programme, a community lottery scheme, plans to plant over 1 million trees & defending local democracy against central gov reforms.	Strategic Housing Transformation Programme Housing Strategy
I wanted to let you know that I have had some very positive feedback with regards to the home security fitted. My client advised that he was not only very professional and polite, he was extremely efficient in completing the home security. I'm sure he completes all his work in the same way and our DV cases really appreciate the home security that is fitted, but I feel it's important to pass on the positive comments to you.	Community Safety
I came into Clowne Contact Centre to find out why I was paying council tax on two properties. The Customer Advisor was lovely and very helpful. Thank you.	Customer Services
Resident would like to thank Customer Advisor and the Environmental Health Officer for dealing with the abandoned vehicle outside her property. She reported it 2 hours ago and he is already at her property dealing with the car. He has explained in length what will happen and time frames in which it will be dealt with. She is very impressed.	Environmental Health Customer Services
Called in July to request that a tree to the rear of her property be cut, she says that we have now been and carried out the work and she wanted to pass her thanks onto the grounds maintenance team. She says that they have done a fantastic job!	Streetscene Services
Customer would like to thank the 2 plumbers who have put a new radiator on for her today. She is very happy with the work and said the men were extremely nice.	Housing Repairs
She thanked me for all my help and her husband also asked to speak to me again so that he could thank me too.	Revenues & Benefits
Thanks for your email and information which is very helpful. I'm not from the area and was unaware of the history and background to the properties or the recent works that have been carried out. I love period properties and sometimes despair at the tasteless and inappropriate modifications that are often carried out and fail to maintain the integrity of the building. I haven't actually been to view any at New Bolsover yet due to the Covid restrictions but when looking at the agent's details, thought what a pretty row of lovely cottages these are. I have since watched a number of online videos on the improvements. May I congratulate you and your team on an amazing project of restoration. I'm sure the founder of the village would be thrilled to see the labour of love and preservation that have gone into it and the lovely homes that have been created.	Planning
Just watched your Vimeo, it is Brilliant, well done to all concerned,	Communications
An excellent production which I would urge all members to watch and bring to their constituents attention. Congratulations to you all.	Communications
Complimented the Officer by saying she had a very good telephone manner and had been very helpful.	Revenues & Benefits
Resident has called to say thanks for sending the street cleaner as requested	Streetscene Services
Thanks to all involved with getting the roof sorted next door	Housing Repairs

Repairs Operative who came to do some plastering did a very good job really pleased. Thank you for all the hard work.	Housing Repairs
I am very happy with this outcome. Thank you for your dealing with this very fairly, and please pass on my thanks too to the Leisure Operations Manager. I do hope that we will feel comfortable to resume our membership some time in 2021.	Corporate Governance Leisure
Almost a year on from this last email exchange and I'm delighted to tell you that we moved in a couple of weeks ago and the project should be 100% complete by tomorrow . I will email you a couple of pics and I thank you once again for working with me to get this through planning because without you, this wouldn't have happened.	Planning
Big thank you to workmen who did bricks work and cover the hole near the waste pipe.	Housing Repairs
Following her complaint about the designated bin point on a new build - Hopefully the issue will now be resolved. Thank you!	Streetscene Services
Customer was very appreciative of Benefits Officer and how quickly he got her claim sorted and asked to pass on her thanks to him as she was really worried about her benefits being suspended	Revenues & Benefits
Customer was very appreciative of Customer Advisor regarding advice she had been given for her mother on council tax, housing benefit and careline	Customer Services
Customer was very appreciative of the bathroom repairs work that had been undertaken	Housing Repairs
Customer would like to compliment Housing Needs Officer on his professionalism and empathy towards her situation when she was about to become homeless. He was understanding and helped her when she needed it.	Housing
Thank you for the fast response from Customer Advisor, could you also please pass on my thanks to the Refuse Dept for arranging a collection so quickly and a last thank you to the operative who came to do the collection and made himself known to me so that I knew the bin had been emptied	Streetscene Services Customer Services
Customer is happy of the speed that her hessian bag was delivered and wanted to thank you for this	Streetscene Services
Regarding Benefits Officer, who has been very supportive and she has been guiding him through the benefit process for his son.	Revenues & Benefits
Thank you for being helpful on the phone and understanding means a lot if you need anything else from me please get in touch. Stay safe and well	Revenues & Benefits
Regarding the councils quick response and repair to her heating system. Tenant would like to say how wonderful the workman was, he could not do enough for her and made sure she was ok before he left and if there were any more problems to let him know. She could not praise him enough	Housing Repairs
Thank you for your response I appreciate it	Revenues & Benefits
Resident said the bin men came back round and emptied her bin after missed presenting it, she wanted to say thank you to all the relevant people.	Streetscene Services
I live in Creswell Model Village and was thinking how good a job the man who keeps our village clean and tidy.He's out at all times and in all weather's always happy to have a chat. 2020 has been a very bad year so I thought it would be good to finish it off on a positive note. Hope he gets some sort of recognition for his hard work.	Streetscene Services

<p>Pinxton Parish Council would like to thank Bolsover District Council for the support given with the Grants (especially the Lets Get Going Grant) to help and support the community throughout this awful and continuing pandemic.</p> <p>It has enabled the Parish Council to help groups/organisations in the Village who have wonderfully supported our community - older or younger - keeping their spirits up, spreading happiness throughout this festive time. It has been really nice to hear so many wonderful comments from Parishioners who have been touched by the work of the groups and it is all been made possible with the grants from Bolsover District Council.</p> <p>Once again.... A very big THANK YOU.</p>	Leader's Executive Team
Very complimentary of the Revenues Department in relation to the grants for closed businesses.	Revenues & Benefits
Claimant did not know what the SEISS payments were. The Officer explained about the scheme and how to claim and she was very thankful. She was advised that if she wanted to claim for the third instalment that she only had until 31.01.21. She thanked her again and said she would get on with it today.	Revenues & Benefits
I would like to thank you for your support through these times, it has been a lifeline for us and were so grateful this is in place, hopefully it will see us through and we will be here at the end of this terrible time to continue doing what we do best	Economic Development Leader's Executive Team
<p>Your email has arrived at the end of another difficult and challenging day, and it has raised my first smile! Thank you for arranging a second grant payment and for being so proactive in supporting local businesses.</p> <p>We will certainly apply for the one-off open grant, and I will email the relevant information first thing tomorrow.</p> <p>Again, our sincere thanks for your continued financial support and the relative ease in which we have been able to obtain it. Oh, that all current matters were so straight forward</p>	Economic Development
Would like to say what a great job the litter picker is doing in Bolsover area.	Streetscene Services
Please pass on my appreciation to all those involved. Many thanks to everyone concerning the bin collections around the Christmas period. I understand the bin crews have worked extra hours/ weekends etc.	Streetscene Services
Just a quick email to say many thanks for your help, advice and guidance. We can now look forward and not worry about losing our gym.	Revenues & Benefits
We deal with 22 local councils ref Government Support Grants. @BolsoverDC are the best, fastest and organised.	Revenues & Benefits
Thank you very much. You have been very helpful. Quick, efficient and helpful	Customer Services
With regard to a benefit query, thank you once again taking your time to help and reply.	Revenues & Benefits
In relation to a Test & Trace Support Payment - Thanks for your advice. Once again thanks for your help.	Revenues & Benefits
Wanted to pass on that she is really pleased with our service regarding grants she is aware how hard we are working and really appreciates it says everyone she speaks to is patient and understanding. She says we are very much appreciated.	Revenues & Benefits
<p>I rang on Friday for advice as my dad died on Boxing Day and we are trying to sort out support for mum who is in her 80s and now alone. We are all trying to do this in the lockdown which has been very hard.</p> <p>But your benefits officers were so kind and offered helpful advice to do this.</p>	Revenues & Benefits

I would like to express my gratitude to our wonderful black and burgundy bin men who have worked tirelessly throughout lockdown. It is really appreciated please pass on my thanks	Streetscene Services
This is a message for the Customer Advisor who replied to my enquiry today, thank you so much for getting to the bottom of this for me, it has taken a few emails but now you have sorted it all out.	Customer Services
Well a quick call to a Benefits Officer who is working from home and she put my mind at rest in a friendly, professional manner. Please pass on my compliment to Jackie and her line manager, if you know her.	Revenues & Benefits
Thanks so much for all your help!	Revenues & Benefits
I recently reported dog fouling on the public pavement on Fox Road, Whitwell. I am absolutely thrilled that someone has been and cleared it all up – I have to assume that it was one of your employees. Please pass on my thanks to the relevant department.	Streetscene Services
Resident's daughter called and would like say a big thank you to our binmen, she is very happy with the assisted service. She says they are marvellous.	Streetscene Services
Resident would like to thank Domestic Violence Officer / IDVA for all her efforts and everything that she has done	Community Safety
Resident called to pass thanks to Customer Advisor for his assistance with organising an assisted collection for his bins, he also thanks the Refuse department who have facilitated this. He said if he had a computer he would have written in to BDC to pass on his thanks himself and wants to ensure Dan's efforts are recognised.	Customer Services Streetscene Services
Resident would like to say how polite and helpful Customer Advisor was whilst dealing with her enquiry about bins.	Customer Services
Please can you pass on my thanks to the Careline service who came out to help Mum, on Sunday 14th Feb. She was caring, patient, considerate. Excellent at manoeuvring Mum back on her feet. The Careline service is brilliant. Thank you.	Housing
Resident would like to say 'Thank you' to the person who attended today to fix the problem with the leaking downpipe.	Property Services
How helpful and professional Customer Advisor was dealing with her call. She really listened to the customer and she knew exactly what to do and it was an extremely pleasant interaction. It was so nice to speak to her and felt really listened too, especially during these unpleasant times with COVID.	Customer Services
Aww lovely thank you, lots and lots of bills going out and the grants are keeping me afloat, big thanks for all the help. Would not have not survived the pandemic closures without it so thank you	Revenues & Benefits
Resident of Mill Crescent Whitwell say's a great job done	Housing Repairs
I would like to wholeheartedly thank the NG20 Multicultural Advisor for professional, caring care, kind attitude, sincere empathy, warmth, understanding, nice smile, individual approach to each applicant. I am asking for appreciation and distinction.	Leader's Executive Team
Tenant rang to praise the Gas engineer who has been this morning. She says that he has done a fine job and he is a very lovely gentleman with good manner.	Housing Repairs
Customer wanted me to pass on that she was very pleased with the service she always receives when she rings us. She said all the members of staff that she has spoken to, are really nice and are trained really well.	Customer Services

I just wanted to send some feedback as he did an incredible job. He initially swept early in the morning. And later returned to do a more thorough job which he had to do by hand. And the whole street looks a lot better. Please pass on our thanks if possible.	Streetscene Services
Please pass on our thanks to Grounds Maintenance, who I saw clearing up the fly tipping on Sawpit Lane this morning. These guys are down here almost weekly and work tirelessly to keep this stretch clean.	Streetscene Services
Would like to say thank you to all who have been looking after the distribution of the grants. He said he thinks we have been very helpful and without the payments he would not have survived the lockdowns.	Revenues & Benefits
Wishes to thank the support officers who have taken good care of his 90 year old Mum on the occasions that she has fallen. He thinks it's a marvellous service we offer.	Housing
Resident wants to say what a good service we have offered over the last few years for the European Community.	Customer Services
Just wanted to say a massive THANK YOU for all your hard work and dedication during the Covid pandemic crisis. You have worked so hard to protect the most vulnerable people. WELL DONE.	Community Safety
Resident would like to say a big thank you to the Contact Centre service for the service she has received regarding problems with bin collections. She is very happy the way her query was dealt with	Customer Services
Craggs Road has been swept by the road sweeper, thank you	Streetscene Services
Would like to thank the refuse crew and the customer advisor - missed bin emptied	Streetscene Services Customer Services
Customer's neighbour has called on her behalf due to the tenant being very disabled and struggles on telephone. She would like to say thank you to the drains team and the Contact Centre service for getting this resolved swiftly. Julie was very kind and considerate.	Property Services Customer Services
Customer would like to thank the workman who visited her property recently. She said he was extremely pleasant and did a very good job	Housing Repairs
Would like to thank the department for removing the fly tipping so quickly. The customer said they reported it on the Wednesday and it was gone by the weekend. Thank you very much, much appreciated.	Streetscene Services
Would like to thank the bin crew for being lovely and kind this morning when the collection coincided with his mums funeral. They were very respectful & kind	Streetscene Services
She said thank you for going through it all with her and for taking the time to explain everything to her. She said she really appreciates what we do.	Revenues & Benefits
Thank you for this. It was wonderful to see the team at work this week and the (church) grounds are already looking so much better. The trees really were in need of attention. Thank you once again,	Streetscene Services
Customer rang wishing to thank a Customer Advisor for her help on Monday 22.3.21 regarding food bank. Customer said within 10 minutes of speaking to her the food bank rang her.	Customer Services

A- Comments 1/10/20 – 31/3/21		Number
	Customer Services	4
	Communications	4
	Legal, Governance & Elections	9
	Revenues & Benefits	3
	Housing (Allocations)	1
	Streetscene Services	11
	Environmental Health	3
	ICT	1
Total		38

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/20 – 31/3/21		Number	Out of timescale (3 working days)
	Customer Services	5	
	Property Services	2	
	Housing (Allocations)	8	
	Streetscene Services	110	6
	Environmental Health	5	
	Revenues & Benefits	1	
	Leisure	1	1
	Housing Repairs	3	1
Total		135	8 (4%)

D – Number of Formal Investigation (Stage 2) complaints 1/10/20 – 31/3/21		Number	Out of timescale
	Leisure	2	2
	Customer Services	6	
	Revenues & Benefits	18	
	Business Growth	4	
	Housing (Repairs)	14	
	Property Services	2	
	Planning	10	
	Housing (Allocations)	28	1
	Streetscene Services	30	
	Environmental Health	17	
	Community Safety	8	
Total		139	3 (2%)

E – Number of Internal Review (S3) complaints 1/10/20 – 31/3/21		Number	Out of timescale
	Legal, Governance & Elections	3	
	Revenues & Benefits	4	
	Housing (Repairs)	1	
	Performance	3	
	Planning	4	
	Streetscene Services	2	
	Environmental Health	2	1
	Housing (Allocations)	2	
	Finance	2	
	Leisure	3	
Total		26	1 (4%)

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
10/09/20	LGSCO planning complaint	Planning	02/10/2020	Ombudsman cannot investigate this complaint. This is because the complainant has already appealed to the Planning Inspector.
11/12/20	LGSCO Initial enquiries pollution from nearby farm	Environmental Health Performance	13/01/21	Invalid
02/02/21 29/3/21	HO Noise complaint not investigated correctly Initial enquiries Formal Investigation	Corporate Resources	02/08/21	No maladministration
03/03/21	HO repairs not completed	Housing Repairs	Awaiting decision	

LGSCO* Local Government and Social Care Ombudsman
HO* Housing Ombudsman

Bolsover District Council

Executive

4th October 2021

**Annual Letter from the Local Government & Social Care Ombudsman
2020/21**

Report of the Head of Corporate Governance

Classification: This report is public

Report By: Head of Corporate Governance

Contact Officer: Customer Standards and Complaints Officer

PURPOSE / SUMMARY

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2020/21.
-

RECOMMENDATIONS

1. That Executive receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2020/21.

Approved by the Portfolio Holder – Councillor D McGregor

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒
Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: Click here to enter text.

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

Increasing customer satisfaction with our services
Improving customer contact and removing barriers to accessing information
Actively engaging with partners to benefit our customers
Promoting equality and diversity and supporting vulnerable and disadvantaged people

REPORT DETAILS

1 **Background** *(reasons for bringing the report)*

The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31st March 2021. Please note that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.

The Annual Letter 2021 has been appended (Appendix 1) and supporting information Excel workbook (Appendix 2) including 'Complaints Received', 'Complaints Decided', and Compliance for your information.

Key points from the information provided, specifically in relation to Bolsover District Council:

- The LGSCO received 6 enquiries and complaints during 2020/21, one of which was subject to a detailed investigation.
- The LGSCO decided 7 complaints, of which 2 were incomplete or invalid, 2 was closed after initial enquiries and in 2 cases advice was given only. The remaining one was decided as 'Maladministration and injustice'.

Benchmarking information – (CIPFA) Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints (average for similar authorities - 53%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	3	0 (0%)	No recommendations were due for compliance in this period	0
Bassetlaw District Council	1	1 (100%)	100%	0
Bolsover District Council	1	1 (100%)	No recommendations were due for compliance in this period	0
Chesterfield District Council	4	4 (100%)	100%	1
Erewash District Council	The Ombudsman carried out no detailed	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period

	investigations during this period			
Mansfield District Council	The Ombudsman carried out no detailed investigations during this period	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
NE Derbyshire District Council	2	1 (50%)	100%	0

One complaint was upheld against this Council (100%). Whilst 100% may appear to be high, it needs to be borne in mind that this was the only detailed investigation in this period). This complaint was regarding the New Bolsover regeneration project and, following the decision, a report was submitted to the Executive on 21st June 2021 as required.

By way of background information, the LGSCO upheld 67% of complaints submitted to them in 2020/21 (up from 61% in 2019/20) with the average being 53% for similar authorities.

Although this report is regarding complaints directed to the LGSCO, the Council received three complaints via the Housing Ombudsman (HO) for the same period, one of which was decided during that period. In that case the decision was that there was 'no maladministration'.

2. Details of Proposal or Information

2.1 None – to keep Elected Members informed.

3 Reasons for Recommendation

3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2020/21.

4 Alternative Options and Reasons for Rejection

4.1 None.

DOCUMENT INFORMATION

Appendix No	Title
1:	Annual Letter from the Local Government & Social Care Ombudsman 2020/21
2:	Excel workbook: Complaints Received

	Complaints Decided
	Compliance
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)	
None	



Local Government & Social Care OMBUDSMAN

21 July 2021

By email

Mr Hickin
Director of Corporate Resources
Bolsover District Council

Dear Mr Hickin

Annual Review letter 2021

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

Complaint statistics

This year, we continue to focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have focused statistics on three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the resource with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

Supporting complaint and service improvement

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit www.lgo.org.uk/training.

We were pleased to deliver two online complaint handling courses to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the courses were useful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MK', with a long horizontal stroke extending to the right.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld		
	<p>100% of complaints we investigated were upheld.</p> <p>This compares to an average of 53% in similar authorities.</p>	<p>1 upheld decision</p> <p>Statistics are based on a total of 1 detailed investigation for the period between 1 April 2020 to 31 March 2021</p>
Compliance with Ombudsman recommendations		
No recommendations were due for compliance in this period		
Satisfactory remedy provided by the authority		
	<p>In 0% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of 16% in similar authorities.</p>	<p>0 satisfactory remedy decisions</p> <p>Statistics are based on a total of 1 detailed investigation for the period between 1 April 2020 to 31 March 2021</p>

NOTE: To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year. Please consider this when comparing data from previous years.

Received

Reference	Authority	Category	Received
20009659	Bolsover District Council	Housing	21 Dec 2020
20000955	Bolsover District Council	Corporate & Other Services	03 Jul 2020
20004104	Bolsover District Council	Planning & Development	27 Aug 2020
20006488	Bolsover District Council	Environmental Services & Public Protection & Regulation	14 Oct 2020
20008095	Bolsover District Council	Environmental Services & Public Protection & Regulation	26 Nov 2020
20012560	Bolsover District Council	Housing	22 Feb 2021

Decided

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
20009659	Bolsover District Council	Housing	21 Dec 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19014229	Bolsover District Council	Housing	05 Jan 2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Improved BinJ remedy,Provide services,Procedure or policy change/review	The Council will arrange for senior officers to review the findings from this investigation and identify what steps it could take to avoid similar faults occurring in the future. The Council will provide evidence to the Ombudsman of the review and any actions arising from it.
20000955	Bolsover District Council	Corporate & Other Services	17 Jul 2020	Closed after initial enquiries	Other reason not to investigate		
20004104	Bolsover District Council	Planning & Development	02 Oct 2020	Closed after initial enquiries	26(6)(b) appeal to Minister		
20006488	Bolsover District Council	Environmental Services & Public Protection & Regulation	14 Oct 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20008095	Bolsover District Council	Environmental Services & Public Protection & Regulation	13 Jan 2021	Advice given	Previously considered and decided		
20012560	Bolsover District Council	Housing	22 Feb 2021	Advice given	Signpost - go to complaint handling		

Compliance

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
No compliance data recorded during the period							

Bolsover District Council

Executive

4 October 2021

Ambition Targets Performance Update – April to June 2021 (Q1 – 2021/22)

Report of Councillor McGregor, Portfolio Holder for Corporate Governance

Classification: This report is public

Report By: Kath Drury, Information, Engagement and Performance Manager

Contact Officer: Kath Drury, Information, Engagement and Performance Manager

PURPOSE / SUMMARY

To report the Quarter 1 outturns for the Council's Ambition targets 2020-2024.

Out of the 31 targets:

- 22 (71%) are on track
 - 2 (6%) have been affected by Covid 19
 - 2 (6%) achieved including an outturn for 2020/21
 - 1 (3%) achieved behind target
 - 4 (13%) achieved previously
-

RECOMMENDATIONS

1. That quarterly outturns against the Council Ambition 2020-2024 targets be noted.

Approved by the Deputy Leader and Portfolio Holder - Corporate Governance

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

There are no finance or risk implications arising from this report.

On Behalf of the Section 151 Officer

Legal (including Data Protection):

Yes ☐

No ☒

Details:

There are no legal or data protection implications arising from this report.

On Behalf of the Solicitor to the Council

Staffing:

Yes ☐

No ☒

Details:

There are no staffing implications arising from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	None
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Cabinet Members/SMT informed on route via the quarterly performance process Details: Ward Members

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.
--

All

REPORT DETAILS

1 **Background**

1.1 The attached appendix contains the performance outturn as of 30th June 2021.

2. **Details of Proposal or Information**

2.1 The attached contains the performance outturn as of 30th June 2021 (Information compiled on 13th September 2021).

2.2 A summary by Council Ambition aim is provided below:

2.3 **Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity**

- 11 targets in total
- 8 targets are on track
- 3 targets achieved previously

2.4 **Our Economy – by driving growth, promoting the District and being business and visitor friendly**

- 10 targets in total
- 6 targets are on track
- 1 target outturn for 2020/21 confirmed and achieved:
 - **ECO.05** - *Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes, outturn 446 dwellings.*
- 1 target achieved:
 - **ECO.09** - *Deliver service reviews of all service areas by Dec 2022, completed through the service planning process.*
- 1 target achieved behind target:
 - **ECO.01** - *Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets, adopted by Council in April 2021.*
- 1 target achieved previously

2.5 **Our Customers – Providing excellent and accessible services**

- 10 targets in total
- 8 targets are on track
- 2 target have been affected by Covid19 (CUS 08, CUS 07)

- 2.6 Details have been provided in the appendix for those at exception including those affected by Covid19.
-

3 Reasons for Recommendation

- 3.1 Out of the 31 Council plan targets, 22 are on track (71%), 2 have been affected by Covid 19 (6%), 7 have been achieved (23%) (2 this quarter including an outturn for 2020/21, 1 behind target and 4 previously).
- 3.2 This is an information report to keep Members informed of progress against the Council Ambition targets noting achievements and any areas of concern.




4 Alternative Options and Reasons for Rejection

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

DOCUMENT INFORMATION

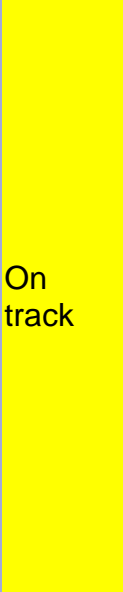

Appendix No	Title
1	Council Ambition Performance Update – Q1 April to June 2021
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All details on the PERFORM system	

Bolsover District Council
Council Ambition Performance Update – Q1 – April to June 2021

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date
 Achieved	The target has been successfully completed within the target date
 Covid Affected	The target has been affected by the Covid 19 Pandemic

Aim: Our Customers – providing excellent and accessible services

45

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources <i>Cllr McGregor/ Cllr Downes</i>	 On track Satisfaction with Refuse Collection Services are being asked in the June Citizen Panel Survey and will be noted here for reference at Q2. The full report will be published on Ask Derbyshire. Housing will be running the STAR (survey of tenants and residents) survey later in the year and that will provide plentiful quantitative and qualitative information. Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards. Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The Performance team is currently undertaking an audit to establish gaps in customer satisfaction measurement and that information to inform a rolling programme.
CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022.	Corporate Resources <i>Cllr Downes</i>	 On track The latest figures from Silktide show the following: Content - 89 (great); Accessibility - 84 (great); User Experience - 96 (excellent); Marketing - 91 (excellent).

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources <i>Cllr Downes</i>	On track	Data from Customer Services for Q1: Online Transactions - 22,467 Tel and all other non-digital contact - 41,669 Total contact transactions – 64,136 = 35.03% transactions via digital method
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources <i>Cllr Dooley</i>	On track	Development of the priorities and understanding gaps in provision continue. The new themes are: - Increasing Prosperity - Strengthen Resilience for individuals and communities - Promoting inclusion and/ increasing connectivity - Vulnerable Groups - Young People
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources <i>Cllr McGregor</i>	On track	A significant staff refresh on equalities for office based staff has been completed. Materials will be produced for operatives and delivered via the toolbox talks. The Council is supporting the Hidden Disabilities scheme making sunflower lanyards available at the Arc together with promotion and training for Contact Centre staff. Support has been given on a number of hate incident reports received. A light touch review of the Access for all Statement, equality monitoring form and guidance is underway.
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment <i>Cllr Peake</i>	On track	April - Jun 2021 39 approaches from people facing homelessness. 38 cases prevented from becoming homeless (this includes 18 cases still open) Equates to 97% prevented
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development <i>Cllr Peake</i>	Covid Affected	The current average for Minor (Standard voids) is 100 days. In the last quarter we have met a number of times to look at the end to end process and identify where improvements can be made through closer working. The delay on the lifting of

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
			restrictions has meant that we are now looking at the 1st of September to begin undertaking pre-termination inspections. We are also looking at how advertising properties earlier in the void process can deliver additional improvements. We have also undertaken a number of void visits with Members and are keen to continue this with other members who may be interested in learning more about the process and reasoning behind void inspections.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development <i>Cllr Peake</i>	Covid Affected	The new open housing reporting tool is still not working and also awaiting end of final covid restrictions to remind all operatives to resume asking tenants to complete the questionnaire (satisfaction with repairs). Housing will be running the STAR (survey of tenants and residents) survey later in the year and that will provide plentiful quantitative and qualitative information.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources <i>Cllr Downes</i>	On Track	The Go Active facility reopened on 12th April 2021 under covid restrictions, the outreach work continued. For the first quarter we attracted 46,372 users to our sessions
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	Corporate Resources <i>Cllr Downes</i>	On Track	The health referral programme recommenced in May 2021 and for the first quarter we have seen 78 health referral clients. Q1 – target 125 Q1 – actual 78

Aim: Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity

48

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Corporate Resources Cllr Dooley	On track	<p>May 2021 - Litter picking group in Tibshelf, Bolsover's EV charge points were featured on Bolsover TV, news and social media.</p> <p>June 2021 - Great British Spring Clean, Shirebrook allotments were featured on Bolsover TV and social media.</p> <p>July 2021 - Bolsover in Bloom on Bolsover TV and news. EV charge points (Bolsover) featured in In Touch.</p> <p>New Environment e-newsletter set to be launched in July. To contain news on work we are doing to reduce carbon footprint and advice on how to reduce, reuse and recycle, reduce personal carbon footprints, eat greener etc, promote environmental days e.g. Earth Day, Great British Spring Clean.</p> <p>Ongoing publicity and support of 'green' initiatives in the District e.g. voluntary planting groups, litter pickers in line with the Climate Change Communications Strategy. Regular social media, website and e-newsletter coverage continues.</p>
ENV.02 - Reduce the District Council's carbon emissions - 125 tonnes CO2 in 21/22	Corporate Resources Cllr Dooley		Through a number of projects such as LED lighting improvements, variable speed drive installation, agile/home working (50% of the time), pool cover, EWI installation and renewable electricity tariff, the forecast carbon reduction is in excess of 850 tonnes per year, achieving the combined 20/21, 21/22, 22/23 target. We are now in the process of reviewing the data and policies to inform a revision to the carbon reduction strategy.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Environment <i>Cllr Watson</i>	On track	Q1 (2021\22) performance is <u>estimated</u> based on Q1 2020\21 Waste Data Flow figures at 4,268tonnes of recyclable\ compostable materials collected, equating to a combined recycling and composting rate of 46%. This will be updated when the actual figures become available from WDF at the end of September. Q4 (2020\21) <u>Actual</u> recyclable\compostable material collected within this period was 2,701tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 36.0% at ending March 2021. This represents a reduction in overall combined performance when compared to Q4 (2019\20) due to impact of Covid-19.
ENV.04 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment <i>Cllr Watson</i>	On track	LEQS's established 2% of streets and relevant land surveyed fell below grade B cleanliness standards representing 98% fell within the 96% target standard set.
ENV.05 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment <i>Cllr Watson</i>	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 98% target standard set.
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.	Environment <i>Cllr Watson</i>	On track	Face to face enforcement patrols have resumed following easing of covid restrictions and the team is now fully staffed to ensure these patrols are delivered and enforcement carried out
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Development <i>Cllr Peake</i>	On track	The Council has worked with the Freedom Project to enable them to lease a property in Bolsover that has been problematic and empty for a number of years. They are also in the final stages of agreeing to a lease with a property in Langwith, which has been empty for over 5 years.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
			<p>Action Housing are progressing the lease of a property in Whitwell that has been empty for 30 years - this will be rented out as affordable rented housing.</p> <p>3 properties on West Lea have recently been sold at auction due to pressure from the Council regarding poor landlord behaviour. It is anticipated that these properties will be brought back into use within the next 6 months.</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Environment <i>Cllr Peake</i>	On track	<p>In Quarter One there has been a further CPW served.</p> <p>Of the 24 CPWs served so far this year 18 (75%) have been a success, 3 have failed (13%), 1 was cancelled because the tenancy was terminated (4%) and 2 (8%) are within their monitoring period.</p> <p>The cases are continually monitored for the duration of the case (usually 12 months) and are only deemed to be failed if the case progresses to a Community Protection Notice (CPN).</p> <p>Combining those within their monitoring period (and the cancelled one) and the successful CPW the outturn is 87%.</p>

Aim: Our Economy – by driving growth, promoting the District and being business and visitor friendly

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
ECO.01 - Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs	Development <i>Cllr Smyth</i>	Achieved behind target	Business Growth Strategy adopted by full Council in April 2021

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
and skills and makes the best use of our assets.			
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources <i>Cllr Moesby</i>	On track	Outturn Q1 21/22 = £65,138,706, Baseline (Outturn 20/21) £65,350,671 = difference -£211,965, -0.32%
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development <i>Cllr Smyth</i>	On track	Clowne Garden Village - developer resumed active discussions with Derbyshire County Council re: highway improvements at the Treble Bob roundabout Coalite - highway improvements in progress, anticipated buildings on site October 2021.
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Environment <i>Cllr Peake</i>	Achieved 2020/21	The annual survey has identified that the net number of new dwellings completed for the period 1st April 2020 to 31st March 2021 was 446 dwellings.
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development <i>Cllr Peake</i>	On track	3 affordable homes have been completed so far this year, a further 191 are being completed/planned on various sites across the District.
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development <i>Cllr Peake</i>	On track	Properties have been completed on two of the sites in Whitwell with the remaining two sites handing over by the end of July. Work has begun on the Sandy Lane and Thorpe Ave development with the old properties demolished and groundworks being undertaken as well as preliminary works to an extension to Ashbourne Court in Shirebrook which will deliver an additional 14 properties. Detailed design has been agreed on schemes in Langwith with Planning permission being submitted last month for The Woodlands (19) with later submissions by the end of July for West St which will deliver a further 5

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
			homes. Market close Shirebrook is due for planning submission by the end of July delivering a further 27 homes across 2 sites.
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. Note This covers transformation programme 2 which started in 2018	Corporate Resources <i>Cllr Moesby</i>	On track	£880k (88% of target) of the target achieved or forecast to achieve, up to Oct 2020 when the approach was changed. Financial efficiencies are now identified through Finance led, annual 'line-by-line' budget reviews and the Transformation outcomes are delivered by 7 strategic projects.
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources <i>Cllr McGregor</i>	Achieved	The Service Review process was incorporated into the Service Planning process and now complete.
ECO.10 - Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023.	Development <i>Cllr Downes</i>	On track	Cabinet member appointed for tourism and leisure, currently working on putting a dedicated tourism officer in place to lead on delivering actions in recently adopted tourism strategy.

Bolsover District Council

Executive

4 October 2021

Bolsover Partnership Annual Report

April 2020 to March 2021

Report of Portfolio Holder - Partnerships and Transformation

This report is public

Purpose of the Report

- The attached report titled 'Bolsover Partnership Annual Report April 2020 to March 2021' aims to provide a comprehensive overview of the various programmes, initiatives and activities that the Leader's Executive and Partnership Team have been involved with during the last financial year (2020/21) and provide a resource document for members, officers and partners.

1 Report Details

1.1 The attached report looks back and reflects on some of the work that has taken place during 2020-21 and contains:

- An overview of how the Partnership responded to the pandemic and the various initiatives that were put in place to support local communities and businesses
- An insight into how the Partnership utilised funding received from Public Health and what the outcomes of those programmes have been
- An update on the Council's Business Growth Fund
- Progress made through the Bolsover Homes Partnership and social value outcomes
- An update on the Building Resilience Programme funded by the Controlling Migration Fund
- How Grants to Voluntary Organisations have been impacting their local communities
- Progress on the LEADER programme which operates across Bolsover and North East Derbyshire
- Case studies demonstrating the impact of project activity to local people
- Statistical insight highlighting on some of the key issues affecting the district and how that might influence our future priorities and focus.

1.2 Key achievements highlighted throughout the report include:

- A collective response to supporting communities during the pandemic, which included working within the Community Response Unit, allocating grants to

community groups, supporting businesses to re-open and providing funding to Parish/Town councils to deliver community initiatives.

- The receipt of £188,000 to Bolsover Partnership from the Ministry of Housing, Communities and Local Government (MHCLG) for Community Champion Link Workers to increase vaccine take up and Covid awareness amongst difficult to reach groups
- Working with The Brook Community Centre in Shirebrook to open the Storehouse, the first community shop in the district which transitions people away from food dependency.
- The launch of the Economic Loan Fund to small and medium sized businesses across the District to provide reliable financial support. The loan fund was set up to supplement the Council's existing Business Growth Fund
- The launch of a District wide Skills Audit, supported by Sheffield Hallam University
- Social value outcomes achieved through the Bolsover Homes Partnership (October 20 to March 21) including 385 young people engaged, 3 jobs created and 3 apprenticeship starts
- Social value outcomes valued at £2.7m from the Council's investment in the Grants to Voluntary Organisations programme

Conclusions and Reasons for Recommendation

- 2.1 The report provides a comprehensive overview of projects, funding and initiatives that the Leader's Executive and Partnership Team is involved with and aims to provide a resource document for members and officers and to ensure Council/Partnership funding is targeted to best effect.

3 Consultation and Equality Impact

- 3.1 Activities commissioned through the Partnership are consulted upon as part of the commissioning process.

4 Alternative Options and Reasons for Rejection

- 4.1 Options are considered as an integral element of all commissioning processes.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 As detailed within the report the Partnership Team manages a range of different funding streams. This includes external funding, for example, from Public Health Localities and Place Based budget; Phase 1 and Phase 2 Controlling Migration Fund; as well as internal budgets such as the Business Growth Fund and Grants to Voluntary Organisations Programme. With respect to these funding streams, the Partnership Team are proactive in contingency planning and evolving as necessary.

5.2 Legal Implications including Data Protection

- 5.2.1 The Partnership Team minimises data protection risks by not keeping personal data as part of its agreed monitoring processes. All projects are required to obtain consent for use of case studies/photographs. Contracts/Service level agreements are in place with all providers of activity commissioned by the Partnership Team and activity is monitored quarterly.

5.3 **Human Resources Implications**

- 5.3.1 There are human resource implications in respect of commissioning and monitoring all activities commissioned, but this falls within the remit of the Leader's Executive and Partnership Team.

6 **Recommendations**

- 6.1 To note the contents of this report.

7 **Decision Information**

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 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	Not applicable
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All indirectly
Links to Corporate Plan priorities or Policy Framework	Unlocking our Growth Potential Supporting our Communities to be Healthier, Safer, Cleaner and Greener

8 Document Information

Appendix No	Title
1	Bolsover Partnership Annual Report April 2020 to March 2021
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)	
Report Author	Contact Number
Laura Khella Partnership Programme Management Consultant	07760 223704



Bolsover Partnership

Annual Report

April 2020 to March 2021



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57

Bolsover
District Council



/ CONTENTS PAGE

	Page No
Bolsover Partnership - Overview	3
Funding Overview	4
Responding to the Pandemic	5
Bolsover Voluntary Community Sector	5
Bolsover District Council's Community Support Unit	5
Covid-19 Connect Bolsover Grants	6
'Let's Get Things Going' Grants	6
Covid-19 Recovery Grants for Businesses	7
Community Champions Programme	7
Economic Loan Fund	8
Skills Audit and Plans for a Centre of Excellence	9
Public Health Locality Funding	11
Storehouse	11
Raising Aspirations	12
I-Venture	15
Cycle and Walk Project	16
Financial Inclusion	18
Freedom Project	19
VCS Support and Social Connectedness	20
Bolsover Countryside Partnership	20
Business Growth Fund	21
Building Resilience Programme (Controlling Migration Fund)	25
Bolsover Homes Employment and Skills Report	37
Grants to Voluntary Organisations Programme	41
BNED LEADER Programme	48
Bolsover District Statistical Insight	51

/ Bolsover Partnership Overview

Our Vision

"Our Sustainable Community Strategy has a vision of a diverse, healthy, fair and prosperous district, building on the strengths of our industrial past to become a vibrant, thriving community capable of meeting the challenges and the opportunities of the future"

Introduction

Welcome to Bolsover Partnership's Annual Report for the period April 2020 to March 2021; this report provides an update on activities that the Partnership has been involved with over the past 12 months. And what a year it's been. None of us could have imagined that the last year was going to pan out the way it did and all of us, in one way or another, have been affected by the pandemic. From school closures, to people working from home, being furloughed, working tirelessly to support communities and of course those that have lost loved ones. Despite all of this, so many people, groups and organisations within our district have shown just how resilient they can be.

Many of the services and programmes funded by Bolsover Partnership had to be halted at short notice, or be adapted to respond to customer needs and we have some brilliant examples of just that. Our voluntary and community sector infrastructure organisation stepped up to support the district's Covid-19 emergency response, contributing significantly to the collective efforts of partners across Bolsover. Derbyshire Education Business Partnership quickly moved to remote delivery to ensure students continued to be supported whilst schools remained closed. Partners quickly adapted to meeting on Zoom or Teams instead of face to face and whilst it's not exactly been business as usual - far from it - we have managed to press on with many of our priorities and actions, overcoming the obstacles of remote communication and engaging in a virtual world that has started to feel somewhat normal.

This report looks back and reflects on some of the work that has taken place during 2020-21 and covers:

- ✓ An overview of how the Partnership responded to the pandemic and the various initiatives that were put in place to support local communities and businesses
- ✓ An insight into how the Partnership utilised funding received from Public Health and what the outcomes of those programmes have been
- ✓ An update on the Council's Business Growth Fund
- ✓ Progress made through the Bolsover Homes Partnership and social value outcomes
- ✓ An update on the Building Resilience Programme funded by the Controlling Migration Fund
- ✓ How Grants to Voluntary Organisations have been impacting their local communities
- ✓ Progress on the LEADER programme which operates across Bolsover and North East Derbyshire
- ✓ Case studies demonstrating the impact of project activity to local people
- ✓ Statistical insight highlighting on some of the key issues affecting the district and how that might influence our future priorities and focus.

/ Funding Overview

The Leader's Executive and Partnership Team manage a range of different funding streams, and the table below summarises projects delivered between April 2020 and March 2021; this demonstrates how the Partnership uses resources to deliver against the priorities within the Sustainable Community Strategy. Further details of which are provided throughout this report.

Leader's Executive and Partnership Team

Economic Loan Fund	Social Connectedness Funding	DCC Public Health Locality Funding	Grants to Voluntary Organisations
Controlling Migration Fund	Business Growth Fund	Community Champions	Raising Aspirations

Project Spend April 2019 to March 2020

Project Name	Locality funding	DCC	BDC	CMF	Other	Total
Raising Aspirations	7,500	115,500				123,000
I-Venture	9,363					9,363
Bolsover Countryside Partnership	6,500	13,500	20,000		1,916	41,916
Active Travel	6,000				18,034	24,034
Storehouse	10,488				25,888	36,376
Financial Inclusion	15,425				2,302	17,727
Grants to Vol Organisations			78,815			78,815
VCS Support	13,438		23,000		5,900	67,338
LEADER contribution			12,000			12,000
Small grants	13,500					13,500
Building Resilience Programme				235,075		235,075
Business Growth Fund			82,123			82,123
Social Connectedness	22,995					22,995
Parish/Town Council Grants			73,730			72,730
TOTAL	95,846	129,000	289,668	235,075	54,040	836,992

/ Responding to the Pandemic

Bolsover CVS - support for the voluntary community sector

The last year has been both challenging and transformative for the Voluntary Community Sector (VCS) in Bolsover district. The challenges that the pandemic have placed on community organisations have been substantial. However, many groups and community activists have responded to the emergency by listening to local needs and rapidly reacting - building new services for food, shopping, prescriptions and befriending.

During the period April to October 2020, BCSV mapped and supported these responses - both from established organisations and residents 'mutual aid' groups. They worked in partnership with Bolsover District Council and Derbyshire County Council's community response units, connecting people to local support.

BCVS also supported existing VCS organisations, many of whom experienced crisis. Their Lifeboat service helped with emergency advice on cashflow planning, Covid grants, furloughing and other support options.

As the pandemic started to ease, BCSV worked with the County Council and other partners to bring in additional funding to the service and added capacity to the team via the recruitment of a VCSE Development Officer and Volunteering Development Officer. In the last financial year, BCSV have increased their annual budget for Bolsover delivery from £67,338 to £164,504 (144% increase) and passported £37,000 of funding via grants to the sector.

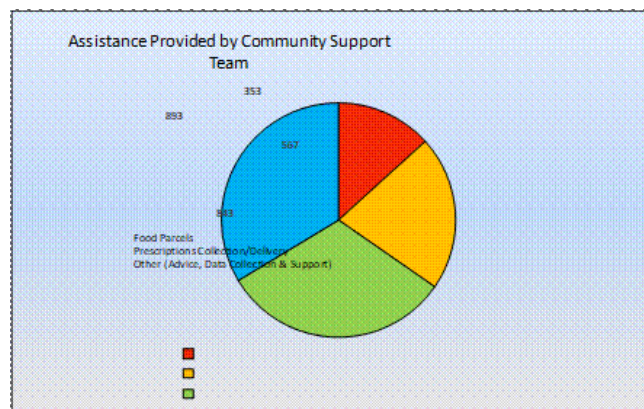


Community Support Unit

As part of the response to the COVID 19 Pandemic, the Partnership Team alongside the Council's Contact Centre and Leisure Services staff were formed into a Community Response Unit as soon as the first national lockdown took place. Requests from vulnerable and isolated people who were at home without access to food and medication were dealt with initially by calling the Contact Centre number and then signposted to the Partnership Team for call backs to local residents to assess their needs. The Leisure Services staff undertook deliveries of food parcels and the picking up and delivering of prescriptions.

To date a total of 1407 Enquiries/Registrations were received via Contact Centres and 348 via Self Service. The chart opposite shows the support that was provided.

This process worked extremely well and was hugely welcomed by the communities across the district. The additional benefits to local people was the actual response and contact with someone just to have a chat or discuss their concerns related to the situation. There were some really anxious and lonely individuals who benefited greatly from the team keeping in touch with them.



Financial support for the VCS - COVID-19 Connect Bolsover Grants

Funds received by the Partnership for Social Connectedness work from DCC Public Health were quickly diverted to support organisations within the voluntary community sector who were either responding to the pandemic emergency or in difficulties themselves. With support from BCVS and members of the Bolsover Partnership Commissioning Group, a grant scheme was quickly implemented which allowed VCS organisations to apply for grants of up to £1,000. A total of £22,995 was allocated, here's who benefited from the grants and what impact they achieved



Financial Support for Parish/Town Councils - 'Let's get things going' grants

In Summer 2020, Bolsover District Council's Leader, Councillor Steve Fritchley, allocated funding for community initiatives as part of his ambition to lift community spirit and invest in

This is amazing news, thank you very much. I look forward to getting going with our project to add Christmas Sparkle to our Parish.

Jayne Simpson,
Clerk to Blackwell Parish Council

the local economy. The money was originally allocated to help communities celebrate VJ day (Victory in Japan) after VE Day celebrations were cancelled. But with the social distancing restrictions ongoing it was felt more appropriate to provide the funding to help Parish/Town Councils arrange community initiatives. A commitment was made to supporting these initiatives financially, by providing a £1 per capita per parish population, with the only stipulation being 'shop local - spend local'. Council Leader, Councillor Steve Fritchley said, "2020 has been a write off in terms of celebratory and community events, but I want to provide our communities with something to look forward to, something to enjoy and something to lift their spirits. "That's why we are making a commitment to support - with both staffing and financial resources - all Parishes across the District in providing celebrations to help bring communities back together. "We will work with our local Parish/Town Councils

to assist in their plans. What this might look like in each Parish will most likely differ, so we have invited each and every Parish to submit a proposal outlining what they would like to do.”

The Partnership Team managed this on behalf of the Leader and allocated £72,730 against the following priorities:

- ✓ Reviving the local economy by encouraging ‘spend local’

Covid-19 Recovery Grants for Businesses

Grants of up to £500 were made available to small and medium sized businesses in the summer of 2020 to help those affected by the pandemic and support recovery either to assist in re-opening or to continue trading. Take-up from businesses was high and over 70 grants were approved in a short space of time. The grants were made available to help in a number of different ways, including:

- ✓ Hygiene and social distancing solutions for example, hygiene stations, social distancing banners and barricades, social distancing posters, floor stickers, and counter sneeze guards
- ✓ Equipment to facilitate cashless payments
- ✓ Website development to enable online trading
ICT hardware and/or software to enable remote working

Community Champions

In November 2020 the Partnership Team were made aware of a targeted fund through the Ministry of Housing, Communities and Local Government aimed at groups such as older people, disabled people, and people from ethnic minority backgrounds who according to the latest evidence are more likely to suffer long-term impacts and poor outcomes from COVID-19.

In January 2021, Bolsover District Council were awarded £188,833 to employ 4 FTE Community Champions to help and assist local people navigate relevant support and services. The Champions who commenced in post in April 2021 will be accessible and available in places where people gather safely such as supermarkets, schools, GP’s, business parks and outdoor recreation/parks so they can cascade information such as Covid-19 vaccine updates.

In addition to informing the general public, the Champions will also target community groups, employers and hard to reach groups so they can share the information amongst their networks. The Community Champions will initially be based around the four town centres of Bolsover, Clowne,

- ✓ Tackling loneliness and isolation
- ✓ Lifting spirits and celebrating our communities

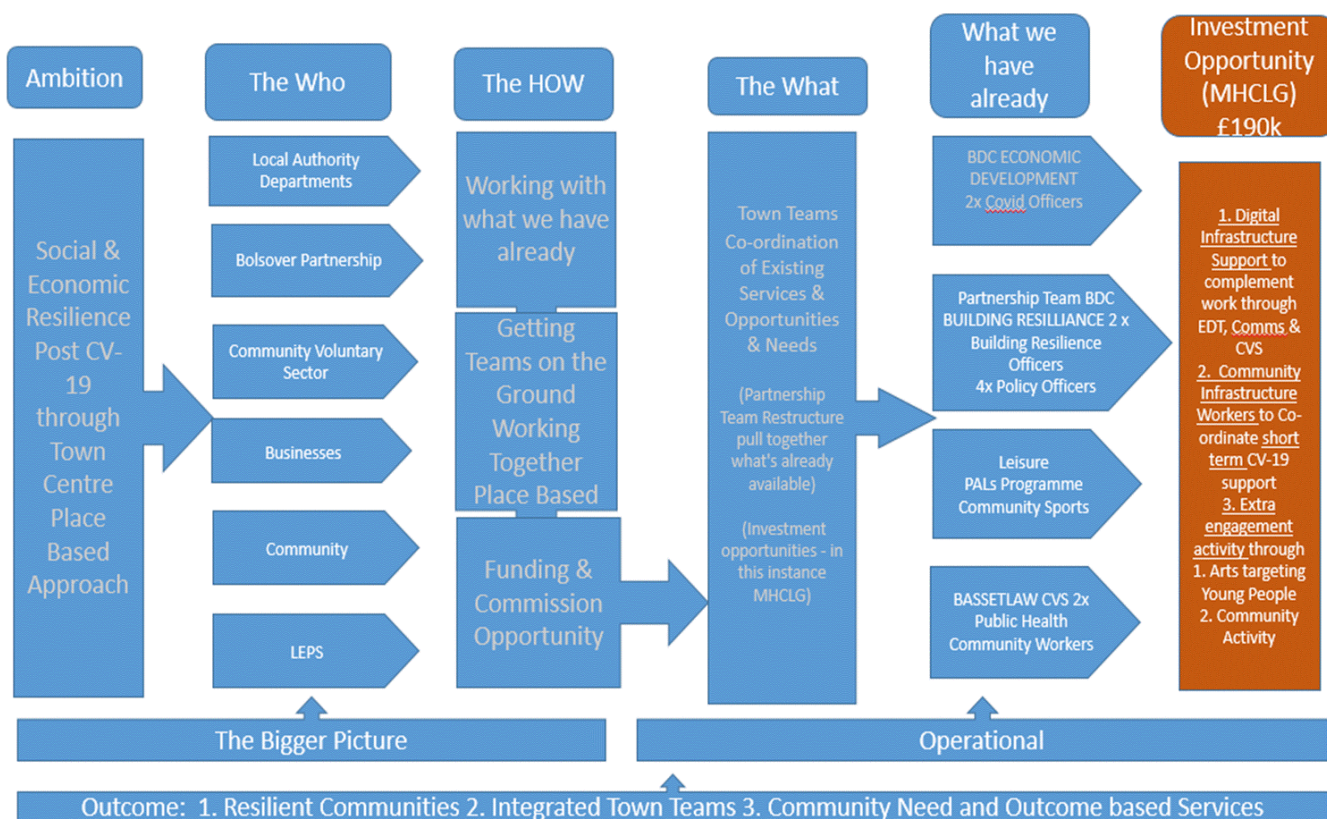
The funding was spent on a range of different activities from Christmas trees and lights to collaborative events, coffee mornings, and outdoor improvements.



Shirebrook and South Normanton but will expand into neighbouring villages once established. The funding will also be used to help develop relationships in the local community through the process of making, writing and recording music and sound to express emotions and tell a story.

The diagram on the next page shows the ambition for the programme, and how it links with other services/organisations in the area to link everything together and provide a timely and co-ordinated response to Covid-19 in targeted areas and to targeted groups of people across the District.





Economic Loan Fund

In January 2021, the Partnership Team helped to design and launch Bolsover District Council's Economic Loan Fund (ELF) to small and medium-sized businesses across its District to provide reliable financial support. The loan fund was set up to help supplement the Council's existing Business Growth Fund which provides grants to new businesses and existing small and medium-sized enterprise.

The ELF is designed to offer an additional source of financial support to businesses who may not be able to get a bank loan and have the ambition to grow, but are held back by their ability to capitalise on their business proposals. A total of £150,000 has been made available to loan to businesses and the availability of these Council-backed loans gives businesses access to a principled and reliable 'lender of last resort'. The loans provide a fixed-term loan with no early cancellation fees, no arrangement fees, no interest charged for the first 12 months and competitive rates thereafter.

The ELF offers loans of between £2,000 and £10,000 and are available for a wide range of projects for both capital and revenue expenditure with a repayment term of between two and five years.

For more information contact regeneration@bolsover.gov.uk or call 01246 242 512.

/ Bolsover District Skills Audit and Plans for a Centre of Excellence

In 1995, a 'Skills Audit' of Shirebrook and surrounding areas was completed; the work was led and overseen by Shirebrook and District Development Trust.

25 years on and funding has been agreed for another Skills Audit to be undertaken, this time district wide. Sheffield Hallam University's Research Team are again supporting the work and have designed the survey which covers:

- ✓ Demographics
- ✓ In-work training
- ✓ Employment status
- ✓ Skills aspirations and barriers
- ✓ Barriers to employment
- ✓ Accessing training and support available
- ✓ Nature of employment
- ✓ Future employment aspirations
- ✓ Travel to/location of work
- ✓ Volunteering



- ✓ Qualifications
- ✓ Future plans
- ✓ Skills (employability, digital skills)
- ✓ Prospects for area

The gathering of this information is crucial to be able to support people in our communities to get back into employment, re-train or change jobs and perhaps as important, ensure that local businesses have knowledge of the skills base in the area to support their growth.

The online survey can be accessed via <https://bit.ly/2Nf0JQq>

When the surveys have been completed, the University will analyse and interpret the data. Findings will be disseminated and used in a number of different ways including:

- ✓ Influencing strategy and policy decision makers
- ✓ Shaping proposals for funding and securing funding to the area
- ✓ Redesigning and commissioning of services to meet skills needs
- ✓ Align with employers skills needs and gaps

This work also feeds into the longer term aspiration for a Centre of Excellence in the district to deliver higher level skills and raise the economic performance of the area which we know lags behind many other comparable areas. Over the past 12 months a working group of key stakeholders including Nottingham Trent University, Chesterfield College, Vision West Notts College, Bolsover District Council, Bolsover Partnership, North East Derbyshire and Nottingham College, have been working together on a potential future funding bid to either D2N2 and/or the Department for Education. Additional work has been completed around employer engagement to identify what skills are needed to keep pace with Industry 4.0 and advances in AI and other forms of technology.

More recent developments have included a focus on Green Technologies to provide low carbon leadership for the locality and wider area. The vision is that businesses will be supported through access to practical solutions for resource utilisation, development of existing staff, a robust source for future employees and an opportunity for new business start-ups. People will be supported through access to high quality training and practical experiences; young people will be supported through an inspirational forward looking Centre working in partnership with local schools, employers and colleges.

A visual of what the Centre might look like....



/ Public Health Locality Funding

Derbyshire County Council's (DCC) Public Health Localities and Place-based work is seen as integral to addressing the wider determinants of health; in particular, employment and skills, financial inclusion, community cohesion and social isolation experienced by some of Derbyshire's most vulnerable communities.

Bolsover district receives an annual allocation of Public Health Locality Funding from Derbyshire County Council (DCC). The allocation to Bolsover district under this programme in 2020/21 is £237,259 - this is broken down as follows:

- ✓ £115,500 for Raising Aspirations across Derbyshire
- ✓ £2,500 Five Ways to Well-Being
- ✓ £10,000 Small Grants
- ✓ £78,097 Locality funding
- ✓ £31,162 COVID-19 response

The Bolsover Partnership Commissioning Group agrees how to allocate the Public Health locality funding based on evidence of need, impact and available funding. The following section provides an update and case study on all activities funded by Public Health.

Storehouse Community Shop

A local Shirebrook food bank has now opened a new community shop in the town thanks to £33,000 worth of grants from Bolsover Partnership and Bolsover District Council.

The Brook Centre has been at the heart of the community providing assistance and support to local residents for many years, but since the pandemic demand for food has been on the increase.

The grants have helped the centre transition from a food bank to a community shop where for a £5 minimum membership local people can obtain a large bag of food of their choice from the shop on site each week for a minimum donation of £5.

Chair of Bolsover Partnership, Mandy Chambers, said, "This is a great community project and one that we are delighted to have been able to support with both grants and advice".

Leader of Bolsover District Council, Councillor Steve Fritchley said, "The past twelve months have been very challenging for some and the Brook Centre has been at the heart of that challenge in Shirebrook. Amanda and the team do a great job in helping those in need and this shop is a way for local families to invest in their community and reap the benefits of a sustainable way to access food and support beyond the pandemic."

For those who struggle to afford the donation or membership a full wrap-around support service is provided with an on-site provision from the Citizens Advice Bureau to help people access to benefits, housing and wellbeing services.

The grants were provided by Bolsover Partnership's Public Health Locality Funding (£22k) and Bolsover District Council's Business Growth Fund (£10k) to help with the refurbishment and fit out of the shop and storage area, and contribute towards salary costs in its first year of operation.

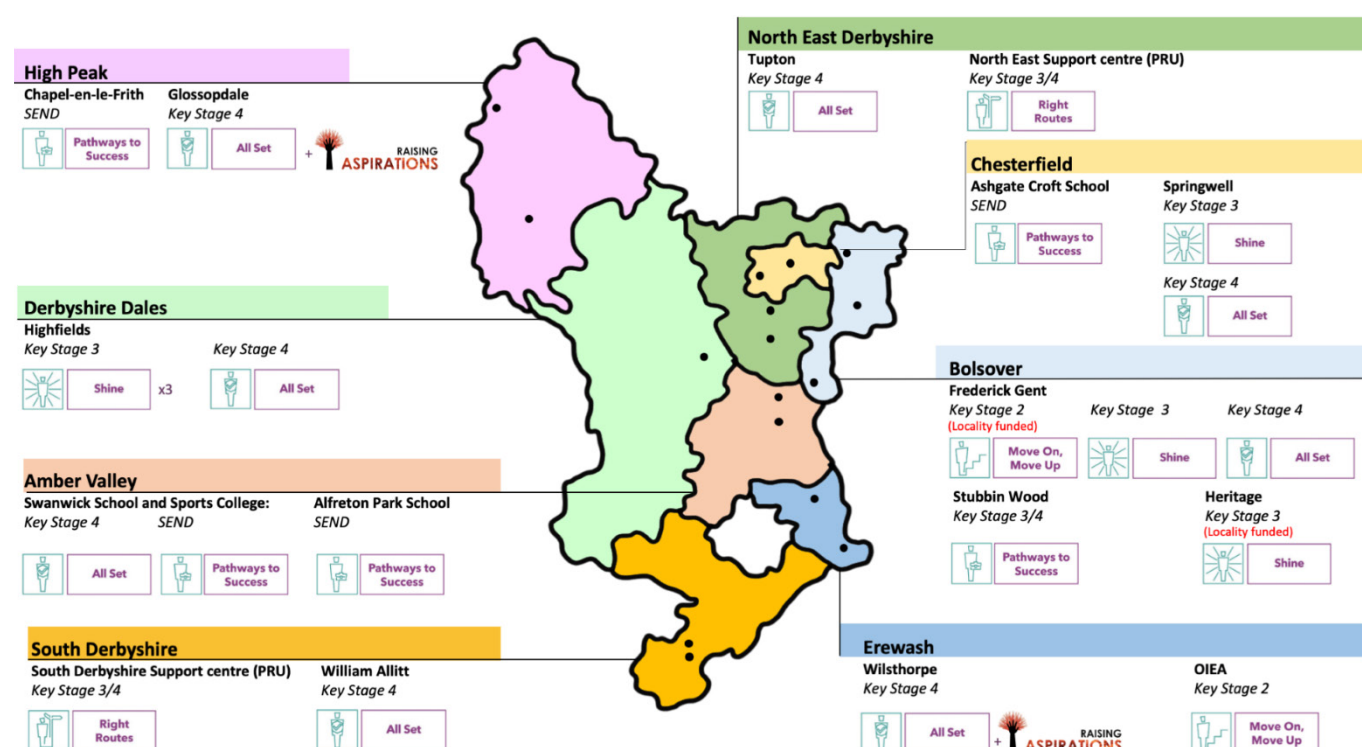


Raising Aspirations

The Raising Aspirations (RA) programme, delivered by Derbyshire Education Business Partnership, is a responsive approach to support children and young people in Years 6 to 11, identified as not reaching their potential for a variety of factors and provides bespoke support to address the needs of each student. An Employability Worker or Careers Adviser supports each learner to identify interests, goals and experiences to help them raise their aspirations and increase the expectations others have for the future success of each participant. The wider DEBP team additionally provide creative solutions for wider impact across full year groups.



The programme has evolved over a number of years and what was initially developed as a Bolsover Partnership initiative has grown into a County wide approach funded by Public Health, with additional investment from locality funding to enhance the provision and broaden the scope.



There are a series of best practice models that sit under the umbrella of Raising Aspirations and these include initiatives designed to meet the needs of young people at a variety of key educational phases who are facing differing challenges.

Key Stage 2: Move On, Move Up - Yr 6-7 transition support

Key Stage 3: Shine - a building resilience programme

Key Stage 4: Targeted RA - intensive support for a core group of learners / All Set - a universal programme of support / Right Routes - designed for young people educated within a Support Centre.

Key Stage 5: Pathways to Success - a programme designed for SEND learners



The whole programme is designed as a face to face delivery initiative, however 2020/21 made this a complicated and impossible scenario, therefore in April 2020 DEBP launched their 'Directions' service to provide continuity for their beneficiaries.

The development of support being provided via remote methods enabled 1048 interventions to be delivered across the localities within a period from April to July 2020. It was identified that providing support in this way was highly valuable and has remained a key method of working for the Raising

Aspirations programme.

All of the RA individual elements include facilitated contact with other organisations and employers and to ensure that this vibrant mix could be provided for targeted and universal delivery elements, DEBP used the blended approach; having a key facilitator on site at school and introducing beneficiaries to third parties through video conferencing – resulting in engaging sessions and meaningful interactions taking place.

Schools were initially apprehensive regarding large scale events under the 'All Set' model being managed successfully through a blended approach, but schools worked with the team to understand and plan how this could be managed effectively.



For the Key Stage 2 'Move on, Move up' and the Key Stage 3 initiative 'Shine' it was deemed that the content was particularly designed for face to face delivery and therefore these initiatives were delayed until this could be hosted by the schools and staff could attend safely. The various changes in government guidance for education has made this a complex scenario but has been well managed by the RA staff and the schools and these programmes swiftly recommenced from the 8th March 2021.



Through the lockdown periods the focus on well-being continued to be addressed, with the Employability Workers designing new sessions to enable young people to recognise and address the issues that the lockdown may be presenting for them and others. This included group or one to one sessions: Adapting to working from home / Coping with lockdown: Tips on caring for your mental health & wellbeing / Staying Resilient / Preparing to go back to school. Through evaluation, participants all 'agreed' or 'strongly agreed' that they had found the content and exploration useful.

Another area that worked well through periods of restricted access to on-site delivery was with SEND schools. The flexibility of virtual working enabled specialist staff to be more responsive to the needs of the learners and plan more dynamically. Resulting in the equivalent time of a delivery day, being split across numerous opportunities within the week; providing the flexibility to be involved in annual reviews, one to one sessions, deliver group activities, make contact with parents/ carers and attend planning meetings. This level of engagement is not feasible with a more traditional style of delivery. The schools embraced this approach after the earlier development phase of the 'Directions' service evidencing the positive impact that remote support could have.



Whilst the original plan for the programme has not been fully executed throughout 2020/21, the RA team and DEBP have worked tirelessly to actively support schools and young people throughout the year and the restart of universal teaching within the school setting from 8th March 2021, brought with it more flexibility for the programme and the varying models it encompasses, and whilst an increase in face to face delivery has commenced with more planned, the blended approach remains here to stay.

/ Case Study - Stubbin Wood

Overview



Stubbin Wood is a Special Education Needs school based in Shirebrook. The school have used Raising Aspirations funding to support Post 16 and key stage 4 students to identify

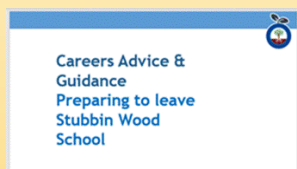
further education opportunities when they leave Stubbin Wood. The Careers Advisor has been on site in school since September, with measures in place to ensure that access to students is COVID safe. All students within Post 16 have now received 1-1 guidance and an Action Plan has been created to support their future plans.

Many students need much more than one guidance encounter, and the DEBP Advisor is continuing to work closely with those students. The Advisor has successfully supported students to apply to college, contact training providers, and create CV's.

In September, the school identified that it is difficult to engage with parents as part of a young person's decision making. Therefore, the Advisor has been contacting all parents and carers of students in Post 16, to support them to understand their child's options post Stubbin Wood. The Advisor has attended the Annual Reviews meetings of students to help students explain their choices and keep all support networks of the students up to date. This has been a positive experience for the school and parents/careers, as the Advisor can quickly identify which students need further support, whilst being able to speak to parents/careers in an open forum about their child's future. This has led to positive communications between the Advisor and parents/careers.

Through liaising with parents/careers, it became apparent that many have concerns about their child's future, ranging from what they can do after they leave Stubbin Wood, to what support their child can expect to receive once they are classed as an adult. From this, the Careers Advisor, along

with SLT at school, arranged and hosted a "Virtual Careers Information Evening" with the objective being to better inform parents and carers, and hopefully alleviate any fears and misconceptions they may have around transitioning into adulthood. The event was well attended with positive feedback from parents and carers.



Impact

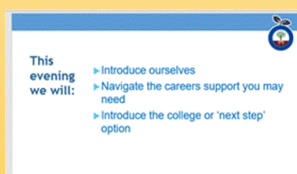
The DEBP Advisor has supported a student who is on school roll but for many personal reasons does not attend the school site. This student

is keen to continue their learning, but due to the various barriers in their life they have found it very difficult to progress with their educational

journey. School requested the DEBP Advisor engage with both the student and their parent to engage with them and offer advice and support to discuss possible pathways for the young person. Through speaking

with the young person and their Mum it became clear that they were not comfortable attending a setting with other young people, so the Advisor

liaised with local adult education centre and arranged for the student to attend their local centre, in order to complete their functional skills in Maths and English. The student was happy to be back in learning and hopeful to transition onto further courses at the Adult Education Centre (AEC) then hopeful of gaining a job.



"The virtual event was really useful and it was great to put faces to names!"

"Thank you so much for all your help, I wouldn't have known where to start."

Stubbin Wood Parents

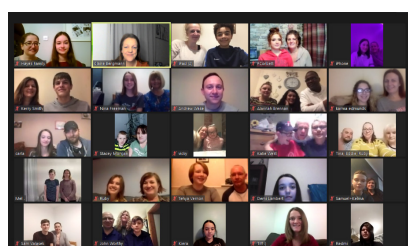


I-Venture

I-Venture is a unique international citizenship programme offering an opportunity for young people, aged 14 to 18, to take part in a life enhancing initiative, culminating in an expedition to South Africa. It aims to offer opportunities for learning and personal growth to the young people, who might not have the chance to travel or may have low expectations about their future.

I-Venture 2022 is only made possible through partnership working and the resilience of all those involved!

The cycle for the next expedition commenced in February 2020 with an application and selection phase, and following a rigorous process 21 young people were offered a conditional place on the project. The impact of Covid-19 was far reaching and this meant that the timescale moved - but the team are heading towards departure in July 2022! To get there the participants and their families have to raise £16,000 per school group and abide by the strict Code of Conduct and remain motivated for the entirety of the programme - all whilst going through a pandemic!



The last year has been an usual one for the group, however they have worked as individuals and family units to fundraise - raising over £16,000 to date.

They have come together regularly in the evenings as their school groups and as the whole team. Claire Bergmann at DEBP has been mentoring all of the participants throughout the various lockdowns and supporting them extensively in her capacity as Pastoral Lead. The participants have

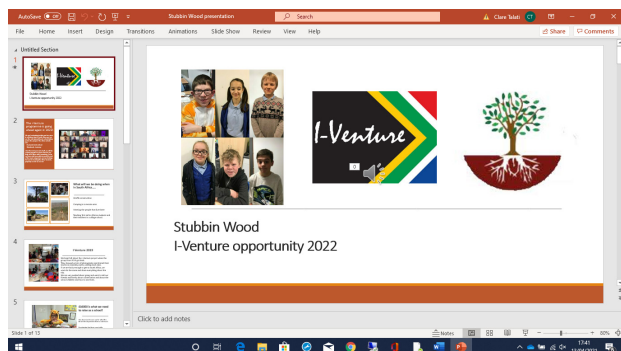
expressed openly why the programme is so important to them:

- ✓ The programme will allow me to gain more belief and confidence in myself and will show me that I shouldn't be afraid to try something new
- ✓ I will become more confident, be able to step out of my comfort zone and make new friends
- ✓ It improves my independence, self-confidence & self-esteem. And make new friends

The initiative was officially launched on 28th January 2021 and covered by Bolsover TV in March.

Derbyshire Fire and Rescue are actively supporting the partnership with a fundraising plan and will be instrumental in assisting the whole programme to reach its goal and ensure that Team 2022 is a go!

The participants have been working hard on developing their communication skills and created presentations; showcasing these before sharing them with their wider school communities and additionally demonstrating their dedication and enthusiasm by developing video funding applications.



Angus Wingfield Expedition Leader from Africa Wild Trails (AWT), has been working with Claire Bergmann to plan engaging virtual activities for the group and plans are in development with an additional team building weekend scheduled for July 2021. There is a long road ahead, but the group of 21 participants and 2 Graduates from 2019 are determined to succeed.

As well as having the two graduates supporting the 2022 team and heading out to South Africa again, two other graduates from 2019, Dylan Richardson and Rebecca

Hyde, are continuing with their new found interest in conservation by undertaking another expedition to South Africa in May 2022. The focus of the 'Africa On Foot' venture is threatened species, wildlife conservation,



anti-poaching, advanced tracking skills, and the challenges to flora and fauna in the region. Dylan is keen on completing his Field Guiding (FGASA) courses and this may be the first step in that direction.

An incredible development from AWT, involves establishing a new venture called 'Fallon's Trail' named after Amy, a participant from Stubbin Wood School in 2019. Fully endorsed by

Amy and her family, AWT are offering a dedicated programme for young people with additional needs and will be working to make this a reality for 20 young people in the future.

Angus Wingfield from AWT said 'Amy was inspired to go to Africa and made it happen. Now Amy has inspired us to help others, so we must make it happen.'



Cycle and Walk Project

The Cycle and Walk project aims to increase the physical activity within targeted communities across Bolsover District where there is a high level of physical inactivity through the development of a number of walking and cycling opportunities.

Over the last twelve months a Cycling for Health course has been developed and run as a pilot in Creswell and four further courses were planned in April 2020 across the district having taken capacity bookings. However, due to the COVID pandemic these had to be cancelled. When lockdown was eased a further offering of one-to-one training was given and three people took this up. The rest of the original group of applicants elected to wait for group training to recommence for various reasons.

A successful registration as a Bikeability Scheme with the Bikeability Trust provides the opportunity to expand the number of training courses that can be provided and plans are underway to increase the number of (freelance) trainers to provide the service.

Walking for Health has continued to develop with many walks run by volunteers having capacity attendance on a regular basis. Working with Hardwick Hall the development of sensory and mental health walks was due to be implemented in the Spring/Summer of 2020.

Walk Leader Training has been carried out for the district and a number of new leaders were in training. As with everything COVID stopped all group activity most groups will not re-start until summer 2021.

The whole of Derbyshire is developing 'Walk Derbyshire', and the cancelled 'Beast of Bolsover' walk has been rescheduled for May 2021 as part of the Chesterfield Walking Festival. A 'Boundary Walk' is being finalised following the boundary of Bolsover district (well, almost), a system of posts on the Peter Fidler Nature Reserve in Bolsover (in conjunction with DCC Countryside Services). A set of walks has been produced using these posts as guidance for distance, elevation, steps to provide a 'workout' routine for all levels of ability. Schools are also involved to allow them to use this within the curriculum for health and academic skills.



Cycling for Health Case Study

I have always been quite active and my main activity and strength is walking and I also attend Yoga sessions once a week. When I was younger I cycled regularly but haven't done it for a long time. I had gone out on my hybrid for a couple of rides with friends but found it a bit off putting as they were quicker than me. There was a similar course to the one offered by Bolsover in Sheffield but for practical reasons I didn't go on it. When the Bolsover course was advertised I saw it as an opportunity to get back into cycling and make sure I was doing things right. I made enquiries and it was at the right time and place so I decided that I could do it and went for it.

I wasn't looking to improve my health and fitness as it was generally good, it was more to improve my cycling skills. On the course I realised that I was using different muscles to my walking and had to work hard to prevent having problems with my knees and hip flexors. I realised that I had had problems with them previously and I could have done Spin classes at the gym to sort this out but I wanted to get out on my bike (in the fresh air). The issues were also causing problems with my walking as I was not able to go as far and I was a bit slower. The cycling that we did along trails, as part of the course, helped with this as well as some restorative Yoga classes I was attending. Cycling also strengthened my glutes which also helped with my walking so that was an added bonus.

Cycling has helped with my walking as it has worked different muscles, toning them up and building up my strength.

The course has helped me improve my general balance and gain confidence on the bike. It has also helped me with traffic awareness and how to deal with it on the roads. As I hadn't been on the bike for so long I found the traffic levels were much higher and the course has helped build my confidence in dealing with it. I still have some way to go but this is a 'work in progress'.

Getting out on your bike and practicing is important and another bonus for me from the course was the development of friendships. I am planning to ride more with a lady who was also on the course with me and we are talking about the possibility of starting up a cycling group and leading rides. This may be some way off yet (about a year) but the course tutor has already offered support and training to enable us to do this.

Although I didn't really use the booklet, it helped me realise what I needed to know and also it did make me understand that I was setting myself unrealistic targets and goals. Once this happened I understood that I needed little steps and that whatever you learn and improve on it doesn't matter, just set realistic targets for yourself. We are all harsh on ourselves and that could stop you completing the course. Small improvements are as good as anything if you are just starting back and you should not be too hard on yourself.

The key changes that the course have made for me are:

- Confidence
- Knowledge of my bike and how to maintain it
- Networking with people
- Realising the possibilities in the area to cycle (trails, etc.)
- Expanding what I do socially and as a form of exercise
- Because I can access trails locally the 'green' aspect of using less petrol and the potential of doing more by bike (e.g. shopping) to further help the climate
- Realisation that I can go forward with cycling and that I do not have to push myself and can take it steady

For more information please contact
Malcolm Smith (Walking & Cycling Coordinator)
malcolm.smith@bolsover.gov.uk

01246 242358

Bolsover
District Council

19-113

Financial Inclusion

Since 2005 Release Financial Charity has worked tirelessly in supporting residents in the District of Bolsover to be released from financial bondage and help them on their journey to financial freedom and improved health and well-being.

Release has and continues to adapt appropriately, speedily and effectively to the needs of people and communities. With the Covid-19 pandemic affecting people in so many ways and realising that capacity needed to be increased in the district, Release very quickly responded and established a Community Money Advice Centre (CMA) in record time. CMA is a national charity supporting organisations to provide free, confidential and non-judgmental debt advice.

This new project started on 1st October 2020 and has been supported financially by Bolsover Partnership using COVID-19 response monies allocated by Public Health. Over the last 6 months to 31st March 2021, Release have supported 71 clients, with debts of £140,000. Clients nearly always have a catalogue of issues, so as well as dealing with the debts, numerous referrals for issues such as poor/inappropriate housing, hoarding, sexual abuse, mental health, and addictions, have to be dealt with before or during support. Supporting the project have been 3 members of staff, 2 directly funded through the Partnership's financial contribution, including 1 new employee and 4 volunteers delivering 125 hours of their time.

/ Case Study

Overview

Client A called the Release office, for help to deal with their debts which had arisen due to redundancy resulting from the pandemic. They had been previously supported by Release a few years ago and had 'got on top of their finances'.


The client had tried to sort things out themselves during the tail end of the first lockdown and struggled to engage with services, which appeared to them unavailable, inaccessible or challenging to reach. This was exasperated by the client's vulnerability, mental health and capacity. The client's understanding of some issues led to delays in reaching support, including an assumption that Release would be closed during lockdown.

After an initial assessment, a referral to Derbyshire Unemployed Workers Centre, various meetings, support with the housing element and Job Seekers Allowance entitlement, Council Tax relief was put in place, as well as a strong sustainable budget. Additionally, creditors were contacted and time gained so Release could act/investigate/fact find the client's circumstances and areas for improvement explored.

One area identified was the client's water bill

that they had paid meticulously since they were previously supported by Release. As the client was struggling to maintain payments, Release supported them to access a water grant, and historic water debt of over £700 was cleared, as well as a realistic payment scheme going forward being agreed.

It is anticipated that Release will support the client for a few more months and continue to build capacity in the key areas of confidence, mental and emotional wellbeing, maintaining a budget, engagement and enabling the client to make more informed choices.



"Thank you for being there for me and helping me to sleep again."

Freedom Project

When the Partnership were made aware that there would be a gap in trained staff to deliver healthy relationship training, known as the Freedom Programme, funding was made available to pay for two members of the DCC Early Help Team to attend virtual Freedom Programme training. This training qualified those workers to be part of the team delivering this programme.



/ Case Study

Background Information

- ✓ Case is open as a result of significant DA in January 2020
- ✓ Father threatened mother with machete and poured bleach over her
- ✓ The Family fled to a refuge and have been successfully supported into securing their own property
- ✓ There was no external wider family support for mother
- ✓ Paternal grandmother is supporting father
- ✓ The family are currently residing separately; the adults have resumed their relationship with Social Care involvement

Outcome

Mother attended all sessions of the Freedom Programme and now has a good understanding of Domestic Abuse and how this impacts her and the children. As a result of positive engagement with Childrens Services supported by Mothers attendance at the Freedom Programme, the family are now moving forward to having unsupervised contact. Mother has fulfilled the first steps of her aspirations and has enrolled onto a Nail Technicians Course; she has said that participating in The Freedom Programme and support from Childrens Services has empowered her to be able to achieve this.

Feedback from Mother:

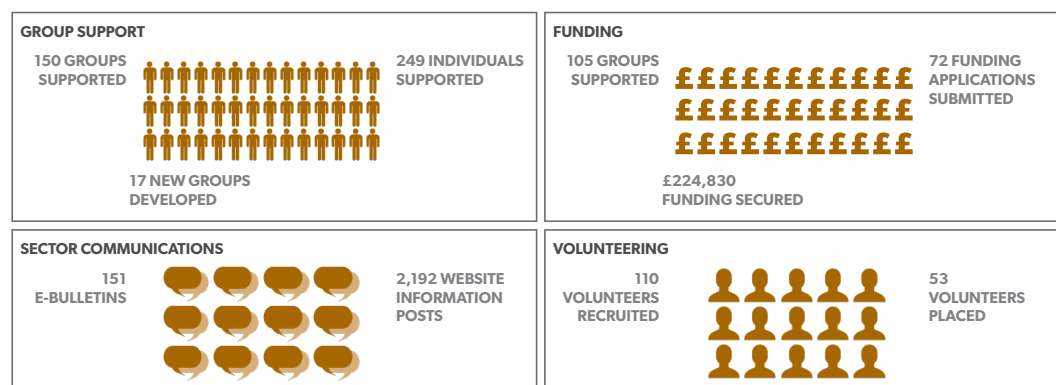
"I looked forward to the weekly calls and couldn't wait to speak to Sherri, Claire and the other girls. Doing the Freedom Programme on Teams with other women made me feel reassured that I wasn't on my own and we were all there to support one another".

Feedback from Mother:

"Doing this course has made me feel incredibly confident and improved my issues with anxiety. I feel like after taking the course I understand myself, my childhood and the people around me so much more".

Voluntary Community Sector (VCS) Support and Social Connectedness

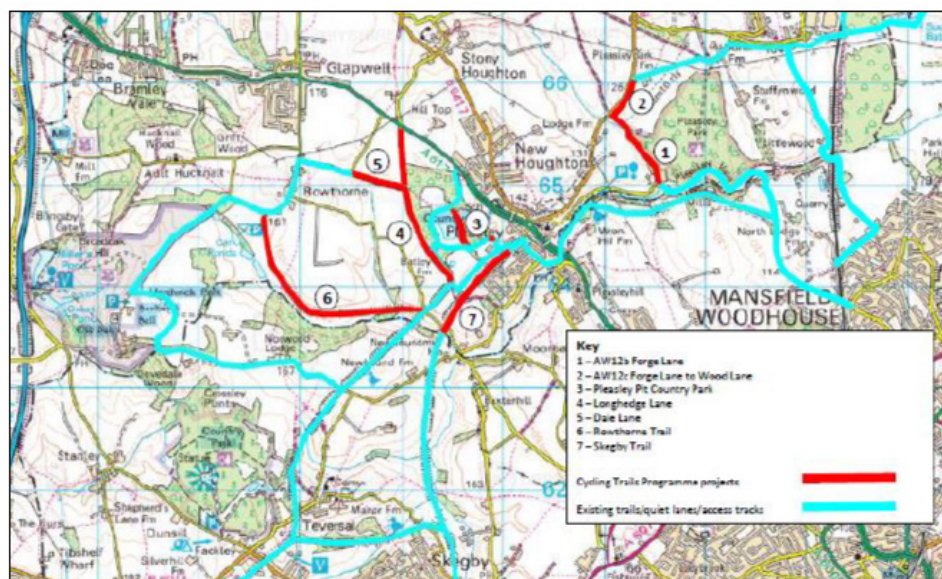
In June 2019, Bolsover District Council on behalf of Bolsover Partnership and the wider VCS entered into a contractual arrangement with Bassetlaw CVS (BCVS) to provide a strategic voice for the Bolsover district sector as well as operational delivery to support individuals and groups. These are their achievements to date



Bolsover Countryside Partnership

Despite it being a very challenging year with additional Covid restrictions, progress has continued on the delivery of the Visit Sleep Cycle Repeat Programme. To date, the programme has secured £680,000 of funding to deliver further trail improvements and build the case for future investment. The VSCR Cycling Trails Programme is nearing completion, with 6.3km of new and improved trails to explore and a further 1.2km planned for completion in 2022.

New and Improved Trails in the Pleasley Hub:



In addition, work is nearing completion on an audit of all the trails and connecting routes within the VSCR area - over 220 miles of trails and routes were assessed and a complete picture of the condition and usability of the network is available for the first time.

Building on the VSCR Destination Plan, which was published in 2018, the initial focus of delivery has been around the Pleasley Hub. As well as new trails, studies are being concluded that make the business case for the Hub, the development of a camping pod site on Pleasley Pit Country Park and an accessibility audit of key sites.

Throughout the pandemic, as people discovered the incredible local trails network (there are currently 100km of surfaced trails within the VSCR area already, with more planned) or sought solace in nature - it has demonstrated the need for VSCR and hopefully this will lead to further investment and delivery of the programme.

/ Business Growth Fund

Bolsover District Council launched a second phase of its Business Growth Fund in October 2019 to help support business growth and create jobs across the area.

£200,000 has been allocated and was split into two schemes to provide firms with grants of up to £500 (start-up) and £10,000 (business growth) towards project costs. In summer 2020, some of this funding was diverted to help businesses with funding to re-open or adapt due to Covid-19 restrictions.

The funding can be used for a variety of projects that support businesses to:

- ✓ Expand/grow
- ✓ Diversify into new markets / Exporting

- ✓ Relocate to premises within the district
- ✓ Attract new investment
- ✓ Become more carbon efficient
- ✓ Improve productivity
- ✓ Develop the local supply chain



Here are the businesses that have been supported so far:

Organisation	Type of Grant	Amount Awarded
Thomas Taylor	Start-up grant	£500.00
R. E. Evans	Start-up grant	£500.00
Futures Ecology Ltd.	Start-up grant	£500.00
Glapwell Groomers	Start-up grant	£383.98
SENDS Support CIC	Start-up grant	£387.92
Dog and Spoon Distillery	Start-up grant	£465.98
Sanctuary Relaxation Ltd	Main Grant	£10,000.00
Victory Design Ltd	Main Grant	£10,000.00
Price & Fretwell Ltd	Main Grant	£8,900
Dog and Spoon	Main Grant	£7,239.00
Penny Hydraulics	Main Grant	£10,000.00
We R Wood Ltd.	Main Grant	£10,000.00
UK Bookworms Ltd	Main Grant	£5,384.00
Flexiroom	Main Grant	£10,000.00
The Brook Community Church and Centre	Main Grant	£10,000.00
Indigo Masala Ltd.	Covid Recovery	£500.00
Shaw Financial Services	Covid Recovery	£500.00

Jowett School of Dance	Covid Recovery	£500.00
Simply Divine Hair & Beauty Salon	Covid Recovery	£500.00
Footloose Dance Centre	Covid Recovery	£500.00
Chameleon School of Construction	Covid Recovery	£500.00
888247 Cars	Covid Recovery	£129.30
Slimming World	Covid Recovery	£500.00
Old Bolsover Yard	Covid Recovery	£442.50
Chernobyl Children East Midlands	Covid Recovery	£341.45
Kaleido Hair & Beauty	Covid Recovery	£500.00
The Elm Tree, Elmton	Covid Recovery	£409.00
Hodthorpe Community Social Club	Covid Recovery	£447.00
Laelegance Beauty	Covid Recovery	£500.00
Shirebrook Carter Lane Workingmen's Club	Covid Recovery	£500.00
Bolsover Antiques Centre	Covid Recovery	£500.00
Courtyard Kitchen	Covid Recovery	£385.99
We R Wood Ltd.	Covid Recovery	£500.00
The Barn at Oxcroft Farm	Covid Recovery	£250.00
Gordon Lowe School of Motoring	Covid Recovery	£296.00
Willow Tree Family Farm	Covid Recovery	£500.00
Parker Opticians	Covid Recovery	£500.00
Ours Bar & Lounge	Covid Recovery	£274.00
Cards & Things	Covid Recovery	£500.00
Wilson Wright's	Covid Recovery	£500.00
Rhubarb Farm CIC	Covid Recovery	£500.00
The Hair Lair	Covid Recovery	£500.00
Fringe	Covid Recovery	£471.00
Wavelengths	Covid Recovery	£500.00
Planterior Landscape Services Ltd.	Covid Recovery	£500.00
Suavais Hair & Beauty	Covid Recovery	£500.00
Mind Matters Therapies Ltd.	Covid Recovery	£500.00
Red Design & Print Ltd.	Covid Recovery	£500.00
CXC	Covid Recovery	£500.00
Fit in Life	Covid Recovery	£438.35
New Horizons Building Services Ltd.	Covid Recovery	£171.87
NAL Plant Ltd.	Covid Recovery	£500.00

Bolsover Fisheries	Covid Recovery	£403.00
Opus Music CIC	Covid Recovery	£500.00
Goddard & White News	Covid Recovery	£474.00
Antiques Vintage n Vogue	Covid Recovery	£493.00
The Holmefield Arms	Covid Recovery	£500.00
JPJ Design Partnership	Covid Recovery	£500.00
Heatwaves	Covid Recovery	£500.00
Perfectly Made Aesthetics	Covid Recovery	£500.00
Fourways Garage	Covid Recovery	£500.00
Limestone House (Elmton & Creswell Village Company	Covid Recovery	£431.00
AJ Launderers Design & Build	Covid Recovery	£483.00
Barlborough Links Golf * Leisure Ltd.	Covid Recovery	£500.00
The Devonshire	Covid Recovery	£500.00
Happy Feet	Covid Recovery	£500.00
Greetings Cards & Gifts	Covid Recovery	£450.00
Clowne Town Cricket Club	Covid Recovery	£500.00
Maddox Financial Solutions Ltd.	Covid Recovery	£496.00
Hedy Barber	Covid Recovery	£500.00
Xclusiv Hair & Beauty	Covid Recovery	£500.00
Ubeauty	Covid Recovery	£500.00
Hers N Sirs	Covid Recovery	£500.00
Beanz around the world	Covid Recovery	£285.00
Palterton Village Hall	Covid Recovery	£500.00
Halls Catering	Covid Recovery	£500.00
Genesis Hairdressing	Covid Recovery	£92.00
Shak Barbers	Covid Recovery	£500.00
Hair by Bec	Covid Recovery	£500.00
Lynx Marketing Services Ltd.	Covid Recovery	£500.00
Luscious Nailz	Covid Recovery	£412.49
Victoria Wood Catering	Covid Recovery	£500.00
CC Scaffolding Services	Covid Recovery	£500.00
The Pump	Covid Recovery	£500.00
William Fun Fairs	Covid Recovery	£500.00
Ellie's Helping Hands Ltd.	Covid Recovery	£500.00
		£107,936.83

/ Case Study - Penny Hydraulics

A local business has taken on four apprentices and purchased time-saving equipment thanks to a grant from the Business Growth Fund.

Penny Hydraulics, based in Clowne, applied for a Business Growth Fund grant and were awarded £10,000. The money from the grant was used to overhaul the company website and buy equipment essential to streamlining the business.

Ashley Holmes, Financial Director at Penny Hydraulics said: "It just shows that when you get some funding like we have from the Business Growth Fund, it does lead to growth in jobs and turnover especially for companies like ours.

"We were going to take on two apprentices but when we were interviewing the candidates all of them were really good, one had been made redundant and she was too good not to set on, we are hoping two of the apprentices will set up a new CNC Machining shop rather than us outsourcing it in the future."

Penny Hydraulics is an award-winning UK manufacturer of lifting equipment. They offer fully integrated solutions which are designed and manufactured in-house to ensure great quality. They also provide after sales support and a nationwide service operation.

The machinery purchased by Penny Hydraulics has sped up production and eliminated errors, meaning the company can save money and time on a daily basis. The updates to the website have made it clear to customers that Penny Hydraulics have a high quality range of stock. The grant money has allowed the company to stay at the fore-front of web technology and to operate on equal terms with PLC companies.

Apprentices are an essential part of the engineering industry as it allows young people with an interest in the job to learn as they go and get paid at the same time. Penny Hydraulics currently have more than 10% of its workforce as apprentices, some of whom came to the company straight from school as 16-year-olds.



/ Controlling Migration Fund Building Resilience Programme

Understanding the issues

Diversity in the NG20 postcode population is consistent and despite individuals from Polish and Romanian communities returning to their country of origin (mainly due to Brexit and the pandemic), the make-up of the migrant population remains the same.

Data from the Shires Healthcare list of 16,201 patients shows that 1505 patients are Eastern European. The two main Eastern European nationalities within the NG20 postcode area are Polish and Romanians. This is supported by data from government's statistics of EU Settlement Scheme (SS) which shows that the majority of applications for EU SS in Bolsover are Polish (1820) and Romanian (460) (EU Settlement Scheme quarterly statistics, December 2020). The other minority nationalities are Bulgarians, Slovaks and Lithuanians.

The key attraction to the area for migrants continues to be employment opportunities at the Sports Direct warehouse. Job adverts are designed in foreign languages, highlighting the fact that recruitment processes and training are available in migrants' native language. The employment of migrants at Team Leader and Supervisor level means that it is possible for staff with only very limited English proficiency to work at the Sports Direct warehouse.

Advert prepared in Polish. Translation:



PRACA w magazynie Sports Direct, Shirebrook (Transport z Nottingham), j.angielski nie wymagany, SZKOLENIA PO POLSKU!

Staffing Match Nottingham Jobs
Full-time job · Nottingham, United Kingdom

APPLY NOW



Save



Share



More

Job details

Staffing Match rekrutuje do pracy w magazynie bez konieczności znajomości języka angielskiego.

NATYCHMIASTOWY START!!!
STALA PRACA!!!

G... Continue reading

'Job opportunities at Sports Direct warehouse, Shirebrook (traveling from Nottingham). English is not required, training in Polish'.

Source: Facebook, profile: POLACY W MANSFIELD.

With employment being readily available without the need for English proficiency, new arrivals are often not skilled to fully participate in community life in UK due to their language barrier. The pattern observed in the NG20 area is that migrants not fluent in English remain in 'same nationality bubbles', and rely on information from foreign sources to become aware of local requirements or regulations. That model stops working when individual(s) lose their employment and are faced with competitive labour market situations where English is essential.

Due to the partnership work taking place across the local authority, partners and community groups there is no evidence of concerning hate crime taking place. Nevertheless, the lack of English language amongst individuals can cause permanent issues in areas not related to work - wellbeing, welfare, legal, housing, education, and socialisation. EAL (English

as Additional Language) officers employed locally by several partners co-operate in dealing with those issues before they grow and tensions start. Language barriers and a lack of knowledge about what projects/services are available often results in requests for help being made at too late a stage.

Covid19 lockdown has emphasised the importance of language - communities which had learnt to manage their day-to-day life found themselves struggling to keep up with rapidly changing rules and regulations.

/ Case Study - Understanding of UK's Covid-19 approach among migrant communities

Key to successfully responding to the pandemic was following the official guidance, however, language barriers made it impossible for many.

Covid-19 affected most areas of life in a very short period of time. National measures rapidly changed the way people used services and the pace of change and updates to guidance often resulted in a lack of translation. In addition, it created additional barriers like the requirement for an initial phone assessment prior to booking an appointment with the GP.

In the NG20 area we were aware that the majority of non-British residents were limited in terms of their English proficiency. As people were not able to understand the new rules, they did not follow them in areas which were not strictly managed by employers or authorities (e.g. lack of social distancing in houses, private transport).

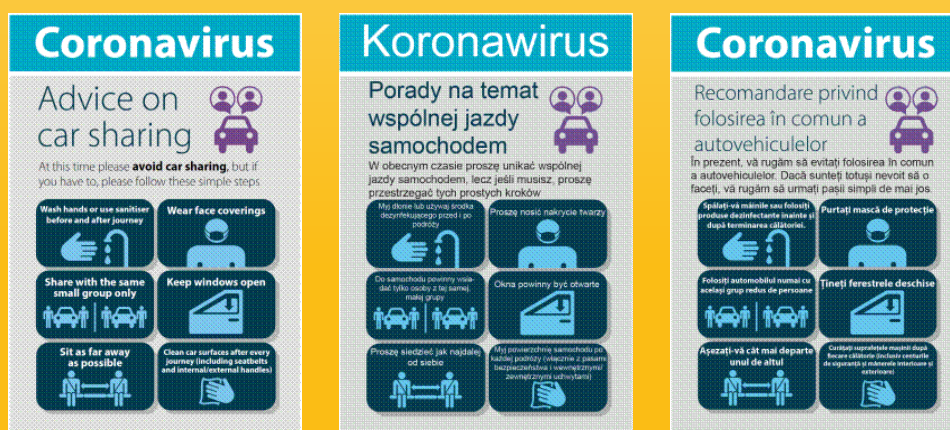
Since March 2020 when the first lockdown was announced we have seen an increase in requests for help with communication with local health centres, Universal Credit applications, understanding how furlough works, finding Mental Health support. A wide offer of help during the pandemic was not available for residents who did not speak English.

Similarly, the response to the testing and vaccination offer from migrant communities was low due to lack of understanding about how it works and the importance of it. Additionally the level of response was affected by people's views and direction of public discussion in their native countries.

In response to these issues, the Building Resilience Programme helped local partners by providing translations and promoting information about regulations and available support using channels and links created during previous periods of delivery from the Programme.

Example of multi-language approach. English, Polish, Romanian advice on sharing private transport:

The pandemic has demonstrated that the value of language skills cannot be understated. Migrant communities can work out their own approach to regular tasks without understanding English if there



is enough time, but language proficiency is crucial when a response from EAL communities is needed quickly.

Working with Polish and Romanian communities in the last 12 months has shown that understanding information/key messages is essential to enable residents to adhere to the rules.

Currently migrants in the NG20 area are represented by the Polish Community Group in Shirebrook. The Building Resilience Programme Team work closely with members of the Romanian community, and at the end of March we were finalising efforts to set up a Romanian group (draft constitution prepared, sources of initial funding found). Both groups are willing to use the Project Community Hub for members meeting when restrictions ease.

The Impact of Brexit has not been seen yet on the bigger scale. Anecdotally we have heard stories about individuals returning to countries of birth but the scale of it was minimal. We have, however, seen an increase in demand for low skilled workers which might suggest that new immigration rules have decreased the surge of migrants to the area. The Project Team worked closely with local partners (Derbyshire Unemployed Workers Centre/Derbyshire Law Centre) providing advice and support in area of EU Settlement Scheme. Together we were able to support applicants with Polish and Romanian interpreters.

Project Management

The project has been delivered in two phases:

Phase 1: Building Resilience Programme

Phase 2: Embedding Community Resilience Programme.

Lockdown restrictions affected the final stage of the Programme, delaying works (safety measures stopped the contractor finalising improvement of shutters and shop fronts, and private housing inspections had to be delayed) and stopping us from going ahead with a planned celebration event.

At the beginning of March 2021, the Ministry of Housing, Communities and Local Government gave approval to extend the delivery time in regards to the following programme strands:

- ✓ Housing - properties inspections/enforcement arising from foregoing interventions (Environmental Health);
- ✓ Landlords Forum - continue to build a self-reliant group aware of cultural differences among diverse communities (Environmental Health);
- ✓ EAL Teaching Assistants (TAs) - continuous employment of Teaching Assistants (TA) to prepare schools to take over the responsibility for employing additional EAL TA;

Due to first lockdown, the Project Team worked remotely, responding to clients' requests via phone. The Health & Safety Co-ordinator at Bolsover District Council prepared a Risk Assessment for the Project Show Room which was implemented from June 2020. The Project Team continued to work along with partners to continue service delivery. To decrease the number of ASB incidents and encourage new volunteers, work took place with the Extreme Wheels Team, who provided outreach activities during the pandemic period targeting young people in local communities, with direct (face to face) contact.

The Project Team consists of NG20 Strategic Project Manager and NG20 Multicultural Adviser; both posts have been extended to December 2021 to enable delivery of both Phases of the project. The Project Officer contract comes to end in September 2020. Bolsover District Council has positively responded to the findings from the mid-programme evaluation report and have recognised the benefits of continuing to employ the Building Resilience Programme Team beyond the funded period and to secure additional support for services and non-British residents. This is part of a wider staffing review of the BDC Partnership Team taking place in summer 2021.

Building Resilience Programme Phase 1 Delivery Progress

Two strands of delivery under Phase 1 remain (all others were completed before April 2020 and were reported on in previous reports).

Market Square Enlivenment (B1)

Planned:

- ✓ Upgrade shop fronts and create an inviting social space.

Actual:

- ✓ Over the past two years, the ambitions of the project have been realised as Shirebrook Market Square has been transformed and 'enlivened' with colourful shutter artworks, replaced worn signage with complementary and smart shop fascia and added eye catching window graphics that promote the goods and shopping experience on offer.
- ✓ 46 properties that had consented to the scheme received beautiful and transformational improvements. Stats by intervention type:
 - » New shop front only - 1
 - » New shop front and signage - 3
 - » New shop front, signage and shutter art - 4
 - » Shutter art and signage - 20
 - » Shutter art only - 18;



Property	Before - September 2018	At March 2020
Wains Wains, Station Road		



Responses received from partners and retailers in September 2020:

- “Very nice, eye catching, different and unique to Shirebrook.”*
- “Brilliant, over the moon with the work to mine.”*
- “They are amazing. Brightened up and looks brill.”*
- “It has made a good impact – impressing people. We just need the market sorted now!”*
- “It has made it look tidier when we are closed.”*
- “Shutters are brilliant. We need something doing with the car boot.”*
- “Get the market going again. The artworks are good.”*
- “Love it – a lot more colourful, brightens the place up.”*

- ✓ With the outbreak of COVID-19 in March 2020 and the advised government guidelines to close all businesses except those selling essential items and goods, there was a concern that some of the market shops that had received or were due to receive improvements may be forced to give up tenancy or close permanently. With shops being out of operation and shutters down, it was the role of the artworks to conserve the integrity and distinctive history of the market place more than ever.
- ✓ In September 2020 all retailers from Shirebrook Market received unique postcards which represented the shutters designs and poems about Shirebrook.



- ✓ In September 2020 Junction Arts (Xenium Studios) created a video which showcased the shutter artwork installed <https://www.youtube.com/watch?v=AOGjNDKNlD0>
- ✓ Poor conditions of the shutters and shop fronts, weather conditions, and Covid-19 led to frustrations for the business owners. However, the case studies collected show that, by and large, businesses are pleased with the improvements and a good working relationship has been developed with those business that have been in receipt of shop front grants. The phase 2 shop front grants scheme continues to build on this success. Prior to the scheme, the Economic Development Team had no contact and no working relationships with the businesses on the market square, however, due to the project, the Team has developed a working relationship with almost all of the businesses based in the market square (77 in total).
- ✓ £375,000 of funding for the phase 2 shop front grants scheme was successfully secured as a result of the BR1 strand works to date. This will enable improvements to shop fronts to continue to be delivered until 2023.

Improve Access & Quality of Private Sector Housing (D1)

Planned:

- ✓ Resource to tackle immediate safety and environmental issues, take enforcement action and raise awareness of standards amongst migrant community.

Actual:

- ✓ From January 2020, we moved into the compliance and enforcement phase, to follow up on properties where works or information were requested but no information received. A contractor Environmental Health Officer (EHO) was employed from February 2020 but in March 2020 Covid-19 pandemic occurred and all visits and inspections stopped. Planned enforcement work involved serving Notices on landlords for Intended Entry and addressing properties with a lack of smoke detection and Category 1 hazards. Due to Covid-19 enforcing lockdown from 23rd March 2020 all remaining inspections ceased and the full time contractor EHO stopped working.
- ✓ Inspections did not re-start until end of September 2020. Inspection data was reviewed to determine whether work had been completed or whether a compliance/enforcement visit was required. Database shows that there are approximately 253 properties to follow up on to check on actions taken and / or further enforcement actions with a further 31 properties allegedly empty but which have allegations of occupancy.
- ✓ With approval from MHCLG, £25,000 underspend has been carried forward into 21/22 to cover a consultant EHO contractor to deal with the follow up properties identified for the compliance and enforcement work.

Embedding Community Resilience Programme Phase 2 Delivery Progress

In 2019 Bolsover Partnership was granted with an additional £264k for Phase 2 of the Controlling Migration Fund to deliver 'Embedding Community Resilience Programme'. The original timescale for this phase was July 2019 - October 2020. One element, the new MUGA facility at Rainbow Park was completed in 2020, however due to national lockdown, timescales for all other elements was extended to March 2021.

Business Forum Co-ordinator

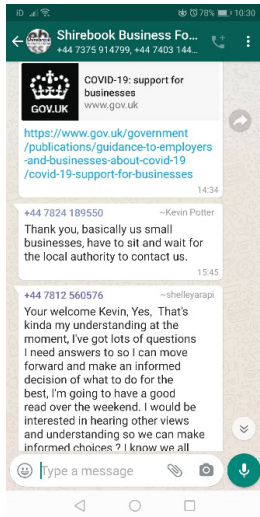
Planned:

- ✓ Facilitate a Business Forum for local business owners in Shirebrook (not only at Market Square). Engage with 35 businesses; deliver 3 events.

Actual:

- ✓ Shirebrook Business Forum (SBF) was established at its first meeting in September 2019 with 18 business owners in attendance. SBF brings together local businesses who are passionate about revitalising Shirebrook.

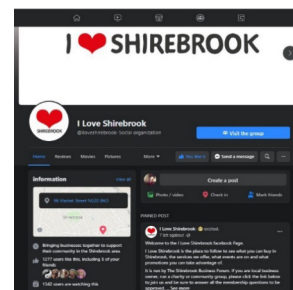
- ✓ SBF met monthly with average attendance of 15 business owners. The SBF core group firstly focussed on achieving something for the community and in December 2019 the first event took place - a cinema in the centre of the market place. This was very well attended and increased footfall into the market place. Unfortunately COVID stopped all face to face meetings and events were postponed. The Core Group met via Zoom to work out how to support both businesses and the community during the pandemic. SBF used the previously created online presence, made calls to concerned business owners when needed, linked with food banks and helped access finance and grants for businesses to survive.



- ✓ A page at the back of www.iloveshirebrook.com was created with all the web links for information and business support. The 'WhatsApp' groups were extremely busy with business owners interacting and supporting each other, the local authorities and others started to circulate information via SBF and "I love Shirebrook" Facebook page started to become powerful.

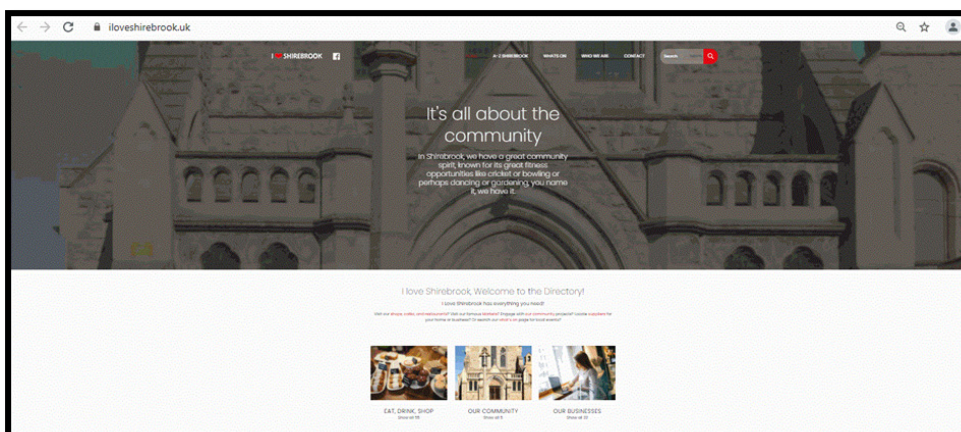


Shirebrook Business Forum Core Group
Zoom Meeting



Shirebrook Business Forum
Facebook profile

- ✓ Three members of the core group of SBF met with Mark Fletcher MP on the 20th of March 2020 to outline aspirations for Shirebrook. SBF have also met Hardyal Dhindsa, the former Police and Crime Commissioner for Derbyshire regarding creating a safe environment to increase footfall; we agreed to meet again with the forum members but this has been delayed due to Covid-19.
- ✓ A funding application (Building Resilience Programme budget) was completed during the pandemic to (1) develop www.iloveshirebrook.com including listings for all local businesses, community organisations and partners, (2) incorporating the not for profit business, Shirebrook Business Forum Ltd, and (3) purchasing business insurance.
- ✓ A database of all businesses, schools, community groups, charities, partners etc. (within 2.5 miles of the town centre) had been established. An online directory has been created at www.iloveshirebrook.com to become one place for all Shirebrook where people can search for products, services and what's on here in Shirebrook and Langwith. Website went live in March 2021.



I love Shirebrook website

- ✓ To make the SBF sustainable beyond the Building Resilience Programme, it is intended that the group generate income to pay for future overheads by offering paid membership to all businesses and community partners. Charities and Community groups will automatically have free membership and all businesses may choose a free membership option so that we make this affordable to all.
- ✓ The three options are:
 - » Membership tier 1: Free membership to the Business Forum including access to meetings, website, Facebook including access to advertising on ILoveShirebrook Facebook page.
 - » Membership tier 2: As above plus a webpage and banner adverts, cost £10 per month or £100 per year paid in advance.
 - » Membership tier 3: As above plus membership to a business referral networking group in partnership with network local for monthly meetings on the afternoon prior to the main forum meetings, cost £20 per month or £200 per year paid in advance.

Services Welcoming Pack for migrants

Planned:

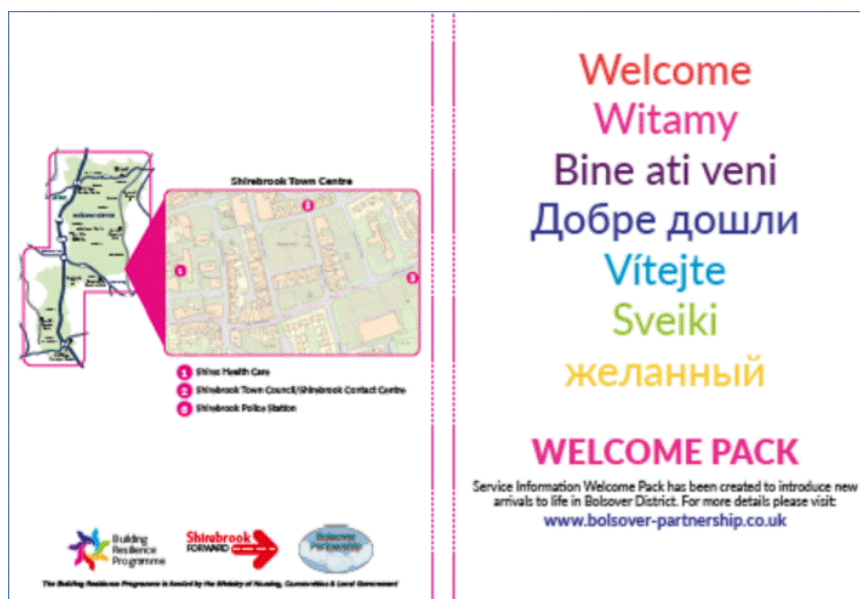
- ✓ Service information Welcoming packs to introduce new migrants to life in Bolsover district.

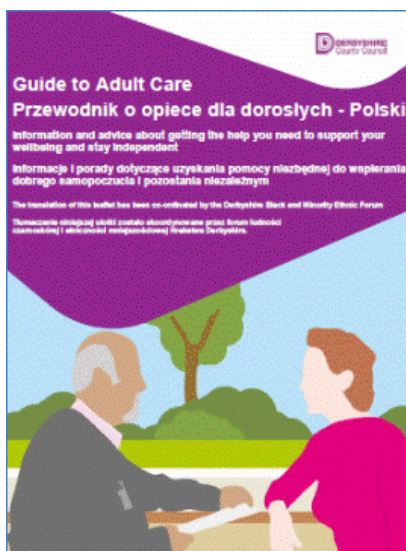
Actual:

- ✓ 4,000 folders (A4) printed and available for residents in Building Resilience Programme Community Hub;
- ✓ We finalised an agreement with the main employment agencies in the NG20 area (Nexus People & Single Resource) about the distribution of packs among new starters in area;
- ✓ Partners representing public services, private and voluntary organisations were invited to join the programme and provide information about regulations, support available and

obligations in regards to new arrivals.

- ✓ Examples of information (in various languages) included in 'Welcome Pack' :
 - » Universal Credit Short Guide;
 - » BDC Lettings Checklist;
 - » Shires Health Care registration form;
 - » Guide to Adult Care;
 - » Top tips for tenants;
 - » Fire & Safety in the home;
 - » Bereavement Support;
 - » Domestic abuse helpline;
 - » How to contact emergency services;
 - » Driving legally in the UK;
 - » Shirebrook PSPO.





Improvements at Shirebrook Rainbow Park - New Multi Use Games Area

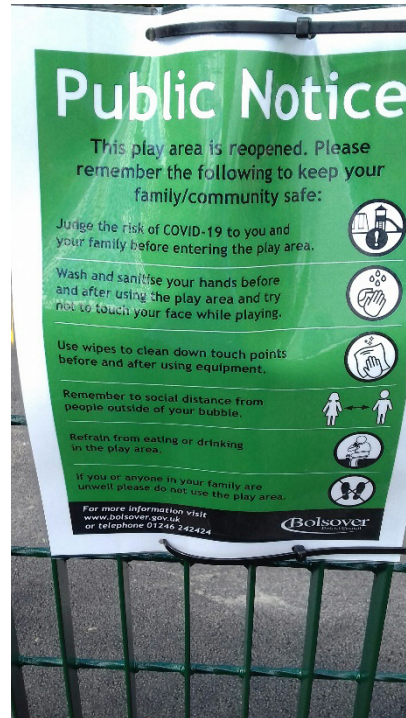
Planned:

- ✓ Improvements into public spaces facility - MUGA

Actual:

- ✓ New Multi Use Games Area had been installed in Rainbow Park, Shirebrook in July 2020;





- ✓ Comments made by Mick Yates (Chair of Model Village Residents Association – local community group) in September 2020:

‘The response from people is great. We have seen residents using it, and not only kids but adults as well. No complaints, all positive!’

‘I love Shirebrook’ campaign

Planned:

- ✓ 3 community engagement events;
- ✓ Engage with 1000 residents of the NG20 area, and 20 stakeholder (service providers, partners).

Actual:

- ✓ First community event (Christmas Lights Switch On at Shirebrook Market Square) took place November 2019. Second community event was arranged at the beginning of 2020 starting with a sticker campaign. Prizes donated by retailers were drawn monthly among shoppers who displayed the sticker. Intervention started in March 2020 but was unfortunately stopped by pandemic.



- ✓ Third event - 'I love Shirebrook' exhibition, has been postponed due to pandemic restrictions. 21 roll-up banners had been designed, presenting the views of local residents on the area. The event will be set up as soon as lockdown restrictions are waived by presenting the exhibition to the public in various locations (market square, schools, community centre).



Andrew Tobbs - business owner

"My family came into the area about 150 years ago to work in the mines as the coalfield opened up and more collieries needed workers. I don't know much family history from before then but my great great-grandfather on both sides of the family came here from other coal mining areas.

I love to hear stories about Shirebrook from the past. It was a busy town, not just the colliery but also a railway hub with engineering works and also textile factories.

I have owned the florist business FlowerTalk for over 30 years, and we are now one of the longest established businesses in the market square.

The Shirebrook Market is well known in the area and draws people into the town.

People of Shirebrook have a great sense of community and they are friendly and helpful."



Colin Hampton
Derbyshire Unemployed Workers' Centre Manager

"After the colliery closures in 1992, the Derbyshire Unemployed Workers' Centre was looking to base its operations in the Bolsover District. The workers and families we worked from the people of Shirebrook used the central factor in our decision to set up the centre in Shirebrook. There have not been many families that have escaped redundancy, unemployment, disability or work limiting health. The generosity of Shirebrook people, even those who have left, has been both humbling and outstanding. Donations have helped keep our doors open. The cards and letters of support have strengthened our resolve to continue on our work that will be much needed in the coming months.

It is this community spirit that makes Shirebrook special. With the arrival of people from across Europe with the new employment opportunities, we have been pleased to be involved in all the initiatives to further develop community cohesion.

I come from another Derbyshire mining town and I know we can come across a little brusque but once anyone gets involved in the community you become part of the fabric of the town.

The Market place is a fantastic place that is a focus for the town. I have welcomed thousands for jobs, had a lightship water-painting inside the job centre and played a huge 1000 game of snakes and ladders in the square. I am pleased to say that I have still got all my legs, in fact the legs have taken to me. I love the place."



Landlord Forum Co-ordinator

Planned:

- ✓ Engage with 50 NG20 Landlords and/or letting agents;
- ✓ Establish key Forum of 5 NG20 Landlords and/or letting agents
- ✓ 3 events/ forum meetings
- ✓ Quarterly newsletters

Actual:

- ✓ 300 private landlords from NG20 area received invitation via newsletter to join webinars, proposed topics:
 - » EPC's and how the changes in ratings affect landlords;
 - » Meet the Judge - an opportunity to meet a County Court Judge who will explain the court process;
 - » Electrical Safety - how changes in legislation affect landlords;
 - » Right to rent - a guide for landlords to identify who they can rent their property to;
 - » Call Before you Serve - a presentation from DASH who run a service to support landlords who may have problematic tenants;

- » Universal Credit - a presentation from the DWP about changes to benefits;
- » Fire Safety - what landlords need to do to ensure they are compliant with regulations;
- » Modern day slavery - a presentation from the Police to help landlords identify the warning signs for their tenants;
- » Community Safety - an opportunity for the landlords to meet the Council's Community Safety Team and learn about what they do and how they can help landlords;
- » Tax Changes - a presentation from an accountancy firm on the changes to tax allowances and how this affects private landlords;
- ✓ First webinar was scheduled for 26th May, zoom licence arranged let 500 participants join the webinar;
- ✓ Two more webinars are scheduled June 2021 - March 2022.

EAL support in Primary Schools

Planned:

- ✓ Support provided as required for 105 EAL learners in school by Polish speaking TAs
- ✓ Creating links between schools and migrant community groups;
- ✓ Drop-in sessions arranged at school with a presence of TA to improve communication between families and school.

Actual:

- ✓ Three primary schools have benefited from additional TA time; these are:
 - Model Village Primary School, EAL TA - Justyna Banach
 - Park School Federation, EAL TA - Anna Kostrzewa
 - Brookfield Primary School, EAL TA - Agata Wojciechowska
- ✓ TAs have been able to support EAL students and their families by:
 - » Support with home learning during lockdown periods
 - » Giving advice, translating and reinforcing important messages
 - » Being the main point of contact for some EAL families which enabled very important liaison between home and school
 - » Supporting vulnerable EAL children, supporting their Special Education Needs
 - » Brokering and taking part in parent-teacher consultations
 - » Complete detailed risk assessments with all EAL families
 - » Support in early years provision, settling children in and being a link for parents/carers
 - » Working on areas such as vocabulary, manners, vocabulary to make requests and joining words to convey meaning.
 - » Providing curriculum support for EAL pupils to increase engagement and understanding of tasks, mostly in English and mathematics.
 - » Providing pastoral support to pupils when they have required a listening ear.
 - » Supporting safeguarding cases where disclosure have been made by children

Conclusion

Pace of delivery has been slowed due to lockdown measures resulting in the delivery timetable being extended to March 2022. This has been agreed with MHCLG.

Contact information:

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Building Resilience Programme Community Hub

96 Market Street, Shirebrook, NG20 8AD.

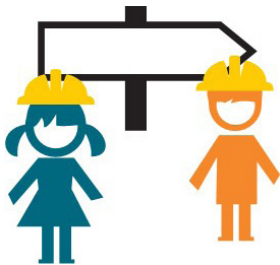
/ Bolsover Homes Social Value Report March 2021



Supply Chain Events x 1



Apprentice Starts x 3



Students Engaged x 385

HEADLINES



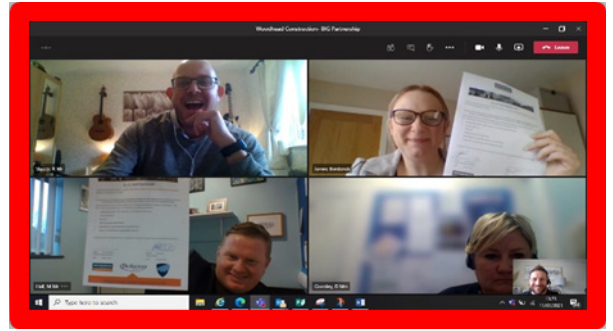
BIG Partnerships Signed x 1



Jobs Created x 3

/ BIG aspirations for Bolsover School

Woodheads recently renewed their B.I.G partnership with Bolsover School as they continue to collaborate with communities in inspiring the next generation. The aim of this partnership is to help young people develop their skills, aspirations and motivation to succeed in the world of work, and in particular to educate and encourage a career within the construction industry. It is key that students, now more than ever, have their horizons broadened and have the support to build for their futures. Gaining employability skills is essential, to both them, the industry and the economy.



Mr. Hall, the Headmaster at the School, commented on the importance of having focus on future careers:

“Having a high-quality careers provision at The Bolsover School has always been a priority, it is an integral part of the wider curriculum enabling our students to develop into well rounded, outward looking adults who will positively contribute to our community.”



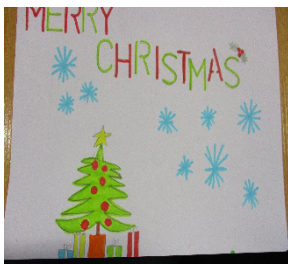
Janine Borderick, People Development Director at Woodhead Group also commented on the partnership:

“Working with Bolsover School is a fundamental part of building to inspire the next generation. I personally look forward to helping where I can, and the team love working with the students, whether it be through lessons in the classroom, providing experience at site or putting them through their paces in an interview. This is a great partnership, long may it continue, and I look forward to employing more students from Bolsover School over the coming years.”



/ Whitwell Primary School Christmas Card Competition

Whilst working on site at Whitwell, we worked with Whitwell Primary school on a Christmas Card competition. Some of the designs were placed on the site hoarding and the winning entries were each given a selection box.



/ Careers Talks

Woodheads have delivered a number of careers talks with support from their supply chain to Chesterfield College and Shirebrook Academy. These have all been delivered virtually due to the current restrictions in visiting schools and colleges at present. They are speaking with a number of other schools to deliver careers activities including The Bolsover School and Tibshelf Community School, and have a number of talks planned for April including a careers talk to Stubbin Wood School in Shirebrook

Summary of Careers Talks Delivered:

Description	School/College Supported	Company who delivered	Date of Activity
Careers talk	Shirebrook Academy	Woodhead	15/10/2020
Careers talk	Chesterfield College	Sharpline Decorators	08/02/2021
Careers talk	Chesterfield College	Sharpline Decorators	12/02/2021
Careers talk	Chesterfield College	Woodhead	24/02/2021
Careers Talk	Shirebrook Academy	Woodhead	02/03/2021
Careers Talk	Chesterfield College	Woodhead	03/03/2021
Sustainability Talk	Chesterfield College	Woodhead	24/03/2021

/ Bolsover District Council Housing Maintenance Apprentices

On 25th March 2021 Woodheads attended Bolsover District Council Depot at Doe Lea to deliver a mock CSCS test to the 5 x Housing Maintenance Apprentices before they attend work experience.

The first work experience placement is planned for April.



/ Apprentices

2 x new Technical Apprentices, Sam Bartram and Aaron Wathall, joined in January 2021 and will spend time in every area of the business. Sam and Aaron are currently on day release at Chesterfield College, studying Construction in the Built Environment.

In addition, one of the supply chain businesses, Phillips Brickwork, have taken on an Apprentice Bricklayer, Billie Collins, who is at Sheffield College one day a week.

Meet Our Technical Apprentice

Why Apprentice ???

- Learning on the job
- Gaining valuable experience
- Broadening my horizons

Why WOODHEAD ???

- Growing, flourishing company
- Polite & helpful staff
- Giving me the opportunity to discover different roles and sectors in the business

I am looking forward to...

- Project Management
- Quantity Surveyance

Construction because...

I have grown up surrounded by construction, helping my dad with projects at home

Fun Fact

I love motorbikes! I have been to numerous races such as Cadwell Park and Donnington Park.

Benefits

Grow in confidence & enhance knowledge and skills

Name: Aaron Wathall
Age: 16
Recently left school with with GCSE qualifications

Meet Our Technical Apprentice

Why Apprentice ???

- Expand knowledge
- Gaining a qualification
- Training on the job

Why WOODHEAD ???

- The company ethos which will allow me to enjoy the work & contribute to a successful career
- Working in different areas of the business

I am looking forward to...

- Project Management
- Quantity Surveyance

Construction because...

I love the process of starting something & seeing the finished product as well as the unity of a site

Fun Fact

I love to travel!

Benefits

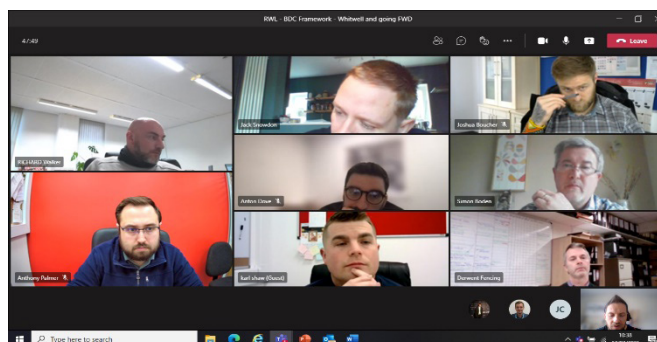
Being supported by my peers & learn first hand alongside them

Name: Sam Bartram
Age: 20
Previously worked alongside an electrician

/ Supply Chain Event

On 17th March 2021, 2 x Supply Chain Events took place - one for the trades working on the Whitwell Cluster and the second for the Architect. The purpose of the events was to introduce the supply chain to the framework and to discuss the Social Value commitments for Bolsover Homes and how the supply chain could support delivering those commitments.

The supply chain also had a run through of the Social Value returns form which has been produced to collate any social value activities that have been delivered over the course of each month.



/ Careers Video - Filming at Whitwell

As schools & college visits are currently not possible due to the Pandemic, a careers video which was filmed on the Whitwell Cluster as part of the Framework has been produced. Individuals from different job roles were interviewed on site, giving an insight into their careers and what they like about the construction industry. This video has been shared with a number of schools across the district and further videos are planned to be developed. To view the full video, follow the link below:

<https://vimeo.com/518518056/4ab69b9e96>



Woodhead Careers Video

Outputs Achieved October 2020 to March 2021

Area	Bronze Target (150 homes)	Achieved to date
Number of students Engaged	5000	385
Training Events/Courses	300	24
Apprentices Starts	7	3
Apprentice Completions	4	0
Adult Employment Opportunities	8	3
Careers Events	15	7
Work Experience Opportunities	60	0
Upskilling Opportunities to BDC's Housing Maintenance Section	5	0
Supply Chain Engagement Events	4	1
Number of NEET or Individuals at risk of becoming NEET	7	0
Number of BIG school partnerships signed	2	1
Meet the Buyer Event	4	1

/ Grants to Voluntary Organisations

Bolsover District Council has awarded grants to third sector/voluntary organisations over a number of years, each receiving an agreed amount annually to support the objectives of that organisation. The table below identifies the annual financial contribution agreed by the Council for the 2020/21 financial year.

Organisation	Grant Awarded 2020/21
Derbyshire Law Centre (DLC)	£18,000
Derbyshire Unemployed Workers Centre (DUWC)	£19,900
Junction Arts	£16,000
Citizens Advice North East Derbyshire	£19,000
TRUST	£3,650
Rural Action Derbyshire	£2,265
TOTAL	£78,815

The table below shows, for the period April 2020 to March 2021, the estimated value of outcomes by individual organisations achieved through the services provided (NB other funding has contributed to the outcomes achieved; the Council's investment is not therefore 100% attributable).

Organisation	Value of Outcomes
Derbyshire Law Centre (DLC)	£401,220
Derbyshire Unemployed Workers Centre (DUWC)	£605,000
Junction Arts	£339,860
Citizens Advice North East Derbyshire	£539,256
TRUST	£833,500**
Rural Action Derbyshire	£49,460
TOTAL	£2,768,296

***SROI figure is higher than previous due to increased number of younger people supported with mesothelioma. There is a sliding scale of Government Compensation, the younger a person is the more money they receive under the scheme.*

Derbyshire Law Centre (DLC)

Outputs achieved April 2020 to March 2021

- ✓ 377 Derbyshire Law Centre enquiries
- ✓ 131 Derbyshire Law Centre cases

/ Case Study

CW is a carer for her partner who has learning difficulties. They live in private rented accommodation with their four children. CW had to leave employment in 2016 due to a car accident and since then has got further into debt. Money Sorted has spent 17 months supporting the family to budget and manage their money.

Derbyshire Law Centre have supported CW by:

- ✓ Becoming more organised through having a bills account and a separate general spending account.
- ✓ Increasing their budgeting skills, become more organised by using a budget planner.
- ✓ Understanding the difference between priority and non-priority payments and the importance of keeping a roof over your head when they have children.
- ✓ Increasing individual responsibility and taking ownership of a situation.
- ✓ Building confidence to contact services to inform of situations, payment changes or request accounts to be placed on hold.
- ✓ Using comparison websites online www.moneysavingsexpert.com to review energy suppliers and change utility suppliers.
- ✓ Reducing alcohol intake.
- ✓ Reviewing their lifestyle habits reducing meals out for breakfast, buying take away tea and sandwiches daily - making at home instead - saving income and reducing weekly takeaways for children.
- ✓ Using freecycle websites and Facebook for cheaper and free items.
- ✓ Improving their shopping habits and spending - one big shop a week at a local supermarket instead of using corner shop, using brand swaps.
- ✓ Avoiding using doorstep lenders.
- ✓ In addition, Derbyshire Law Centre have:
 - ✓ Provided home visits for easy access - breaking down barriers to accessing essential services.
 - ✓ Set up simplified budget sessions and organise priority payments-review all spending.
 - ✓ Acted as an advocate with all service providers, and bailiffs.
 - ✓ Assisted to understand rent and obtain rent documentation.
 - ✓ Enabled participant to apply for Big Difference Scheme online.
 - ✓ Contacted TV licensing company and set up payment plan.
 - ✓ Visited www.moneysavingsexpert.com and compare energy suppliers, saved money.
 - ✓ Arranged gas safety checks, smart meters and payment methods that suited needs, register as a priority customer. Apply warm homes payment.
 - ✓ Applied for Credit Reference searches.
 - ✓ Organised debt advice appointments with a debt adviser at Derbyshire Law Centre.
 - ✓ After extensive support from debt advisers at DLC, we made an application for bankruptcy and support throughout lockdown to ensure she fully understood the process.
 - ✓ Set up a payment plan to pay for bankruptcy which is ongoing.

In addition to the above support, Derbyshire Law Centre provided constant show and do guidance, sitting down with a budget planner that was initially 6 pages long and enable the participant to make informed choices of 'essential need' against 'can I afford it'. Going from a budget that was constantly £250 a month short to one that was £200 in credit

whilst maintaining an enjoyable lifestyle, over a period of 17 months support and getting to a stage where she could apply for a bankruptcy and start a new life.

Feedback:

"It's been a long journey for so many years, The Law Centre helped to piece the jigsaw

together, provided home visits and was very flexible"

"Perseverance of the navigator went beyond the boundaries of the project and encouraged us to sort out our finances, been there every step of the way... didn't look down on me"

Derbyshire Unemployed Workers Centre (DUWC)

Outputs achieved April 2020 to March 2021

- ✓ £463,511 recovered from appeals tribunals
- ✓ £624,130 of additional benefits claimed
- ✓ 5 volunteers recruited/retained

/ Case Study

In early May 2020, DUWC were contacted by a woman from the Bolsover District area with problems relating to her Personal Independence Payment (PIP) claim - her claim had ended on 23rd of April, 2020; she said that she won a PIP appeal at tribunal with help from DUWC back in January 2018, the daily living component at the enhanced rate was reinstated.

She did state that she expected the Department of Work and Pensions (DWP) to contact her about the review and renewing of her PIP claim. The woman says she has mental health problems and finds approaching and dealing with officialdom very challenging. She says a family member did contact the DWP on her behalf, only to be told that the tribunal back in 2018 did not state on the decision notice that her award should be reviewed at a later date - so there was no reason to contact her about a review or renewal.

DUWC decided to take the woman's case to the DWP's complaints Team. They argued that there was no requirement for the Tribunal to indicate on their decision that her PIP claim should be reviewed - first and foremost, they were there to determine

whether the DWP had made the correct decision on entitlement. Her award period was from May 2017 to April 2020 - the tribunal merely confirmed in January 2018, her entitlement to PIP for the whole of that period. DUWC also pointed out what DWP Minister Justin Tomlinson advised the Select Committee in March 2020 that 'disability benefit awards would be automatically extended by six months, if due for reassessment in the next three months'

The response from the DWP stated that the woman did not have a review date for her PIP claim, therefore, an End of Award letter should have been issued - but this did not happen. The only notification the woman received in 2019, was to advise her of the new PIP rate and that the Christmas bonus had been paid.

There was nothing in DWP response to indicate that they had considered the issue of extending woman's PIP award. Sometime later she informed us that her PIP award had been put back in payment and extended to 20th of October 2020 - she has already completed a new PIP form with help and guidance from DUWC.

Junction Arts

Outputs achieved April 2020 to March 2021

- ✓ 4,333 people have attended events and exhibitions in the district
- ✓ £18,346 member of a social group
- ✓ £91,928 Good neighbourhood

/ Case Study

Government funding from the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund supported this project.

Junction Arts worked with the residents of 5 Care Homes and 10 isolated households, delivering a programme of 5 creative activities that were developed in consultation with participants. They worked with Pinxton Manor, Autumn Grange in Creswell, Bassett House in Shirebrook, Whitwell Park and Millfield Care Home in Bolsover.

For each activity artists created a short, engaging video showing step by step what to do. The Activities Co-ordinator in each home ran through the film in advance of the workshop and the artist joined the session remotely. All sessions finished with a cuppa and cake, time for everyone to chat about what they'd done. Individuals working in their own homes worked with artists in online sessions. Junction Arts provided materials for everyone and sent them via post in advance.

The aims of the project were to enhance the

health and wellbeing of those taking part by connecting people, building new or sustaining existing friendships, providing inclusive and stimulating activities and offering the opportunity for people to feel proud of their community. Care home residents and older people in their own homes were the focus of the project as they have suffered increased isolation during the COVID-19 pandemic and many have been shielding for long periods of time.

The arts and crafts activities were really well-loved by all participants and care home staff. An additional bonus to the project was bringing those isolated in their own homes together in online sessions to socialise and get to know each other.

"Thank you so much again for choosing us to take part in your fantastic craft sessions! We have all really enjoyed each and every session and love the art work we have created along the way! It has been something we have really looked forward to whilst we have been in lockdown and has really helped keep our residents upbeat and busy." - Mel Peters, Pinxton Manor



Citizens Advice North East Derbyshire

Outputs achieved April 2020 to March 2021

- ✓ 3,101 debt/benefits enquiries received
- ✓ 128 housing specific (including homelessness) enquiries received
- ✓ 250 volunteer hours

/ Case Study

Background

Sarah contacted the webchat service with prepayment meter, domestic violence and Discretionary Fund issues. She had been made redundant by her employer the week previous, had last wages of £74 stolen by her ex-partner, was threatened with violence by the ex-partner (who was arrested and then released by Police) and had run out of emergency credit. Sarah was in receipt of Universal Credit and Council Tax Reduction. The Derbyshire Discretionary Fund had turned Sarah down citing she needs to budget her income. She was relying on the £74 to get her through to her UC payment on 2.12.20.

How did Citizens Advice North East Derbyshire help?

They took details from Sarah and gave details of Derbyshire Domestic Abuse Helpline. Sarah was advised to contact the Police should she feel threatened in anyway. They also contacted the Derbyshire Discretionary Fund to request a review. They gave Sarah information on the Warm Homes Discount and advised her to contact her fuel supplier. Sarah could also contact UC on their helpline and request a budgeting advance of minimum of £100. They issued a food voucher for immediate emergency support.

Outcomes of advice

- ✓ Sarah was empowered to get appropriate help for domestic/financial abuse
- ✓ The Derbyshire Discretionary Fund review was successful
- ✓ Sarah's supplier assisted with her application for Warm Homes Discount and refund of credit
- ✓ UC budgeting advance application refused.

Financial Outcomes

- ✓ Derbyshire Discretionary Fund £54
- ✓ Warm Homes Discount £140
- ✓ Fuel credit refund £140
- ✓ Food Voucher £30

Client feedback

Sarah stated 'life is looking better already, thank you so much'. She has also been contacted by an agency with an offer of work.

TRUST

Outputs achieved April 2020 to March 2021

- ✓ 20 enquiries from people experiencing ill health or health and safety issues
- ✓ 30 people supported with tinnitus
- ✓ £373,767 recovered in benefits and compensation

/ Case Study

Robert lives in the Bolsover district; he contacted TRUST just before lockdown in March 2020 as he was really struggling with his tinnitus and was desperate. Then lockdown happened and his anxiety increased. By this time, TRUST were working remotely from home but as the phones in the office had been set up to transfer calls, they were able to continue talking to him on a regular basis.

However, lockdown not only increased his anxiety but affected his mental health and had a major impact on his relationship with his wife. He was struggling all the time with the constant high level of noise he was experiencing and needed to share how he felt with someone but his wife couldn't understand what he was going through and this caused tension between them to such an extent that they considered splitting up, but the current situation prevented this.

TRUST told him they were willing to talk to him as often as he needed as we understood. Audiology weren't undertaking physical appointments at the time, but it became obvious how the talking was helping him because he was being understood and this was very important to him. TRUST were, of course, giving him techniques on how to manage his tinnitus and wrote to him so he could read the letter to follow the advice.

However, TRUST were able to do more for him. Chesterfield Royal Hospital Audiology is an "Any qualified provider" and as long as the patient fulfils a specific criteria, TRUST are able to make a direct referral to the Senior Specialist Audiologists/Hearing Therapists who have experience of patients suffering with tinnitus. He received an appointment at the Royal Hospital in September (when they returned to work) and was fitted with

hearing aids. This improves, not only hearing loss, but has a positive impact on the tinnitus. He rings up now for a "chat" and to let them know he is doing well which proves how important it is to be there for people right at the start of their tinnitus journey, to alleviate their fears and anxieties and to give them reassurance which is incredibly important and a case study shows how this can change a negative and frightening experience into something positive, which is the outcome TRUST always aim for.

This case study illustrates supporting the health and wellbeing of Bolsover residents

Rural Action Derbyshire

Outputs achieved April 2020 to March 2021

- ✓ 4 residents assisted with transport through 'Ways to Work'
- ✓ 12 households benefiting from a community oil buying scheme
- ✓ 16 residents benefited from suicide awareness training

/ Case Study

Batch Cook

Rural Action Derbyshire is the lead body for Feeding Derbyshire, an alliance of partners led by the voluntary sector to tackle food insecurity across the whole county, ensuring that rural areas get sufficient focus. Through their strategic leadership of the network they identify issues, potential solutions and then put in place the means to make it happen. During the pandemic the network of social eating places, community cafes and community kitchens were unable to open or run events. RAD worked with them to pivot their production into batch cooking huge quantities of ready meals which were then distributed by volunteers, either fresh or frozen so that vulnerable people can simply reheat them at home.

Outcomes/Achievements

The project has now produced around 150,000 meals for vulnerable people. These are people who have been affected the most by covid, and include homeless people in temporary accommodation, people who have been displaced or rehomed due to domestic abuse, refugees, asylum seekers, elderly people, people with mental health conditions and people who are shielding but have no family or find cooking difficult. The average cost per meal is just £1.10 and RAD have worked with 12 community kitchens around Derbyshire including very remote areas such as the High Peak, Derbyshire Dales as well as in the market towns. The meals are nutritionally balanced and people enjoy the home cooking recipes. RAD purchases the food and packaging materials through a partnership with a wholesaler able to make deliveries out to each of the kitchens each week. Some kitchens also receive surplus food from FareShare. Using food from the

wholesaler means that Chefs can plan menus with certainty rather than relying on what is available through surplus - and RAD can supply store cupboard essentials such as herbs, spices, tinned tomatoes which are rarely available through surplus.

Feedback

"The hot meal delivery has been thoroughly enjoyed by the children who look forward to the delivery every day"

"This is the only time in the week I eat a hot meal"

"I enjoyed Monday's lunch. Most meals last me 2 days which is great."

/ BNED Leader 2014-20 Update

Bolsover North East Derbyshire (BNED) LEADER is a European Funded Programme which aims to develop a vibrant, dynamic and diverse rural economy and increase economic productivity and growth.



The primary objectives of the Programme are job creation and economic growth within the rural economy, with projects meeting one of the six priorities:

- ✓ Support for increased farming productivity
- ✓ Support for micro/small enterprises and farm diversification
- ✓ Support for tourism activities
- ✓ Provision of rural services
- ✓ Support for culture and heritage activities
- ✓ Support for increased forestry productivity

The current Programme commenced in 2015 and the final 3 projects of the 2014-2020 BNED LEADER Programme approved in September 2019 sees the allocation spent.

1. Current BNED LEADER Programme Totals

Total funds allocated by RPA	£1,237,704.00
Total value contracted	£1,248,695.80
Total value claimed	£1,222,169.47
Funds left to allocate (can be subsumed to RCA for monitoring)	£15,534.53

Due to one project withdrawing after the programme application deadline there was an actual underspend of £15,534.53 (as at Mar 2021).

2. Approved Projects

Applicant	Grant Awarded	Date
J E Seals & Son	£33,581.20	27/10/2016
TA & E Bown & Son	£50,000.00	21/12/2016
Swim 121	£25,024.88	17/01/2017
Carlton Woodmill	£38,436.70	10/10/2017
Eckington Civic Centre	£32,348.68	15/11/2017
RM Wright Ltd	£4,964.00	30/01/2018
Glapwell Parish Council	£41,983.60	01/05/2018
Speetley Equestrian	£23,994.98	01/05/2018
Halford & Son	£69,011.30	13/06/2018

Wingerworth Parish Council	£42,123.28	13/06/2018
Stainsby Festival	£18,847.42	28/06/2018
Lime Tree Care	£175,000.00	28/06/2018
JE Seals & Son - 2	£24,319.60	28/06/2018
GE Wilmott & Son	£8,298.57	16/08/2018
J & SR Thompson	£26,350.86	16/08/2018
RM Wright Ltd - 2	£12,700.00	16/08/2018
Sitwell Arms	£28,861.95	19/09/2018
D C Burton & Son	£57,730.19	19/09/2018
R & S Marriott	£8,324.80	19/09/2018
J & A Hayes	£7,167.41	19/09/2018
Ottewells Seed Drill	£6,300.00	19/09/2018
Riber Products - New Tooling	£10,053.38	29/10/2018
Mount Pleasant Farm Ltd	£32,445.90	19/11/2018
Unstone Parish Council	£24,995.81	30/11/2018
W & H Neville	£7,600.00	31/01/2019
Turner (AMFREC)	£101,820.03	31/01/2019
The Cookie Dough Co	£9,966.78	31/01/2019
Ark Engineering Ltd	£12,192.80	21/02/2019
AA & DA Jessop	£40,540.00	25/02/2019
The Land Trust	£164,160.00	22/03/2019
P Coates - 2	£11,684.56	22/03/2019
R J Shacklock Ltd	£7,272.00	19/07/2019
Wingerworth Parish Council - 2	£24,890.00	19/07/2019
Unstone Parish Council - 2	£30,000.00	19/07/2019
Killamarsh Parish Council	£13,928.00	27/09/2019
Eckington Parish Council - 2	£16,606.40	27/09/2019
Eckington Parish Council - 3	£5,160.80	27/09/2019

3. Key contracted Outputs

Jobs	New Techniques	Day Visitors	Overnight Stays
68.82	21	270	5,783

The total contracted costs for the projects is £2,852,094.70, meaning that the programme has levered in £1,616,469.99 private sector investment into the BNED area. Additionally, the programme has contracted to create 68.82FTE jobs, which is a unit cost of £18,144.37 per job, significantly lower than the national £25,000 per job target used by the LEPs. This also exceeds the programme target of 40 jobs. Additional jobs are also expected from some projects but they cannot be formally counted as they will be created after their project officially closes to monitoring.

4. Staffing

Since August 2019 the BNED LEADER team has employed 2 officers (1.4 FTE) working on the LEADER programme, their time fully funded by the RPA, with operational costs supplemented by NEDDC and BDC contributions. Officer programme delivery support will be extended until 31.12.21 in line with the extension of the programme, with the potential to cover up to 31.12.22 to cover final closure tasks as required by the RPA.

5. Evaluation

The LEADER programme evaluation is well under way and will be published in the next few months.

Sharon Stevenson
BNED LEADER Programme Officer
18th May 2021

/Bolsover District Statistical Insight

Bolsover Partnership's Executive Board agreed the following priority themes for the year ahead after reviewing the key Covid-19 challenges.

- Increasing Prosperity
- Strengthening Resilience for Individuals and Communities
- Promoting inclusion and increased connectivity - digital inclusion
- Vulnerable Groups
- Young People

This section of the Bolsover Partnership Annual Report aims to give the reader an insight into some of the key statistical data available for Bolsover district. Data in this Statistical Insight provides data analysis in respect of the above priority themes and covers:

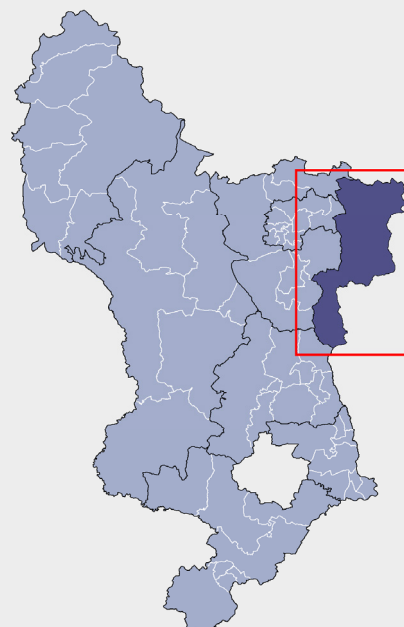
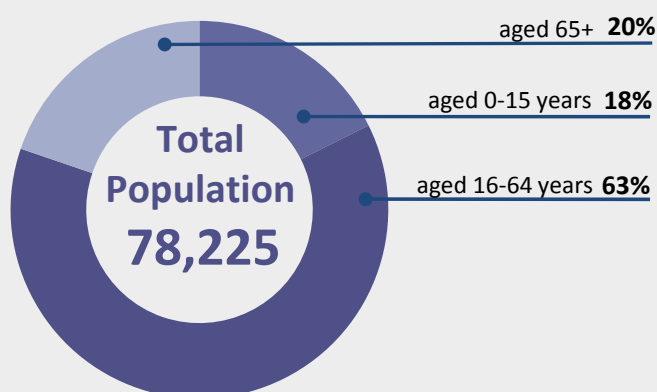
1. A profile of the Bolsover District
2. Employment across Derbyshire
3. Skills across Bolsover
4. Digital exclusion
5. Mental health

This data has been extracted from the Local Insight Profile for Bolsover district, which uses data from government agencies, collected and updated by OCSI. Further information can be found at <http://local.communityinsight.org/>. Data has also been extracted from the Derbyshire Observatory at <https://observatory.derbyshire.gov.uk/>

2018 Area Summary Profile Bolsover District



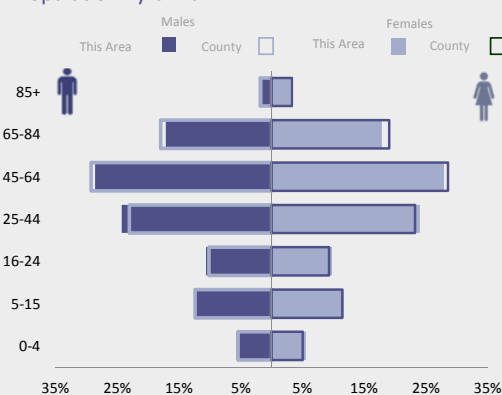
The district of Bolsover is mainly rural but contains the four market towns of Clowne, Bolsover, Shirebrook and South Normanton.



Resident Population
2016 Mid-Year Estimates, ONS

	Number	% of total population		
		Local	Derbyshire	England
0-4	4,396	5.6	5.2	6.2
5-15	9,409	12.0	11.9	12.8
16-24	7,974	10.2	9.7	11.1
25-44	18,883	24.1	23.1	26.5
45-64	22,106	28.3	28.9	25.4
65-84	13,681	17.5	18.5	15.5
85+	1,776	2.3	2.6	2.4
Working age (16-64)	48,963	62.6	61.8	63.1
Total	78,225			

Population Pyramid



Population Statistics
2011 Census, ONS

	Number	% of total population		
		Local	Derbyshire	England
Ethnic minority population (all groups except White British)	2,808	3.7	4.2	20.2

2011 Census Households

32,801
households

13%
are lone pensioner
households



28%
of households have
dependent children

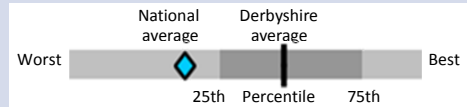
7%
are lone parent
households

2018 Area Summary Profile Bolsover District



The chart below compares a range of indicators for Derbyshire. The local result for each indicator is shown as a circle against the range of results for the chosen local geography within Derbyshire's administrative boundary. The latest available figures have been used for all indicators and the significance for the results are shown by different colours as detailed below. The rank shows the position of the local geography in comparison with the other areas and a rank of 1 shows the most deprived of areas or the highest rate in indicators such as Pupils with a statement of SEN or EHC, a Rank Quilt is also available which shows the rank position of the chosen local geography across the range of indicators included below.

- Significantly worse than Derbyshire average
- Not significantly different from Derbyshire average
- Significantly better than Derbyshire average
- No significance can be calculated

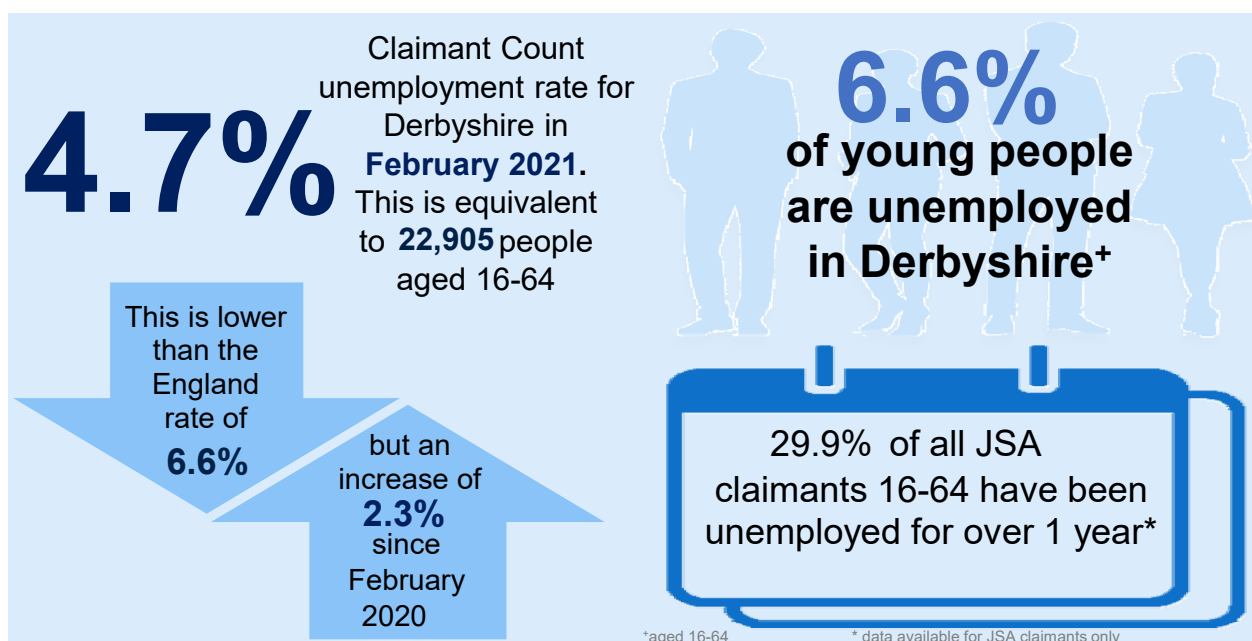


	Indicator	District No.	District Rate	District Rank	Derbyshire	England	County Worst	Derbyshire Range (based on 2003 District boundaries)	County Best
People & Place	1 Deprivation	10,904	33.2	1	25.2	24.8	33.2		19.7
	2 Children in poverty	3,020	18.7	1	14.3	16.6	18.7		8.4
	3 Free school meal eligibility (FSM)	1,826	16.8	1	13.4	14.1	16.8		7.8
	4 Pupils with statements of SEN or EHC	308	2.8	1	2.7	2.9	2.8		2.1
	5 Proud of Derbyshire	171	85.5	6	82.1	-	78.0		87.4
	6 Library users	12,077	15.4	3	16.0	-	9.8		19.5
Housing	7 Median house price	1,493	125,000	8	165,000	221,000	245,000		125,000
	8 Council tax band D & above	3,920	11.0	8	23.0	34.1	11.0		46.3
	9 Fuel poverty	3,948	11.7	4	11.6	11.1	12.4		10.5
Community Safety	10 All road traffic casualties	1,132	14.5	2	13.1	-	18.2		10.9
	11 Anti-social behaviour (call for service)	3,307	42.3	4	39.2	-	55.7		22.0
	12 Violent crime	798	10.2	4	10.0	-	13.0		6.4
	13 Total crime	3,614	46.2	3	44.2	-	57.2		32.3
	14 Derbyshire is a safe place to live	150	75.8	4	77.8	-	73.0		88.2
Economy	15 Economically active (available to work)	37,442	66.9	1	69.9	69.9	66.9		72.5
	16 Unemployment rate (overall)	845	1.7	3	1.7	2.1	2.8		0.7
	17 Long-term unemployed	135	27.6	4	30.9	35.6	59.7		10.7
	18 Youth unemployment	205	2.6	3	2.4	2.3	3.9		0.9
Education	19 Adults with a degree	9,853	15.8	1	23.7	27.4	15.8		33.4
	20 Adults with no qualifications	20,455	32.9	1	25.7	22.5	32.9		20.9
	21 Attainment 8	30,922	43.1	2	45.6	44.6	42.7		49.6
	22 KS2 (expected attainment in R, W & M) ¹	485	55.3	1	60.0	61.0	55.3		64.9
	23 EYF5 pupils achieving good development	593	69.0	3	70.4	70.7	67.9		74.0
	24 School absenteeism - Secondary	538	14.2	3	13.8	-	14.7		13.2
	25 School absenteeism - Primary	520	9.4	1	7.3	-	9.4		5.0
Health & Well-being	26 Life expectancy at birth - males	-	77.6	1	79.1	79.5	77.6		80.4
	27 Life expectancy at birth - females	-	81.4	1	82.8	83.1	81.4		84.0
	28 Early death - circulatory disease	164	74.9	3	69.6	73.5	88.0		49.3
	29 Early death - cancer	380	173.0	1	142.7	136.8	173.0		122.6
	30 Low birthweight births	198	7.8	2	6.9	7.4	8.0		5.5
	31 Obese children - Reception	223	9.2	3	9.0	9.1	10.6		8.2
	32 Obese children - Year 6	491	21.8	1	17.8	19.1	21.8		13.2
	33 Breast feeding at 6 - 8 weeks	241	31.1	1	41.0	44.4	31.1		54.8
	34 Receiving home care/support	841	54.4	1	34.4	-	54.4		19.0
	35 Unpaid care provision	9,624	12.7	2	12.1	10.2	13.3		11.1
	36 'Limited' day-to-day activities	18,707	24.7	1	20.4	17.6	24.7		17.5
	37 Travel time to nearest GP	48	9.9	8	11.3	11.1	13.7		9.9

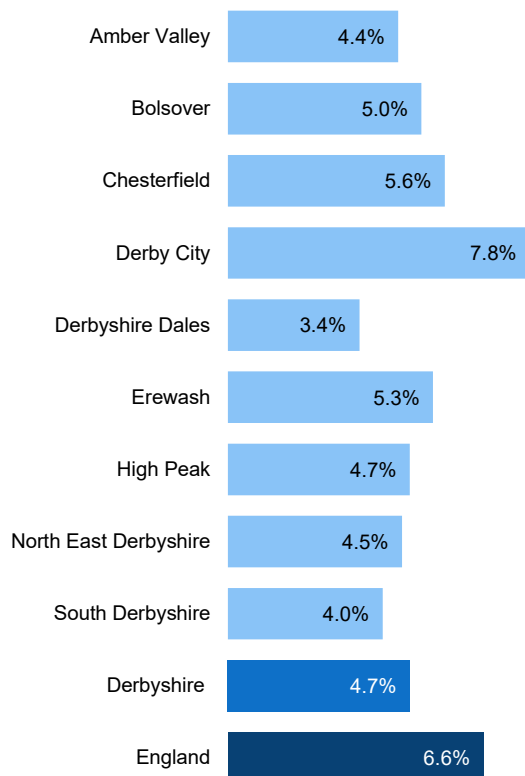
Key: '#' = local values are suppressed; '-' = value missing; ¹ National comparator data is school based; * © Crown Copyright

1: % households, March 2011, 2011 Census (ONS)*; 2: % children, Under 20 Years, 31 August 2015 (snapshot), DWP/HMRC; 3 & 4: %, Compulsory school age, January 2018, DCC; 5: % respondents, Aged 16 years and over, February 2017, DCC - 2017 Citizens' Panel; 6: % total popn, All ages, August 2018 (snapshot), DCC; 7: £, January to December 2017, Land Registry*; 8: % dwellings, 2017, VOA; 9: % households, 2016, DECC; 10: /1,000 popn, All ages, January 2013 to December 2017, DCC; 11, 12 & 13: /1,000 popn, All ages, April 2017 - March 2018, Derbyshire Constabulary; 14: %, 16 years and over, Feb 2017, DCC; 15: %, 16 to 74 years, March 2011, 2011 Census (ONS)*; 16: %, 16 to 64 years, May 2018, NOMIS; 17: % unemployed, 16 to 64 years, May 2018, NOMIS; 18: %, 16 to 24 years, May 2018, NOMIS; 19 & 20: %, 16 years and over, March 2011, 2011 Census (ONS)*; 21: Score, Key Stage 4 Pupils, 2016/17, DCC; 22: %, Key Stage 2 Pupils, 2016/17, DCC; 23: %, 4 to 5 years, 2016/17, DCC; 24 & 25: %, Compulsory school age cohort, January 2018, DCC; 26 & 27: yrs, At birth, 2014-2016 (Pooled), DCC; 28 & 29: DSR /100,000 popn, Under 75 years, 2014-2016 (Pooled), DCC; 30: %, All maternal ages, 2014-2016 (Pooled), ONS & DCC; 31: % measured children, 4 to 5 years, 2014/15 to 2016/17, DCC; 32: % measured children, 10 to 11 years, 2014/15 to 2016/17, DCC; 33: % of infants, All maternal ages, April 2016-March 2017, DCHS; 34: /1,000 popn, 65 years and over, July 2018, DCC; 35 & 36: % total popn, All ages, March 2011, 2011 Census (ONS)*; 37: Ave household travel time (mins), All ages, 2015, DfT;

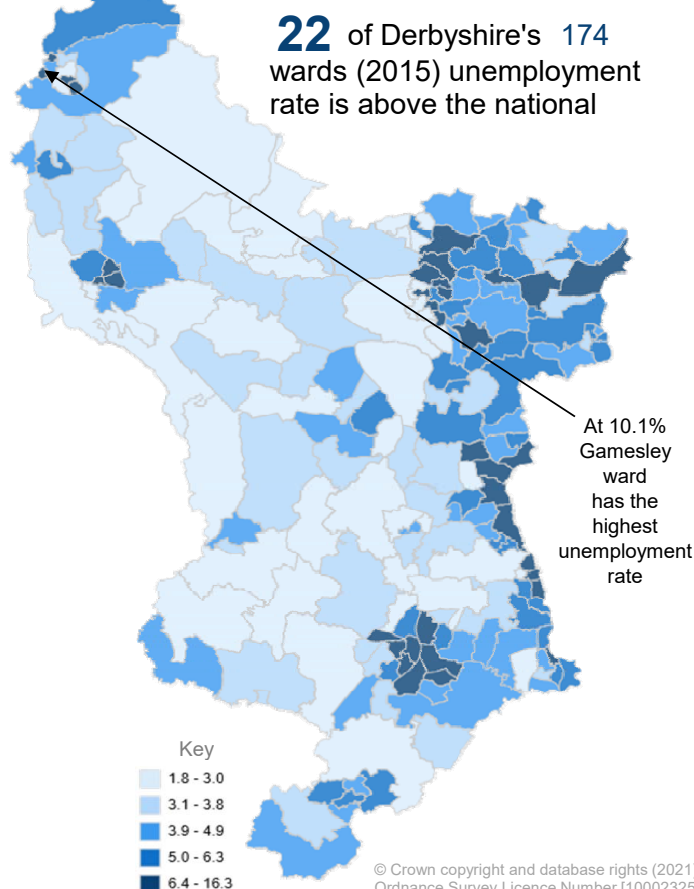
Unemployment in Derbyshire



Unemployment rate by local authority (%)



Unemployment rate by ward (%)

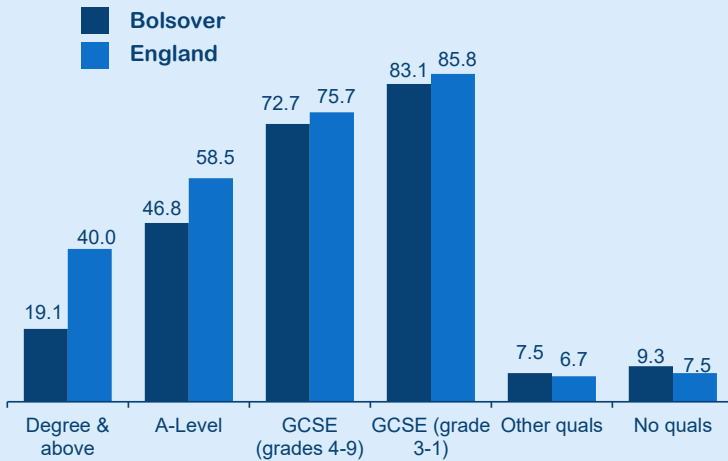


Policy & Research - March 2021

Source: Claimant Count Unemployment, ONS (NOMIS), © Crown Copyright

Adult skill levels in Bolsover (2019)

Qualification levels (%)

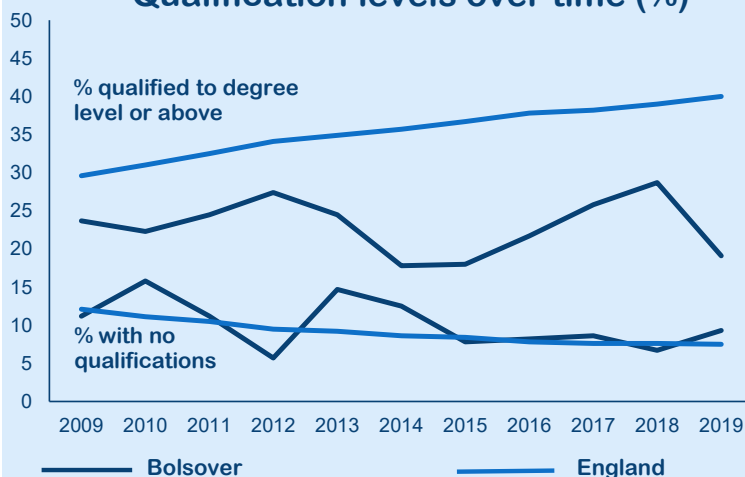


The qualification levels of Bolsover's working age population (aged 16-64 years) have

not improved much at all over the last ten years since 2009

when the proportion of people qualified to degree level or above was 23.7% and 11.2% of people had no qualifications. Currently **19.1%** of the area's residents hold a degree (or higher) and just **9.3%** have no qualifications.

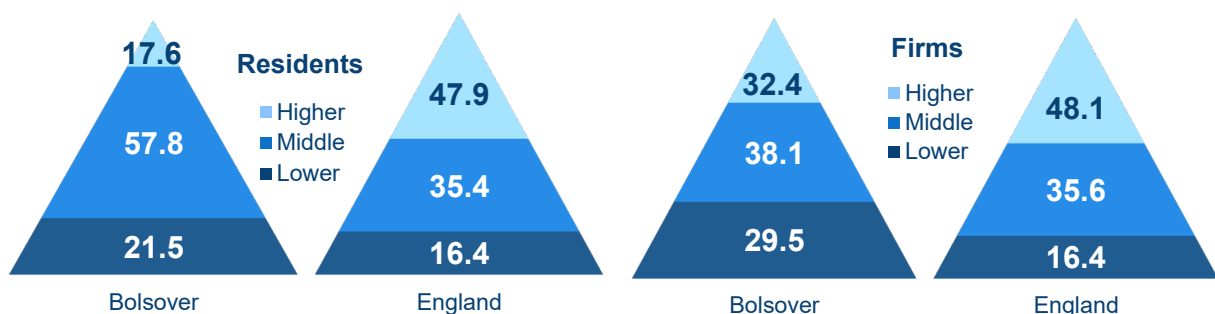
Qualification levels over time (%)



There is a skills gap at degree level as fewer Bolsover residents have higher level qualifications compared to England.

The proportion of the **workforce** qualified to level 4+ varies by **nearly 26% points** across the county, from 44.7% in High Peak to 19.1% in Bolsover.

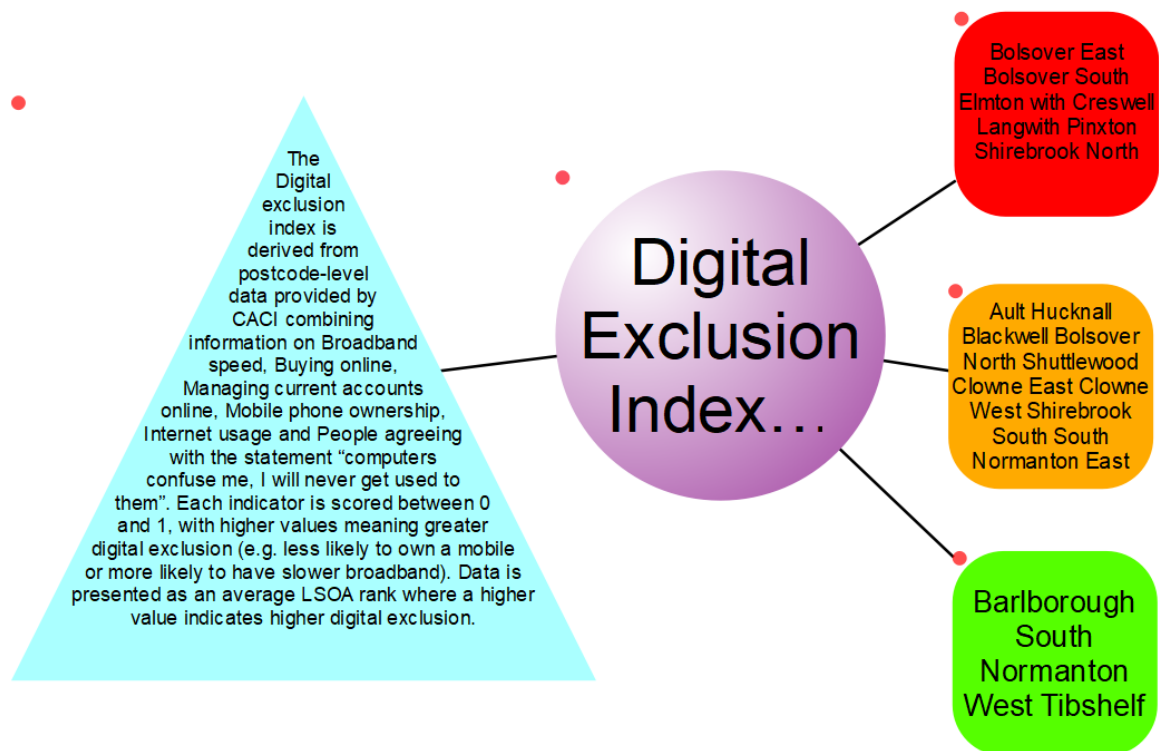
Occupation Levels (%)



A smaller proportion of Bolsover residents work in higher level occupations than across England

The occupational profile of Bolsover's firms is higher than the district's residents, reflecting the large number of people who commute in to the district for the higher level jobs

/ Digital Exclusion



What this data set is telling us is a large proportion of the district is lacking in digital skills with the worst areas highlighted in the red box followed by amber and green. With only three wards having higher proportions of people who have digital skills.

Why does this matter?

A review of ONS 'Exploring the Digital Divide' 2019 highlights a number of relevant points which would be of interest in supporting economic growth and skills.

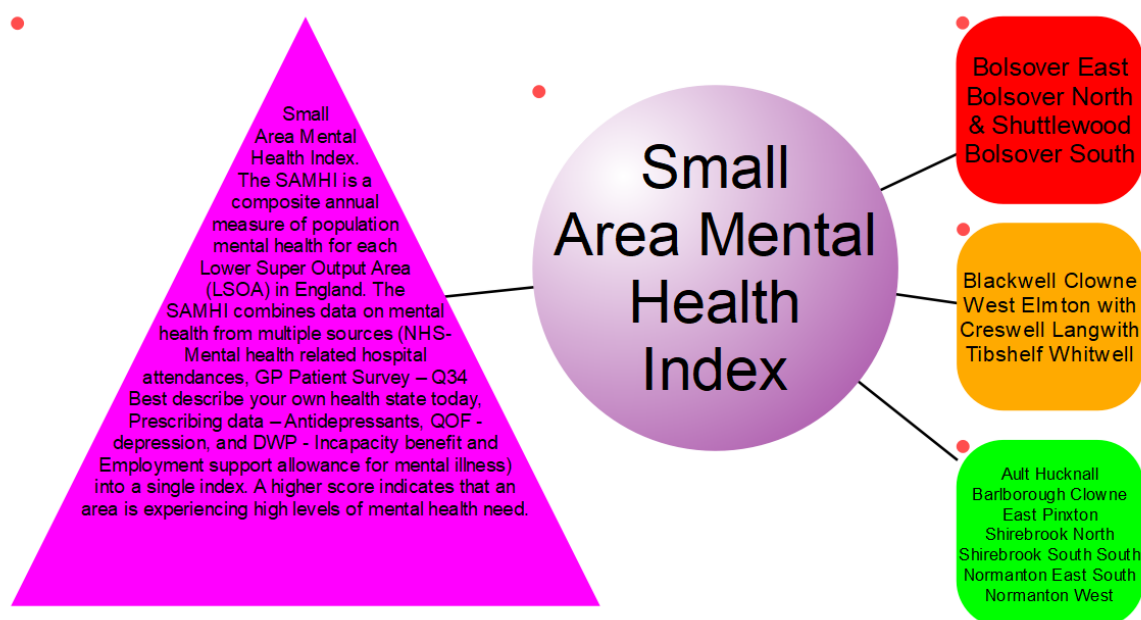
- ✓ • Increases in earnings between 3-10%
- ✓ • Access to higher quality jobs
- ✓ • Retail benefits with shopping being around 13% cheaper
- ✓ • Communication with others
- ✓ • Time saving and access to services & banking
- ✓ • Over the next 10-20 years its estimated 90% of jobs will require digital skills
- ✓ • UK Digital Strategy 2017 identifies the growing use of public services on line
- ✓ • East Midlands lags behind other UK regions in the proportion of people with basic digital skills

/ Mental Health

What this is showing us is just over half the wards in the district appear to be experiencing some form of mental health challenges. What is significant here is the areas with higher levels of mental health challenges are around the Bolsover and Shuttlewood area.

The Derbyshire Observatory have estimated that 40% of adults in Derbyshire with a severe mental illness are smokers, similar to England and almost three times the proportion in the overall population. So there is a significant link between smokers and mental health in Derbyshire. What is also interesting is the Tobacco Control Health Needs Assessment highlights smoking amongst young people is particularly high in Bolsover as is smoking in pregnancy.

With half of adult mental health problems starting before the age of 14 the link between mental health and smoking in this age group is significant where early intervention would be important.





www.bolsover-partnership.co.uk



Bolsover District Council

Executive

4th October 2021

North Derbyshire Rough Sleeper Strategy 2021-23

Report of the Portfolio Holder - Housing

Classification: This report is public

Report By: Victoria Dawson – Assistant Director of Housing Management and Enforcement

Contact Officer: Victoria Dawson – Assistant Director of Housing Management and Enforcement

PURPOSE / SUMMARY

To advise Members of the production of a revised North Derbyshire Rough Sleeper Strategy 2021 – 2023 and to seek the formal adoption of the strategy.

RECOMMENDATIONS

That Executive approves the North Derbyshire Rough Sleeper Strategy 2021 – 2023.

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

The preparation of the North Derbyshire Rough Sleeper Strategy will have no direct financial implications for the Council. The outcomes achieved so far, together with future commitments will be achieved in partnership with a range of stakeholders each adding considerable value in terms of existing staff resources, knowledge and experience. The recent strengthening of these partnerships has resulted in effective decision making and enabled services to become established. The North Derbyshire area, along with the rest of the County, has benefitted from accessing external funding under the Rough Sleeper Initiative totalling approximately £500,000 to date. Additional funding applications recently submitted by the Council will, if successful bring a further investment into rough sleeping services across Derbyshire.

On Behalf of the Section 151 Officer

Legal (including Data Protection):

Yes ☐

No ☒

Details:

The North Derbyshire Rough Sleeper Strategy complies with the Council's legal requirement to have a published strategy detailing its activities to resolve rough sleeping. The strategy is consistent with the aims and objectives of the National Rough Sleeper Strategy. The strategy will also enable the Council to deliver its statutory functions under homelessness legislation.

On Behalf of the Solicitor to the Council

Staffing:

Yes ☐

No ☒

Details:

The strategy will assist in alleviating the pressures facing the Council's Housing Needs Team by addressing the complex needs of rough sleepers and meeting them through cross sector partnership work. It should be noted there has been a significant increase in the requests for homeless assistance since the eviction ban ended on 31st May 2021.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	District wide Strategy
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input checked="" type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/>	Yes Details: Portfolio Holder Customer Services Scrutiny

Links to Council Ambition priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.
--

Customers - Promoting equality and diversity and supporting vulnerable and disadvantaged people

Environment – Actively engaging with partners to benefit our communities
--

REPORT DETAILS

1 Background

- 1.1 In 2016, Bolsover District Council, jointly with Chesterfield Borough Council and North East Derbyshire District published a North Derbyshire Homeless Strategy. This was updated in 2019 to become a North Derbyshire Homelessness and Rough Sleeping Strategy. This document is due to expire in September 2021.
- 1.2 Due to the ever increasing importance of tackling rough sleeping it was agreed that the Councils would develop a standalone Rough Sleeping Strategy with the intention to merge both strategies into one comprehensive Homelessness Prevention and Rough Sleeping Strategy following the a review in 2021. This work has been delayed due to the Covid-19 pandemic and the resulting impacts upon services.
- 1.3 Since then all Derbyshire Authorities have agreed to have a County wide Homelessness and Rough Sleeper Strategy with each Council having its own action plan sitting underneath this detailing specific commitments. This County wide strategy will supersede the requirement to have an individual strategy for each Local Authority. Estimated implementation of the County wide strategy is April 2022.
- 1.4 Alongside the national lockdown, MHCLG launched the “Everyone In” initiative requiring local authorities to accommodate all rough sleepers. This recognised that rough sleepers were considerably high risk of contracting and spreading the virus should they remain sleeping rough.
- 1.5 This accelerated partnership working across the County to enable the delivery of a multitude of services to protect rough sleepers from harm and enabled the delivery of many of the commitments and outcomes contained in the Rough Sleeper Strategy 2020-21.
- 1.6 Key services include:
 - **Commissioning of largescale emergency accommodation** – to enable instant access to accommodation.
 - **Derbyshire Outreach Team (DOT)** – street outreach team to make initial contact with rough sleepers.
 - **Supported Lettings Workers** – Support Officers to assist rough sleepers into accommodation.

- **Keeping Everyone In Service (KEIS)** – Link workers to support to maintain accommodation and engage with wider support services.
- **Probation Link Worker** – based within Probation to link Offender Management and Housing services together.
- **Housing First** – 14 Units of specialist accommodation for people with high level and multiple complex needs.

2. Details of Proposal or Information

- 2.1 It is a legal requirement to have a Rough Sleeper Strategy agreed and published.
- 2.2 The Rough Sleeper Strategy is a refreshed document that outlines why it is essential to provide a package of measures to enable vulnerable members of our community, without accommodation and suffering a range of multiple complex needs, to access services and to live safely and independently. The measures will have a positive effect on communities within the District and take account of what has been done in partnership during the pandemic.
- 2.3 The proposed updated Strategy continues to be rooted in a partnership approach between the Council, other statutory services, the third sector and homeless people.
- 2.4 The Strategy continues to be based on the three ‘pillars’ of prevention, intervention and recovery that are identified in the National Rough Sleeper Strategy. These are:
 - **Prevention** - To prevent new people from starting to sleep rough.
 - **Intervention** - To intervene rapidly when people start to sleep rough to help them off the street.
 - **Recovery** - To promote a person’s recovery once they are off the street to build positive lives and not to return to rough sleeping.
- 2.5 Many of the commitments from the existing strategy remain in place as they are continuous commitments. However, new, and ambitious commitments have been added. These commitments can be met within existing budgets or with the additional funding applications which are pending.
- 2.6 These commitments will maximise outcomes and will act as a cornerstone for the delivery of additional activity.
- 2.7 A copy of the proposed strategy is attached as **Appendix 1**.

3. Reasons for Recommendation

- 3.1 It is a legal requirement to have a published Rough Sleeper Strategy in place. This is an updated document following the success of the 2020-21 North Derbyshire Strategy and it will ensure that the Council continues to deliver prevention, intervention, and recovery to ensure people at risk of, or experiencing homelessness and rough sleeping can access effective services and support.

4. **Alternative Options and Reasons for Rejection**

- 4.1 Not to approve the recommendation to implement the proposed strategy. It should be noted that the Council would be in breach of its legal requirement to have a published Rough Sleeper Strategy in place.
- 4.2 Not to approve the implementation of the proposed strategy would have a negative impact on the health and wellbeing of considerably vulnerable individuals. The strategy provides a co-ordinated framework for the delivery of essential services to protect the wellbeing of rough sleepers

DOCUMENT INFORMATION

Appendix No	Title
1	North Derbyshire Rough Sleeper Strategy 2021-23
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 Executive (BDC) you must provide copies of the background papers)	
None	

North Derbyshire Rough Sleeper Strategy 2021- 2023

Introduction

Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council (the Councils) already have a joint North Derbyshire Homelessness Strategy. This is due to be reviewed and updated in 2021/22.

Due to the ever increasing importance of tackling rough sleeping it was agreed that the Councils would develop a standalone Rough Sleeping Strategy with the intention being to merge both strategies into one comprehensive Homelessness Prevention and Rough Sleeping Strategy following the review in 2021. This work has been delayed due to the Covid-19 pandemic and the resulting impacts upon services.

A county wide Homelessness and Rough Sleeper strategy is currently being scoped for implementation in 2022 which will supersede the requirement to have an individual strategy for each local authority. Each council will have its own local action plan detailing specific commitments for their areas that sits under the umbrella of a wider county strategy

Rough sleeping is the most visible and acute form of homelessness. The life expectancy of long-term rough sleeper is 47 compared to 77 for the general population. Two people who were known to have slept rough in North Derbyshire have passed away in the last 12 months with their deaths, whilst not all on the street, being linked to them rough sleeping.

Definition of Rough Sleeping

The government defines rough sleeping as being a person who is 'bedded down' (sleeping/trying to sleep) or 'about to bed down' in the open air or another place not designed for habitation. This will include being on the street, in a doorway, park, car, derelict building, bus/train station, tent or car. A person's housing status is not relevant; the key criteria is that they have been found 'bedded down'/'about to bed down' in a place that someone ordinarily wouldn't try to sleep in.

The government expects each local authority to carry out a formal count/make a robust estimate of rough sleeping numbers in the authority area every November. A count should be carried out between 2a.m. and 5a.m. (when people are likely to be bedded down) and try to cover every place that rough sleepers are likely to be found.

Number of Rough Sleepers in North Derbyshire

The number of people sleeping rough in North Derbyshire has risen substantially in recent years based upon the November headcounts:

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
BDC	2	1	2	4	2	4	7	5	2	3	4
CBC	6	4	3	9	8	0	10	12	18	13	9
NEDDC	0	1	5	0	2	3	2	3	3	0	0
Total	8	6	10	13	12	7	19	20	23	16	13

There had been a 65% increase in rough sleeper numbers in the period 2010 to 2017. The number reported represents the number of people found sleeping rough on a single night; rather than the number of people who will sleep rough at some point over a three or six month time period. It's believed that there are three to four times more people who might sleep rough over a three or six month period than who are found sleeping rough on a single night.

Data collected from the Winter Nightshelter in Chesterfield recorded 117 different people using the shelter across a 4 month period between 1st December 2018 and 31st March 2019.

For the same period between 1st December 2019 and 31st March 2020 there were 128 rough sleepers that accessed the winter Nightshelter provision.

During the winter months of the pandemic in 2020 into 2021 the safe delivery of a Nightshelter was not possible. An alternative service was developed in partnership with most councils in Derbyshire consisting of 35 units of self-contained accommodation. This provided safe accommodation for 91 rough sleepers. 49 of these were from the North Derbyshire area (30 CBC, 13 NEDDC, 6 BDC).

In total throughout the pandemic there were 219 rough sleepers accommodated in the North Derbyshire area.

Chesterfield has historically had a higher level of rough sleeping than Bolsover and North East Derbyshire Districts.

Our belief is that unless the councils take a different approach to tackling rough sleeping that the numbers of people sleeping rough, and the adverse effects of doing so on them, will continue to rise.

A key priority will be to improve our intelligence on the profile of people who are sleeping rough over a period of time including numbers, frequency of rough sleeping, gender, ethnicity, nationality, support needs and contact with other services including the criminal justice system and health.

Core Existing Services

There are a whole host of services working with rough sleepers in the North Derbyshire area and the following is not designed to be exhaustive but to give readers an idea of the current available services in the sub-regional area:

Street Outreach Service: The service is managed by Pathways of Chesterfield, a specialist homelessness support charity. This service is commissioned by the three Councils but also forms part of the County wide Outreach service commissioned as part of a wider Staffordshire Moorlands and Derbyshire Partnership. Pathways provides an outreach service to find rough sleepers and to help them come off the street thereafter. The service attempts to engage with rough sleepers and support them into engaging with other statutory and non-statutory services as appropriate.

The North Derbyshire Single Persons Homeless Pathway: The pathway comprises of a **Homelessness HUB**, a single point of contact where all referrals for single homeless people are sent from key agencies such as Probation, Hospitals & Prisons. The service is commissioned by the Councils and provided by Pathways of Chesterfield who, upon receipt of a referral, tailor a bespoke package of support and interventions for clients in partnership with the council's homelessness prevention teams. Clients benefit from the in-house health and support workers there are a number of activities people can access as well as training and education opportunities. In cases where there are more serious blockages to housing a **Rough Sleeper Action Group (RSAG)** can be called to develop a person centered action plan around the individual aimed at securing accommodation.

Derby City Mission Winter Nightshelter: Provides an emergency accommodation service for rough sleepers in the area. The Nightshelter operates on a rolling bases utilizing 7 different Church buildings that have volunteered one night per week. This provides a bed for up to 15 guests and includes a hot evening meal and breakfast in the morning. This service operates between 1st December and 31st March. This was not possible in 2020/21 but remains part of our ongoing commitment for winter accommodation provision in the future.

Newbold Court: This is supported accommodation for medium to high level vulnerable adults including rough sleepers and single homeless people. It is a 17 bed unit managed by **Action** and is commissioned by the Council. The increased capacity of Newbold Court provides much needed accommodation supply in the area and other services including **Action's Sustainable Tenancies Project** will serve as move on option for clients needing reduced support towards independent living.

Platform for Life: Provides 8 units of supported accommodation for young people aged 18 to 25. This is provided by **Action**.

Sustainable Tenancies Project: Provided by **Action** and provides floating support to vulnerable adults who have a history of failed tenancies for a variety

of reasons. The project involves the Council leasing properties to **Action** who offer tenancies with support to enable people to become “tenancy ready”. The property with tenant in situ is handed back to the council as a secure tenant. The STP project has also been rolled out in North East Derbyshire where properties have been procured from the private rented sector. There are currently

County Wide Rough Sleeper Outreach: A team of 6 rough sleeper outreach workers covering the Derbyshire County area. Funding was secured from MHCLG through the Rough Sleeping Initiative to establish the service which targets hot spot areas to reduce rough sleeping. P3 provide this much needed service in partnership with Pathways in the Chesterfield area. P3 are experts in the field. The outreach team provides a high level of intervention and engagement to the rough sleeping population that will lead to more people being taken off the street.

Supported Lettings Service: This service is managed by **P3** Housing in conjunction with the outreach service and aims to provide tailored support to rough sleepers to assist them to access and maintain accommodation.

Rough Sleeper Co-ordinators: Consists of a team of 2 specialist strategic co-ordinators covering Derbyshire County as a whole. They are funded via the Rapid Rehousing Pathway Fund and aim to carry out a review and gap analysis of service across the County. One of the co-ordinators is based within the Homeless Prevention team at Chesterfield Borough Council.

Call B4 You Serve: A unique and innovative service designed with landlords in mind to prevent homelessness and increase housing supply in the private rented sector. Delivered by DASH Services, Call B4 You Serve provides a support, problem solving and advice service for landlords who are considering giving notice to their tenants. The philosophy of the service is to solve issues including debt and rent arrears without a notice being served. The service currently spans 20 local authority areas and is set to expand even further. The service also acts as an informal PRS lettings service and procurement vehicle. Strong links and partnerships have been forged with landlords and letting agencies across Derbyshire and this has increased the supply of accommodation for people that need it. For those who are considering giving up being a landlord or looking to sell properties the service can connect landlords with supported housing providers who will lease properties to rent as supported accommodation. This in turn increases housing supply in the homeless sector. Significantly, this service has a role in preventing rough sleeping. The project has established a strong partnership with the Chesterfield Job Centre Plus team. Here, work coaches who identify clients at risk of homelessness from private rented accommodation contact CB4YS for intervention. Likewise, landlords who make contact with the Job Centre with Universal Credit housing element queries are directed to CB4YS.

Derbyshire Law Centre PRS Prevention Service: Funded via a successful bid to the PRS Access Fund the service compliments Call B4 You Serve by offering support for tenants renting privately who are experiencing difficulties with the tenancy. A team of three prevention workers based across Derbyshire

& Chesterfield providing support and practical solutions to reduce homelessness from the private rented sector.

Housing First (Chesterfield Only): 14 Units of specialist accommodation provided by South Yorkshire Housing Association and delivered under the Housing First principles.

National Rough Sleeping Strategy

The government published its national rough sleeper strategy in August 2018. The Councils decided to produce a Rough Sleeping Strategy as a supplemental document alongside the existing joint Homelessness Strategy 2016-2021. This was in response to the national strategy being published and to ensure that this strategy reflected and responded to the national approach. The national strategy includes the targets to halve rough sleeper numbers (from the 2017 baseline) by 2022 and to end rough sleeping by 2027. The national strategy is rooted in three 'pillars':

- To **prevent** new people from starting to sleep rough
- To **intervene** rapidly when people start to sleep rough to help them off the street
- To promote a person's **recovery** once they are off the street to build positive lives and don't return to rough sleeping

This North Derbyshire Rough Sleeper Strategy will therefore be based upon the same **three 'pillars' of prevention, intervention and recovery**.

The national strategy emphasises the importance of local authorities forging strong partnerships with other public services, the third sector, the business sector, community groups, the general public, people with lived experience of rough sleeping and current rough sleepers to tackle rough sleeping. Strong partnerships will be the basis of everything we do in North Derbyshire.

The national strategy highlights the importance of the role of health services in tackling rough sleeping because of the high proportion of rough sleepers who suffer from mental ill-health, physical ill-health and addiction issues, the challenges rough sleepers face in accessing mainstream health services and the adverse health outcomes of sleeping rough including reduced life expectancy. This strategy will set out our plans to promote the importance of health interventions in tackling rough sleeping and demonstrate the importance of developing recovery pathways rather than solely housing pathways.

The Covid-19 Pandemic

The Covid-19 pandemic has placed considerable pressures upon all services since its implementation on March 2020. These unprecedented times have resulted in an acceleration in the activities aimed upon ending rough sleeping nationally. Partnership working became more prevalent than ever before and has achieved considerable successes and outcomes as a result.

Everyone In Initiative: Alongside the national lockdown, MHCLG launched the “Everyone In” initiative requiring local authorities to accommodate all rough sleepers. This recognised that rough sleepers were considerably high risk of contracting and spreading the virus should they remain sleeping rough. In order to achieve this objective, we commissioned a local hotel which provided 36 units of self-contained accommodation. This facility alongside our existing B&B provision and housing accessed from within our own stock profiles enabled us to achieve this object and accommodate over 219 rough sleepers during the pandemic. Chesterfield had the higher numbers of rough sleepers, accommodating over 130 rough sleepers alone.

Change to Legislation: In order to protect the safety of rough sleepers beyond the Everyone In Initiative Government approved a change to the legislation concerning Priority Need assessments to include those at risk of Covid-19 and rough sleeping. This ensured that almost all rough sleepers were owed to a duty to provide temporary accommodation.

Protect Plus Initiative: This initiative was intended to focus upon those accommodated under Everyone In with the intention upon developing tailored housing plans and recovery pathways for each rough sleeper to enable them to remain in accommodation.

Suspension on Evictions: A suspension on all evictions was implemented in March 2020 and largely remains in place until 31st May 2021 save for a few exceptions.

Keeping Everyone In Service (KEIS): As a result of the Everyone In initiative we quickly identified a number of rough sleepers who had been placed into accommodation that may not be suitable for their longer term needs. In order to address this, we developed and commissioned, on behalf of the Staffs Moorlands & Derbyshire Rough Sleeper Partnership the Keeping Everyone In Service (KEIS) delivered by P3. The service consists of 6 support workers aimed at working with rough sleepers with high level and multiple needs to ensure the risk of eviction and returning to the streets is minimised.

This service is funding through contributions from all Derbyshire housing authorities, Derbyshire County Council, Public Health and Probation.

Included within the KEIS is a specialist Probation Link worker who provides an essential link between Housing Options/Homelessness Prevention teams and the Probation Service. This is proving to be an extremely successful role enabling the better sharing of information and improved outcomes for offenders.

Although **KEIS** was developed and implemented before the announcement of **Protect Plus** it very much worked to same principles and was focused upon the same client group and activities.

Government Funding

Rough Sleeper Initiative

The government announced the Rapid Rehousing Pathway and Rough Sleeper Initiative Funds in 2018/19. Joint applications were submitted on behalf of all housing authorities in Derbyshire and we were successful in acquiring funding totaling just over £408,000.

The government combined these sources of funding in 2019/20 under the sole banner of Rough Sleeper Initiative fund. There was extreme competition for this money and that preference was given to the authorities with the highest number of rough sleepers and those who have made a commitment to deliver the most significant reduction in numbers.

The national rough sleeping strategy refers to a number of funding pots that could be available to tackle rough sleeping and we will make sure that we submit bids, as appropriate, for available funds.

Chesterfield Borough Council have led, on behalf of all Derbyshire authorities on a bid to the Rough Sleeper Initiative fund and are currently awaiting the outcome, expected in June 2021. The bid aims to progress and bolster the existing provision and implement learning gained through the existing services and support with additional resources in key areas. These include:

3 x Rough Sleeper Navigators: Specialist and intense support to engage and support rough sleepers into accommodation and to maintain access to wider support services. This includes a personal budget to assist in the removal of barriers into accommodation.

1 x Additional Rough Sleeper Outreach Worker: taking the total number for the County to 6.

1 x Prison Resettlement Worker: to effectively link with prisons and plan for the release of offenders into accommodation rather than released to rough sleeping.

The above additions to the services available for rough sleepers will further enhance the provision across the North Derbyshire area and the County as a whole.

Rough Sleeper Accommodation Project (RSAP)

This additional fund, formerly known as Next Steps Accommodation Project, is aimed at providing a range of Move on options for rough sleepers. In October 2020, North East Derbyshire District Council led on a successful funding bid resulting in £152,000 being available for this purpose.

The second round of this funding process, now called RSAP, has been

released in April 2021. Chesterfield Borough Council have submitted a bid, which, if successful, will enable access to 12 units of new supported accommodation for rough sleepers in the North Derbyshire area.

If successful, the funding applications recently submitted will result in a total investment into rough sleeper services in North Derbyshire and across the rest of the County in excess of £2.5 million in the past 12 month period.

Partnerships:

This strategy covers the North Derbyshire Partnership area consisting of Chesterfield Borough and Bolsover and North East District Councils.

The authorities also form part of a range of different partnership groups and structures. This is an area that has really been enhanced and strengthened as a result of the pandemic.

Derbyshire & Staffordshire Moorlands Rough Sleeper Partnership: This is a group of authorities responsible for rough sleeping activity, submission of funding applications and the resulting commissioning of services. This partnership includes:

Amber Valley
Bolsover
Chesterfield
Derbyshire Dales
Erewash
High Peak
North East Derbyshire
South Derbyshire
Staffs. Moorlands (Due to joint management structure with High Peak)

The partnership reports the Derbyshire Homeless Officer Group.

Derbyshire Homeless Officers Group (DHOG): This group consists of strategic leads and homelessness managers for all Districts and Borough councils across the Derbyshire. It acts as the governance structure and decision-making body for the majority of Derbyshire wide activity on homelessness and rough sleeping.

They are also responsible for the strategic oversight of funding applications and resulting commissioning of services including the monitoring and performance management of those services.

This group is supported by the MHCLG Specialist Homelessness and Rough Sleeper Advisors.

Derbyshire Housing Health & Systems Group: This group consist of Housing Strategy, Public Health, Social Care lead officers, Clinical Commissioning Group, NHS and key commissioners for the Derbyshire area.

The group aims to identify key strategic priorities for joint working between housing and health structures to effect whole systems change for the benefit of vulnerable client groups. Homelessness and Rough Sleeping has been identified as one of three priorities for 2021/22.

North Derbyshire Homelessness Forum: Re-established in 2017 the homeless forum now plays a pivotal role in bringing together services and organisations from across multiple sectors to network, share information, learn about new legislation and form partnerships to reduce and prevent homelessness. From 2020 we will be holding forum on a quarterly basis to serve demand. Over the last few years we have used the forum as a primary vehicle for consultation. The single persons' pathway took shape via the forum from the feedback and advice given by attendees and over the course of 2020 and 2021 it will help us to deliver the rough sleeper action plan and the next homelessness & rough sleeping strategy.

Community Groups: There are a number of community-based groups that are active in trying to help rough sleepers in the area. Some of the groups provide outreach services and others focus on trying to keep people as safe as possible on the street (provision of food/clothes/bedding/tents). Some groups pro-actively engage with the Council whilst others do not. The strategy recognises the positive role that community groups can play and statutory services want to positively engage with all the community groups. We recognise that some rough sleepers, who have had negative experience of statutory services, might prefer to engage with the community groups more than the council. Engagement with these important services will be driven the homelessness forum and through our continued commitment to reach out to as many services as possible. One of the areas for engagement we want to take forward with community groups is the role they can play in supporting people in their tenancies and tackling community isolation/loneliness under the banner of promoting recovery.

Health and Rough Sleeping

The national strategy on rough sleeping emphasises the importance of health services in tackling rough sleeping. This principle very much applies in North Derbyshire given the number of rough sleepers who suffer from acute mental ill-health, physical ill-health and addiction issues. These support needs lead to people starting, staying and returning to rough sleeping. All of these challenges have been exacerbated by the rise in the use of substances such as psychoactive substances.

There are some key structural actions and ambitions, which are recommendations in the national strategy, to promote joint working:

- The Derbyshire Health and Housing Systems Group leading on the development of a county wide Rough Sleeping strategy to make the health needs of rough sleepers a strategic priority.
- A review of every death of a person known to sleep rough to be carried out, ideally by the Adult Safeguarding Board, to look at opportunities for

improved working including between health and housing services.

We would like to bring health services directly to rough sleepers on the street: **'Street Medicine'**. Having mental health professionals and addiction support workers, attached to the Street Outreach Service/wider Street Support Service, is one of our commitments to explore and develop where possible. The aim being for mental health/addiction support workers delivering support on the street and helping people access mainstream health services thereafter.

Primary Health Care is another commitment of this strategy to explore the commissioning of specialist rough sleeper General Practitioners. Whilst we acknowledge that this is an extremely ambitious commitment, we firmly believe that this would be an essential service for rough sleepers.

'Street Medicine' and Primary Health Care should include community or street based prescribing including detox from substances such as Spice. We are looking at how this successfully works in other areas such as Worksop and Stoke. It will rely on the Street Outreach Service and Clinical Commissioning Groups working in partnership.

We need to look at how health services can promote recovery and help keep people off the street. A key service will be the Community Mental Health services that will provide people with support to come off/stay off the street and also help people access wider health services.

Specialised Residential Accommodation: This has been identified as a key priority for this Strategy and also the wider County strategy currently in development.

The activity undertaken during the pandemic has clearly highlighted a gap in provision for people with severe and multiple disadvantage (SMD) due to their multiple complex needs, this cohort cannot access more mainstream housing solutions, and this also includes Housing First projects.

Our work undertaken at the Mount Cook winter provision gave us a glimpse of what could be provided to meet the needs of people with SMD. 65% of all referrals into the project had 3 or more complex needs. Having a solutions based, holistic approach where multiple services worked together all under one roof showed us what could be achieved in only a short period of 3 months.

In order to address this, we need to explore the possibility of having a residential facility that is accessible by a range of people, addressing a range of needs and providing support at all levels including step down drugs and alcohol rehabilitation and palliative, end of life care.

This requires a different mix of partners and funding sources to develop and commission. The location of such a venue will be key. We believe the impact of such a service would be maximized by working collaboratively with colleagues at Derby City Council as well as the Derbyshire County partnerships.

Horizon Scanning and Planning for the Future

We have seen a considerable increase in demand for services to support rough sleepers in the past 12 months due to the current pandemic and the subsequent Government initiatives and legislative changes.

Funding: We have successfully responded to this increased demand by developing new and enhancing existing services largely due to the increased availability of funding to do this.

The majority of this funding is short term meaning the risk of services and support not being available in the future.

Suspension on Evictions: This ends on 31st May 2021 which is expected to result in considerable additional demand upon a range of services including Homelessness Prevention teams,

We are aware that the Court's system is already holding a substantial backlog of existing cases but it is also expected that new cases, where rent/mortgage arrears have accrued during the pandemic, will be instigated resulting in even more pressures on the system.

Domestic Abuse: National evidence has shown that abuse has significantly increased with a large number of victims choosing to remain in the relationship during the pandemic. We anticipate, following the relaxation of the pandemic restrictions, that there will be an increase in victims of domestic abuse seeking to leave the relationship and secure independent living arrangements.

Mental Health: The number of cases of people suffering with their mental health has dramatically increased during the pandemic. This often presents as an underlying issue alongside a range of other conditions including physical conditions, substance misuse or a history of offending.

These people presenting with complex multiple needs or severe multiple disadvantage are often the more difficult cohort to identify suitable options.

We feel that the existing core and newly implemented services detailed earlier in this strategy together with the extensive list of ongoing and future commitments contained in the table below will give us the best possible opportunity of meeting this suppressed demand and continuing to support rough sleepers into safe and suitable accommodation that meets their individual needs.

Engagement with the General Public

Most local authorities have developed communication plans around rough sleeping, begging and street based living that have been somewhat negative in the messages conveyed. For example, discouraging people from giving to people on the street because it sustains rough sleeping and substance misuse

that could lead to more harm. Overwhelmingly such communication approaches have been negatively received by the public.

The strategy recognises that telling people not to do something, when they meet a person who is in need, is the wrong approach to take. Rather we need to do more about highlighting the positive things that services do and the positive ways that people can help. One of the best ways we can do this is to give an increased voice to people with lived experience who have come off the street so that they can tell their story on what worked for them.

To help achieve this level of understanding we have, in conjunction with Derbyshire County Council, committed to undertaking an ethnographic research project. This will give us the understanding and insight into the world of rough sleepers and enable us to identify suitable and impactful services for the future.

‘Pillars’ of Rough Sleeping

Prevention – One of the key actions is to better understand the trigger points (such as leaving prison/falling into rent arrears) that lead to rough sleeping and to put in place timely interventions to prevent rough sleeping thereafter. A key part of this work will be the **‘duty to refer’** on all public bodies, that came into force on 1 October 2018, to refer people who are homeless/threatened with homelessness to the housing authority for assistance. We need to develop comparable information sharing arrangements with housing associations and third sector partners.

Intervention – The intervention pillar is about rapid action to help people get off the street as quickly as possible. We believe that the need is more complex than this with services often having to engage with people on multiple occasions before they decide they are ready to accept help. Therefore we need to ensure that, when this window of opportunity arises, we are ready to put in place housing and support options on an immediate basis. It may well be that people need to receive health related services before they are willing to engage on housing options. The offer of health care/other support may well build up trust with the person so that they are more willing to engage on the offer of housing. It may also be that the person is willing to engage with a specific service, including community groups, and therefore this service should take the lead on offering help.

Recovery – the conventional model of tenancy sustainment (housing related support/help with property furnishing) is, whilst important, not going to be enough to promote recovery and keep people from returning to the street. Discussions with people with lived experience of rough sleeping has highlighted that isolation, loneliness, boredom and inactivity are reasons why people leave their tenancies and gravitate back to the street. We need, under the banner of recovery, to put in place a package of measures to help build their lives in their new homes.

We need to come up with a package of measures that the Council can cover the cost of that help former rough sleepers stay in their new homes.

Targets

Our main target is in keeping with the National objective which is:

Halve the number of people sleeping rough by 2022

To have no people sleeping rough by 2027.

Our Table of Commitments:

North Derbyshire Rough Sleeper Strategy 2021-22	
Commitments	
Prevention:	
1.	Improve data intelligence base/profile of people sleeping rough in North Derbyshire.
2.	Conduct ethnographic research into local views and needs of rough sleepers.
3.	Explore early interventions such as education in schools
4.	Develop links with Universities to conduct local research into sector and consider work placements with front line services. Research into Hidden Homelessness.
5.	Provide a programme of training to ensure all public bodies understand the 'duty to refer' in respect of rough sleeping.
6.	Request that the Clinical Commissioning Group and Health & Wellbeing Boards make the health needs of rough sleepers a strategic priority.
7.	Strategic co-ordination of funding applications to include Rough Sleeper Initiative, Cold Weather Fund and any other available funding under national Rough Sleeper Strategy
8.	Better understanding of how to help people with no recourse to public funds coming out of hospital/prisons.
9.	Develop a range of Move on options including PRS accommodation.
10.	Strategic co-ordination and increase in provision of appropriate supported accommodation options.
11.	Develop provision of 24/7 supported accommodation including a Specialist Residential Care unit
12.	Look at positive ways of engaging and communicating with the general public about helping rough sleepers
13.	Develop an Alternative Giving Scheme
14.	Build in-reach services with hospitals/prisons to ensure no one is discharged to the street.
15.	Build stronger links with Probation and Offender Management services
16.	Review and update hospital discharge policies.
17.	Ensure provision of services for priority groups including Veterans, LGBT+, BAME, same sex couples and families, DV, MH and physical disabilities, care leavers, ex-offenders, Gypsy and Travellers
18.	Build working relationships with the DWP including 'Homeless Champions' in every Job Centre Plus
19.	Develop routes in employment/support.
20.	Develop access to debt and benefits advice
21.	Ensure we offer the right services to people who have been victims of trafficking or modern slavery
22.	Develop a range of accommodation and support that meet the varying needs of Rough Sleepers with Multiple Complex Needs
23.	Review and commission an Out of hours service that is fit for purpose
Intervention:	
24.	Increase and expand the provision of local outreach work to include quick intervention to prevent people from becoming entrenched

25.	Develop a 'Street Medicine' model including community prescription
26.	Improve access to emergency accommodation including crash pads
27.	Future commitment to the provision of a winter nightshelter, or suitable alternative, including integration of health services into the services offered.
28.	Explore provision of storage facilities for rough sleeper's possessions.
Recovery:	
29.	Work with partners to build a programme of recovery options to help people stay off the street
30.	Recruit or commission a Rough Sleeper Navigator Service
31.	Work with partners to develop a needle exchange
32.	Establish a mobile hub of professional support
33.	Explore provision of specialist mental health support from within housing options services.
34.	Develop provision of intense support for individuals with high level and multiple needs
35.	Implement a panel cross sector panel of experts for individuals with high level and multiple needs.
36.	Consider the need for day centres or local hubs
37.	Engage with Chesterfield Royal Hospital NHS Foundation Trust
38.	Engage with local Place Alliance Groups/Boards

Bolsover District Council

Executive

4th October 2021

Rechargeable Repairs Policy

Report of the Portfolio Holder - Housing

Classification: This report is public

Report By: Victoria Dawson – Assistant Director of Housing Management and Enforcement

Contact Officer: Andrew Clarke – Operational Repairs Manager

PURPOSE / SUMMARY

To advise Members of the updated Rechargeable Repairs Policy and to seek formal approval of the Policy.

RECOMMENDATIONS

That Members approve the updated Rechargeable Repairs Policy.

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

The policy outlines Bolsover District Council's approach to the recovery of housing repair recharges. These are the costs of repairs and works that the Council have been required to carry out to a council property following damage, unauthorised or non-compliant DIY, neglect or abuse by tenants, residents or members of their household or visitors to their home. By actively recovering these charges you are ensuring that the HRA continues to be sustainable over the life of the 30 year plan.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

All tenants are made aware of their obligations not to damage or neglect Council properties at the point they sign the tenancy agreement. It advises tenants that they

must keep their home in a reasonable condition and leave it clean and tidy at the end of the tenancy. The tenancy agreement also allows tenants to be recharged for repairs or replacements arising from damage to properties, by the tenant, family members or visitors to the home.

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

There are no staffing implications in the report or arising from the updated Rechargeable Repairs Policy

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	District wide Policy but no wards significantly affected
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: Portfolio Holder, Customer Service Scrutiny

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

Customer Services - Providing good quality council housing where people choose to live
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REPORT DETAILS

1. Background

- 1.1 Bolsover District Council owns and manages its housing stock consisting of 5019 properties as at August 2021.
- 1.2 The Housing Repairs department aims to deliver a continuously improving responsive repair and maintenance service, by making sure that day to day repairs are carried out quickly, on time, and to a high standard that customers are satisfied with, whilst maintaining value for money in the service at all times.
- 1.3 All tenants are made aware of their obligations not to damage or neglect Council properties at the point they sign the Tenancy Agreement. It advises tenants that they must keep their home in a reasonable condition and leave it clean and tidy at the end of the tenancy. The Tenancy Agreement also allows tenants to be recharged for repairs or replacements arising from damage to properties, by the tenant, family members or visitors to the home.

2. Details of Proposal or Information

- 2.1 The updated Rechargeable Repairs Policy outlines Bolsover District Council's approach to recovery of recharges. It provides a definition of rechargeable repairs and the circumstances in which it may arise, giving some helpful examples.
- 2.2 The Policy sets out the internal procedure in terms of assessing repairs and calculating recharges as well as the recovery process that will be followed.
- 2.3 In addition there is a section regarding the use of discretion, for example when a person's vulnerabilities affect their ability to pay the rechargeable repairs, or there may be exceptional circumstances which need to be considered.
- 2.4 There is a formal appeals process where a tenant is given an opportunity to challenge the reasons for recharge or the recharge amount. This is considered by the Repairs Manager in the first instance and if this is challenged further is dealt as a complaint in accordance with the Council's Complaints Procedure.
- 2.5 A copy of the draft, updated Policy is attached as **Appendix 1**.

3. **Reasons for Recommendation**

- 3.1 It is considered good practice to have a policy which sets out the Council's approach to recovery of recharges
- 3.2 The policy which sits alongside and supplements the tenancy agreement, ensures that all tenants are aware of their rights and responsibilities, but also ensures that officers involved in housing repairs and tenancy management, adopt the same consistent approach and takes account of the need to consider equality and proportionality when taking any action.

4. **Alternative Options and Reasons for Rejection**

- 4.1 The updated Policy is considered necessary so that tenants are aware of the Council's approach to recovery of recharges and in what circumstances these arise.

DOCUMENT INFORMATION

Appendix No	Title
1	Draft Rechargeable Repairs Policy 2021
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 Executive (BDC) you must provide copies of the background papers)	
None	

Rechargeable Repairs Policy

2021



We speak your language

Polish

Mówimy Twoim językiem

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

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CONTROL SHEET FOR RECHARGEABLE REPAIRS POLICY

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

1. Introduction

Bolsover District Council aims to deliver a continuously improving responsive repair and maintenance service, by making sure that day to day repairs are carried out quickly, on time, and to a high standard that customers are satisfied with, whilst maintaining value for money in the service at all times.

Bolsover District Council will make sure that all properties are repaired and maintained, providing a safe home environment for all its residents and tenants.

All tenants are made aware of their obligations not to damage or neglect Council properties, at the point they sign the Tenancy Agreement. It advises tenants that they must keep their home in a reasonable condition and leave it clean and tidy at the end of the tenancy. The Tenancy Agreement also allows tenants to be recharged for repairs or replacements arising from damage to properties, by the tenant, family members or visitors to the home.

This policy outlines Bolsover District Council's approach to recovery of recharges. These are the costs of repairs/works that the Council have been required to carry out to a council property following damage, unauthorised or non-compliant DIY, neglect or abuse by tenants, residents or members of their household, visitors to their home.

2. Scope

Generally, Bolsover District Council is responsible for repairing and maintaining the structure of the property and any fixtures and fittings originally provided in the property.

Tenants are informed of their repairing responsibilities when they sign their Tenancy Agreement and the repairing responsibilities are further outlined in the Repair Handbook issued to all tenants which sets out expected conditions.

INSERT [Link to the webpage when available](#)

We also encourage tenants to purchase household insurance which may cover the costs of repairs which we would recharge for. It is the tenant's responsibility to check their policy before agreeing a recharge.

This policy sets out how we will deal effectively with recharges, including those arising from damage, non-standard alterations or the costs of clearing redundant possessions left by the tenant. This policy applies to all Council properties including garages and those let on a non-secure basis.

3. Principles

The Council is committed to maintaining the housing stock to the highest standard and aims to provide a good service to all tenants.

However, there are times where tenants (including members of their household or visitors) cause damage to Council property. In some cases the Council will not be aware of the damage until the property is void (empty).

The overall aim of the Rechargeable Repairs Policy is to contribute to the efficient and effective management and maintenance of the Council's housing stock. It will assist in ensuring the Council provides well maintained properties and ensures that expenditure is managed effectively.

The specific objectives of the Rechargeable Repairs Policy are:-

- To give clear guidance on the circumstances when people or tenants will be recharged.
- To give clear guidance on the circumstances where discretion will be exercised.
- To outline the process of recharging for repairs.
- To outline the basis for calculating the recharge.
- To inform tenants of payment arrangements.
- To inform tenants of the action the Council will take if payment is not made.
- To monitor the performance of rechargeable repairs in order to seek continuous improvement.

The principles underlining the recharge are:-

- The Council is committed to delivering a repair service that is fair, equitable and transparent.
- The Council is committed to ensuring that existing housing is maintained to standards that are acceptable to the Council
- That tenants or others who cause additional expense to the Council are held **responsible for their actions.**

4. Definition of a recharge

A rechargeable repair is defined as a repair, replacement or clearance work that is necessary due to one of the following reasons:

- Wilful damage - damage caused to council property intentionally this would include damaged doors or windows, DIY which has damaged the fabric or structure of the property or its internal parts.
- Neglect - e.g. includes failing to dispose of rubbish properly, losing keys, putting nappies, baby wipes and other inappropriate items down the toilet, damage caused by fire when a pan has been left on, or items placed too close to a fire (note damage that is accidental usually falls under this category).
- Misuse damage caused to council property by incorrect or improper use, for example, damage to doors, graffiti to walls, damage to fire grates from using the wrong fuel.
- Abuse - e.g. unauthorised alterations
- Work that may be required when moving out of a property in order to bring it up to an acceptable standard for a new tenant.

A list of example recharges is attached at Appendix 1.

5. Circumstances for recharging

Tenanted properties

The Council will aim to identify whether or not a repair is rechargeable at the initial reporting stage and the tenant will be informed at this point. Where information is incomplete or where a technical decision has to be made, the repair request will be passed to a repairs co-ordinator to determine whether an inspection is required. An officer will inspect the repair and make a decision as to whether the repair would constitute a recharge.

Non – emergency works

Where the tenant is to be recharged, the Council should provide an estimated price to the tenant. Work should only start when the tenant has agreed to pay the cost of the repair, this agreement should be in writing (see pro forma at Appendix 2).

The tenant may choose to arrange to employ their own contractor, or carry out work themselves and has up to 28 days to complete this. In such cases the repair will be inspected by the Council to ensure the work meets the appropriate standard. If not, the Council will complete the repair and the tenant will be recharged.

If the tenant does not carry out the work to a standard that is acceptable, or agrees to the Council carrying out the work, the Council will consider enforcement action against the tenant.

Emergency repairs

In the case of emergency repairs that are rechargeable, due to the urgent nature, the Council will repair and the tenant be recharged, without seeking a quotation in advance. These will be 'make safe' repairs only. For example a broken window reported as an emergency will be boarded up rather than replaced.

The Council will recharge a tenant should they abuse the emergency call out service, e.g. when a repair is not really an emergency, but has been reported as one.

Void repairs

When a tenant gives notice to end their tenancy, arrangements will be made for a pre-termination inspection. This inspection will identify any aspects of disrepair, damage or alteration, which are the responsibility of the tenant. The tenant will then have the opportunity to rectify any repairs for which they are responsible prior to the end of the tenancy.

If such defects are not remedied prior to the end of the tenancy, or if the work is not of an acceptable standard, a recharge may be raised for the costs of the work. In addition other rechargeable repairs may also be identified once the customer has vacated the property, e.g. if the property and garden are not left in a clean and tidy condition. Photographs will be kept as evidence of the condition of the property.

Tenants Improvements (also see the Tenants Improvement and Alteration Policy)

Tenants have a general right to improve their home provided the improvement is agreed by the Council and complies with all planning, building and environmental requirements, and does not adversely affect neighbours or their properties.

If the improvement has damaged the property, even where permission has been granted, the tenant will be charged for rectifying the damage and make good any issue identified.

Where an improvement has been made without prior written permission from the Council, either the tenant will be charged the cost of reinstating the property or, the costs of granting permission retrospectively as long as the improvement has met all other provision required. The Council will decide which option will apply.

Permission will not be refused unreasonably but may be granted with conditions such as returning the property to its original standard before the end of the tenancy.

There will be an expectation that whoever undertakes the work on behalf of the tenant is competent to do so. In the case of Solid Fuel, Gas or Electric, they must be qualified and registered with the appropriate governing body. Certification will be required for the work, failure to do so will deem the work potentially dangerous and as such unacceptable.

Mutual exchanges and transfers

Where a tenant has requested a transfer to another property either as part of a mutual exchange, or internal transfer to another Council property a transfer inspection will take place to determine the standard of the property.

If rechargeable repairs are identified, conditional approval for the exchange will be given, subject to the necessary work being completed. The tenant will be given the opportunity to complete the necessary repairs before the tenancy ends. Alternatively, the Council can undertake the work and the tenant be recharged. In these circumstances, the exchange will not be completed until the tenant has paid the debt in full.

It is not always possible for Council officers to identify every non-standard fixture and fitting, poor DIY job or damage to property. The responsibility therefore lies with the incoming tenant to carry out a full inspection of the property with the outgoing tenant.

The Council will not accept liability for non-standard items, DIY or damage on the basis that it was not apparent during the inspection.

Checks for outstanding recharges will also be made when a request for a mutual exchange is received and conditional approval be given until the debts have been paid in full.

Action taken by the Police or emergency services

When Derbyshire Police act with reasonable force in correctly executing a warrant at a property, there is no liability on their part to make good the damage caused whether an arrest was made, or not. In all cases the damage will be recharged to the tenant. If the tenant objects then they must take this matter up with the Police and the recharge will stand.

Calculating repairs

A rechargeable repair may consist of various elements as follows;

- The costs of the repair (including time and materials, based on BDC Minor Work Contract Rates applicable at the current time)
- The costs of any call out fee if out of hours or an emergency
- The cost of any specialised reports and or contractors needed
- VAT if applicable
- A 20% admin charge (up to a maximum of £500)

6. Circumstances for not charging

A recharge will not be applied in the following circumstances:

- Where a tenant has been the victim of a serious crime, and they have reported the crime to the Police and obtained a crime reference number or valid supporting evidence from the Police.
- Where the damage has been during a violent incident towards the tenant or a member of the tenant's household or a visitor to the Property
- Where the damage is caused by general wear and tear with fixtures and fittings reaching the end of their practical life span.

7. Payments for rechargeable repairs

Whenever practical, tenants will be required to agree to the rechargeable repairs prior to completion of any works. However in instances where this is not possible, i.e. emergency repairs, the work will be carried out and the tenant will be invoiced after the work has been completed.

Payment for repairs would normally be expected to be paid in full. However where this is not possible a repayment arrangements can be made and the debt monitored until it has been repaid in full.

Payments will be monitored by the Council's Finance Department.

Note: If a tenant (or a member of their household, or a visitor) causes damage, this is a breach of tenancy and the Council may take further legal steps such as seeking an injunction, possession proceedings and/or recovery action through debtors. Examples of this would be:

- Where actions by a tenant pose a risk to people or property – for example unauthorised alterations to the gas or mains electrical supply.
- Where damage is wilful and extensive.
- Where there has been a history of neglect over a period of time.

A record of the former tenant and any outstanding debt will be maintained for future reference on the Council's Housing Management System.

Discretionary circumstances

There may be circumstances when a person's vulnerabilities affect their ability to pay the rechargeable repairs, or there may be exceptional circumstances which need to be considered.

Where this is the case, consideration will be given to the appropriateness of recharging a tenant either in full or in part. However, any exceptional circumstances or vulnerabilities may not be known by the Council until after the recharge invoice has been sent.

If someone wishes to dispute a recharge they will need to follow the appeals process set out below.

Recharges will only be written off in exceptional circumstances where it is agreed that the debt is irrecoverable in line with the Council's policies and procedures.

8. Appeals process

Current and former tenants have the right to appeal the recharge. Appeals should be in writing setting out reasons why the work and the amount is being challenged. Documentary evidence to support the appeal should be provided.

This will be assessed and discretion to reduce or waiver the recharge may be exercised. This will depend on the circumstances affecting the individual case. A decision will be taken by the Repairs Manager, and Housing Enforcement Manager and will be confirmed in writing.

If the tenant is not satisfied with the outcome of the appeal, the complaint will be entered into the Council's Complaints Procedure and dealt with accordingly.

Complaints

The Council has its own Compliments, Comments and Complaints Procedure.

The Council welcomes complaints from tenants who feel they have been poorly or unfairly treated and we will do our best to put things right when things have gone wrong.

If you are unhappy with the *process* then you can make a complaint about us or any of our services by completing the on-line Compliments, Comments and Complaints Form.

You can write to us at The Arc, High Street, Clowne, Derbyshire S43 4JY, call into any one of our Contact Centres and asking one of our employees to put your complaint in writing for you ,or call the Contact Centre on 01246 242424.

Appendix 1 - Examples of tenant recharges – note this is not exhaustive

We will recharge the tenant for any costs incurred by the Council in:

- Replacing any lost or broken door entry key fobs or keys and for changing locks
- Storing tenant's belongings following vacating the council property
- Removing graffiti and rectifying any damage
- Vandalism to council property, where a Court has prosecuted the perpetrator or where the individual has admitted the damage
- Taking legal action where the tenant has prevented us from carrying out our legal obligations
- Clearing items from communal areas
- Damage identified following routine property inspections
- Removal of trees or hedges which are not the Council's responsibility, if these are deemed to be dangerous or overgrown
- Tidying of gardens including shrubs and trees that have been neglected or are overgrown
- Use of the Council's Handyman Scheme to carry out specified works on the tenant's behalf
- Damage caused by excessive hoarding of items within the property/land
- Clearing dog fouling
- Garage or garage ground rent plot evictions (to include clearance costs and lock changes)
- Damage to car parking areas and the removal of unauthorised vehicles
- Removing abandoned or non-roadworthy vehicles
- Damage to fences and gates owned by the Council
- Damage to the structure of the building
- Attending a power failure caused by blown light bulbs or faulty appliances
- Attending a blocked waste where the tenant has not tried to clear it themselves, or where the cause of the blockage is deemed to be through neglect or misuse
- Removing rubbish or items left at the property/land on ending a Tenancy Agreement
- Damage to communal TV aerials
- Excessive cleaning required to a property/land due to neglect
- Unnecessary water damage caused to a Council property where a tenant has refused to turn the stop tap, or refused access to remedy a leak
- Carrying a gas safety check as a result of two or more tenants wishing to undertake a mutual exchange
- Carrying an electrical safety check as a result of two or more tenants wishing to undertake a mutual exchange

Housing Officer		Works Order No.	Date	
			Recharge No	

152

Appendix 3

BOLSOVER DISTRICT COUNCIL

RE-CHARGEABLE WORKS – AGREEMENT TO WORK AND PAYMENT

In accordance with Part (i) of my Housing Tenancy Agreement and after
discussion with the Housing Officer
on the atam/pm
I being the named Tenant of
.....
.....

**DO HEREBY AUTHORISE Bolsover District Council to undertake such works
detailed in the attached schedule, to the above property**

**I AGREE to pay such proportion of the cost of the works as the Council may
determine to be attributed to me**

TENANTS SIGNATURE DATE

OFFICERS SIGNATURE

COST (INCLUDING ADMINISTRATION AND VAT) £.....

Bolsover District Council

Executive

4 October 2021

Contract for Asbestos Removals for Bolsover District Council

Report of the Portfolio Holder - Housing

Classification: This report is public

Report By: Mark Dungworth – Strategic Repairs Manager

Contact Officer: Mark Dungworth – Strategic Repairs Manager

PURPOSE / SUMMARY

To seek approval to award the contract for Asbestos Removals for the Councils Domestic property stock on a responsive nature with European Asbestos Services Ltd. This contract will be available for all other Council departments if required.

The scope of the contract is to undertake Asbestos Removals where instructed by the Housing Repairs Service.

The contract will be a 2+1+1 contract with the last 2 years subject to approval using Delegated powers for two further extensions

The anticipated contract spend is around £45K per year and is based on responsive requests with the budget set up within the HRA.

The current Asbestos Removal contractor Kaefer have served notice on the contract with a deadline for the end of the existing contract of the 27th October 2021

It was agreed that an urgent retender was required using the EEM framework and a mini tender in order to fast-track the procurement process.

Procurement received 3 submissions and after carrying out a comprehensive evaluation process it was agreed to award the contract, subject to Executive approval, to European Asbestos Services Ltd.

Evaluation

European Asbestos Services Ltd: 100%

Contractor 2: 82.06%

Contractor 3: 52.06%

RECOMMENDATIONS

1. That European Asbestos Services Ltd are awarded the contract for Asbestos Removals to the Councils Domestic property stock on a responsive nature as they have been evaluated by Housing Repairs and Procurement to everyone's mutual satisfaction.
2. That delegated authority be given to the Assistant Director of Property Services and Housing Repairs for extension to the contract after the first 2 years of the contract
3. That progress on this contract is reported through the Housing Stock Group

Approved by the Portfolio Holder - Housing

IMPLICATIONS

Finance and Risk: Yes ☒ No ☐

Details:

The cost for this contract is within existing HRA budgets.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☒ No ☐

Details:

We will met our legal obligations for procurement.

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

There are no staffing implications arising from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	Yes
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	Yes
District Wards Significantly Affected	None
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: -

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.
Providing good quality council housing where people choose to live.

REPORT DETAILS

1 Background

- 1.1 The existing contract will expire on the 27th October 2021. Housing Repairs require a contract for Asbestos Removal works to the Councils Domestic property stock.

2. Details of Proposal or Information

- 2.1 To seek approval to award the contract for Asbestos Removals for the Councils Domestic property stock on a responsive nature to European Asbestos Services Ltd. This contract will be available for all other Council departments if required.

2.2 The contract will be a 2+1+1 contract with the last 2 years subject to approval and two further extensions.

2.3 The anticipated contract spend is around £45K per year and is based on responsive requests with the budget set up within the HRA.

3 Reasons for Recommendation

3.1 The current Asbestos Removal contractor Kaefer have served notice on the contract with a deadline for the end of the existing contract of the 27th October 2021. This is an essential service provision and requires a specialist contractor to carry out Asbestos Removal works.

4 Alternative Options and Reasons for Rejection

4.1 No alternatives available.

DOCUMENT INFORMATION

Appendix No	Title
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)	
None	

Document is Restricted

Agenda Item 14

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted