

The Arc  
High Street  
Clowne  
S43 4JY

To: Chair & Members of the Customer  
Services Scrutiny Committee

Contact: Jo Wilson  
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Thursday, 7 July 2022

Dear Councillor

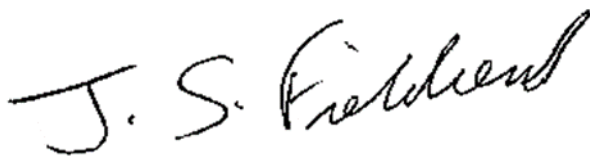
**CUSTOMER SERVICES SCRUTINY COMMITTEE**

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, 18th July, 2022 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 on Pages 2 and 3.

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**

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

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

**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

***Monday, 18th July, 2022, at 10:00 hours taking place in the Council Chamber, The Arc,  
Clowne***

<b>Item No.</b>		<b>Page No.(s)</b>
	<b><u>PART A - FORMAL</u></b>	
<b>1.</b>	<b>Apologies for Absence</b>	
<b>2.</b>	<b>Urgent Items</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.	
<b>3.</b>	<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.	
<b>4.</b>	<b>Minutes of the meeting held on 23rd May, 2022</b>	<b>4 - 6</b>
<b>5.</b>	<b>List of Key Decisions and Items to be Considered in Private</b>  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	<b>7</b>
<b>6.</b>	<b>Operational Update on Waste Collection Services</b>	<b>8 - 16</b>
<b>7.</b>	<b>Consultation on Derbyshire Homelessness and Rough Sleeping Strategy 2022-2027</b>	<b>17 - 48</b>
<b>8.</b>	<b>Operational Update on Customer Services - Presentation</b>	<b>49 - 65</b>
<b>9.</b>	<b>Review of Council-owned Adapted Accommodation - Executive Response</b>	<b>66 - 75</b>

**10. Scrutiny Committee Work Programme 2022/23**

76 - 82

**PART B - INFORMAL**

*The formal meeting of the 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.*

**11. Review work**

## CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 23<sup>rd</sup> May 2022 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

Councillors Rita Turner (Vice-Chair), Allan Bailey, David Dixon, Ray Heffer, Andrew Joesbury and Patricia Clough.

Officers: Chris Fridlington (Assistant Director of Development & Planning) and Joanne Wilson (Scrutiny & Elections Officer).

### **CS01-22/23            APOLOGIES FOR ABSENCE**

There were no apologies for absence.

### **CS02-22/23            URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **CS03-22/23            DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS04-22/23            MINUTES OF MEETING ON 21<sup>ST</sup> MARCH 2022**

Moved by Councillor David Dixon and seconded by Councillor Andrew Joesbury  
**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 21<sup>st</sup> March 2022 be approved as a correct record.

### **CS05-22/23            MINUTES OF AN EXTRAORDINARY MEETING HELD ON 26<sup>TH</sup> APRIL 2022**

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner  
**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 26<sup>th</sup> April 2022 be approved as a correct record.

### **CS06-22/23            LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Committee considered the List of Key Decisions and items to be considered in private document.



## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

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

### **CS07-22/23**

### **TRANSFORMATION PROGRAMME REVIEW**

The Assistant Director for Development and Planning provided Members with a progress update on the Transformation Programme originally agreed in 2018. As noted in the report, the previous Customer Services & Transformation Scrutiny Committee monitored progress against the Plan, receiving periodic updates from the Transformation Governance Group.

Members were reminded that from 130 ideas, 57 projects were formed of which 12 have been completed and are forecast to deliver £1m in revenue efficiencies. The Assistant Director reminded Members of the changes that had taken place to the programme during the pandemic (sections 1.4 – 1.9). As noted in section 2 of the report, changes to staffing structures and responsibilities, alongside completion of projects and the integration of other monitoring arrangements via the Business Growth Strategy and the ICT Strategy Working Group, have resulted in the Council no longer needing a separate Transformation Programme and associated governance arrangements. Consequently the Transformation Governance Group has ceased.

Cllr Heffer raised concerns re electric fleet and the potential flexibility and sustainability of the vehicles. It was suggested that the relevant Assistant Directors be contacted, but was noted that the Climate Change & Communities Scrutiny Committee would look at this through their monitoring arrangements.

A discussion took place around transformation/development within the District's main town centres and it was noted the Council was looking at the Shared Prosperity Fund to help fund potential developments.

This update formed the last transformation update to the Committee.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury

**RESOLVED** that the update on the Transformation Programme and the subsequent changes to the management and governance of the objectives formerly contained in the now discontinued Transformation and Carbon Reduction Plans, be noted.

(Assistant Director of Development & Planning)

### **CS08-22/23**

### **WORK PROGRAMME 2022/23**

Committee considered their proposed work programme for 2022/23. Members discussed outstanding pieces of work to be completed in advance of the Elections in May 2023.

Cllr Joesbury requested that further information briefings took place on the impact of Levelling Up and the potential County Deal. The Scrutiny & Elections Officer agreed to follow this up with senior officers and Executive as it was relevant to all Members rather than the Committee.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner  
**RESOLVED** that the Work Programme 2022/23 be approved and noted.

(Scrutiny & Elections Officer)

The meeting ended at 11:10 hours.



**List of Key Decisions and items to be considered in private**

The latest version of the Forward Plan can be found here:

<https://committees.bolsover.gov.uk/mgListPlans.aspx?RPId=1147&RD=0&bcr=1>

Members should contact the officer whose name appears on the List of Key Decisions for any further information.

**NB:** If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only.

## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 18 July 2022**

#### **Operational Update on Waste Collection Services**

#### **Report of the Portfolio Holder for Environmental Health & Licensing**

<b>Classification</b>	This report is Public
<b>Report By</b>	Steve Brunt, Assistant Director of Streetscene; <a href="mailto:steve.brunt@bolsover.gov.uk">steve.brunt@bolsover.gov.uk</a>
<b>Contact Officer</b>	Steve Brunt, Assistant Director of Streetscene; <a href="mailto:steve.brunt@bolsover.gov.uk">steve.brunt@bolsover.gov.uk</a>

#### **PURPOSE/SUMMARY OF REPORT**

To provide a briefing to scrutiny Members on the current operational delivery of the waste and recycling services, and proposed changes due to revised national legislation.

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#### **REPORT DETAILS**

##### **1. Background**

1.1 Waste and Recycling Services reside within Streetscene Service functions and undertakes arrangements for the collection of household and commercial wastes in accordance with the Council's statutory duty (Waste Collection Authority) comprising of:

- Domestic household waste collection
- Bulky household waste collection
- Commercial waste collection (when requested)
- Recyclable waste collection
- Clinical waste collection
- Waste minimisation and recycling promotion

- 1.2 The portfolio of service functions is predominantly funded by way of the General Fund budget, as follows:

<b>Service Budget</b>	<b>Nett Budget</b>
G024 Street Cleaning Service	330,528
G028\148 Waste Collection *	878,538
G032 Grounds Maintenance	717,112
G033 Vehicle Fleet Maintenance	1,031,204
G097 Groundwork and Drainage Operations	72,914
G123 Riverside Depot	164,981
G124\199 Street Services Management and Administration	132,608
G149 Recycling Collection *	298,950
	<b>3,626,835</b>

*Note: \*Budget in respect of waste collection and recycling service is £1,177,480*

In undertaking service delivery, the team procures and operates vehicles (150No) plant and equipment (100No) with total combined value in excess of £4million.

- 1.3 Service performance is measured by way of Corporate and Service KPI's; as follows:

	<b>Corporate Plan Ambition</b>	<b>Corporate Plan Target</b>
ENV 03	Providing excellent and accessible services	Achieve a combined recycling and composting rate of 40% by March 2023.

<b>Service Plan KPI</b>	<b>Annual Target 2019-20</b>	<b>Annual Target 2020-21</b>	<b>Annual Target 2021-22</b>	<b>Annual Target 2022-23</b>	<b>Annual Target 2023-24</b>
SS05 - Amount of residual household waste disposed of by way of landfill.	<b>494Kg (546Kg)</b>	<b>494Kg (625Kg)</b>	<b>476Kg (569Kg)</b>	<b>471Kg</b>	<b>453Kg</b>

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

### Waste targets

- 2.1 Amount of residual waste (SS05) is influenced by amount of waste recycled (ENV03) which performance (as set out above) was substantively affected by impacts of Covid-19 arising from increased waste entering the waste stream from national lock-downs and other waste streams diverted to residual treatment arrangements.
- 2.2 The Council has benefited from increased recycling performance (see below) over course of the prior several years; in particular, from introduction of the burgundy bin, kerbside recycling service (2011\12). However, performance plateaued around 2016\17; following which, ebbed back to 40.30% and influenced by changes in retail product packaging packing, such as lighter (300gram) wine bottles; of which, glass makes up 42% (approx.) weight of mixed recyclable waste (6,800tonnes) collected per annum.

Year	%Recycling
2010\11	28.00%
2011\12	36.80%
2012\13	40.95%
2013\14	40.29%
2014\15	41.30%
2015\16	42.30%
2016\17	42.10%
2017\18	40.30%
2018\19	40.30%
2019\20	40.30%
2020\21	36.00%
2021\22	38.50% (Est)

### Satisfaction

- 2.3 The Councils' citizen panel is consulted every two years to understand satisfaction with waste collection service arrangements. The table below illustrates satisfaction levels between 2015 and 2021.
- 2.4 The Panel was recently consulted (June 2021) following kerbside (burgundy bin) recycling service being brought in-house. Results found satisfaction levels remained high and not adversely affected by service performance and disruption over course of the latter part of 2020 and early 2021; as follows:

2015 Citizen Panel Survey			2017 Citizen Panel Survey		
Residual	Organic	Recycling	Residual	Organic	Recycling
91%	87%	90%	91%	88%	89%
2019 Citizen Panel Survey			2021 Citizen Panel Survey		
Residual	Organic	Recycling	Residual	Organic	Recycling
95%	93%	94%	93%	90%	90%

- 2.5 The Council's Streetscene (Waste Collection) Team has received national recognition in APSE (Association of Public Service Excellence) Performance Networks in 'Best Performer' and 'Most Improved Performer' award categories, reflecting our services are organised and managed within a measured performance management framework.

### Burgundy Bin provision

- 2.6 Up to February 2021, the Council's burgundy bin kerbside recycling collection service was undertaken by an external service provider (Ward Recycling Ltd); however, the service was brought in-house from 23<sup>rd</sup> February 2021, arising from the company going in to liquidation.
- 2.7 The contract experienced performance issues from commencement of the first national lockdown (March 2020); arising from which, from April to September 2020, the Councils' worked closely with service provider to support material transfer and processing issues they were experiencing; in particular, as this was essential in maintaining kerbside collections.

- 2.8 Recyclable wastes were subsequently transferred to other Material Recover Facilities (MRF); arising from which, the Council incurred extraneous costs with agreement reached to recover over course of future contract payment mechanism.
- 2.9 Supporting the service provider in this way avoided disruption to resident kerbside collections and eased cash-flow pressures on the contractor's credit risk rating and financial viability.
- 2.10 However, increased service pressure on the company resulted in significant performance issue at the latter part of 2020 and early 2021, sandwiched by two national Covid lockdowns. This impacted on contractual relations and substantive 'default notices' were issued.
- 2.11 As part of service risk management, arrangements were made in consideration of alternative service delivery options in event of the contractor ceasing trading or contracts had need to be terminated, given escalation of 'substantive' default notices served.
- 2.12 Pricing was sought from other external providers in the event service had need to be procured at short notice. However, pricing received was cost prohibitive with increases of 162%; resultant from which, an in-house option was subsequently developed presenting a more cost advantageous approach.
- 2.13 Throughout January\February 2021, service performance continued to decline with further 'substantive' default notices being served; and, on Thursday 18<sup>th</sup> February 2021, the Council's contractor gave notice of entering voluntary liquidation and service would cease.
- 2.14 Streetscene officers quickly secured continuity in service provision up to ending Friday 19<sup>th</sup> February 2021 in anticipation of bringing the service under in-house arrangements from Monday 22<sup>nd</sup> February 2021.
- 2.15 TUPE arrangements and meetings with affected staff took place on Friday 19<sup>th</sup> February 2021 along with liquidator discussions to acquire the contractor's twin-pack recycling vehicle fleet.
- 2.16 With in-house service delivery commencing Monday 22<sup>nd</sup> February 2021, the Councils were able to utilise vehicles which normally undertake garden waste collections that at the time were suspended between December and March, which scope to undertake essential maintenance and repairs to ensure their roadworthiness.
- 2.17 Streetscene officers worked closely with H W Martin Waste Ltd to establish agreement for a sustainable delivery point and processing of materials collected from the kerbside in Bolsover; this of which, included a 'material value sharing mechanism' and subsequently reducing net service operating costs in respect of the initial service budget (£458,000).
- 2.18 Whilst the period of undertaking these arrangements was very challenging, it was further exacerbated by wider ongoing pressures of Covid, BREXIT, driver shortages and supply sector market force issues that made managing frontline service delivery extremely difficult and underlined resilience of the Council's

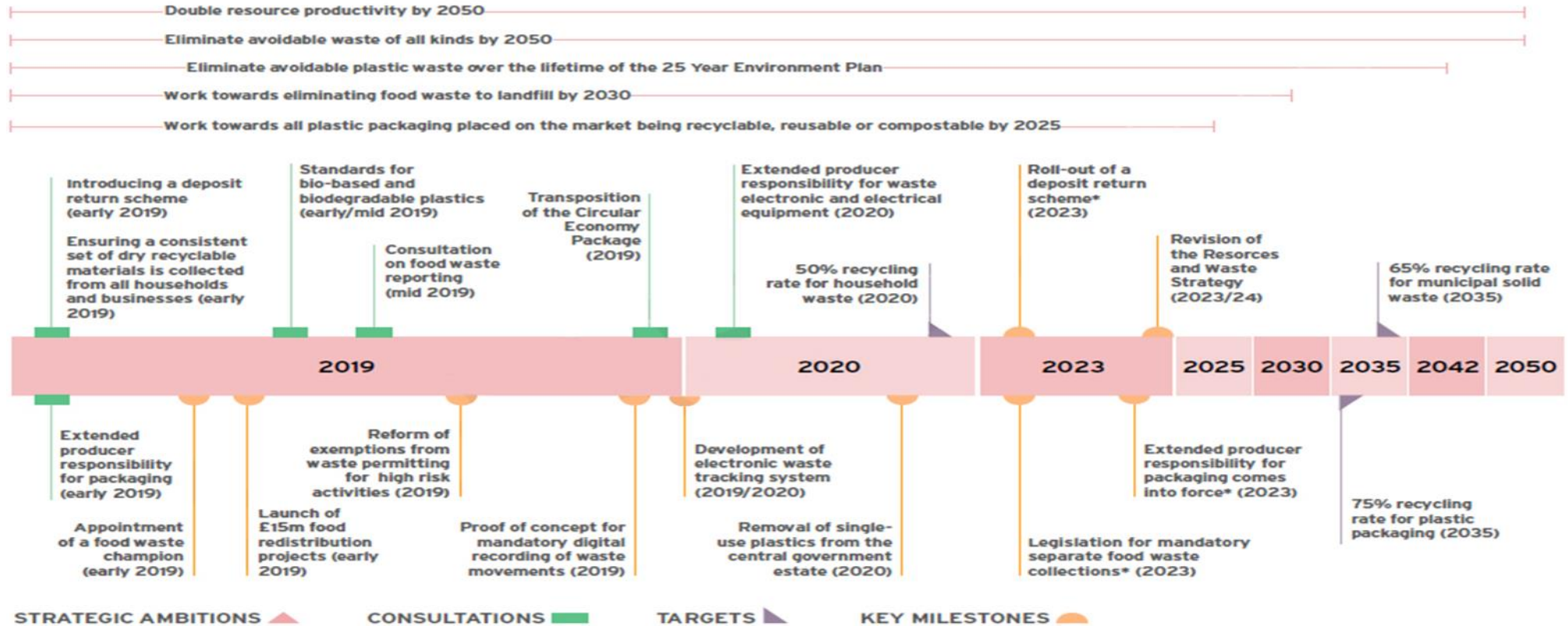
Streetscene Team and Elected Members in the face of considerable challenges and decisions made.

#### Future planning and new legislation

- 2.19 Whilst managing the Councils waste collection function over course of past two years has been very challenging; in particular, when facing difficulties arising from a failing external recycling kerbside service provider; the Councils now have all waste collection functions delivered in-house, which puts us in a stronger and flexible position to meet anticipated new and/or change waste collection duties arising from the government's New UK Resource and Waste Strategy.
- 2.20 Defra's released its new UK Resource and Waste Strategy with its two overarching objectives to (a) Maximise the Value of Resource Use and (b) Minimise Waste and its Impact on the Environment.
- 2.21 The Strategy adopts principles set out in the European Circular Economy Package which includes directives on packaging (plastics) organic (food) waste, electrical goods and Extended Producer Responsibility to:
1. Provide incentives through regulatory\economic instruments if necessary and stimulate markets\infrastructure.
  2. Prevent waste from occurring in the first place and manage it more effectively when it does.
  3. Ensure those who place products on the market which become waste, to take greater responsibility for the costs of disposal\treatment 'the polluter pays principle'.
  4. Not allow our ambition to be undermined by criminality.
- 2.22 The strategy contained Key Milestones for the development of consultations and potential implementations dates, suggesting new policies may not be implemented for several years, as illustrated below:



## KEY MILESTONES



\*subject to consultation

- 2.23 In summary, this sets out the UK would work towards:
1. Plastic packaging placed on the market being recyclable\reusable\compostable by 2025;
  2. Eliminating food waste to landfill by 2030;
  3. Eliminate avoidable plastic waste over lifetime of the (new) 25 Year Environment Plan;
  4. Double resource productivity by 2050;
  5. Eliminate avoidable waste of all kinds by 2050.
- 2.24 However, consultation outcomes and issue of statutory guidance has been deferred due to reasons of Covid, BREXIT and now Ukraine conflict. Defra informed issue of statutory guidance would be issued later in 2022; however, they recently informed the 'cost of living crisis' is likely to further delay this given increased cost in product packing which will be borne by public retail purchasing with anticipated £41.00 (approx.) annum increase to household shopping spend.
- 2.25 Whilst it is anticipated Defra will look towards separate food waste and free garden waste collection arrangements, it not known as to whether they will prescribe a collection frequency; albeit, on publication of their strategy document, have indicated weekly separate collection subject to consultation; the outcome of which is awaited?
- 2.26 It is further anticipated the Council's waste collection arrangements will have need to be reviewed to meet new and/or changed collection duties; also, meeting increasing demands from property growth. The last major review undertaken (2016) resulted in collection rounds having growth capacity included; however, these will have need to be further reviewed to include future growth capacity following increased housing since 2016, as illustrated below:

Year	Households	Comments
2010\11	34,310	The last substantive review was undertaken 2016, following which property growth has been 2,000 (approx.) new households, which has prompted individual team reviews in anticipation of the next major review arising from the new UK Resource & Waste Strategy.
2011\12	34,490	
2012\13	34,590	
2013\14	34,700	
2014\15	34,898	
2015\16	35,020	
2016\17	35,240	
2017\18	35,580	
2018\19	35,900	
2019\20	36,120	
2020\21	36,960	
2021\22	37,110	

- 2.27 The Streetscene Team will therefore have need to consider the UK Waste & Resource Strategy objectives once more is understood from Defra consultations (statutory guidance) and how best to meet future requirements; in particular, around separate food waste collections and impacts of the Council's wider waste streams.

### 3. Reasons for Recommendation

- 3.1 At this stage, due to continued delays in release of the new UK guidance, it is not possible to define the next steps required by the Council and scrutiny members.

### 4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options as further detail is required from Defra.

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### RECOMMENDATION(S)

1. That Scrutiny Members note the current performance of the service.
2. That following the release of new guidance from Defra, a further discussion takes place about how scrutiny can engage in the development of new policies and operational practices that will enable the Council to remain compliant.

Approved by Assistant Director of Streetscene

#### IMPLICATIONS:

**Finance and Risk:**            Yes ☐            No ☒

**Details:**

None from this report. The revisions to the waste collection service have been dealt with by previous reports to Executive and Council.

On behalf of the Section 151 Officer

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

**Details:**

Current waste collection services must comply with statutory guidance.  
The new national legislation will require the Council to revise their current strategy and waste collection arrangements.

On behalf of the Solicitor to the Council

**Staffing:**            Yes ☐            No ☒

**Details:**

None from this report

On behalf of the Head of Paid Service

## 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>Revenue - £75,000   <input type="checkbox"/>   Capital - £150,000   <input type="checkbox"/></b> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	No

<b>District Wards Significantly Affected</b>	All wards
<b>Consultation:</b> <b>Leader / Deputy Leader   <input type="checkbox"/>   Executive   <input type="checkbox"/></b> <b>SLT   <input type="checkbox"/>   Relevant Service Manager   <input checked="" type="checkbox"/></b> <b>Members   <input checked="" type="checkbox"/>   Public   <input type="checkbox"/>   Other   <input type="checkbox"/></b>	Details:

<b>Links to Council Ambition: Customers, Economy and Environment.</b>
Ambition: Environment Priority: Increasing recycling

DOCUMENT INFORMATION	
Appendix No	Title

<b>Background Papers</b> <i>(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 you must provide copies of the background papers).</i>

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## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 18<sup>th</sup> July 2022**

### **Consultation on Derbyshire Homelessness and Rough Sleeping Strategy 2022-2027**

### **Report of Victoria Dawson, Assistant Director Housing Management and Enforcement**

<b>Classification</b>	This report is Public
<b>Report By</b>	Victoria Dawson, Assistant Director Housing Management and Enforcement , 01246 242231
<b>Contact Officer</b>	Victoria Dawson, Assistant Director Housing Management and Enforcement , 01246 242231

### **PURPOSE/SUMMARY OF REPORT**

The purpose of this report is for the Customer Services Scrutiny Committee to consider and feedback on the County Wide Homeless Strategy.

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### **REPORT DETAILS**

#### **1. Background**

- 1.1 The pandemic and subsequent response by all of the district and borough authorities in Derbyshire has brought about creativity, innovation, improved partnership working and a wide recognition of the link between homelessness and health.
- 1.2 Through our co-ordinated approach to tackling homelessness and service delivery we have seen improved outcomes for many people across North Derbyshire with long and complex histories of homelessness.
- 1.3 The new county wide homelessness and rough sleeping strategy (see appendix 1) has a core aim to break down system blockages, and argues that a multi-disciplinary approach is needed to make systems work better and that services are flexibly designed around the needs of our customers.
- 1.4 The Homelessness Reduction Act (2017) is now fully embedded and this legislation has enabled councils to do much more for people facing homelessness. The Government are committed to ending rough sleeping by 2024 and this new Derbyshire wide strategy is fully in keeping with the positive spirit of the homelessness legislation and the ambition of the Government's target.

- 1.5 The strategy makes reference to the new Domestic Abuse Act (2021) and contained within the list of priority actions are proposals to increase support and easier access to accommodation for abuse victims.

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

- 2.1 The strategy has been developed through close collaboration between the Derbyshire Homelessness Officers Group (DHOG), Derbyshire County Council, Public Health, NHS, Police, Probation, and a wide range of partner agencies including from the voluntary sector.
- 2.2 The strategy is ambitious and our vision is “working collaboratively across Derbyshire to prevent and reduce homelessness – making it everyone’s responsibility.
- 2.3 The strategy will meet the vision and aims through the delivery of 4 clear priorities:
1. Make homelessness everyone’s responsibility through a system wide approach
  2. Prevent homelessness and respond through early intervention and personalised solutions
  3. End rough sleeping and repeat homelessness
  4. Develop sustainable supported and settled housing solutions
- 2.4 The Director of Public Health for Derbyshire is a signatory and the strategy will sit under the Health & Wellbeing Board. This represents a significant shift in how homelessness strategies are implemented. With the strategy sitting within the wider health spectrum this means that we have a huge opportunity to transform housing and homelessness services for the people we serve.
- 2.5 The Derbyshire strategy will serve as the council’s main homelessness & rough sleeping strategy for 5 years.

## **3. Reasons for Recommendation**

- 3.1 The previous two years have brought us to a unique position whereby there is now a broad consensus that we are stronger by working together.
- 3.2 By adopting this strategy we will be able to meet the continued challenges ahead such as meeting the needs of those with multiple and complex needs and the coming issues related to the increases in the cost of living.

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

- 4.1 We proceed with our own homelessness strategy.
- 4.2 We would not have the added support of the other district and borough councils and the influence and added value of Derbyshire County Councils involvement.

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## **RECOMMENDATION(S)**

1. That Members review and provide comment on the draft Derbyshire Homeless Strategy with a view to this being adopted by Bolsover District Council.

Approved by the Portfolio Holder - Cllr Peake, Executive Member for Housing

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### **IMPLICATIONS:**

**Finance and Risk:**            Yes ☒            No ☐

**Details:**

There are no financial implications arising from the Strategy.

On behalf of the Section 151 Officer

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

**Details:**

As set out in the report.

On behalf of the Solicitor to the Council

**Staffing:**            Yes ☐            No ☒

**Details:**

There are no staffing implications contained within the report

On behalf of the Head of Paid Service

## **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>Revenue - £75,000   <input type="checkbox"/>   Capital - £150,000   <input type="checkbox"/></b> <b><input checked="" type="checkbox"/> Please indicate which threshold applies</b>	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>	No
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	<b>Details:</b>  Portfolio Holder

<b>Links to Council Ambition: Customers, Economy and Environment.</b>
Customer Services

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1	Derbyshire Homeless Strategy

<b>Background Papers</b>
<i>(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 you must provide copies of the background papers).</i>



# Derbyshire Homelessness and Rough Sleeping Strategy 2022 – 2027



**Derbyshire  
Homelessness  
Officers Group**



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# Foreword

## Stronger Together

**I am delighted to introduce Derbyshire's first ever countywide Homelessness and Rough Sleeping Strategy. This strategy marks a pinnacle moment in our approach to tackling homelessness, signalling a multi-agency collaborative approach, recognising that we are stronger together.**

The reasons that lead to homelessness are multiple and often extremely complex. Many people have needs that extend beyond the basic need for a home and impact on their health and wellbeing. It is not possible for Local Housing Authorities to meet those needs in isolation, but rather a successful strategic approach to preventing homelessness is dependent upon a coordinated multi-agency response, ensuring that the right advice and support is given at the right time, with opportunities for early intervention and promotion of wellbeing being prioritised wherever possible.

Partners in Derbyshire face considerable challenges in responding to homelessness and rough sleeping, set against a backdrop of the global pandemic, increases in the cost of living and an increasingly unaffordable housing market.

The multi-agency response to protecting people experiencing homelessness during the pandemic shows what can be achieved when we work together. The close collaboration between district and borough councils, our partners at Derbyshire County Council, the NHS, criminal justice system and the Health & Wellbeing board proved what can be achieved when we work together and the driving force behind this strategy is to ensure that this new way of working remains the new normal.

Derbyshire's Homelessness Strategy builds on the work during COVID-19 by further preventing people from experiencing homelessness in the first place and helping people who are experiencing homelessness build a more positive healthier future.



The vision is simple -  
***“Working collaboratively across Derbyshire to prevent and reduce homelessness – making it everyone’s responsibility.”***

This Strategy reflects our strong shared commitment to realising this vision.

Meeting these challenges requires a radical change in how everyone works; simply carrying on as before will not deliver the reduction in homelessness and rough sleeping that needs to be achieved.

This is an exciting time with opportunities to transform our approach to tackling homelessness and ending the need for anyone to sleep rough.



**Dean Wallace**  
*Director of Public Health for Derbyshire*



## Group Members



**Cllr Paul Hillier**

*Deputy Leader and Cabinet Member for Housing & Public Health, Amber Valley Borough Council*



**Cllr Paul Maginnis**

*Lead Member for Health and Wellbeing, Erewash Borough Council*



**Cllr Sandra Peake**

*Portfolio Holder – Housing, Bolsover District Council*



**Cllr Fiona Sloman**

*Executive Councillor for Housing & Licensing, High Peak Borough Council*



**Cllr Christine Ludlow**

*Cabinet Minister for Housing, Chesterfield Borough Council*



**Cllr Carolyn Renwick**

*Cabinet Member for Housing & Community Safety, North East Derbyshire District Council*



**Cllr Chris Furness**

*Chair of Community and Environment, Derbyshire Dales District Council*



**Cllr Gordon Rhind**

*Chair of Housing & Community Service Committee, South Derbyshire District Council*



**Derbyshire  
Homelessness  
Officers Group**

We are excited to be able to adopt such an ambitious Countywide Homelessness & Rough Sleeping Strategy and are committed to working in partnership across the County to transform our response to homelessness.

# Introduction

**This is Derbyshire's first Countywide Homelessness and Rough Sleeping Strategy and signifies a transformation in our response to homelessness. Through this strategy we want to ensure a whole system approach whereby homelessness is everyone's responsibility. The development of this strategy has been commissioned by the eight district and borough Councils to ensure a collaborative and innovative approach to transforming our response to homelessness.**

This strategy has been developed at a time of significant pressures – including the recovery from the pandemic, the war in Ukraine, the largest increases in the cost of living witnessed in 10 years, and inflation at the highest level in 40 years. This is set against a backdrop of an increasingly unaffordable housing market and national increases in homelessness levels. The challenges we are facing are significant – and that is why it is more imperative than ever to have a strategic countywide response to tackling homelessness across Derbyshire.

It is widely recognised that homelessness, in its causes and consequences, is a cross-cutting issue, which cannot be tackled by one agency alone. In order to effectively prevent and respond to homelessness it is essential that all partner agencies work collaboratively together in an integrated way to both address the underlying causes that have led to homelessness, but also develop a system that meets the needs of this, often vulnerable, client group in a coordinated way.

The homelessness response to the COVID-19 pandemic has seen a collective partnership approach to protecting the most vulnerable members of our communities. Through our response to the pandemic we have demonstrated what working together can achieve and there is strong evidence to show that our actions have saved lives and prevented hospital and intensive care admissions.

This unprecedented challenge has led to creativity, innovation, improved partnership working, and a wider recognition of the intrinsic link between homelessness and health. Through a co-ordinated approach to service delivery we have witnessed



improved outcomes for some of our clients with long and complex histories of homelessness.

Through this strategy we want to build upon this collaborative approach and create a new normal that breaks down current blockages within the system, ensuring a multi-disciplinary approach designed around the needs of customers.

We now have a unique opportunity to ensure that systems change permanently. Through this strategy we want to ensure that there is a legacy; changing the way homelessness and wider services are designed, commissioned, and delivered across Derbyshire.

This strategy also provides a platform to work in partnership to meet the complex and multiple needs that some individuals experiencing homelessness present with – over recent years we have witnessed a stark increase in the complexity of need that people are presenting with. The solution to homelessness is rarely ever just a home and through the implementation of this strategy we will develop a multi-disciplinary approach that seeks to address the underlying causes of homelessness and the wider support needs that people experience, alongside developing clear pathways between services.

This strategy sets out a clear and ambitious plan to transform our response to homelessness and has been developed through close collaboration between the Derbyshire Homelessness Officer's Group (DHOG), Derbyshire County Council, Public Health, NHS, Police, Probation, and a wide range of partner agencies.



The success of its delivery will rest upon the ongoing commitment of all of these organisations to meet our vision, and to ensure that homelessness is everyone's responsibility and the response that we saw during the pandemic becomes the new normal.

Whilst the ambitions of this Strategy are to collaborate to ensure consistent and high quality provision to meet the needs of the people of Derbyshire, there will still be a need for individual local authorities to undertake localised projects to meet the individual needs of their specific communities.

## Building on Success: Derbyshire Homelessness Officers Group

Derbyshire Homelessness Officers Group's (DHOG) purpose is to promote homelessness reduction and prevention through strategic leadership and the development and commissioning of improved and integrated homelessness services in the County. DHOG's mission is to make homelessness, and the causes of homelessness, everyone's responsibility.

DHOG is made up of homeless leads from the 9 District and Borough Authorities (including Staffordshire Moorlands), together with representatives from Public Health and Derbyshire County Council.

DHOG recognises that this Strategy sets out an ambitious plan and vision for tackling homelessness over the next five years, and to successfully deliver this will require significant commitment from all of the Local Authorities and our key partners. However this strategy is built upon a successful partnership, which has a unique reputation for getting things done, and bringing about collaboration and change.

The response to the pandemic has crystallised the impact that a joint and collaborative approach can have, and the combined effort of all DHOG partners ultimately saved lives. Our response included:

- Jointly commissioning the use of a local hotel to provide emergency accommodation.
- Securing match funding of £86,000 from Derbyshire County Council in order to pool COVID-19 emergency funds to enable a collaborative approach.



- Bringing together partners from the NHS, public health, adult social care, police, substance misuse services and the charitable sector to provide support to those accommodated as part of the crisis response.
- Establishing a 'Keeping Everyone In Service' (KEIS) to continue to provide accommodation and support to clients with severe and multiple deprivation, securing funding from a wide range of partners.
- Development of the Mount Cook Winter provision to provide emergency cold weather provision, with multi-agency support available on site.

Other achievements and successes of DHOG include:

- Derbyshire Move-on support protocol.
- Joint commissioning on an integrated ICT solution to meet the requirements of the Homelessness Reduction Act 2017.
- Co-ordination of rough sleeper counts across Derbyshire and Staffordshire Moorlands.
- Successful Rough Sleeper Initiative funding bid to provide outreach services across Derbyshire.
- Joint commissioning of a countywide out of hours service
- Joint commissioning of Call B4U Serve to prevent homelessness from the private rented sector



- These achievements provide us with a solid platform of collaboration to meet the ambitions set out in this strategy.
- Effective and successful partnership established with the Derbyshire Law Centre to deliver the Homelessness Prevention and Court Desk liaison services.

These achievements provide us with a solid platform of collaboration to meet the ambitions set out in this strategy.



# Our Vision


## Our Vision for Homelessness across Derbyshire

We recognise that while each district and borough is unique, many of the challenges we face in tackling homelessness are common across the whole of Derbyshire, and therefore this Strategy provides us with a platform upon which to transform homelessness services across Derbyshire. We recognise that the impact that we have when we work together is greater and we can achieve more. Together we are stronger.

Through this Strategy we aim to:

- Create, share, and replicate best practice and innovation in responses to homelessness and its prevention across Derbyshire.

- Commission and develop joint services and improve collaboration wherever possible.
- Prevent homelessness across the whole system by intervening earlier and developing individual solutions.
- Respond to homelessness by ensuring individuals have prompt access to homes and tailored support.
- Secure system wide transformation of all services in recognition that homelessness is everyone's responsibility.
- Increase the range of affordable housing options available across the County.
- Develop a better understanding of the causes of homelessness through improved data capture across the sub region.



**Working  
collaboratively  
across Derbyshire to  
prevent and reduce  
homelessness –  
making it everyone's  
responsibility.**



# Meeting our vision

## Transforming our Approach

This Strategy sets out an ambitious plan for transforming our response to homelessness across the County. The scale and complexity of the challenges that face the partnership over the lifetime of this strategy cannot be underestimated; these challenges include the recovery from the pandemic, high increases in the cost of living, national increases in homelessness and rough sleeping, and pressures on budgets – set against an increasingly unaffordable housing market.

Through the delivery of the Strategy we will continue to work closely with partners to develop a new approach to responding to homelessness that focuses on preventing homelessness at the earliest opportunity, while providing rapid housing responses to those that need them. We will work to embed homelessness prevention approaches across all public services.



To meet the vision and aims of the strategy there is a need to transform service delivery through the following principles:

### Collaboration

A collaborative partnership approach is fundamental to being able to effectively tackle homelessness. This Strategy is a multi-agency document and has been developed with partners to tackle the underlying causes of homelessness, create effective pathways out of homelessness, and design out system blockages.





## Making homelessness everyone's responsibility

We are clear that all agencies have a responsibility to prevent homelessness. We will work with partners and local communities to ensure that the factors that lead to homelessness can be better understood and identified, with effective pathways into preventative services in place, and clear and accessible referral mechanisms. We aim to embed this approach across Derbyshire, significantly reducing crisis presentations and ensuring effective homelessness prevention interventions, partnerships and pathways are in place.

## A personalised approach

We recognise that people experiencing homelessness are individuals and have different and unique circumstances and needs. Through this Strategy we intend to deliver solutions that are tailored to the individual needs of people. Our approach is to recognise the strengths and assets that individuals have, and we will build upon these strengths, empowering individuals, and ensuring a trauma informed approach across all key services.

## Strategic Priorities

This Strategy will meet the vision and aims through the delivery of 4 clear priorities:

### 1. Make homelessness everyone's responsibility through a system wide approach

- Secure System-wide commitment to transform services in recognition that homelessness is everyone's responsibility.
- Embed homeless prevention across public services.

### 2. Prevent and respond to homelessness through early intervention and personalised solutions

- Intervene earlier to ensure opportunities for homeless prevention are maximised with effective and targeted tools in place.
- Promote customer choice in developing bespoke housing solutions.





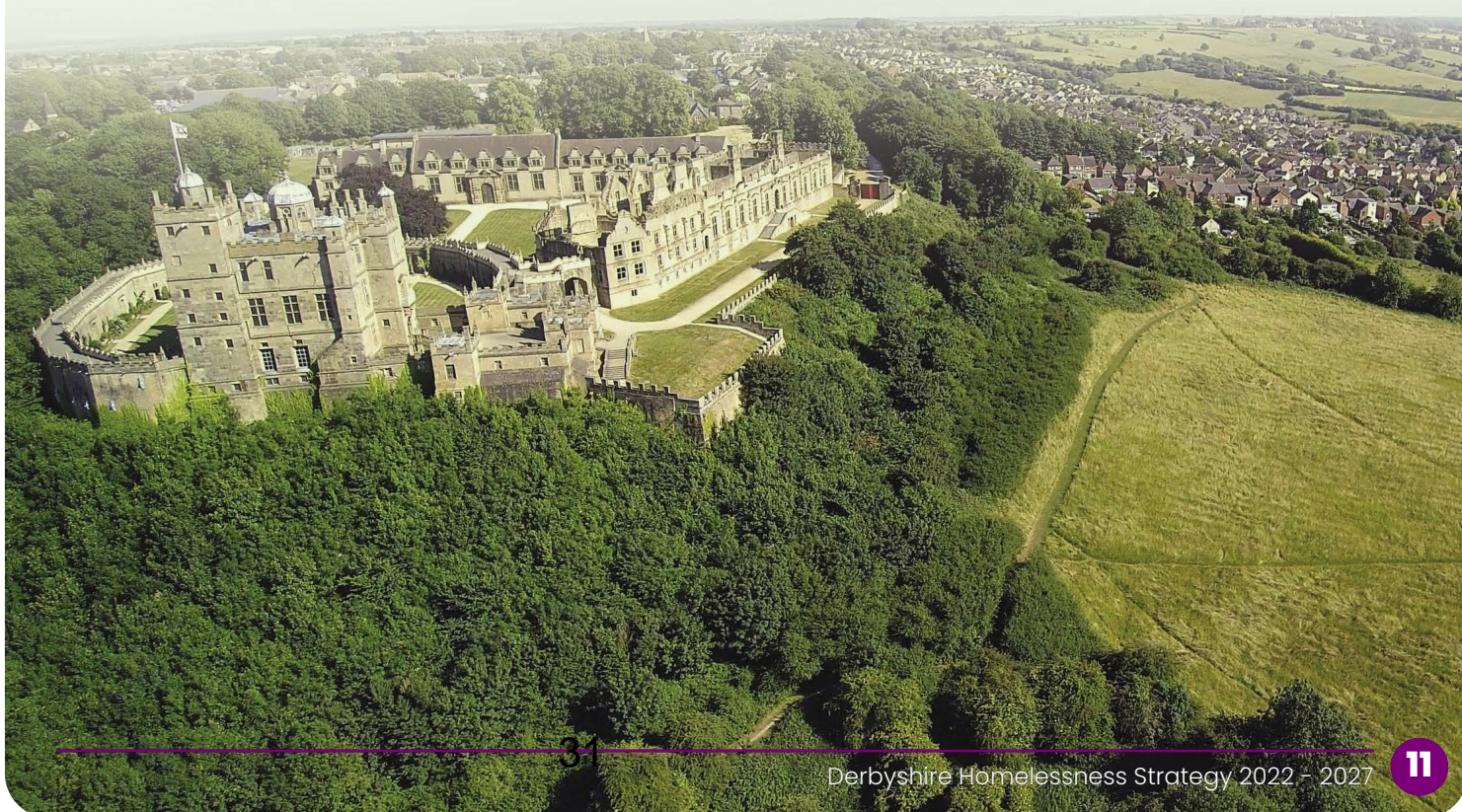
### 3. End rough sleeping and repeat homelessness

- Deliver a multi-agency, trauma informed approach to meet the multiple and complex needs of individuals through multi-disciplinary interventions
- Develop targeted rough sleeping prevention services and rapid accommodation and support
- Prevent repeat homelessness through individually tailored accommodation and support options.

### 4. Develop sustainable supported and settled housing solutions

- Advocate for higher standards in the regulation of supported housing at a national level
- Develop, improve, then maintain the standards and management of supported housing provision to meet the needs of our homeless population
- Improve access to affordable, quality, private sector homes to respond to homelessness
- Secure commitment from social housing providers to tackle homelessness as a corporate priority
- Ensure an adequate supply of temporary accommodation and minimise the use of B&B accommodation.

The Strategy sets out how these strategic priorities will be delivered.



# Homelessness in figures

## Understanding homelessness across Derbyshire

A full data report is available upon request.

In 2020/21, there were

**2,603**

households who were homeless or threatened with homelessness.



In 2020/21,

**104**

people were verified rough sleeping across Derbyshire

The main reason for homelessness in 2020/21 was family eviction



**613**

households were homeless for this reason.

**434**

households were homeless due to the loss of private rented accommodation in 2020/21.

In 2020/21,

**382**

households were homeless due to relationship breakdown.



**344**

households were homeless due to domestic abuse.

In 2019/20,

**292**

households were evicted from social housing.

In 2020/21,

**143**

people were evicted from supported housing.





In 2020/21, there were

**1,479**

people experiencing homelessness had an identified support need.



In 2020/21,

**1,031**

households had their homelessness prevented.



Mental Health is the most prevalent support need, with

**33%**

of homeless households having a mental health support need.

In 2020/21,

**796**

households had their homelessness relieved.

**28%**

people were verified increase in the use of B&Bs in 2020/21 compared with the previous year.

**592**

households were accommodated in B&Bs in 2020/21.



**43%**

increase in the use of temporary accommodation in 2020/21 compared with the previous year.

**951**

households were accommodated in temporary accommodation in 2020/21.

# Make homelessness everyone's responsibility through a system-wide approach

**In order to be able to meet the vision of this Strategy we intend to develop a clear Derbyshire Homelessness Charter for partner agencies to be sign up to.**

The Charter will set out our vision for homelessness and ask partner agencies to sign up to this and make a pledge as to what they can do to help us achieve the vision. Building upon this we will explore the feasibility of developing a commitment from partners to collaborate to prevent homelessness in order to embed homeless prevention across public services. In the meantime we will streamline the existing duty to refer process to ensure timely and quality referrals.

We know that there are currently missed opportunities across the system to prevent homelessness; a wide range of agencies have opportunities to reduce housing crisis amongst

the clients that they work with. We can achieve this by working in a more joined up way to identify those individuals that are at a greater risk of homelessness. By working to identify the triggers for homelessness and ensuring that agencies can recognise the indicators of housing stress, we can ensure that partner agencies are equipped to prevent homelessness and make appropriate timely referrals. We are clear that homelessness is everyone's responsibility, and by all agencies accepting this responsibility we can transform our approach to homelessness across the County.

While it is widely recognised that there are strong correlations between homelessness and severe physical and mental health conditions, alongside significantly reduced life expectancy, the pandemic has crystallised the links between health and homelessness like never before.



**Embed  
homeless  
prevention  
across public  
services**

**Secure system-  
wide commitment to  
transform services  
in recognition that  
homelessness  
is everyone's  
responsibility**

We will work to improve access to health services for people experiencing homelessness to address both immediate and longer term needs, while recognising that people experiencing homelessness may not find it easy to access mainstream service provision.

It is acknowledged that there are currently barriers within the current system that often mean that individuals experiencing homelessness with complex needs aren't always able to access the wider services that they need to, including mental health, substance misuse, and adult social care services. Often individuals with complex and multiple needs fail to attend appointments at specific locations and times, or engage with the necessary services, this can result in them being discharged from services. We will work closely with Public Health, the Primary Care Trust, Derbyshire Foundation Trust, and Derbyshire County Council to ensure that services are accessible to those experiencing multiple and severe deprivation and that individual outcomes are improved.

We have identified high levels of evictions from social housing in some parts of the County, we will work closely with all social housing providers to end evictions into homelessness, through the development of pre-eviction protocols and encouraging landlords to sign up to the principles of Homes for Cathy.

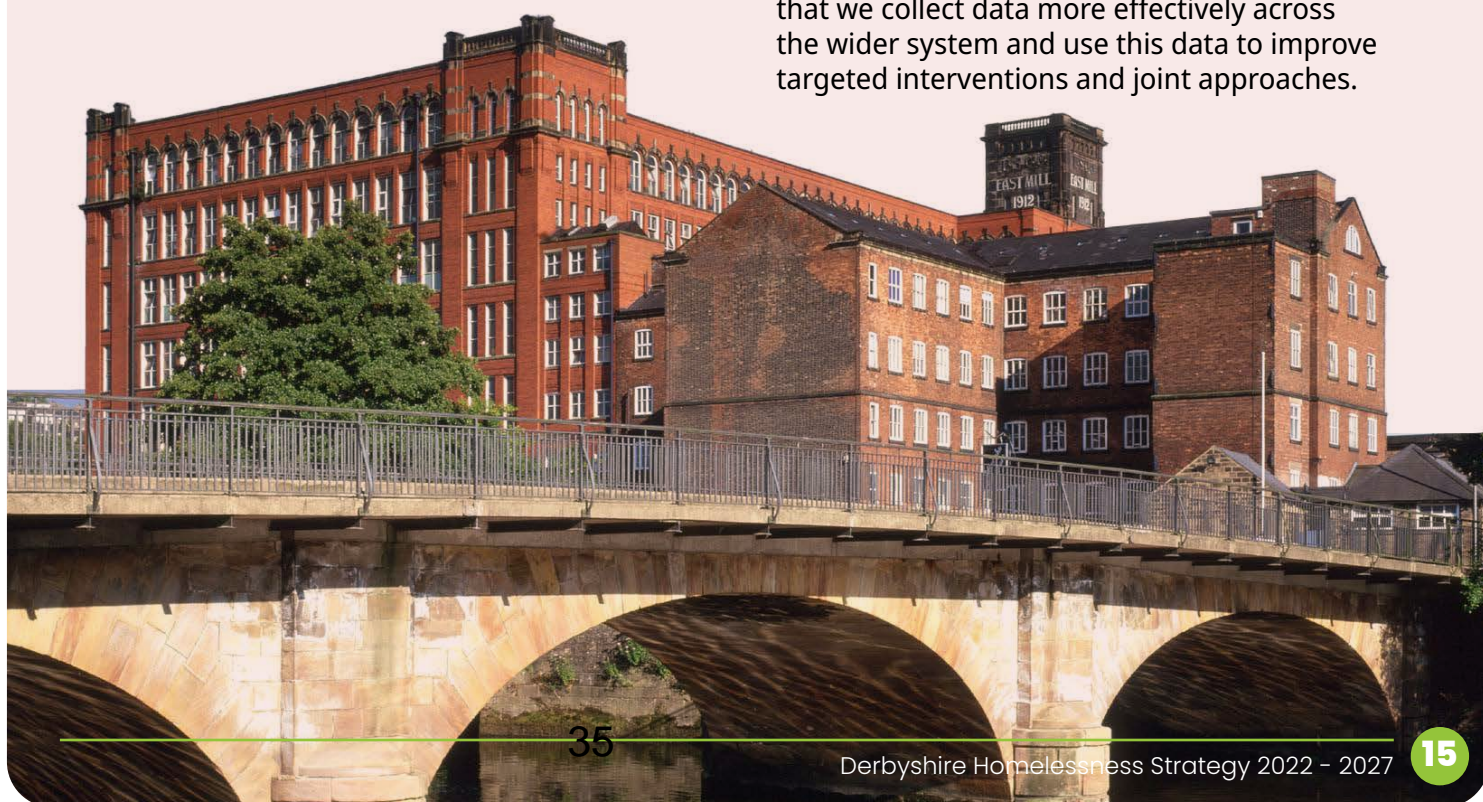
Significant parts of the County are very rural and as such homelessness in these areas is often hidden. People who are experiencing homelessness or in housing difficulty are more



likely to try and make temporary arrangements with family and friends, compared with more urban areas with greater provision available. We will undertake research into the nature and extent of rural homelessness across the County and raise awareness within rural communities of the help and support that is available to people who are at risk of experiencing homelessness.

This Strategy provides the opportunity to develop more consistent approaches to how each Local Authority delivers their housing options and homelessness services, including learning from, sharing, and replicating best practice and innovation.

We will also ensure that data informs and underlies everything that we do. We will ensure that we collect data more effectively across the wider system and use this data to improve targeted interventions and joint approaches.





# Actions

## What we will do to make homelessness everyone's responsibility through a system-wide approach

1. Gain commitment from partner agencies across Derbyshire to develop a Homelessness Charter together.
2. Assess the feasibility of a Commitment to Collaborate in order to embed homeless prevention across Derbyshire's statutory and voluntary services.
3. Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.
4. Streamline the Duty to Refer referral system and work with partner agencies to improve the timeliness and quality of referrals.
5. Develop a Countywide Homelessness Forum as a vehicle for delivering the Countywide Homelessness Strategy.
6. Seek to better understand the health needs of the homeless population through a health needs audit with partners.
7. Improve access to health services and health outcomes for individuals experiencing homelessness, by working with partners.
8. Work with Derbyshire County Council, the Primary Care Trust, Derbyshire Foundation Trust, and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse, and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with complex and multiple needs.
9. Seek that stock holding authorities sign up to the principles for Homes for Cathy.
10. Encourage all social housing providers to become a member of Homes for Cathy.
11. Evaluate the extent of rural homelessness across the area and the need for a specific public awareness campaign within rural communities.
12. Identify opportunities to create more consistent approaches and promote best practice in the delivery of housing options services.
13. Develop a common referral form to access supported housing services across Derbyshire.
14. Ensure that data is captured widely and effectively across the system to understand homelessness and the wider determinants, and that this data is used to improve interventions and joint approaches.





## Prevent and Respond to Homelessness Through Early Intervention and Personalised Solutions

Across Derbyshire we have had significant success in both preventing and relieving homelessness following the implementation of the Homelessness Reduction Act 2017, but we recognise that we can always do more.

By acting quicker and earlier to identify problems alongside the provision of high-quality advice, assistance, and advocacy, we will ensure people have the best chance of staying in their home. We will also develop a greater understanding of the impact of wider social issues such as childhood poverty and disadvantage, unemployment, poor health and wellbeing, and lack of access to affordable, decent homes. We believe this will greatly increase the chances of positive outcomes for people at risk of experiencing homelessness.

Alongside our intention to promote the earliest possible prevention by embedding homelessness prevention awareness and information through a multi layered, whole system, partnership approach, we are committed to ensuring all Housing Options services work with individuals prior to the statutory 56-day threat of homelessness. We will work with people at the earliest possible point to ensure that opportunities for prevention are maximised, this will include undertaking an awareness raising campaign encouraging people to seek help at the earliest point.

In order to ensure that we are able to deliver personalised housing solutions we will develop an integrated homelessness and wellbeing assessment which will identify the wider support and wellbeing areas that people need help with alongside understanding their strengths and aspirations.

We will continue to work with partners to develop and deliver effective, targeted, and consistent homelessness prevention services targeted at the main causes of homelessness – in particular we will undertake research into the causes of family evictions across Derbyshire in order to gain an in depth insight into this area and develop targeted interventions accordingly. We will work with key partners to ensure that a range of joint protocols are in place to prevent homelessness and create clear pathways out of homelessness.

**Intervene earlier to ensure opportunities for homelessness prevention are maximised with effective and targeted tools in place.**

**Promote customer choice in developing bespoke housing solutions.**

It is anticipated that increases in the cost of living will lead to people finding it increasingly difficult to meet their housing costs. We will ensure that a range of measures are in place to prevent homelessness linked to the wider economy, increases in the cost of living, and the recovery from the pandemic. We will work in partnership to ensure adequate services are in place to improve people's financial capability, including accessing education, employment and training. We will also ensure that there are targeted interventions to support both tenants and landlords in order to minimise evictions from the private rented sector.

Following the enactment of the Domestic Abuse Act 2021 we will work closely with Derbyshire County Council to meet the requirements of the Act, and ensure that for those experiencing domestic abuse there are a range of options and choice available to assist them in having a safe home to live in.

The months ahead are going to be very hard with soaring food and energy prices on top of extortionate and rising rents. If struggling families are to stand a chance at recovery, the government has to build decent social homes - it is the only solution to homelessness that will last."

The impact of homelessness on families with children can be significant – not only do children feel an overwhelming sense of displacement having lost a sense of home, experiencing homelessness and living in emergency accommodation can impact upon access to healthy meals, limited access to bathrooms and laundry facilities, potentially having to move away from family, schools, and wider support networks. Experiencing homelessness can also lead to severe emotional trauma.

With increases in the cost of living there will be an increase in the number of children living in poverty, an increase in families being able to meet their housing costs, and a very likely increase in homelessness amongst families.

We will work closely in partnership with a range of agencies including Children's Services to minimise the detrimental impact of homelessness on families, specifically children.

## Actions

### What we will do to prevent and respond to homelessness through early intervention and personalised solutions

1. Consider research projects into the impact of wider social issues on homelessness where shared partnership approaches are central to resolving them. Prioritise projects and seek resources for these based on impact and extent of existing research.
2. Commit to working to prevent homelessness prior to 56 days (in advance of any statutory duty), and where funding allows develop a specialist early intervention project.
3. Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point.
4. Work with partners to develop an integrated homelessness and wellbeing assessment.
5. Work with Derbyshire County Council to meet the requirements of the Domestic Abuse Act 2021, including ensuring that there is a range of housing options, choice and information available to those experiencing domestic abuse.





6. React accordingly and ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in the cost of living.
7. Work with partners to ensure access to services to improve customer's financial capability – including access to education, training, and employment.
8. Commit to improving prevention toolkits across Derbyshire.
9. Work with partners to better understand the nature and extent of family evictions, and develop targeted preventative tools accordingly.
10. Work to maximise preventions from the private rented sector through the development of targeted interventions.
11. Explore the viability of creating a county-wide private landlords forum in order to improve landlord participation and engagement.
12. Develop a supported housing pre-eviction protocol in partnership with providers.
13. Develop a prison release protocol.
14. Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils.



15. Develop a Young Persons Positive Pathway with Children's Services to include a joint protocol for 16/17 year olds.
16. Work in partnership with Children's services and other key agencies to minimise the detrimental impact of homelessness on children.



# End rough sleeping and repeat homelessness

**Through this strategy we are committed to ensure that we can end the need for anyone to sleep rough across Derbyshire. Rough sleeping is harmful to both individuals and communities and we believe that no one should have to sleep on the streets.**

We will deliver a reduction in rough sleeping and address the multiple harms it brings to individuals and communities through rapid intervention to offer a route off the street for all, improving health and wellbeing, and tackling street activity associated with rough sleeping.

**Develop targeted rough sleeping prevention services and rapid accommodation and support**

If we are to minimise the considerable harm caused by rough sleeping, the most important thing we can do is to prevent it from happening in the first place. However, we can't do this in isolation, rather, we need to ensure that the right support is in place from other key agencies, including health services, adult social care, prison, probation, police, the care system and the Job Centre working together to support the most vulnerable, with services in place that prevent people ending up in crisis.

**Prevent repeat homelessness through individually tailored accommodation and support options**

**Deliver a multi-agency, trauma-informed approach to meet the multiple and complex needs of individuals through multi-disciplinary interventions**



We will identify the key triggers that lead to rough sleeping, and work with partner agencies to ensure that these key triggers and risk factors are identified, and referrals are made. We will also ensure that effective preventative work is targeted at groups who have a greater likelihood of experiencing homelessness and rough sleeping.

We will provide a rapid intervention for all rough sleepers which will offer a route off of the streets for everyone, through an assertive outreach service, that works effectively and rapidly with those new to the streets – alongside supporting more entrenched rough sleepers into accommodation and support and providing supported reconnections to those from out of area.

We will ensure that no one in Derbyshire has to sleep rough through the creation of a clear accommodation pathway from the streets into a range of accommodation options, including exploring the feasibility of a Countywide assessment centre. We will also create specialist winter provision, building upon the success of the Mount Cook project – which provided both accommodation and multi-agency support under one roof.

While rough sleeping is the most visible form of homelessness, and one that creates the greatest risk of harm, we recognise that across the majority of Derbyshire Local Authority areas rough sleeping levels are low; however there has been over recent years an increase in the number of individuals with complex and multiple needs who have a history of repeat homelessness across all areas of Derbyshire.

For many people experiencing homelessness is not just a housing issue, it is closely linked with complex and chaotic life experiences, often having their roots in entrenched disadvantage, and leaving people socially and economically excluded.

We cannot successfully tackle homelessness and rough sleeping without addressing the multiple needs of clients, and to do this we must work in partnership.

Through the establishment of a Multi-Disciplinary Team we aim to deliver assertive and co-ordinated services to those clients with the most complex needs to ensure a holistic and collaborative approach to responding to their homelessness and the wider support and health issues that they experience, breaking down some of the



existing system blockages and preventing repeat homelessness from occurring.

We recognise that homelessness in adults is more likely amongst those who have experienced a history of childhood adversity and poverty. We are committed to working to develop trauma-informed approaches to delivering homelessness services and ensuring that existing systems do not result in retraumatising individuals.

Many of the current rough sleeping and complex needs services across Derbyshire are funded through Rough Sleeper Initiative (RSI) funding from central Government which is only confirmed until 2025. Over the first two years of this strategy we will assess the impact and outcomes of the RSI funded projects, including a cost benefit analysis –working to develop a business case to secure future ongoing funding for these essential services which are critical to our aim to end rough sleeping.

While rough sleeping is the most visible form of homelessness, the COVID-19 pandemic has revealed the true extent of hidden homelessness across the County, individuals living in insecure accommodation, vulnerably housed and/or sofa surfing. We will undertake research to understand the nature and scale of hidden homelessness across Derbyshire and develop targeted interventions.

We will also work in partnership to develop specialist services for families with complex needs to prevent repeat cycles of homelessness occurring, with the aim of tackling inter-generational homelessness.

# Actions

## What we will do to end rough sleeping and repeat homelessness

1. As part of the Rough Sleeping Initiative, develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.
2. Develop a multi-disciplinary team to work to deliver assertive and coordinated services to rough sleepers and individuals experiencing homelessness with multiple, complex needs, with a focus on preventing repeat homelessness.
3. Explore how we can provide a rapid offer of off the street accommodation so that no-one has to spend a second night on the streets.
4. Explore the feasibility of developing an assessment centre to provide off the street accommodation for rough sleepers.
5. Plan and develop specialist winter provision for future winters.
6. Develop a supported reconnection policy to support rough sleepers to return safely to their home areas.
7. Assess the impact and outcomes of the Rough Sleeper Initiative funded projects, and develop a business case to secure future funding, including a detailed cost benefit analysis.
8. Develop an alternative giving campaign, and work to promote public awareness around rough sleeping and begging, where there is evidence that the issues exists.
9. Develop specialist education, employment, and training opportunities for those with a complex history of homelessness and rough sleeping.
10. Gather evidence and consider research projects into
  - The extent of dual diagnosis within the homelessness population in order to create an evidence base to work with commissioners to create new service pathways.
  - The nature and scale of hidden homelessness.
  - The nature and scale of intergenerational homelessness across Derbyshire.
  - Prioritise those projects needed based on impact and seek funding to progress them.



# Develop sustainable supported and settled housing solutions

**We want to maximise every mechanism to increase the number of affordable housing options available across Derbyshire to both prevent and relieve homelessness ensuring long-term solutions to people's housing situation. A range of accommodation options is needed across the social, affordable private and supported sector to cater for a wide range of housing needs.**

We will work across Derbyshire with all social housing developers to increase the provision of appropriate and affordable social housing to meet the identified need in each area.

The private rented sector plays an increasingly critical role in meeting the housing needs of those who are experiencing homelessness or threatened with homelessness.

There are clear opportunities to increase access to the private rented sector through the development of an attractive and comprehensive Derbyshire landlord offer, alongside this we will explore the feasibility of developing a countywide private sector leasing scheme.

Supported housing has an important role to play in meeting the housing and support needs of clients who are not ready to live independently. However, this must provide quality accommodation with good support. Increasingly we are seeing a rise in unscrupulous landlords taking advantage of the exempt accommodation rules and failing to provide the necessary levels

**Develop, improve, then maintain the standards and management of supported housing provision to meet the needs of our homeless population**

**Improve access to affordable, quality, private sector homes to respond to homelessness**

**Secure commitment from social housing providers to tackle homelessness as a corporate priority**

of support or expected standards of tenancy management. Through this Strategy we will advocate at a national level for higher standards in the regulation of supported accommodation. We will work closely with Adult Social Care to protect and safeguard the most vulnerable residents of supported accommodation.

Locally we will develop a Charter of Rights and Responsibilities for exempt accommodation, we also recognise we have many good private landlords of exempt accommodation, and we will support them to achieve Registered Provider status.

To ensure that supported housing provision is able to meet our customers' increasingly complex and multiple needs, we will undertake a detailed needs assessment of housing related support services, to understand the current and future needs of our residents. This will provide the basis for a robust delivery strategy.



DHOG is committed to investing in a supported housing model that acts as a place of change. We will work with the Derbyshire County Council to develop appropriate housing for clients with complex, multiple and care needs, ensuring that provision and support is psychologically informed, and builds upon the assets of the individuals supported.

We will also work closely with Derbyshire County Council to develop provision for those experiencing domestic abuse, including rapid safe provision together with advocacy support.

Where homelessness cannot be prevented, temporary accommodation is an essential part of a household's journey out of homelessness. There has been an increase in the use of temporary accommodation across Derbyshire over the last three years, including increases in the use of bed & breakfast accommodation, this is partly linked to the response to the pandemic.

By ensuring a continued focus on early intervention and prevention work we aim to reduce the flow of new placements into temporary accommodation. However, as a County we need to ensure that we have a sufficient supply of temporary accommodation to meet demand, of the right type and in the right place. This will be essential to avoid the high use of B&B.

In order to achieve this we will undertake a review of temporary accommodation identifying future need and an options appraisal for future delivery arrangements. We will also explore the feasibility of jointly commissioning nightly paid accommodation as an alternative to B&B.

**Advocate for higher standards in the regulation of supported housing at a national level**

**Ensure an adequate supply of temporary accommodation and minimise the use of B&B accommodation**





# Actions

## What we will do to develop sustainable supported and settled housing solutions

1. Work towards increasing the provision of appropriate, affordable social housing.
2. Following consultation with private landlords develop a comprehensive and attractive countywide landlord offer.
3. Explore opportunities to develop a countywide private sector leasing scheme
4. Review exempt supported accommodation leading to:
  - A needs assessment.
  - A charter of rights and quality standards.
  - Support for accommodation providers becoming Registered Providers.
  - Advocating at a national level for better regulation.
  - A delivery strategy.
5. In partnership with Derbyshire County Council, develop appropriate housing provision for clients with complex, multiple and longer-term care needs where funding permits.
6. Work with current exempt supported accommodation providers to achieve Registered Provider status.
7. Carry out a review of the use of temporary and interim accommodation:
  - Identifying future need and an options appraisal for future delivery arrangements, including the option of nightly paid emergency accommodation.
  - Explore opportunities for a countywide temporary accommodation forum.



# Transforming our approach to homelessness

## Delivering our Homelessness and Rough Sleeping Strategy

**In order to deliver the priorities that we have set out in this Strategy we need to continue to work closely with our key partners to ensure that across Derbyshire we have the expertise, services, provision, resources, partnerships and infrastructure to deliver the Strategy.**

The Strategy and its action plan will be reviewed annually so that it is responsive to emerging needs, alongside policy, and legislative changes.

While Derbyshire Homelessness Officers Group will lead on the delivery of the strategy, it is essential that it joins up with over workstreams across the County. DHOG will report into the County's Housing and Health Systems Group, who will adopt the Strategy as priority 2 of their own work plan. The Housing and Health Systems Group operates as a coalition of partners who share good practice and expertise around housing and health, as well as explore external investment opportunities and work towards a joined-up system.

The delivery of the Strategy will be governed by Derbyshire's Health and Wellbeing Board, ensuring the intrinsic link between homelessness and health is fully understood and cementing the partnership approach required to deliver the Strategy.

We will also ensure that the Homelessness Strategy continues to feed into the Place Board and the seven Place Alliances, joining up housing, health, care and community support.

This strategy will be complemented by a detailed delivery action plan and we will work closely with all of our key partners to agree the detail on how our priorities can be met. We will annually review the strategy action plan to ensure that it remains relevant, up to date and responsive to new policy developments and external pressures.

We acknowledge that the plans set out within this Strategy are ambitious, however we are confident that with the full commitment from all of the Local Authorities and our key partners we can transform our response to homelessness across the County and make homelessness everyone's responsibility.



# Appendix 1: About Homeless Link

**Homeless Link is the national membership charity for organisations working with people experiencing or at risk of homelessness in England. We aim to develop, inspire, support, and sustain a movement of organisations working together to achieve positive futures for people who are homeless or vulnerably housed.**

Representing over 900 organisations across England, we are in a unique position to see both the scale and nature of the tragedy of homelessness. We see the data gaps; the national policy barriers; the constraints of both funding and expertise; the system blocks and attitudinal obstacles. But crucially, we also see – and are instrumental in developing – the positive practice and ‘what works’ solutions.

As an organisation we believe that things can and should be better: not because we are naïve or cut off from reality, but because we have seen and experienced radical positive change in the way systems and services are delivered – and that gives us hope for a different future.

We support our members through research, guidance, and learning, and to promote policy change that will ensure everyone has a place to call home and the support they need to keep it.

**Homeless Link,**  
Minorities House,  
2-5 Minorities,  
London EC3N 1BJ  
[www.homeless.org.uk](http://www.homeless.org.uk)



## Local Authority contacts

### **Amber Valley Borough Council**

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### **Bolsover District Council**

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### **Chesterfield Borough Council**

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### **Derbyshire Dales District Council**

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### **High Peak Borough Council**

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### **North East Derbyshire District Council**

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### **South Derbyshire District Council**

Kirsty Barker  
Email: [Kirsty.Barker@southderbyshire.gov.uk](mailto:Kirsty.Barker@southderbyshire.gov.uk)





## ***We speak your language***

Polish

***Mówimy Twoim językiem***

Romanian

***Vorbim limba dumneavoastră***

Urdu

**ہم آپ کی زبان بولتے ہیں**

Chinese

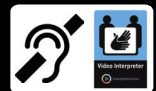
**我们会说你的语言**

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North East Derbyshire District Council  
on **01246 231111**

Text No: **07800 00 24 25**  
(NEDDC only)



**North East  
Derbyshire**  
District Council



# Customer Services

**Customer Services Manager**

**Lesley Botham**

# Service Plan 2020 - 2024



- 8 Customer Services key corporate aim is ***'Providing excellent and accessible services.'***

Our mission is ***'make customers feel valued by receiving the highest standard of customer care from the service provided by the Customer Service team.'***

Customer Service team vision ***'to deliver excellent customer service whilst adapting to local aspirations. Delivering a dynamic and accessible service.'***

# Contact Centres

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The Contact Centre service provides an advice and information service to all Bolsover District Councils residents.

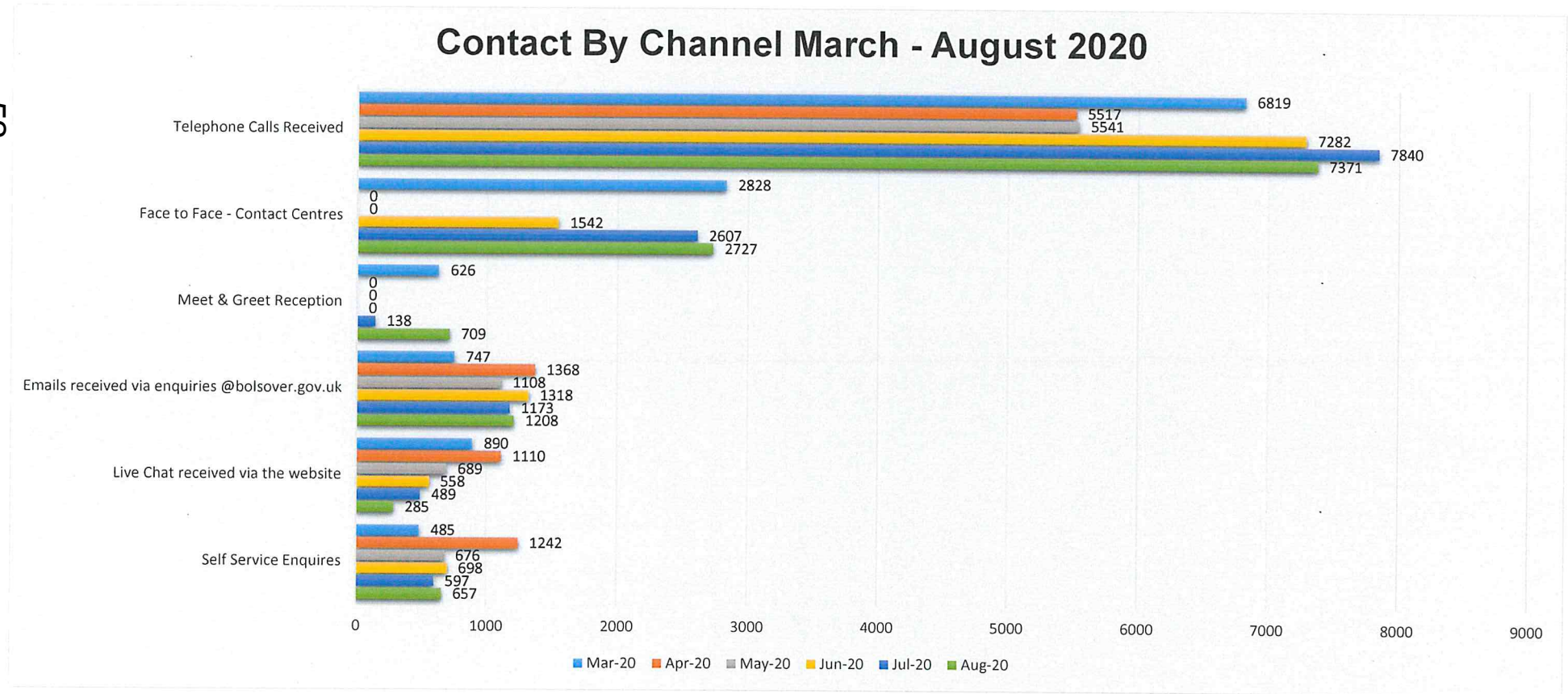
Services are delivered from 4 Contact Centre locations strategically placed throughout the district, including a Meet & Greet reception service.

We provide a one stop shop front line service on behalf of key service areas via a number of access channels.

The Contact Centre service is made up of 32 members of staff, which is a mix of full and part time equating to 22.04 FTE's.

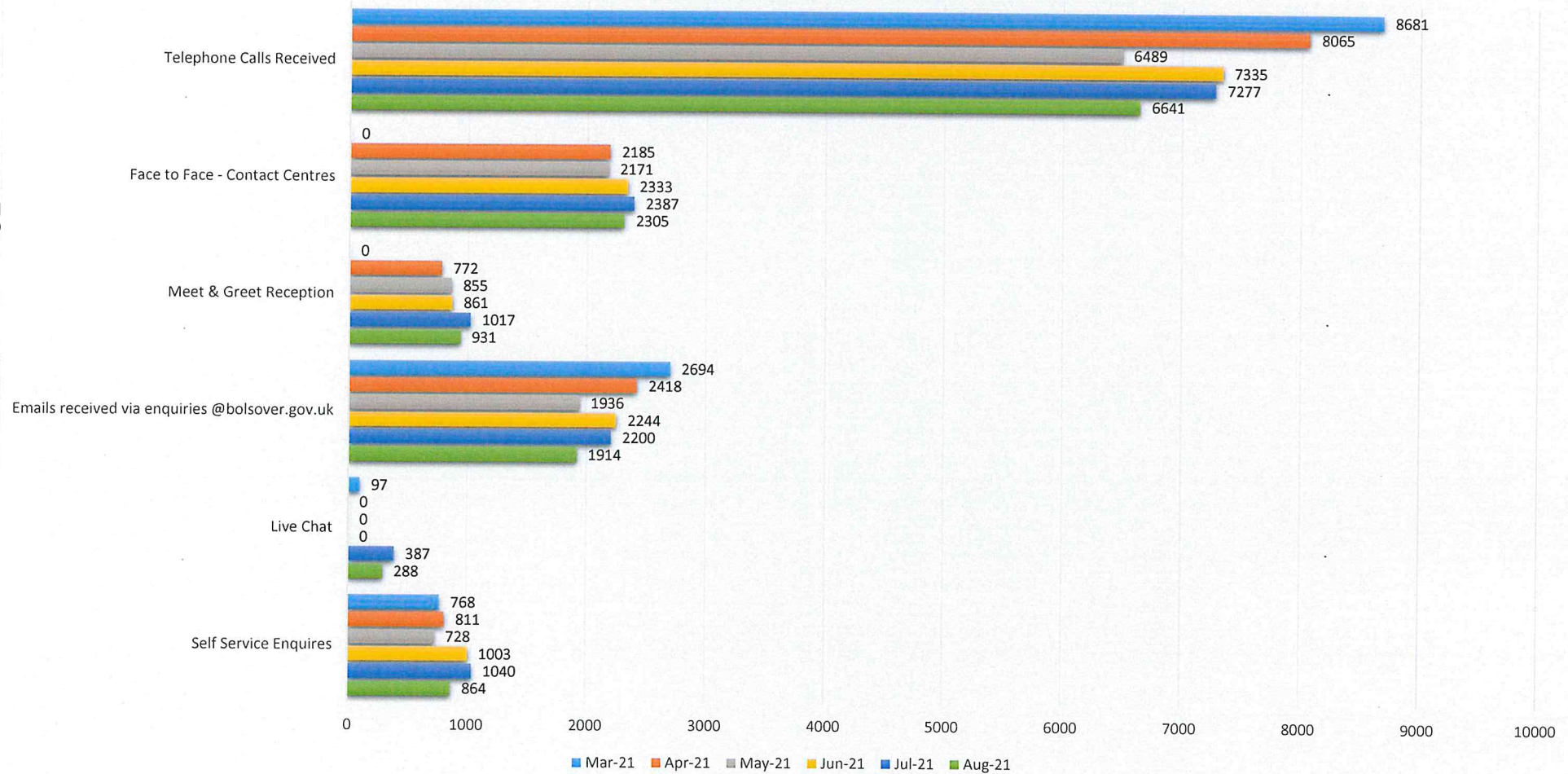
# Trend Analysis for Contact Channels

52

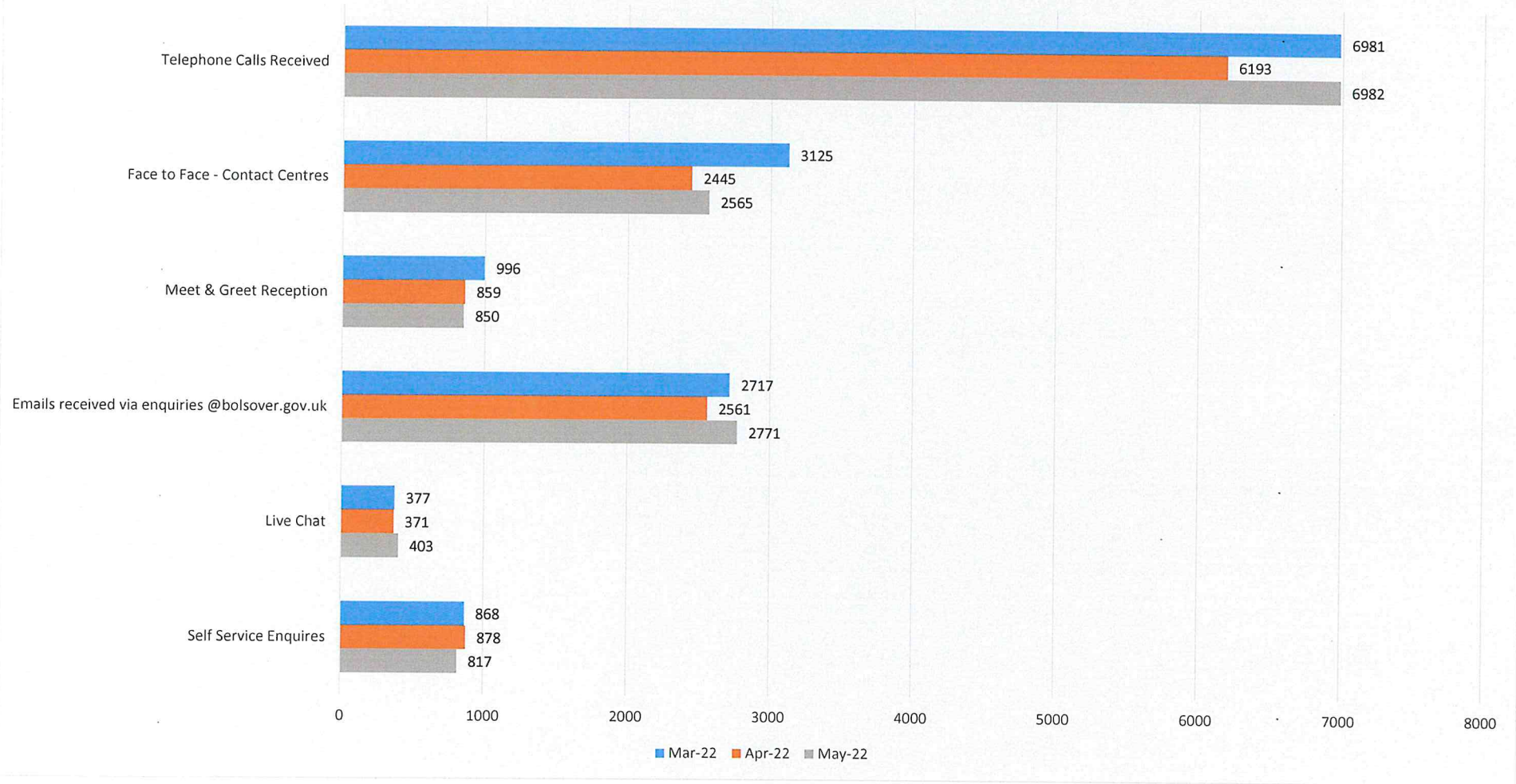




## Contact By Channel March - August 2021

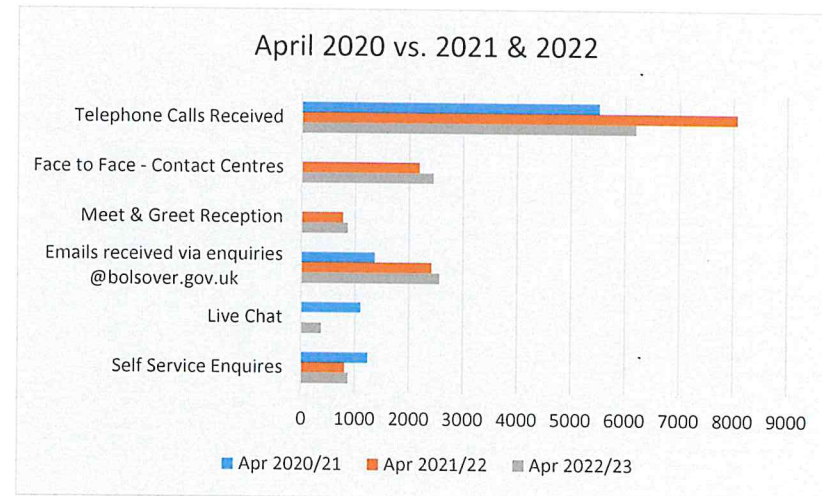
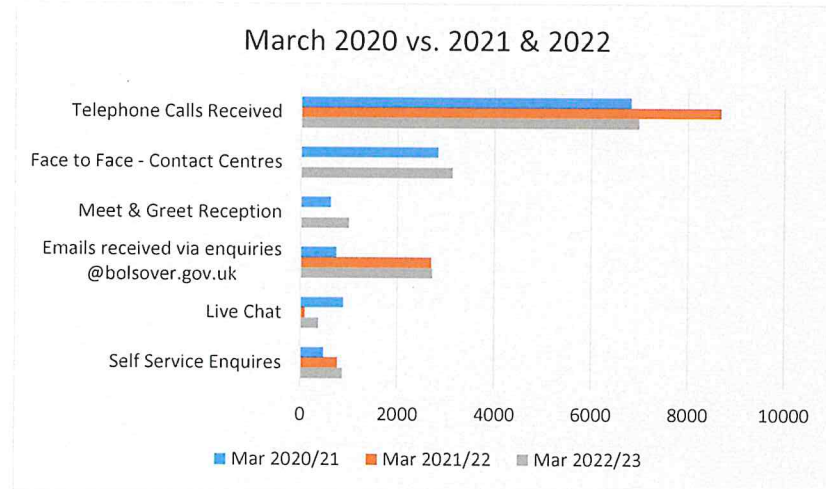


## Contact By Channel March - May 2022

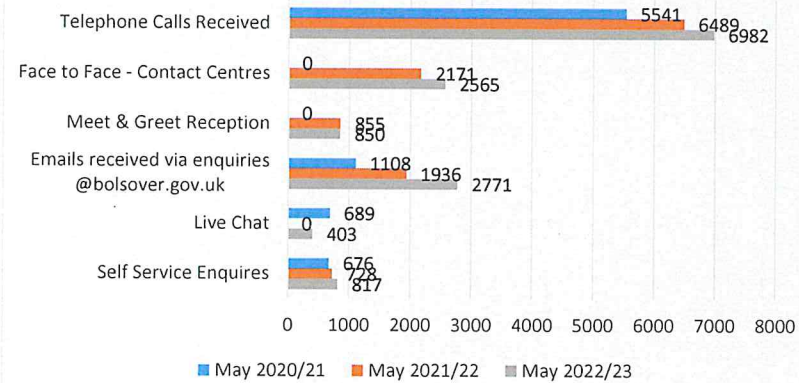


# Contact By Channel - Month By Month Comparators

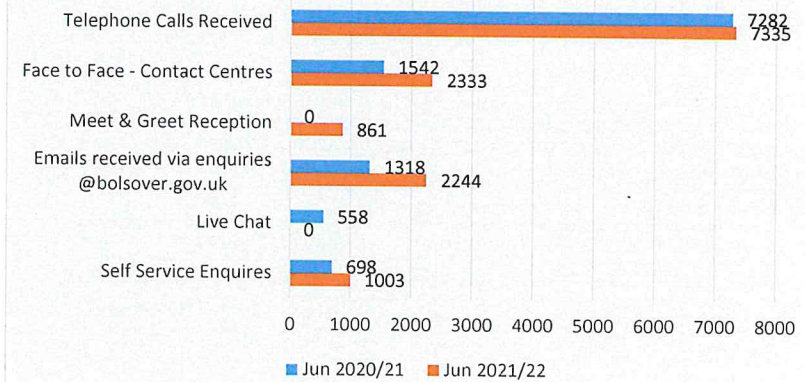
55



May 2020 vs. 2021 &amp; 2022

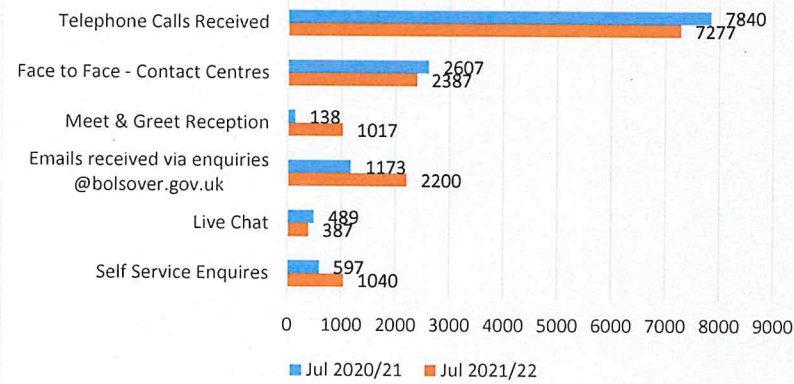


June 2020 vs. 2021

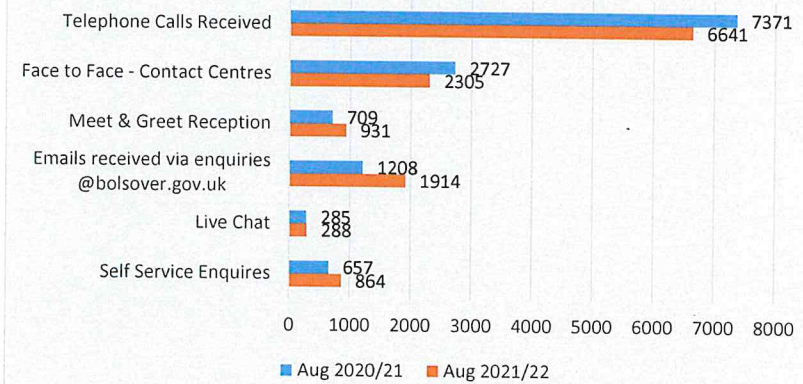




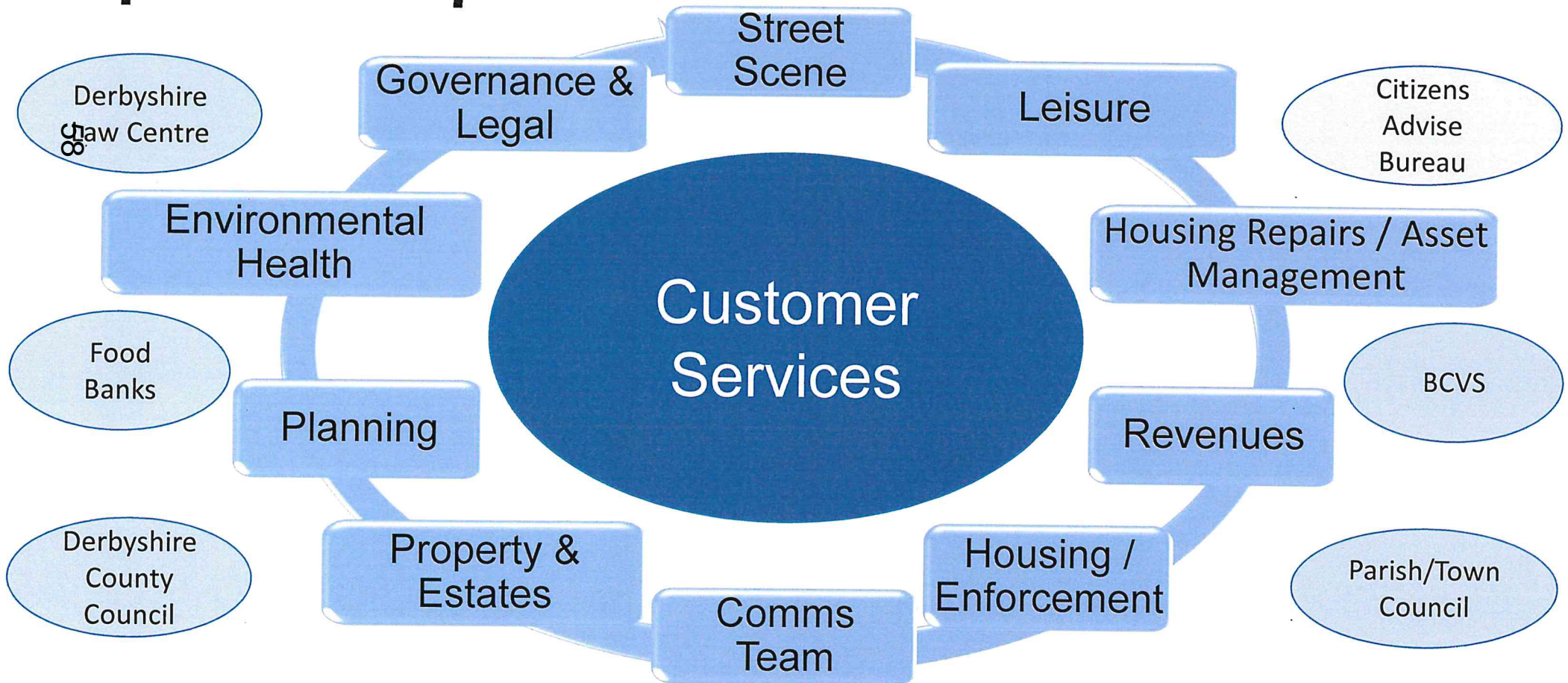
July 2020 vs. 2021



August 2020 vs. 2021

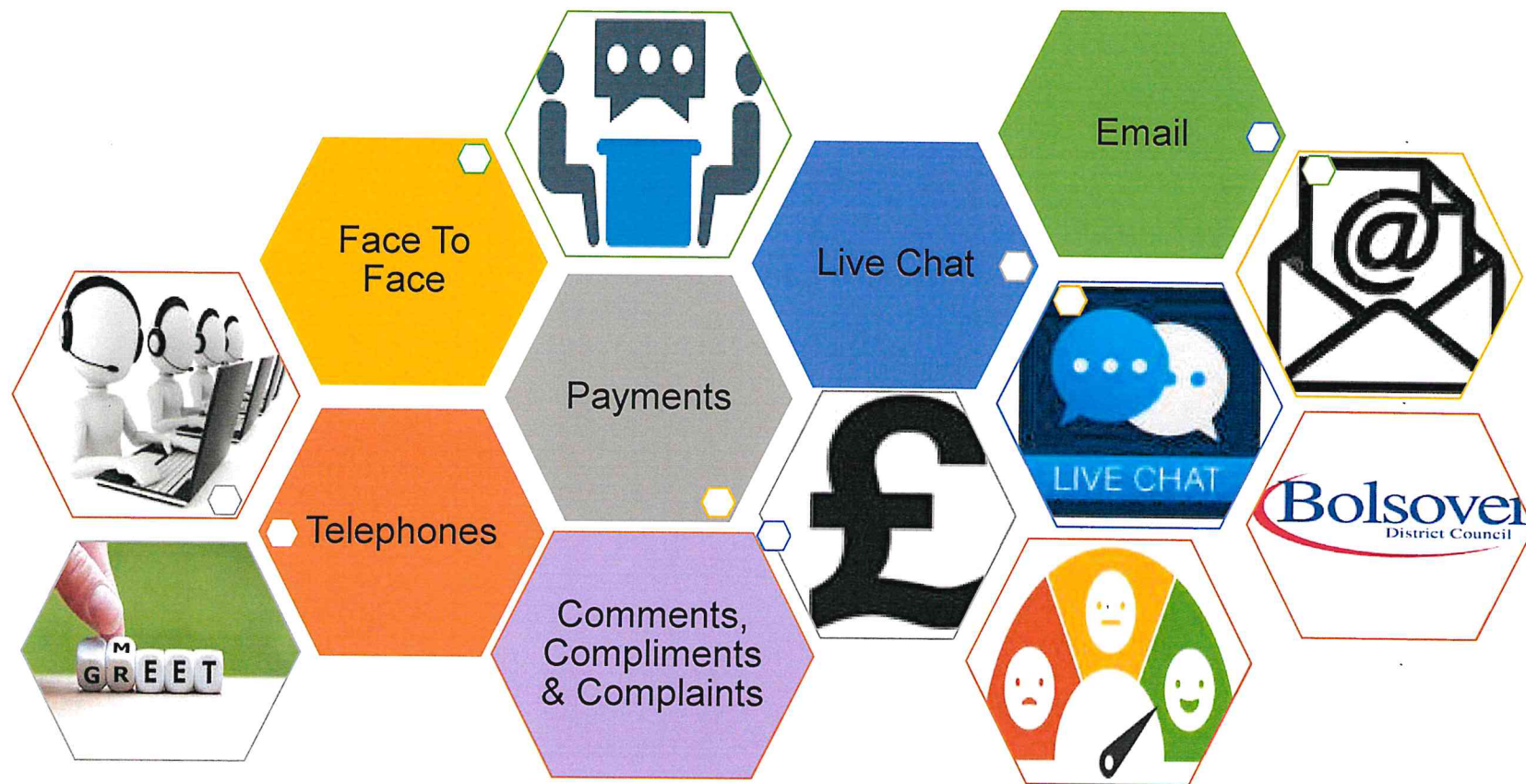


# Providing Services on behalf of and in partnership with...



# Access Channels via Contact Centres

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# Achievements

- Covid 19 / Community Support Team
- PCI Compliant – mid call solution
- Call Recording reinstated
- Multichannel System – Tel/Live Chat/Email
- Quality Monitoring / Avoidable Contact
- Payment Kiosk
- Half Day Training
- Channel Shift - Online Transactions
- Partnership working – CAB, Derbyshire Law Centre
- Polish Drop In Sessions
- Sign Solutions
- Hidden Disabilities





# Multichannel System & Targets

Telephone calls

Live Chat

Email Enquiries

## Telephone Calls

- 75% of calls answered within 20 seconds
- Abandoned Calls – 3%
- Mid call wrap up
- Quality monitoring
- Reports

## Live Chat

- 75% of live chats answered within 20 seconds
- Live chat manuscripts
- Mid Live chat wrap up
- Quality monitoring
- Templated responses
- Reports

## Email Enquiries

- 100% acknowledged within 1 working day, response within 8 working days
- Mid Email wrap up
- Quality monitoring
- Templated responses
- Reports

# What is Quality Monitoring and how does it benefit Bolsover's customers?

- Ensures a consistent approach
- Measures first contact resolution
- Individual performances, training identified
- Ensures content is valid, up-to-date & relevant
- Promotions / service updates are highlighted
- Identify system updates, script changes
- Measured against Customer Service Standards
- Maintains excellent customer experiences



# Future Plans

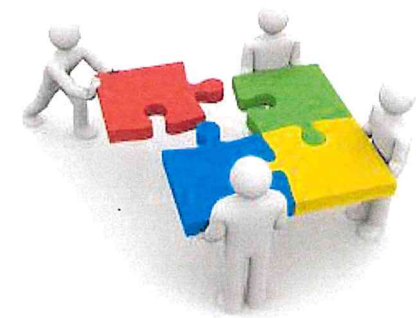
## DELIVER / DEVELOP



- First contact resolution
- Reduce avoidable contact
- Undertake real time satisfaction for service areas
- POA Register / Third Party
- CIS Script Development & SELF forms
- Implement a call back service
- Call Back facility
- Expand Social media interactions
- Develop Estore Payments
- Public Information Screens

## PROMOTE / DEVELOP

- Further promote & register E.Gov
- Promote new initiatives across all methods of contact
- Keeping customers updated with service changes / disruptions
- Partnership Working
- Community Advisor / Forums
- Digital Assistance



# Any Questions?

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Thank you!

## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 18 July 2022**

### **Review of the Council-owned Adapted Accommodation – Executive Response**

### **Report of the Chair of Customer Service Scrutiny Committee**

<b>Classification</b>	This report is Public
<b>Report By</b>	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, <a href="mailto:joanne.wilson@bolsover.gov.uk">joanne.wilson@bolsover.gov.uk</a>
<b>Contact Officer</b>	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, <a href="mailto:joanne.wilson@bolsover.gov.uk">joanne.wilson@bolsover.gov.uk</a>

### **PURPOSE/SUMMARY OF REPORT**

- To present Executive's Response to the Review of Council-owned Adapted Accommodation to Customer Services Scrutiny Committee.

---

### **REPORT DETAILS**

#### **1. Background**

- 1.1 The Customer Services Scrutiny Committee agreed to undertake a Review of Council-owned Adapted Accommodation, as part of the 2021-22 Work Programme.
- 1.2 The issue was initially raised via an Executive report in April 2021, highlighting the need to evaluate our supply of family sized adapted accommodation. It was noted that the Council had 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 had raised the issue of the supply of family-sized adapted accommodation.
- 1.3 Under the Equality Act 2010 the Council has a duty to make reasonable adjustments for people with disabilities to ensure they receive the same services, as far as this is possible, as someone who is not disabled. A disability under this Act is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on the ability to do normal daily activities. 'Substantial' and 'Long-term' mean:
  - 'substantial' is more than minor or trivial, i.e. it takes much longer than it usually would to complete a daily task like getting dressed
  - 'long-term' means 12 months or more, i.e. a breathing condition that develops as a result of a lung infection.

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

### **2.1 The aim of the review was:**

- To ensure that the Council has adequate plans and processes in place to maintain the required level of adapted accommodation for both individuals and families.

### **2.2 The objectives agreed were:**

- Review of current policies and procedures
- Completion of an analysis of existing adapted stock inc. family-sized stock
- Assessment of demand against demographic profile of area.
- Assessment of current principles defining categorisation of stock as a 'disabled adapted property'

### **2.3 The key issues identified for investigation were as follows:**

- Ensuring new supply through design and location of new stock – Bolsover Homes
- Location of existing stock across District
- Use of Housing management Officer information when assessing applications
- Existing approach for property categorisation
- Process for assessing demand/future demand
- Current cross-team working

### **2.4 The Committee met on six occasions in total and sought evidence by way of:**

- Internal enquiries to establish existing policy and procedures and comparison of our policy approach with other local authorities.
- An assessment of our current supply of adapted accommodation.
- An analysis of the Districts profile in terms of health and disability and where hotspots for long-term ill health correlated to our stock profile.
- An evaluation of our procedure for categorising stock as disabled adapted.

### **2.5 The Committee put together nine recommendations which will hopefully assist the Council in improving our policy and procedures in relation to allocation and management of adapted accommodation.**

### **2.6 The key findings arising from the review were:**

- That a number of the Council's existing practices and procedures for allocation are satisfactory in addressing service delivery in this area.
- That the revised approach to officer meetings with DCC is working well to review applications and identify a clear course of action for the tenant.
- That the Council's approach to design of new stock via Bolsover Homes will ensure good quality housing and an increased supply of family-sized accommodation.
- That a revision is required to our existing policy which Members feel is met by the proposed draft which Scrutiny helped to develop.

- That the range of procedures identified during the course of the review are developed to support the effective implementation of the new Policy.
- That in order to aid officers to see stock availability at a glance, the data is mapped in both our GIS software and our data profiling tool, to aid future stock management and development.
- That the demographic profile will fill current knowledge gaps and aid future planning of additional stock.

2.7 On presenting the final report to Executive, Members approved all recommendations.

### **3. Reasons for Recommendation**

3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.

3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.

3.3 Members must note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in twelve months' time, with any exceptions to expected delivery highlighted.

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

4.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

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### **RECOMMENDATION(S)**

6.1 That Members note Executive's Response to the Review of the Council-owned Adapted accommodation.

6.2 That Members make its report and findings public, in accordance with Part 4.5.17(4) of the Constitution.

6.3 That Officers monitor progress on the recommendations and report in six and twelve months' time highlighting exceptions to delivery, in accordance with Part 3.6(1) of the Constitution.

Approved by Executive



**IMPLICATIONS:****Finance and Risk:** Yes ☐ No ☒**Details:** None from this report. Suggested action for the service can be contained within existing budgets.

On behalf of the Section 151 Officer

**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

**Staffing:** Yes ☐ No ☒**Details:** None from this report.

On behalf of the Head of Paid Service

**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>Revenue - £75,000</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	No

<b>District Wards Significantly Affected</b>	All
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input checked="" type="checkbox"/> <b>Executive</b> <input checked="" type="checkbox"/> <b>SLT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input checked="" type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	<b>Details:</b> Detailed consultation with service area and relevant Portfolio.

**Links to Council Ambition: Customers, Economy and Environment.**

Ambition: Customer

DOCUMENT INFORMATION	
Appendix No	Title
9.1	ER to Review of Council-owned Adapted Accommodation

Background Papers
<i>(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 you must provide copies of the background papers).</i>
Please contact Scrutiny & Elections Officer where further information is required.

Rpttemplate/BDC/040222

**EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW**

<b>Title of Review:</b>	Review of Council-Owned Adapted Accommodation		
<b>Timescale of Review:</b>	August 2021 – March 2022	<b>Post-Monitoring Period:</b>	12 months commencing May 2022. Interim report due December 2022.
<b>Date agreed by Scrutiny:</b>	April 2022	<b>Date agreed by Executive:</b>	May 2022

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<b>PERFORM Code</b>	<b>Recommendation</b>	<b>Desired Outcome</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Resources</b>	<b>Service Response</b>	<b>Executive Response</b>
72 CSSC21- 22 1.1	That Executive approve and adopt the Adaptations Policy (Council Owned Properties) 2022-2025 as presented.	A revised policy compliant with current legislation which more clearly defines our policy in relation to Adaptations.	May 2022	Assistant Director of Housing Management & Enforcement	Officer time	Draft policy has been presented to the Scrutiny committee and will be put to executive in May 2022.	Recommendation Approved.
CSSC21- 22 1.2	That a Welfare Adaptations Procedure is produced to support the revised Policy and clearly define our processes.	A refreshed procedure enabling effective implementation of the revised Policy.	June 2022	Assistant Director of Housing Management & Enforcement	Officer time	During the course of the Review we had devised a draft procedure which can be finalised after the Policy is approved.	Recommendation Approved.
CSSC21- 22 1.3	That subsequent to the main Policy, a Mobility Scooter Policy be produced to supplement the Adaptations Policy (Council Owned Properties) 2022-2025, to further define our policy, procedures and duties as an authority.	A clearly defined Policy outlining the Council's duties and policy with regard to use and storage of Mobility Scooters' by Council tenants.	September 2022	Assistant Director of Housing Management & Enforcement	Officer time	The revised Tenancy Agreement is currently out for consultation and has a requirement that Mobility scooters are not stored in communal areas. This policy will supplement this approach.	Recommendation Approved.



<b>PERFORM Code</b>	<b>Recommendation</b>	<b>Desired Outcome</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Resources</b>	<b>Service Response</b>	<b>Executive Response</b>
CSSC21-22 1.4	That the postcode data for current and future stock is mapped via the GIS system allowing comparison of vacant/occupied stock.	A refreshed approach to storing adapted stock data	June 2022	Assistant Director of Housing Management & Enforcement  Scrutiny & Elections Officer	Officer time  Support will be needed from the Scrutiny and Elections officer to progress this recommendation	This will be a useful exercise, to have a pictorial representation of where disabled adapted and substantially adapted housing stock is within the district.	Recommendation Approved.
CSSC21-22 1.5	That a special category be created within the Housing software system, Open Housing, to create more efficient management and allocation processes and ensure adapted stock is easily identifiable.	A refreshed approach to storing adapted stock data, creating greater efficiencies for officers managing stock.	July 2022	Assistant Director of Housing Management & Enforcement	Officer time	A number of system checks still need to take place to ascertain if this is possible. Assuming the system can accommodate this, staff will implement the recommendation.	Recommendation Approved.
CSSC21-22 1.6	That a revised Stock Categorisation Procedure is drafted to ensure effective implementation of the new	A clearly defined procedure for stock categorisation is in place to enable effective management	June 2022	Assistant Director of Housing Management & Enforcement	Officer time	By assessing when significant adaptations to a property mean this is considered a disabled adapted property we can official change the stock categorisation with Housing Stock	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	Adaptations (Council Owned Properties) Policy and ensure current stock are correctly categorised.	and allocation of stock.				Management Approval.	
<del>QSSC21-22 1.7</del>	That urgent action be taken to assess categorisation of the additional properties identified as potentially qualifying for the fully adapted criteria.	Effective management and allocation of stock	June 2022	Assistant Director of Housing Management & Enforcement	Officer time	To ensure we have up to date and accurate records we need to review the list of significantly adapted properties to see if we can officially change the stock categorisation with Housing Stock Management Approval.	Recommendation Approved.
CSSC21-22 1.8	That Housing services use the ward analysis to assist in pinpointing potential areas for future development.	A greater understanding of the District demographic profile when considering development of future stock.	Ongoing	Assistant Director of Housing Management & Enforcement	Officer time	This will help to build a clear picture of where there are gaps in provision of disabled units across the district and can be used in future Bolsover Homes schemes.	Recommendation Approved.
CSSC21-22 1.9	That this demographic analysis is	A greater understanding of the District	Dependent on release	Assistant Director of Housing	Officer time	Updated information will be useful.	Recommendation Approved.

<b>PERFORM Code</b>	<b>Recommendation</b>	<b>Desired Outcome</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Resources</b>	<b>Service Response</b>	<b>Executive Response</b>
	refreshed once the Census 2021 data is released.	demographic profile when considering development of future stock	of Census data - TBC	Management & Enforcement	Support will be needed from the Scrutiny and Elections officer to progress this recommendation		

## **Bolsover District Council**

### **Meeting of Customer Services Scrutiny Committee on 18 July 2022**

#### **Scrutiny Committee Work Programme 2022/23**

#### **Report of the Scrutiny & Elections Officer**

<b>Classification</b>	This report is Public
<b>Report By</b>	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, <a href="mailto:joanne.wilson@bolsover.gov.uk">joanne.wilson@bolsover.gov.uk</a>
<b>Contact Officer</b>	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, <a href="mailto:joanne.wilson@bolsover.gov.uk">joanne.wilson@bolsover.gov.uk</a>

#### **PURPOSE/SUMMARY OF REPORT**

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2022/23.

---

#### **REPORT DETAILS**

##### **1. Background**

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2022/23 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes 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 2022/23 and the proposed agenda items for approval/amendment.

## **3. Reasons for Recommendation**

- 3.1 This report sets the formal Committee Work Programme for 2022/23 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.

---

## **RECOMMENDATION(S)**

- 1. That Members review this report and the Programme attached at Appendix 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.

**IMPLICATIONS:****Finance and Risk:** Yes ☐ No ☒**Details:**

None from this report.

On behalf of the Section 151 Officer

**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

**Staffing:** Yes ☐ No ☒**Details:**

None from this report.

On behalf of the Head of Paid Service

**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>Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/></b> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	No
<b>District Wards Significantly Affected</b>	N/A
<b>Consultation:</b> <b>Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/></b> <b>SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/></b> <b>Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></b>	Yes  Details: Committee Members

**Links to Council Ambition: Customers, Economy and Environment.**

All

DOCUMENT INFORMATION	
Appendix No	Title
1.	CSSC Work Programme 2022/23

Background Papers
<i>(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 you must provide copies of the background papers).</i>
Previous versions of the Committee Work Programme.

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**Customer Services Scrutiny Committee**

**Work Programme 2022/23**

**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
23 May 2022	Part A – Formal	• Agreement of Work Programme 2022/23	Scrutiny & Elections Officer
		• Transformation Programme Review	Assistant Director of Development & Planning
	Part B – Informal	• Review work	Scrutiny & Elections Officer
18 July 2022	Part A – Formal	• Operational Update on Waste Collection Services	Assistant Director of Streetscene
		• Consultation on Derbyshire Homelessness & Rough Sleeping Strategy 2022-2027	Assistant Director of Housing Management & Enforcement
		• Operational Update on Customer Services	Assistant Director of Housing Management & Enforcement/ Customer Services Manager
		• Review of Council-owned Adapted Accommodation: Executive Response	Scrutiny & Elections Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer



Date of Meeting	Items for Agenda		Lead Officer
10 October 2022	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1<sup>st</sup> October 2021 to 31<sup>st</sup> March 2022 and Annual Report 2021/22</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>LG&amp;SCO and Housing Ombudsman Annual Report 2021/22</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li><i>Rent Arrears Policy - TBC</i></li> </ul>	<i>Assistant Director of Housing Management &amp; Enforcement</i>
		<ul style="list-style-type: none"> <li><i>Mobility Scooter Policy - TBC</i></li> </ul>	<i>Assistant Director of Housing Management &amp; Enforcement</i>
		<ul style="list-style-type: none"> <li>Work Programme 2022/23</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
12 December 2022	Part A – Formal	<ul style="list-style-type: none"> <li>Review of Council-owned Adapted Accommodation: Interim Monitoring Report</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Work Programme 2022/23</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
13 February 2023	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1<sup>st</sup> April 2022 to 30<sup>th</sup> September 2022</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>Work Programme 2022/23</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
20 March 2023	Part A – Formal	<ul style="list-style-type: none"> <li>Housing Strategy – Monitoring Update</li> </ul>	Assistant Director Economic Development, Regeneration and Housing Delivery; Assistant Director of Property & Housing Repairs; Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Work Programme 2022/23</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer