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To: Chair & Members of the Customer  
Services Scrutiny Committee

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Thursday, 22nd July 2021

Dear Councillor

**CUSTOMER SERVICES SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 2nd August, 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



**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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or another format please call us on 01246 217753**

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

**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

**Monday, 2nd August 2021 at 10:00 hours in the Council Chamber, The Arc, Clowne**

<b>Item No.</b>	<b>PART 1 – OPEN ITEMS</b>	<b>Page No.(s)</b>
	<b><u>PART A FORMAL</u></b>	
1.	<b>Apologies For Absence</b>	
2.	<b>Declarations of Interest</b>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items and, if appropriate, withdraw from the meeting at the relevant time.	
3.	<b>Urgent Items of Business</b>	
	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.	
4.	<b>Minutes</b>	
	To consider the minutes of the last meeting held on 8 <sup>th</sup> March 2021	3 - 5
5.	<b>List of Key Decisions and items to be considered in private</b>	
	<a href="https://committees.bolsover.gov.uk/mgListPlanItems.aspx?PlanId=129&amp;RP=1147">https://committees.bolsover.gov.uk/mgListPlanItems.aspx?PlanId=129&amp;RP=1147</a>	
6.	<b>Briefing on Adapted Accommodation</b>	6 - 21
7.	<b>Scrutiny Committee Work Programme 2021/22</b>	22 - 27
	<b><u>PART B INFORMAL</u></b>	
	The formal meeting of the Customer Services Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
8.	<b>Review Work</b>	

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

Minutes of a Customer Service and Transformation Scrutiny Committee held as a Virtual Meeting on Monday 8<sup>th</sup> March 2021 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

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

Officers:- Matt Broughton (Head of Transformation & Organisation), Joanne Wilson (Scrutiny and Elections Officer), Tom Scott (Governance Officer) and Hannah Douthwaite (Governance).

Also in attendance at the meeting was Councillor Mary Dooley (Portfolio Holder for Partnerships and Leisure).

Councillor Mary Dooley and Matt Broughton left at the beginning of Minute No. CUS49-20/21.

### **CUS43-20/21      APOLOGIES**

Apologies for absence were received from Councillor Rita Turner.

### **CUS44-20/21      URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **CUS45-20/21      DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **CUS46-20/21      MINUTES**

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer.

**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 8<sup>th</sup> February 2021 be agreed as a correct record.

### **CUS47-20/21      LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

The Scrutiny and Elections Officer presented the list of Key Decisions to Members.

It was moved by Councillor Rose Bowler and seconded by Councillor David Dixon to note the list of Key Decisions.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**RESOLVED** that the list of Key Decisions be noted.

### **CUS48-20/21      TRANSFORMATION PROGRAMME UPDATE**

The Head of Transformation & Organisation gave a presentation to Members updating them on progress of the Transformation Programme.

The presentation updated on the following areas of the Programme:

- 1) Service Transformation
- 2) Transforming Finances
- 3) Digital Transformation
- 4) Organisational Transformation
- 5) Environmental Transformation

Councillor David Dixon referred to the carbon reduction targets ('Reviewing the Carbon Reduction Plan 2019 – 2030 because the 3yr target of 750 Tonne reduction in carbon has already been achieved') and asked how much achieving this had cost. The Head of Transformation & Organisation explained that it was difficult to pinpoint exact costs because the issue was always developing, but all of the carbon calculations made by the Council were based on information provided by the Government.

Councillor Tricia Clough referred to one of the project examples ('Package of services developed for Parish/Town Councils under the 'Trusted Services' branding' with the outcome 'Circulated to Parish and Town Councils') and didn't believe the Parish Council she sat on had received this, and Councillor Anne Clarke and Councillor David Dixon stated their Parish Councils had not received it either. The Head of Transformation & Organisation explained that over 100 copies had been circulated to Parish Councillors, but he would investigate if these Members had been missed out and would e-mail the document to the Members of this Committee.

Councillor Rose Bowler referred to the 'enquiries@bolsover.gov.uk' general e-mail contact point for the Council and she felt having used it for a while, the speed of the responses had markedly improved. She also referred to the project titled 'Introduce Personal Trainers at NEDDC Leisure Facilities' and asked if there were Personal Trainers at Bolsover District Council as well. The Head of Transformation & Organisation confirmed that Bolsover District Council did have Personal Trainers.

Councillor Rose Bowler moved and Councillor Ray Heffer seconded to note the update provided in the Transformation Programme presentation.

**RESOLVED** that the update provided in the Transformation Programme presentation be noted.

(Head of Transformation & Organisation)

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### CUS49-20/21 WORK PROGRAMME 2020/21

*(N.B. Councillor Mary Dooley and the Head of Transformation & Organisation left the meeting at this point.)*

The Scrutiny and Elections Officer presented the Customer Service and Transformation Scrutiny Committee Work Programme 2020/21 to Members.

It was moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer to note the Work Programme 2020/21.

**RESOLVED** that the Committee notes this report and the Programme attached at Appendix 1.

(Scrutiny and Elections Officer)

The meeting concluded at 1048 hours.

**Bolsover District Council**

**Customer Service Scrutiny Committee**

**2nd August 2021**

**Briefing on Council-owned Adapted Accommodation**

**Report of the Head of Housing Management and Enforcement**

**Classification:** This report is public

**Report By:** Victoria Dawson

**Contact Officer:** Victoria Dawson

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**PURPOSE / SUMMARY**

To provide information to Committee Members regarding the supply, management and allocation of Council owned adapted accommodation with a view to undertaking a review on this issue.

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**RECOMMENDATIONS**

1. As per the recommendation agreed by Exec on 26<sup>th</sup> April 2021 Members are asked to consider taking forward a review of council owned adapted accommodation for the 2021/22 municipal year.

Approved by the Portfolio Holder – Cllr Sandra Peake

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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

There are no direct financial implications arising from this report. The budget for disabled adaptations on Council owned properties, where the cost is greater than £10,000, is already included in the approved Capital Programme. Where the cost is less than £10,000, the cost will be met from the HRA approved budgets. Where disabled adaptations are carried out on privately owned properties the cost will be met from the disabled facility grants budget, also already contained within the approved Capital Programme.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):**

Yes

No

**Details:**

As in the report.

On Behalf of the Solicitor to the Council

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**Staffing:**

Yes

No

**Details:**

There are no direct staffing implications from this report. Any staffing implications arising from a Scrutiny review, will be subject to further reports at a later date

On behalf of the Head of Paid Service

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## DECISION INFORMATION

Decision Information	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <b>NEDDC:</b> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> 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

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

Customers - Providing good quality council housing where people choose to live

## REPORT DETAILS

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

- 1.1 In April 2021 a report was presented at Executive which provided information on the supply, management and allocation of Council-owned adapted accommodation following approaches by applicants seeking family units. A copy of the report is at **Appendix 1**.
- 1.2 The report was noted and it was agreed that the matter be put to the Healthy Safe, Clean and Green Communities Scrutiny Committee for Review. As Housing now falls within the remit of the Customer Services Scrutiny Committee, it is before members of this committee for consideration.
- 1.3 As this has come via an executive recommendation as opposed to a suggestion at the Scrutiny Conference I attach at **Appendix 2** a Topic review form which may be of assistance to members.

### 2. **Details of Proposal or Information**

- 2.1 In terms of defining what is a disabled adapted property we have sought guidance from the Council's legal department and following the Housing Act 1985 and the Right to Buy legislation as a disabled adapted property is exempt the right to buy.
- 2.2 MHCLG guidance on Right to Buys dated April 2021 states *“Housing for the disabled’ means a property that is one of a group and has features that are substantially different from those of ordinary dwellings and with special facilities that are provided nearby.”*
- 2.3 The relevant section is part 7 of Schedule 5 to the HA 1985 which states, *“ The right to buy does not arise if the dwelling-house has features which are substantially different from those of ordinary dwelling-houses and are designed to make it suitable for occupation by physically disabled persons, and—*  
*(a) it is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by physically disabled persons, and*  
*(b) a social service or special facilities are provided in close proximity to the group of dwelling-houses wholly or partly for the purpose of assisting those persons.”*
- 2.4 We have 55 fully disabled adapted properties, designed for tenants with disabilities. There are 6 x 2 bed flats, 35 x 2 bed bungalows and 14 x 3 bed bungalows. In addition we have a significant number of larger properties

with significant adaptations which make them suitable for people with disabilities. These are set out in geographical area at **Appendix 3**. (Note the Executive report referred to 41 2 bed bungalows when in fact 6 were flats)

- 2.5 As set out in the executive report at Appendix 1 in addition to existing stock we have purchased properties as part of affordable housing provision through a S106 Agreement. As a result of working with Derbyshire County Council Occupational Therapists a specific demand for a family disabled adapted unit was identified and we were able to secure a three bed roomed adapted bungalow for the family.
- 2.6 We are continually looking to increase the supply of family sized adapted accommodation and are in a privileged position to be able to shape and design such units through our Bolsover Homes development schemes. As a result of our regular work with the Occupational Therapists demand for some units has been identified and as a result of which we are proposing to build more family sized adapted units as part of the ongoing developments. Whilst still subject to planning we are proposing to have fully adapted 3 bed bungalows in Shirebrook, a 3 bed bungalow in Clowne, and a 3 bed Bungalow in Langwith.

#### Adapted properties

- 2.7 We are often asked to make adaptations to a person's home, and council property to make it more suitable for them to live in. The executive report at appendix 1 gives a detailed explanation as to how we liaise with Derbyshire County Councils Occupational Therapists to ensure the right equipment is provided.
- 2.8 Sometimes the work is so significant it could potentially mean the property should be considered as fully adapted and so the categorisation on our housing system would need to change.
- 2.9 We have recently commenced a piece of work at officer level to agree a set of principles that we feel reflect our practice in terms of what significant adaptations mean. To look at what decision making process should follow if it means that the property is no longer considered general needs adapted stock. This is important as it means it would most likely be exempt from the Right to Buy legislation but also the way in which we allocate disabled housing stock is different.
- 2.10 We would continue to have minor adaptations to general needs stock, for example we regularly undertake installation of the following;
- Level Access Shower Tray (LAS)
  - Raking rails
  - Ramp
  - Half step
  - Door widening
  - Hardstanding
  - Stair lift
  - Over bath shower

All of which are relatively minor, Level Access Shower Tray, Stair Lift and over bath shower can all be easily removed and none of the above would prevent any person without a disability from wanting to remain at the address.

- 2.11 We are proposing that where we undertake major adaptations, those which significantly affect the design of the building and this could lead to re categorisation. Those we undertake regularly are below;
- Wetroom
  - Ceiling Track Hoist (CTH)
  - Closomat toilet (wash dry toilet)
  - Through floor lift
  - Adapted kitchen

Whilst all of these adaptations do make a property more specialist, a CTH and wash dry toilet could be removed.

- 2.12 We propose, where we undertake 3 or more of these more major adaptations or where there is one element with a value of over £15,000, we would discuss this at the internal officer welfare meeting for agreement that it now sits in the 'disabled adapted property' category. A recommendation would then go to the Housing Stock Management Meeting for member approval to change categorisation on the system. We fully accept that whilst this is a set of principles to work to each case would need to be treated on its own merits.
- 2.13 What is important to note is that the fact we internal categorise as disabled adapted stock for management of allocations doesn't mean the property is exempt from the right to buy. Where we had made substantial adaptations we would look to refuse the application but this is open to legal challenge.
- 2.14 There is also some occasions where we removed adaptations which mean a property would no longer be classed as disabled adapted on the housing system and would be put back in General Needs stock. We are proposing any decision to move a properties categorisation follows the same process, in terms of officer agreement before being presented to the Housing Stock Management Group.
- 2.15 As a result of the work the officer group has undertaken we believe we have identified a number of properties that may meet this criteria and a formal assessment will need to take place to determine if these need to be re categorised. These are also set out in Appendix 2 but in summary we have 11 x 3 bed houses, and 3 x 4 bed houses.

### Allocation

- 2.16 The Council's Allocation Policy provides for a set of 'rules' that govern how the Council assesses applications to the housing register. This is to ensure we make the best use of the housing owned by the Council to allocate properties that meet the needs of applicants and give priority to those in most need. Again, more detailed information is given within the Executive report as to how this is carefully managed. Largely by the Housing Application Review Panel which ensures that allocation of properties is managed fairly and transparently.

### **3 Reasons for Recommendation**

3.1 Executive recommendation based on officer report received.

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

4.1 Under the Councils Constitution, Scrutiny Committee's work plan's shall include matters on which there are requests from the Executive for advice.

## **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1	Executive Report 26 <sup>th</sup> April 2021
2	Topic Review Form
3	List of properties
<b>Background Papers</b> (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)	

## Bolsover District Council

### Executive

26 April 2021

## Adapted Accommodation – Bolsover District Council Stock

### Report of the Portfolio Holder - Housing

Classification: This report is public  
Report By: Di Bonsor - Housing Needs Manager  
Contact Officer: Di Bonsor

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### **PURPOSE / SUMMARY**

To provide information to Members regarding the supply, management and allocation of Council owned adapted accommodation.

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### **RECOMMENDATIONS**

1. To note the report
2. That the Council's Healthy, Safe, Clean and Green Scrutiny Committee include a review on Council owned adapted accommodation within their work programme

Approved by the Portfolio Holder – Cllr Sandra Peake

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### **IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

The report is for information only and so no financial implications

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details:**

The report is for information only and so no legal implications

On Behalf of the Solicitor to the Council

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**Staffing:** Yes  No

**Details:**

The report is for information only and so no staffing implications

On behalf of the Head of Paid Service

## DECISION INFORMATION

Decision Information	
<b>Is the decision a Key Decision?</b> 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:  <b>BDC:</b> Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <b>NEDDC:</b> Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> Leader / Deputy Leader <input checked="" 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.**

Customers: Providing good quality council housing where people choose to live.

## REPORT DETAILS

### 1 Background

- 1.1 The Council has recently been approached by applicants seeking very specific accommodation as a result of having younger family members with disabilities. Although these applications are relatively rare, they have raised the issue of the

supply of family sized adapted accommodation. This report is therefore to provide information to Members regarding the supply, management and allocation of Council owned adapted accommodation.

## **2. Details of Proposal or Information**

### Supply of adapted properties

2.1 The Council has the following supply of accommodation with specific adaptations for disabled people;

- 41 – Two bedroomed bungalows
- 18 – Three bedroomed bungalows

All these adapted properties are exempt from the Right to Buy provisions so therefore can be allocated to people under the age of 60 years if required and all cases are approved by the HARP panel (Housing Application Review Panel, where specific cases can be considered and fair and transparent decisions made).

2.2 As result of the Voids Review undertaken in 2019, we now install wet rooms to vacant bungalows, if the bathroom requires replacement. This is to enhance the suitability of accommodation for those who may need adapted properties in the future.

2.3 We are continually looking to increase the supply of family sized adapted accommodation and are in a privileged position to be able to shape and design such units through our Bolsover Homes development schemes and utilise opportunities with developers through S106 agreements.

2.4 Three of the three bedroom properties referred to above are as a result of the successful identification and supply of adapted accommodation previously provided by B@Home, where three family sized bungalows were developed:- two in South Normanton and one in Shirebrook.

2.5 We are committed to include a supply of this type of accommodation on new sites being developed by our Bolsover Homes programme and are currently looking at sites in Clowne, Shirebrook and Langwith.

2.6 In addition as a result of successful negotiations with Keepmoat, where the Council has purchased properties as part of affordable housing provision through a S106 Agreement, one unit is a three bedroomed adapted bungalow for a family whose needs had been identified. Specific demand had been identified by Derbyshire County Council Occupational Therapists and we were able to shape accommodation to meet the needs of three families with severely disabled children. We also secured two, 2 bed bungalows, which are built to 'lifetime homes standard', so are suitable for people with disabilities. (See 2.8 below)

- 2.7 We continue to explore any new approaches from developers as identified by the Head of Economic Development, Regeneration and Housing Delivery. This will be informed by utilising presenting demand for that locality at the time. In these instances, we prefer to use the standard Lifetime Homes plans if possible.
- 2.8 The Council's three bedroomed family sized bungalows are built to Lifetime Homes Standard:- 119sqm, have the benefit of three double bedrooms, level access throughout, wet rooms, additional family WC, large dining kitchen (can be adapted for the specific need of the family), spacious entrance area with storage for wheelchair, driveways and family sized level patio and garden areas. In addition to these standard features, specific adaptations can be provided on advice from the Occupational Therapists i.e. hoists, wash-dry WC's, etc.
- 2.9 When looking at where we need to enhance supply of adapted properties, especially larger dwellings, we consider the demand for these type of properties and the locations of need. This information is captured in a number of ways. In most instances, families are identified by the Occupational Therapist at either Derbyshire County Council or Hospitals and they liaise with the Councils Housing Needs team on behalf of the family.

#### Allocation and Management

- 2.10 Families can apply directly to us by completing a Housing Application Form and be registered on the waiting list. The Housing Needs Team provide support with this if required and collate all the relevant supportive information from the Occupational Therapists. They are therefore aware of all such specialist need at any one time. Such specialist need is reflected in the Allocations Policy and most cases are directly approved by HARP.
- 2.11 Most families are, understandably, specific as to where they wish to be rehoused, preferring to stay in their local area, with existing support networks, schools, etc. However, occasionally, there may be no suitable accommodation available. In these instances, the Housing Needs Team discuss options with the family and the Occupational Therapist. The management of people's expectations is important and we try to ensure all agencies agree the options and support the family accordingly.
- 2.12 In terms of adaptations to existing Council Housing Stock, specific needs are discussed at a Joint Adaptation Panel meeting between DCC Disability team and Bolsover District Council held every 5 – 6 weeks (under normal circumstances) which is attended by the Housing Needs Manager and the relevant DCC Service Manager. All new standard adaptation referrals are discussed and in most cases accepted e.g. wet rooms, ramps, etc. Where major works are requested in houses, further discussions will follow with the family. In many instances a joint feasibility visit, between the Planned Repairs Inspector and the Occupational Therapist is arranged to ascertain if works can

be undertaken to our properties. In some cases alternative adapted accommodation is the best option, these are identified and options jointly discussed.

- 2.13 Major adaptations to houses are usually only undertaken when there is no option and the Occupational Therapists confirm that the works will meet the long term needs of the client. Both BDC and DCC are keen to ensure resources are effectively spent. These cases are jointly agreed where the resulting adaptations meet the needs of the family.
- 2.14 There is a very good working relationship between BDC and DCC Adult and Children’s Disabilities Team. In most cases the Occupational Therapists are realistic in their expectations. The regular Panel Meetings provide the opportunity for both teams to discuss cases and agree solutions. In addition many joint site visits are undertaken.

**3 Reasons for Recommendation**

- 3.1 The report is for information regarding the supply, allocation and management of Council owned adapted properties. It seeks to inform members and to recommend that Scrutiny review the process and prepare recommendations to Executive to further support families with needs for adapted properties within the district.

**4 Alternative Options and Reasons for Rejection**

- 4.1 The report is for information regarding the supply, allocation and management of Council owned adapted properties. It seeks to inform members and to recommend a Scrutiny review of the service area.

**DOCUMENT INFORMATION**

Appendix No	Title
N/A	
<b>Background Papers</b> (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)	

# Topic Suggestion Form

Please return this form to:

Scrutiny and Elections Officer, Governance, Bolsover District Council, The Arc, High Street, Clowne, Chesterfield, Derbyshire, S43 4JY. Please contact the office if you require advice on 01246 242385 or [joanne.wilson@bolsover.gov.uk](mailto:joanne.wilson@bolsover.gov.uk)

Name: Executive

Please list up to two suggestions below:

Criteria for evaluating and prioritising suggested topic	Topic No.1
<b>What topic are you suggesting and the possible review title e.g. Review of. ...</b>	Review of the Council's Adapted Accommodation
<b>Does this issue have a potential impact on one or more section(s) of the population?</b>	This will impact on both family housing and older persons housing for those requiring adapted accommodation.
<b>Does this topic relate to a specific geographical area or the whole District?</b>	Whole District
<b>Is the issue strategic and significant?</b>  (Include reference to how it contributes to the delivery of the Council's priorities)	The Council has various duties under current legislation in relation to provision of housing for the identified sections of the population, including working in partnership with Derbyshire County Council, health services and other public agencies.  Ensuring that we have the correct policies and processes in place to manage existing stock and provision of new additional stock is vital due to the population demographics.
<b>Will the scrutiny activity add value to the Council's, and/or its partners' overall performance?</b>  (Include reference to current issues with service dissatisfaction/ under performance/complaints)	This area is not currently being reviewed but has been identified as an area that needs investigation. It is therefore timely to engage Scrutiny in this process.
<b>Is it likely to lead to effective outcomes?</b> (E.g. improve value for money, increase income, make savings)	Yes reviewing existing policies, processes, and stock management will ensure that this service area is fit for purpose.

Criteria for evaluating and prioritising suggested topic	Topic No.1
<p><b>Will scrutiny involvement be duplicating some other work?</b></p> <ul style="list-style-type: none"> <li>• <b>Is this function currently being reviewed? (E.g. via Internal Audit/ Service Review)</b></li> </ul>	<p>No, as stated above this is recently identified as an area for investigation and review.</p>
<p><b>Is it an issue of concern to partners and stakeholders?</b></p>	<p>Due to the Councils partnership working in providing adapted accommodation to households within the District it is vital that we have the right policies and processes in place.</p>
<p><b>Is the topic an issue of community concern?</b></p> <ul style="list-style-type: none"> <li>• <b>Has it been raised by residents in your ward?</b></li> </ul>	<p>Yes, recent applications for adapted accommodation, particularly for families have brought in to question our approach to stock management and how we ensure we meet service demand.</p>
<p><b>Are there adequate resources available to do the scrutiny activity well?</b></p>	<p>Yes there is technical support available from the service area.</p>
<p><b>Is the scrutiny activity suggested timely?</b></p> <ul style="list-style-type: none"> <li>• <b>Has this subject been reviewed in the last 3 years? If so when, what was the outcome and what would a further review achieve or how would it make an impact?</b></li> </ul>	<p>Yes, due to recent concerns over stock it is important to take an opportunity to review while new Bolsover Homes sites area in development. This topic has not been reviewed in the last 3 years.</p>

<b>Method of Delivery – support to Scoping of Review</b>	<b>Topic No.1</b>	
<b>Is there Statutory Responsibility for the area in question, i.e. planning enforcement?</b>	Yes the Council has duties within current legislation.	
<b>How could the public be engaged?</b> e.g. survey, discussion group or co-opted onto a Panel	Possible engagement with existing tenants in adapted accommodation or those currently applying – to be assessed further.	
<b>Please tick one of the boxes to your right to identify which type of review your topic is suitable for:</b>  19	<b>In depth review (up to 6 months)</b>	✓
	<b>Mini review (1-2 meetings) – formal report to Committee with recommendations agreed on the day/at the subsequent meeting.</b>	
	<b>Update Presentation or Report to the Scrutiny Committee to support development of future review topic (low priority issue)</b>	

## **Appendix 3**

We have 59 fully disabled adapted properties - designed for clients with disabilities.

There are 6 x 2 bed flats, 35 x 2 bed bungalows and 18 3 bed bungalows,

<b>Area</b>	<b>Property type</b>
Clowne	2 x 2 Bed bungalow
Clowne	6 x 3 Bed bungalow
Creswell	2 x 3 bed bungalow
Whitwell	2 x 2 bed bungalow
Whitwell	4 x 3 bed bungalow
Shuttlewood	2 x 2 bed flat
Bolsover	4 x 2 bed flat
Bolsover	2 x 2 bed bungalow
Bolsover	1 x 3 bed bungalow (New build)
South Normanton	4 x 2 bed bungalow
South Normanton	2 x 3 bed bungalow (New Build)
Blackwell	2 x 2 bed bungalow
Newton	1 x 3 bed bungalow
Tibshelf	4 x 2bed bungalow
Pinxton	6 x 2 bed bungalow
Langwith	2 x 2 bed bungalow
Glappwell	2 x 2 bed bungalow
New Houghton	2 x 2 bed bungalow
Shirebrook	7 x 2 bed bungalow
Shirebrook	2 x 3 bed bungalow ( 1 is New Build)

## **Houses with significant adaptations suitable for people with disabilities**

We have 14 houses with significant adaptations suitable for people with disabilities, 11 x 3 bed houses, and 3 x 4 bed houses.

Clowne	1 x 3 bed house
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Whitwell	1 x 4 bed house
Creswell	1x 4 bed house
Creswell	1 x 3 bed house
Bolsover	2 x 3 bed house
Bolsover	1 x 4 bed house
South Normanton	1 x 3 bed house
Blackwell	1 x 3 bed house
Glapwell	1 x 3 bed house
Shirebrook	4 x 3 bed house

**Bolsover District Council**

**Customer Services Scrutiny Committee**

**2 August 2021**

**Scrutiny Committee Work Programme 2021/22**

**Report of the Scrutiny & Elections Officer**

Classification: This report is public

Report By: Scrutiny & Elections Officer

Contact Officer: Joanne Wilson

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**PURPOSE / SUMMARY**

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2021/22.
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**RECOMMENDATIONS**

1. That Members review this report and the Programme attached at Appendix 7.1 for approval and amendment as required. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

Approved by the Portfolio Holder – N/A

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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

None from this report.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details:**

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

On Behalf of the Solicitor to the Council

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**Staffing:** Yes  No

**Details:**

None from this report.

On behalf of the Head of Paid Service

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## DECISION INFORMATION

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

- 1.1 The main purpose of the report is to inform members of the meeting programme or the year 2021/22 and planned agenda items (Appendix 7.1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

### **2. Details of Proposal or Information**

- 2.1 Attached at Appendix 1 is the meeting schedule for 2021/22 and the proposed agenda items for approval/amendment.

### **3 Reasons for Recommendation**

- 3.1 This report sets the formal Committee Work Programme for 2021/22 and the issues identified for review.

3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.

3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

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

4.1 There is no option to reject the report as the Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1.	Work Programme 2021/22
<b>Background Papers</b> (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)	
Previous versions of the Committee Work Programme.	

**Customer Services Scrutiny Committee**

**Work Programme 2021/22**

**Formal Items – Report Key**

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

Date of Meeting	Items for Agenda		Lead Officer
28 June 2021	Part A – Formal	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
	Part B – Informal	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	Scrutiny & Elections Officer
2 August 2021	Part A – Formal	<ul style="list-style-type: none"> <li>Briefing on Adapted Accommodation</li> </ul>	Head of Housing Management & Enforcement/ Housing Enforcement Manager
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
13 September 2021	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>LG&amp;SCO and Housing Ombudsman Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
18 October 2021	Part A – Formal	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer

Appendix 1

Date of Meeting	Items for Agenda		Lead Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>13 December 2021</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>21 February 2022</b> 27	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li><i>Housing Strategy – Monitoring Update – TBC</i></li> </ul>	Head of Service – Economic Development, Regeneration and Housing Delivery; Head of Property & Housing Repairs; Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>21 March 2022</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Transformation Governance Group Update</li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>23 May 2022</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer