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To: Chair & Members of the Customer
Services Scrutiny Committee

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Thursday 9th March 2023

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, 20th March, 2023 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 3 and 4.

Yours faithfully

A handwritten signature in black ink, appearing to read "J. S. Fielden".

Solicitor to the Council & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
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- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

***Monday, 20th March, 2023 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne***

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for Absence	
2.	Urgent Items To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the last meeting held on 13 th February 2023.	5 - 8
5.	List of Key Decisions to be Considered in Private <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>	9
6.	Housing Strategy 2021-24 - Action Plan Monitoring Update: March 2023	10 - 69
7.	Customer Services Scrutiny Committee Work Programme 2022/23	70 - 75

PART B - INFORMAL

8. Review Work

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 13th February 2023 at 10:00 hours.

PRESENT:

Members:

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, Patricia Clough, David Dixon, Ray Heffer and Rita Turner.

Officers: Victoria Dawson (Assistant Director Housing Management & Enforcement), Lesley Botham (Customer Services Manager) and Joanne Wilson (Scrutiny & Elections Officer).

Also in attendance at the meeting was Councillor David Downes (to Minute No. CS45-22/23).

CS40-22/23 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillor Andrew Joesbury.

CS41-22/23 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

CS42-22/23 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS43-22/23 MINUTES OF MEETING HELD ON 10TH OCTOBER 2022

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 12th December 2022 be approved as a correct record.

CS44-22/23 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.

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.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS45-22/23

CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2022/23 - 1ST APRIL 2022 TO 31ST SEPTEMBER 2022

The Assistant Director of Housing Management & Enforcement and the Customer Services Manager provided Members with an overview of the Council's performance for Q3 2022/23, in relation to the Council's customer standards and complaints.

The Customer Services Manager noted the headline detail in the cover report and then presented each of the appendices in turn.

Customer Service Standards (Appendix 1)

In relation to direct dial incoming calls, the Revenues service had answered 82% within 20 seconds for Q3, which exceeded that target of 65%. Cumulative performance for 2022/23 was at 80%.

Within the Benefits service, 94% of incoming calls had been answered within 20 seconds for Q3, again significantly above the target of 78%. Cumulative performance for 2022/23 was at 92%

During Q3, 69% of incoming calls to Contact Centres had been answered within the expected standard timescale of 20 seconds which was below the target of 75%. Cumulatively performance was at 72% which was only slightly below the target. The slight slippage was due to staff resources being below the minimum required during the period.

Within the period the Council had received 66,559 email enquiries all of which had been acknowledged within the target time of one working day and 99% replied to in full within 8 working days. There had been more e-mails (21,941) compared to the same period in 2021/22 (17,964), and the officer noted that this remained a popular method of contact.

The Live Chat service had also progressed in popularity since its launch. Within Q3, 96% of Live Chats had been answered within 20 seconds which significantly exceeded the target of 75%. Cumulative performance for the year was at 92%.

Corporate Telephone Standards (Appendix 2)

The officer noted that 95% of incoming calls had been answered within the corporate standard timescale of 20 seconds which exceeded that target of 93%. The majority of departments had achieved and exceeded the corporate target of 93%, with the exception of Revenues and Benefits, Joint ICT, Procurement, Streetscene, Housing/Community Safety and Housing Repairs. Cumulatively performance for 2022/23 was at 92% which fell just below the target of 93%.

In relation to Unanswered Calls (Abandoned), which was a new indicator, the report identified that during Q3, 12% of incoming calls had not been answered. The majority of departments had not achieved the target of 5% with the exception of Planning, Revenues and Benefits and Finance, who had all met the target. Cumulatively performance for 2022/23 was 13% which was above the target of 5%. It was highly likely this would be reviewed for 2023/24 possibly to a target of 10%.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Compliments (Appendix 3A)

Appendix 3 (A) showed the number of written compliments received for the period by department. In total 38 written compliments had been received during Q3, 1st October to 31st December 2022. Compliments were received from customers who appreciated excellent service.

Comments (Appendix 3B)

Appendix 3 (B) showed the number of written comments received for the period Q3, 1st October to 31st December 2022. In total, 7 Comments had been received and 100% had been acknowledged and passed to the respective department for consideration when reviewing their service within the target time of 3 working days.

It was noted that where the Council did receive a Comment, these were not directly responded to as was the case with a complaint.

Informal Complaints (Frontline resolution stage 1) (Appendix 3C)

Appendix 3 (C) showed the number of Frontline Resolution complaints received by the Contact Centre service. In total 74 complaints had been recorded on the Customer Information System (62) and Open Housing Repairs system (12) for the Q3 period.

48 out of the 74 complaints related to missed bins, particularly in the Clowne and Bolsover areas. However, the officer noted that the Council was aware of a significant number of roadworks that had taken place at that time which did have an impact.

76% of the complaints had been responded to within the customer standard of 3 working days.

Formal Investigation (stage two) (Appendix 3D)

In total, the Council had received 34 formal complaints during Q3, 1st October to 31st December 2022. 83% of formal complaints had been responded to within the customer service standard of 15 working days. Four complaints had related to Streetscene (waste collections), and 15 related to Housing services, Housing repairs and maintenance.

MP Enquires (Appendix 3E)

The officer noted that the figures for Q3 were significantly higher than the first half of the year. There had been 62 enquiries within the quarter of which 85% had been responded to within the customer service standard of 15 working days.

The officer had now been able to make contact with the MP's office and was working with the MP's staff to ensure that enquiries made direct to the MP were being dealt with in the most effective manner. This included ensuring that enquiries were being directed to the correct authority for action. It was noted there had still been instances where enquires had been submitted for issues out of the Council's control. Furthermore, some issues were still being raised incorrectly as a complaint. A meeting was due to take place to endeavour to improve current processes.

Internal Review (stage three) (Appendix 3F)

Appendix 3 (F) showed the number of stage three complaints received for the period by department. These were complainants who had already made a stage two complaint and still felt dissatisfied. During the period, 2 stage three complaints had been received all of which had been responded to within the standard of 20 working days.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Ombudsman (Appendix 3G)

The officer noted that no Ombudsman complaints had been received for Q3.

Following presentation of the report, Members discussed the details and noted the following points:

A Member commented that the property highlighted in Glapwell as part of an MP enquiry was still an ongoing issue.

The Chair enquired what feedback had been received from officers about the new approach to the reports and the way the data was now analysed and presented. The Customer Services Manager noted that officers found it much easier to identify trends and consequently challenge departments on issues arising.

The Assistant Director of Housing Management & Enforcement reminded Members that the reports would now be quarterly, and that the format of the reports made it much easier to analyse the data.

The Customer Services Manager confirmed that the end of year report would show comparison data and trend analysis.

Moved by Councillor Ray Heffer and seconded by Councillor David Dixon
RESOLVED that the overall performance on Customer Service Standards and Compliments, Comments and Complaints be noted.

(Assistant Director of Housing Management & Enforcement/
Customer Services Manager)

CS46-22/23 WORK PROGRAMME 2022/23

Committee considered their proposed work programme for 2022/23, and noted remaining items for the rest of the programme up to the end of March.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler
RESOLVED that the Work Programme 2022/23 be approved and noted.

(Scrutiny & Elections Officer)

The formal part of the meeting concluded at 10:15 hours and Members then met as a working party to continue their review work. The working party concluded at 10:48 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 20th March 2023

Housing Strategy 2021-24 – Action Plan Monitoring Update: March 2023

Report of the Portfolio Holder for Housing

Classification	This report is Public
Report By	Assistant Director – Housing Management and Enforcement Vicky Dawson, Victoria.Dawson@bolsover.gov.uk , 01246 242231
Contact Officer	Assistant Director – Housing Management and Enforcement Vicky Dawson, Victoria.Dawson@bolsover.gov.uk , 01246 242231 Planning Policy and Housing Strategy Manager Chris McKinney, Chris.McKinney@bolsover.gov.uk , 01246 242292

PURPOSE / SUMMARY OF REPORT

- To provide an update on the Council's Housing Strategy 2021-24 and the delivery of its Action Plan.

REPORT DETAILS

1. Background

- 1.1 The Council's Housing Strategy 2021-24 was adopted in February 2021 and sets out the Council's strategic framework to meet the district's housing growth ambitions and housing related support needs. A copy of the Housing Strategy 2021-24 is attached as Appendix 1 to this report.
- 1.2 To assist the delivery of the Housing Strategy an Action Plan has been developed and this is being taken forward and monitored by the Council's teams and services. As part of this monitoring, a report on the delivery of this Action Plan was provided to the Customer Services Scrutiny Committee at its meeting in March 2022 and this report provides a second annual update.
- 1.3 Since the last report, the Joint Housing Strategy Team with North East Derbyshire District Council (NEDDC) was disestablished and ceased to operate

on 30th November 2022, with its staff remaining with NEDDC. From the 1st December 2022 onwards the duties of the former Joint Team have been transferred to the Council's Housing Management Team and Planning Policy Team, with the general split being as follows:

- a) Housing Management Team – to undertake duties relating to homelessness, rough sleeping, private sector lettings and tenancy strategy;
- b) Planning Policy and Housing Strategy Team – to undertake duties relating to the preparation of strategic housing policies, housing stock analysis and work on empty homes.

- 1.4 To aid the delivery of these new responsibilities new posts within both teams will be established and work on this is being progressed, although the posts are yet to be advertised and new staff recruited. However, some progress is being made in the delivery of the Housing Strategy Action Plan and this is reported below.
- 1.5 In addition, the Property Services and Housing Repairs teams also deliver the Council's new build programme, albeit at the time of writing these arrangements will be evolving with the planned transfer of these responsibilities and staff to the Council owned company, Dragonfly Development Limited.

2. Details of Proposal or Information

- 2.1 As Members will recall, the Council's Housing Strategy identifies how the Council will address the key challenges to deliver housing and housing related health and well-being across the district. In doing so, it identifies the following key strategic housing priorities to address the challenges highlighted:
 - Key Priority 1 – Providing Good Quality Housing
 - Key Priority 2 – Enabling Housing Growth
 - Key Priority 3 – Supporting Vulnerable and Disadvantaged People.
- 2.2 The areas of action within each of these key priorities set out in the Housing Strategy are set out in the Action Plan and updates have been added against each one for Members' information.
- 2.3 For information, the format of the Action Plan has been updated and improved to better reflect the priority actions set out in the Housing Strategy. This has seen a number of priority actions being moved to their correct position in the Action Plan and a number being added that were missing from the Action Plan. To aid comparison between last year and the current year, an additional column has also been inserted and the direction of progress is now shown using the red / amber / green (RAG) system. It is hoped that these improvements will aid Members' understanding of the information contained. The Action Plan Monitoring Update: March 2023 is attached as Appendix 2 to this report.

3. Reasons for Recommendation

- 3.1 To inform scrutiny of the Action Plan and give and updates where available, as per the Committee's terms of reference and the requirements of the Budget & Policy Framework.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options.

RECOMMENDATION(S)

That the Customer Services Scrutiny Committee note the contents of the Housing Strategy Action Plan Monitoring Update: March 2023 and make any necessary recommendations arising from this work area.

Approved by Portfolio Holder for Housing – Cllr. Peake

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details: None from this specific report.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details: None from this report. The Strategy forms part of the Budget & Policy Framework.

On behalf of the Solicitor to the Council

Environment: Yes ☒ No ☐

Please identify (if applicable) how this proposal / report will help the Authority meet its carbon neutral target or enhance the environment.

Details: The Housing Strategy has a number of positive impacts on the environment and these are set out in the updated Action Plan.

Staffing: Yes ☐ No ☒

Details: None from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	All indirectly
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Ward Members consulted on original strategy.

Links to Council Ambition: Customers, Economy and Environment.
The Strategy links to all the Corporate aims: Our Customers by providing excellent services/Our Economy by driving growth, promoting the District and being business friendly/Our Environment by protecting the quality of life for residents and businesses and meeting environmental challenges.

DOCUMENT INFORMATION	
Appendix No	Title
1.	Housing Strategy 2021-24
2.	Housing Strategy Action Plan Monitoring Update: March 2023

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>



Housing Strategy 2021 - 2024

June 2022

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1. Introduction

Our Housing Strategy 2021-2024 is set within a legislative framework and must reflect National, Regional and Local Policy. The key Government agendas which impact our residents and communities locally, will be incorporated into this Strategy.

The key strategic housing priorities will be driven by our overarching “ambitions” which is flexible and adaptable. It has *“the scope for new projects to be delivered whilst having the preparedness to address uncertainties such as reductions in funding and income we receive, changes in legislation that affect our services or influences that affect our local communities and their way of life”*.

Housing is not just about bricks and mortar, it is a key factor in contributing to a person's health and well-being. We work closely with partners including, Derbyshire County Council, developers, Registered Providers, Local Enterprise Partnerships, care and support providers and the voluntary sector to enhance housing stock, but also to meet the essential care needs of our residents, including those who have complex needs or live chaotic lifestyles.

The Housing Strategy will set out the strategic framework for meeting our housing priorities and link with the wider initiatives. It will ensure that resources are targeted effectively and in a coordinated way.

The Key Strategic Housing Priorities identified are:

Key Priority 1 – Providing Good Quality Housing

Key Priority 2 – Enabling Housing Growth

Key Priority 3 – Supporting Vulnerable and Disadvantaged People

Nationally, the coronavirus crisis highlighted the need for secure, high quality, affordable homes and has identified house building as a central component to the post Covid-19 recovery, which will also create jobs and boost the economy.

In order that we may respond to emerging issues as they arise and build the right homes in the right places, the strategy will be for three years with a commitment to review after one year in light of any central government changes impacting on the local community.



2. Shaping the Strategy

Housing is a key priority for us, our partners and residents. It affects people's health and wellbeing, their life opportunities and their living standards. Working with a wide range of residents and partner agencies is essential in delivering the priorities.

2.1 What is an empty property?

The Strategy is based on evidence, including data gathered from:

- The North Derbyshire and Bassetlaw Strategic Housing Market Assessment OAN update 2017
- Bolsover Private Sector Stock Condition Survey
- Data sources such as Office of the National Statistics (ONS), Census, Housing Register and Hometrack
- The Local Plan for Bolsover District
- National Planning Policy Framework
- Bolsover District Council's Five Year Land Supply
- Bolsover Strategies, Policies and Plans
- Derbyshire County Council (DCC) strategies and policies
- National legislation

2.2 National, Sub Regional and Local Policy Context

The development of the Housing Strategy has been influenced by national and local policy initiatives.

Many of these bring with them additional resources in the form of funding, expertise, best practice and support from central Government and other key funders, such as Homes England, Ministry for Housing Communities and Local Government (MHCLG), the Sheffield City Region (SCR) Local Enterprise Partnership (LEP) and D2N2 (Derby & Derbyshire and Nottingham & Nottinghamshire) LEP.

For further details of National, Local and Sub Regional Policy see **Appendix 1**.



3. District Profile

The District is located in Derbyshire within an area of around 160 square kilometers which is mainly rural and has strong links to its mining past.

There are a number of smaller communities scattered throughout the district, but contains four market towns: Bolsover, Clowne, Shirebrook and South Normanton.

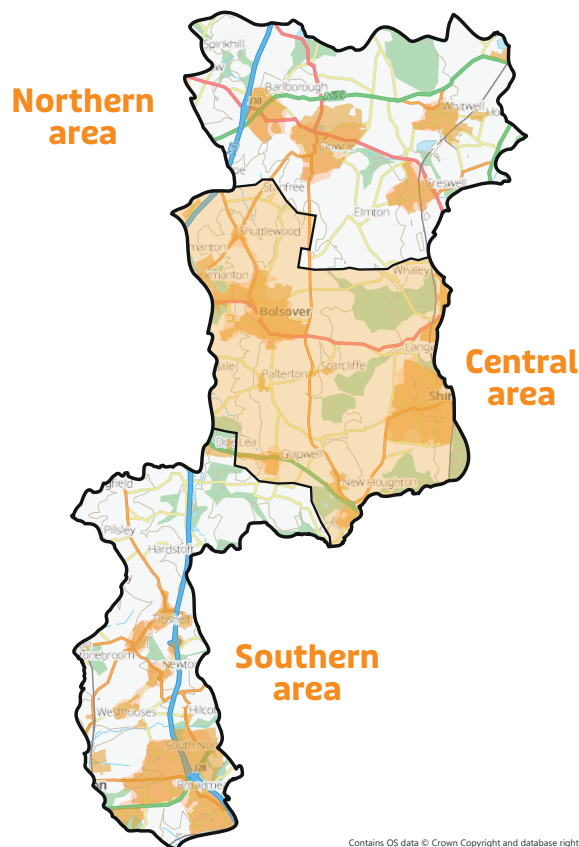
The towns offer retail, social, employment and housing opportunities for their surrounding communities.

Easy access to the M1 motorway is via junctions 28, 29, 29a and 30 all of which sit within the District.

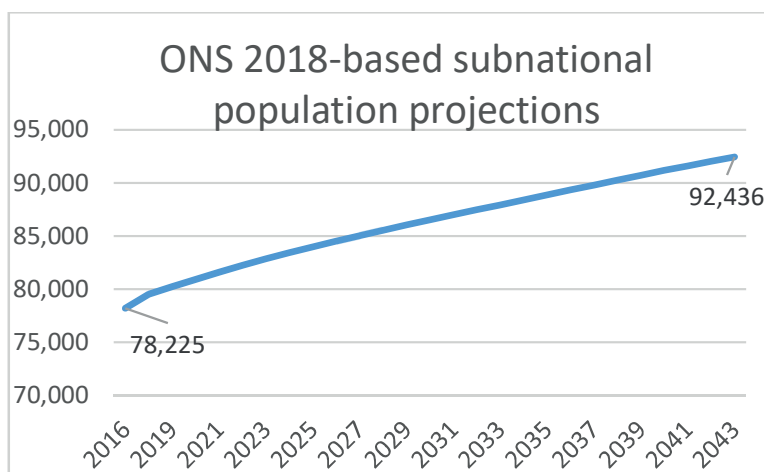
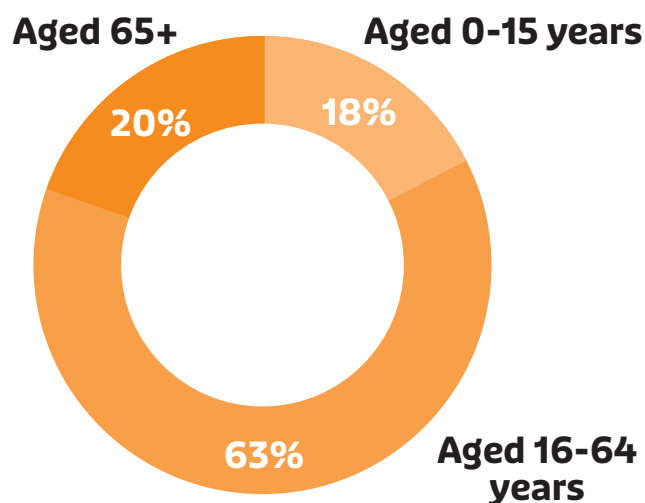
The District includes attractive countryside and important visitor attractions including Bolsover Castle, Hardwick Hall, and Creswell Crags (the latter being the UK's only verified example of Paleolithic cave art).

At the time of the 2011 Census the District's population was 75,866, however the 2016 ONS mid-year population estimates that it has increased to 78,225 and is projected to rise by 18% from 2018 to 2043, totaling 92,436.

The majority of the population are aged between 16 to 64 and 24% of the population's day-to-day activities are limited due to poor health.



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Household Tenure

	Owner Occupied	Shared Ownership	Social Rented	Private Rented	Other
Bolsover District	67.0%	0.3%	18.2%	13.0%	1.5%
East Midlands	67.3%	0.7%	15.8%	14.9%	1.3%
England	63.4%	0.8%	17.7%	16.8%	1.3%

The District has 32,801 households, of which the majority are owner occupiers with a small percentage renting in the private rented sector. Source 2011 Census

Property Type

	Detached	Semi-Detached	Terraced	Flat/Maisonette
Bolsover District	29%	44%	22%	6%
East Midlands	33%	36%	20%	11%
England	23%	31%	25%	21%

The District has more Semi-Detached properties than any other Property Type, which is higher than East Midland region and England. Source 2011 Census



3.1 Housing Need and Demand/Affordable Housing

House prices in the District are below the East Midlands regional average. The simple average house price for Bolsover District in October 2020 was 64% of the regional average. However, average incomes are lower too. Affordability and housing need relates to the relationship between house prices and incomes and whether people are able to meet their own needs in the market. Lower house prices mean that house purchase is more affordable, but the corresponding lower incomes also mean that some people are still in housing need. The house price to income ratio in Bolsover District at October 2020 is 5:1. Source: Hometrack Housing Intelligence October 2020

	Simple Average House price
Bolsover District	£155,100
East Midlands	£241,700
England	£331,560

It is estimated that 24% of First Time Buyers cannot afford to purchase a flat and 36% cannot afford to buy a terraced house in the district. Source: Hometrack Housing Intelligence October 2020

	Percent of households priced out of market in Bolsover District
FTB households - Flats	24.19%
FTB households - Terraced houses	36.55%
FTB households - Semi-detached houses	46.72%
FTB households - Detached houses	69.73%
Owner occupier - Flats	24.19%
Owner occupier - Terraced houses	24.19%
Owner occupier - Semi-detached houses	46.72%
Owner occupier - Detached houses	63.46%

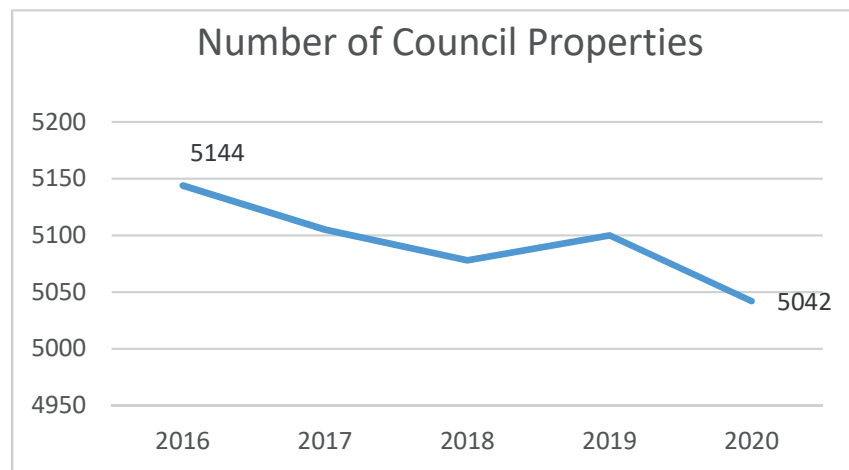
The Strategic Housing Market Assessment OAN Update 2017 estimated that to meet all housing need in the district 126 affordable homes would have to be brought forward every year to 2034. This is an indicator of the theoretical level of affordable housing need in the district at a point in time, but it is subject to market changes, the existing supply of affordable housing, and people's choices as to how much of their income they are prepared to use for housing.

The Private Rented Sector has increased over recent years and does provide a housing option for those not wanting, or able, to purchase a property. There can be issues over quality and security of tenure in the Private Rented Sector which means it is not always a tenure of choice.

We have a housing stock of 5,042 rented properties, whilst Registered Providers have 1,133 affordable homes in the district.

The number of Council owned properties have decreased over the last 5 years, this is primarily due to the Right to Buy scheme, which enables council tenants to buy their current homes at a discounted price.

Source: Local Authority Housing Statistics (LAHS 2020) and Government Statistics for Number of Dwelling 2019



As at 31 March 2020, there were 1,670 applicants on our Housing Register. Which indicates a need for Council accommodation. Source: LAHS 2020

To increase the number of Council owned properties on 29 October 2018, the government confirmed that the HRA borrowing cap was abolished with immediate effect. As a result, local authorities with an HRA are no longer constrained by government controls over borrowing for housebuilding and are able to borrow against their expected rental income, in line with the Chartered Institute of Public Finance and Accountancy (CIPFA) Prudential Code and framework.

All capital schemes have to demonstrate affordability over the life of the 30 year HRA business plan along with a clear case for demand/need in the district and the ability to generate additional rental income. To address housing need in the district a new housing needs study, at parish level, will be commissioned to ensure that the right properties are built in the right places to alleviate housing need.

Affordable housing need will be addressed through the provision of new homes, developed by us or by Registered Providers

with grant funding from Homes England, or through market-led housing developments as a requirement through a Section 106 agreement. The Local Plan for Bolsover District, through Policy LC2, makes provision for all new housing proposals of 25 or more dwellings to provide 10% as affordable housing.

Registered Providers are key partners in the provision of affordable housing and will continue to be so. Smaller numbers of affordable housing are gained through empty properties being brought back into use and let as affordable housing.

The Affordable housing definition is set out in the National Planning Policy

Framework Annex 2: Glossary. See **Appendix 2.**

4. Neighbourhood Planning

The Local Plan for Bolsover District will incorporate policies that protect and enhance the district's natural environment, this will be key in the regeneration of our Council's neighbourhoods.

Neighbourhood Planning enables Town and Parish Councils or Neighbourhood Forums to prepare in partnership with the community they represent a range of initiatives for planning in their local area. We will support communities seeking to put in place Neighbourhood Plans or other neighbourhood planning initiatives. To assist with this, we have adopted a Neighbourhood Planning Protocol to give advice on the process.

5. Key Achievements, Challenges and Priorities

This Housing Strategy identifies how we will address the key challenges to deliver housing and housing related health and well-being across the district. We will deliver the following key strategic housing priorities to address the challenges highlighted.

Key achievements: over the last 5 years

- 1,844 new build properties completed
- 339 affordable properties completed
- New Bolsover Model Village Project completed
- Dragonfly Housing Company established to deliver Market Sale Housing
- Empty Property Officer appointed
- 11 long term empty properties back into use which has created 49 units of affordable accommodation (in partnership with Action Housing)
- Together with Action Housing we won 'Best Partnership' at the National Empty Homes awards in 2018 and the project was also the subject of a BBC documentary due to its success.
- Enforced Sale procedure adopted.
- Landlord forum set up and held three events
- Landlord Accreditation Scheme promoted to Landlords
- Custom and Self Build Officer appointed
- Custom and Self Build register implemented – 38 applicants on register
- Custom and Self Build sites identified
- Armed Forces Covenant signed and actions in the Allocations Policy completed
- Care Leavers Covenant signed
- Implemented the reformed homeless legislation (Homeless Reduction Act 2017)
- Prevented homelessness to 116 households during 2019/20
- Introduced a new housing system and amended the Allocations policy
- Delivered the Ambition Housing Project to approximately 3,000 students
- Delivered the 'No Second Night Out' project
- Call B4 You Serve scheme implemented
- Covid-19 Recovery Service implemented with partner local authorities and Derbyshire County Council

Key challenges:

- Continued impact of Welfare Reform on household debt
- Market housing affordability remains an issue for many people in the district
- Housing design - ensuring good quality design, including carbon reduction on new builds
- Reduction of the carbon footprint
- Protect and enhance heritage sites
- Equality - ensuring equality inclusion and sustainable communities
- Shortage of suitable properties in the private rented sector
- Continued homelessness in the district
- Lack of supported housing for people with complex needs, such as mental ill health, learning disability and Autism
- 754 long term empty properties (August 2020)
- Climate change
- Coronavirus Pandemic (Covid-19)

Key Priority 1 – Providing good quality housing

- Build new council housing
- Carbon Reduction
- Refurbishment/regeneration to existing Council Housing Stock
- Making best use of our Housing Stock
- Private Sector (including Stock Condition Survey)

Key Priority 2 – Enabling housing growth

- Growth
- Local Plan for Bolsover District/five year housing supply
- Partnership working to enable housing growth
- Bringing Empty Properties Back into Use (private sector)
- Support custom and self build
- Support Gypsy and Travellers

Key Priority 3 – Supporting vulnerable and disadvantaged people

- Prevent and Relief Homelessness
- Enable Supported Housing/Housing with Care for People with Physical Disability/Mental ill health/Domestic Violence/Complex Needs
- Older People's Housing Accommodation and Support – including Careline
- Support Care Leavers
- Support Armed Forces
- Disabled Facilities Grant /Home Improvements/Energy Efficiency

6. Key Priority 1

Providing good quality housing

- Build New Council Housing
- Carbon Reduction
- Refurbishment/regeneration to existing Council Housing Stock
- Making best use of our Housing Stock
- Private Sector (including Stock Condition Survey)

6.1 New Council Housing

Bolsover Homes

The home building initiative, called Bolsover Homes, forms part of our Local Plan to achieve sustainable growth and create a prosperous and flourishing district.

In partnership with the local contractor Robert Woodhead Limited we have set out an ambitious plan to deliver 400 new homes across the District over the next 4 years as part of our social housing building programme. Initially 200 new homes will be delivered to work towards this goal, with the launch of the programme underway in the Whitwell area.

The investment will inject in the region of £32m into the local economy. The partnership will provide a collaborative approach, guided by the Housing Needs Study, to plan for social housing to meet local needs by building in the right places with the right mix of house types for families, older people and people with additional needs.

Robert Woodhead Limited are based just 10 miles from Bolsover. They have set a target to invest heavily in the local area by spending locally, sourcing 80% of subcontractors within 20 miles of sites. A range of apprenticeship and training opportunities will be created, boosting skills and providing jobs across the district.

They have a strong track record in delivering high quality homes, having worked previously with us under the B@Homes scheme, which was procured through the Efficiency East Midlands (EEM), to deliver 103 homes, securing two awards along the way. 10 of the new homes were bungalows, including three bedroom wheelchair adapted bungalows.

Private Development Opportunities

We will seek opportunities to meet the identified local housing need to purchase properties from private development companies to increase our housing stock under Section 106 agreements.

As of October 2020 we are in agreement with three developers to purchase Section 106 properties. The current agreements will deliver an additional 25 properties into our housing stock, these are;

- Keepmoat Homes – 13 properties
- Rippon Homes – 3 properties
- Avant Homes – 9

6.2 Carbon Reduction

Carbon Reduction Plan

Our Carbon Reduction Plan has a commitment to working towards reducing energy usage and our carbon footprint. In particular we will seek to minimise the adverse environmental effects from the use of fossil fuels within our activities.

Wherever practical we will take a proactive and responsible approach to implement the plans objectives, which are;

- Monitoring energy and water consumption
- Reducing carbon emissions
- Enhancing the built environment
- Energy procurement
- Energy advice and education
- Renewable energy
- Transportation
- Partnership working

Enhancing the built environment incorporates economic energy efficient systems within the design, construction, refurbishment and maintenance of corporate buildings and domestic housing stock.

The plan also highlights that local authority planning functions are a key lever in reducing emissions and tackling the effects of climate change. The planning process can make a major contribution by shaping new and existing developments in ways that reduce carbon emissions. The planning process has the potential to deliver the right development in the right place which can be informed by the ambition for sustainable development.

Partnership working with internal departments and external organisations and stakeholders is essential to deliver the objectives of the plan.



We will manage, monitor and review the action plans and consider new ideas that may be generated throughout the lifetime of the plan.

The Successful Places Guide

Our Successful Places Guide supports the design policies in the Local Plan for Bolsover District. The guidance set out in the Sustainable Design and Construction Supplementary Planning Document complements existing policies and is aimed at achieving low carbon and sustainable developments in the district.

6.3 Refurbishment/regeneration to existing Council Housing Stock

In 2014 a detailed stock condition survey of our housing stock was completed. This study surveyed 94% of our housing stock, providing us with a detailed understanding of the stock condition. Particular challenges highlighted by the study were:

- Issues around solid walls and difficult to heat homes
- 78 pre-1919 terrace homes
- Sheltered housing, especially in low demand areas
- New Bolsover Model Village

Since the survey we have completed a number of targeted repairs, refurbishment and regeneration to improve the housing stock.

Some examples of current works being delivered or to be delivered across the district are as follows:

- Electrical works – April 2020 to March 2024 – upgrades to approximately 900 properties.
- Efficiency East Midlands (EEM) framework – new windows and doors
- Replacement kitchens
- Bolsover Safe and Warm scheme
- Re-roofing programme
- External Wall Installation (EWI) scheme

We will continue to seek funding opportunities for future refurbishment to our owned stock, we will build on their experience to deliver further targeted programmes.

New Bolsover Model Village

New Bolsover Model Village is a collection of buildings and facilities built by Bolsover Colliery Company in 1891 to accommodate their workforce at the nearby Bolsover Colliery. The buildings were listed in 1989 and again in 2004. The properties all lie within the Bolsover Conservation Area, which was originally designated in July 1971.

A £10million project to breathe new life into the New Bolsover Model Village has been completed after a successful bid to the Heritage Lottery to carry out essential repairs and restore original architectural features on the dwellings that make-up the Model Village. The project has delivered external improvements to 192 properties with internal wall insulation to 134 of our properties.

Group Dwelling Refurbishment Programme

We have a number of improvement programmes being delivered across the district, which includes a group dwelling refurbishment programme to sheltered housing properties for older people. The final programme to the smaller independent properties is currently underway and the larger sheltered housing programme has started at Ashbourne Court which will be followed by Parkfields.

These schemes deliver wet rooms, new kitchens, fully controllable heating, sprinklers and internal alterations to remove bedsits as well as external improvements.

Decent Homes

The Local Authority Housing Statistics (LAHS) 2018/19 shows as at 1 April 2018 there were 470 non-decent Council owned properties, however 106 of these tenants refused to have work completed to bring up to the decent homes standard.

1,432 properties received works to prevent them from becoming non-decent during the same reporting period. The average cost per dwelling was £1,648.35 funded through the Capital Works Programme.

The Ministry of Housing, Communities and Local Government “Charter for Social Housing Residents - Social Housing White Paper” has highlighted that the Government will review the Decent Homes Standard and consider whether it needs to be updated to ensure it is delivering what is needed for safety and decency now, including how it can better support the energy efficiency of social homes and government’s target and their Energy Performance Certificate Band C aspiration



6.4 Making best use of our Housing Stock

Policies will be reviewed periodically in line with any legislative or demographic changes to deal with housing issues to make the best use of our housing stock.

The Allocations Policy sets out how properties are allocated to applicants on the Housing Register which includes maximising opportunities for older people to downsize to more appropriate accommodation, helping people to transfer to smaller homes when under occupying their current home and helping people to access alternative suitable housing which

meets their changing needs.

We have has a small number of difficult to let properties which are reviewed and assessed to determine and rectify any issues highlighted. As an example, a block of flats could lead to amendments to age specific allocations to align with the demographics of the area. Other properties may require repair work or become part of a regeneration programme. Identifying and assessing these properties is an ongoing process as issues arise.

6.5 Private Rented Sector

Bolsover District has a relatively low amount of private rented accommodation making up 13% of the properties in the district. Most properties in this sector are owned by landlords who own one property or a very small number.

The English Housing Survey, private rented sector, 2016-17 shows that the sector has grown over the last 20 years and will continue to grow as a preferred renting option, attracting all age groups and household compositions.

Planning rules have been amended so councils can proactively plan for more long-term Build to Rent homes. The National Planning Policy Framework (2018), which sets out the Government's planning policies for England, and how these should be applied, has amended the definition of affordable housing to include affordable private rented properties.

By working with developers to deliver purpose built affordable private rented housing it will be a way to improve quality and choice with longer tenancies, in turn offering more sustainability.

To promote an existing healthy private rented sector, since 2016 we have held three annual landlord events in partnership with North East Derbyshire District and Chesterfield Borough Councils. The events give landlords the opportunity to share best practice but are also attended by numerous external organisations to provide information, for example, new legislation, energy schemes and welfare reforms. Each event has been well attended and has received excellent feedback.

To help improve the private rented sector we have worked in partnership with DASH (Decent and safe Homes) Services since 2005, which is an award winning region-wide scheme that encourages and rewards good property standards and management practice in the private rented sector.

We will hold an annual landlord event over the next three year and continue to work with partners, including DASH to promote a healthy private rented sector.

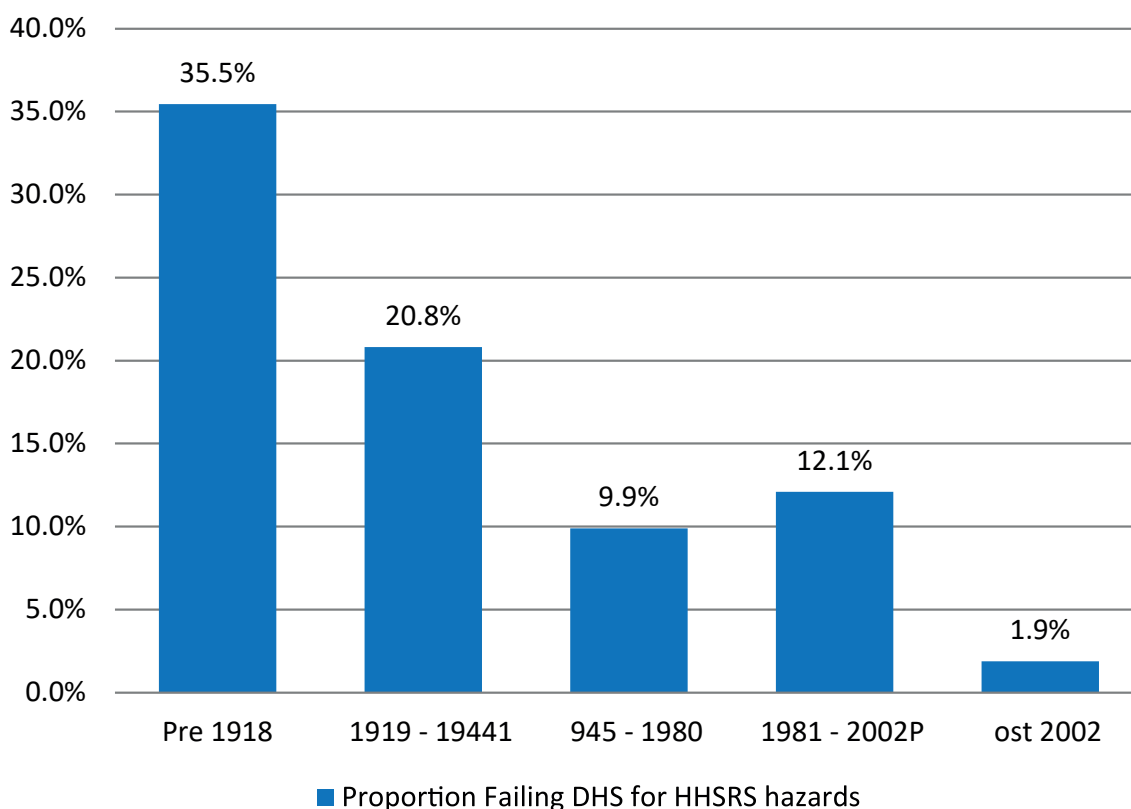
6.6 Private Sector Stock Condition Survey

Local authorities have a legal duty under the Housing Act 2004 to keep the conditions of homes in their areas under review, with a view to identifying any action that may need to be taken.

Stock Condition Surveys are a vital source of information for local housing authorities and the data is important to validate housing standards. A Private Sector Stock Condition Survey was conducted as part of the Derby and Derbyshire Desktop Housing Stock Condition and Health Survey.

The survey concluded that 1,443 homes in the District of Bolsover fail the Decent Homes criteria, the majority are properties built pre 1918.

Proportion of Homes Failing the Decent Homes Criteria HHSRS Category 1 Hazards by Age of

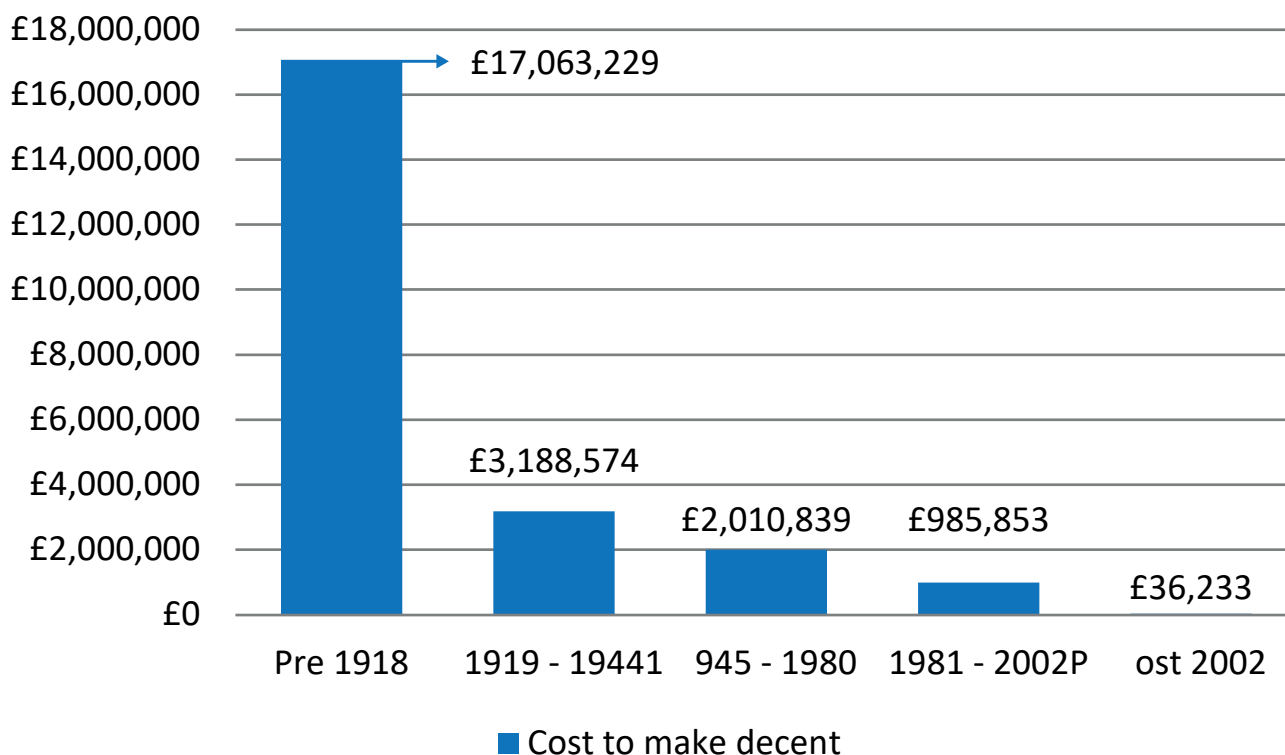


Approximately 16.9% (5,110) homes contain a Housing Health and Safety Rating System (HHSRS) category 1 hazard, this is higher than the East Midlands Region (13.8%) and England (12.2%).

It is estimated that 18.6% of HHSRS category 1 hazard are homes in the private rented sector and 16.3% are owner occupied homes.

The majority of the proportion of homes failing the HHSRS Category 1 hazard criteria are properties built before 1918, however a small proportion built more recently, from 2002, are affected.

Cost to Make Decent by Age of Home



The private rented sector plays a significant role in meeting housing need, but the survey highlights it is often poor quality housing.

We will develop a Private Sector Strategy and Action Plan to deliver the recommendations identified in the Stock Condition Survey, which are:

- Continue to work with partners (Derbyshire County Council, Derby City Council, NHS and other Districts) to examine how housing and health data can be collated to maintain a database that can be updated on a regular basis and used more systematically.
- Working with partners, use the data to inform both health and housing policy with a view to increasing housing interventions in support of addressing health inequalities and improving health and wellbeing of residents.
- Use the data to develop an action plan to address specific housing issues identified within the report to improve health outcomes.

7. Key Priority 2

Enabling housing growth

- Growth
- Local Plan for Bolsover District/five year housing supply
- Partnership working to enable housing growth
- Bringing Empty Properties Back into Use (private sector)
- Support Custom and Self Build
- Support Gypsy and Travellers

7.1 Growth

The Local Plan for Bolsover District highlights that brownfield sites will be brought back into productive use providing regeneration benefits to the local community and improvements to the natural environment.

Development in the towns and larger villages that serve local residents will be vibrant, attractive and distinctive places. Rural settlements will benefit from appropriate and sensitive development to meet the needs of their local communities which have been identified in the Housing Needs Study.

Housing Regeneration Framework Strategy

The Regeneration Framework Strategies provide a long term vision and focuses on the districts four largest settlements – Bolsover, Clowne, Shirebrook and South Normanton and their connections with local villages and hamlets.

The framework provides a plan to deliver regeneration which requires public and private funding, it provides an evidence base to influence, guide and steer development.

The Regeneration Framework will encourage inward investment by demonstrating our commitment to the District's regeneration through co-ordinated

and targeted interventions.

The framework acknowledges that current housing shortage extends to smaller units for social and affordable housing of mixed property types. To meet housing need 'in fill' sites will be identified for development, we will also explore opportunities to convert empty upper floors to housing. Larger development sites will provide mixed use of retail and housing developments to enhance the towns and surrounding villages and create sustainable communities.

The Housing Strategy will complement our housing growth by building the right property types and tenure in the right places to meet local housing need, as identified in the Housing Needs Study.

7.2 Local Plan for Bolsover District

The Local Plan for Bolsover District was adopted on 4th March 2020, and is set to the year 2033, but will be reviewed every 5 years.

The Local Plan states: "the Local Plan is about providing for the future development of an area in a way that benefits people the most. It helps to deliver places with a high quality of life where people want to live, work and visit. Perhaps most importantly

it offers a means for people to shape the future of the communities in which they live”.

The Housing Strategy will support the local plan including its key objectives to meet housing needs:

- To provide housing that addresses the needs of all sectors of the community
- To improve existing housing stock and promote lifetime homes
- To help to build / expand communities rather than just providing new housing

strategic policies set within the plan address priorities for the development and use of land in the district. By allocating sites for development it provides certainty for both developers to invest, and some clarity for local residents to see how their area is expected to change.

Policy SS3: Spatial Strategy and Distribution of Development in the Local Plan for Bolsover District sets out the Settlement Hierarchy which is the basis for determining the appropriate level of new housing for each settlement.

Type of settlement	Place	Residential (dwellings)	Employment (hectares)
Urban: Small Town	Bolsover Shirebrook	1,769 786	0 ha 10.82 ha
Transitional: Emerging Town	South Normanton Clowne	380 1,494	25.31 ha 20 ha
Rural: Large Village	Creswell Whitwell Pinxton Tibshelf Barlborough	289 218 56 306 159	0.46 ha 5.50 ha 1.23 ha 0 ha 6.12 ha
Rural: Small Village	Blackwell Bramley Vale / Doe Lea Glapwell Hilcote Hodthorpe Langwith New Houghton Newton Palterton Pleasley Scarcliffe Shuttlewood Westhouses Whaley Thorns	1 1 36 0 39 2 71 37 11 23 0 0 10 11	0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0 ha 0.58 ha
Non-settlement		34	21.54 ha
TOTAL		5,723	92 ha

Five Year Housing Supply

We have a Five Year Housing Land Supply and assessments have been made annually since 1st April 2007.

Our Five Year Housing Land Supply position was reviewed and updated in December 2020, based on data available for the year ended 31st March 2020.

A summary of the five year supply of deliverable housing is highlighted in the table.

Deliverable supply set against the housing requirement and NNPF buffer					
Year	Housing Requirement Figure pa.	Deliverable Supply pa.	Cumulative Housing Requirement	Cumulative Deliverable Supply	NNPF buffer requirement (+5%)
2020/21	272	553	272	553	1428
2021/22	272	605	544	1158	
2022/23	272	727	816	1885	
2023/24	272	466	1088	2351	
2024/25	272	388	1360	2739	

Based on this assessment, we currently have a greater cumulative deliverable supply than the cumulative housing requirement (plus 5% buffer). In 2024/25 we will exceed the requirement and buffer by 1,311 dwellings.



7.3 Partnership Working to Enable Housing Growth

Dragonfly Homes

Dragonfly Homes is a Joint Venture between ourselves and Woodhead Regeneration Limited. The partnership was set up to deliver high quality, energy efficient homes to buy on the open market at an affordable price.

The first development, Meadow View, at South Normanton has been completed delivering 10 x 3 bedroom homes; all 10 properties have been sold.

A second development is to follow at Castle Fields which will be an intimate development of 2 and 3 bedroom properties with contemporary features, traditional build techniques and sizeable interiors with plenty of natural light.

Dragonfly Homes can assist first time buyers to purchase their first homes through the Government's 'Help to Buy' scheme.

We are continuing to identify potential sites to deliver additional properties through this housing delivery company based on housing need evidenced in the Housing Needs Study.

Homes England

We are working closely with Homes England to identify opportunities where their investment may bring housing delivery, including bringing forward stalled schemes.

Homes England is the government's housing accelerator who have the influence, expertise and resources, including funding programmes, to drive positive market change.

Homes England's responsibilities are:

- increasing the number of new homes that are built in England, including affordable homes and homes for market, sale or rent
- improving existing affordable homes and bringing empty homes back into use as affordable housing
- increasing the supply of public land and

speeding up the rate that it can be built on

- helping to stimulate local economic growth by using public land and investment, and attracting private sector investment in local areas.

Registered Providers/ Supported Housing Providers

Registered Providers are key partners in the provision of delivering housing growth in the district. We work with Registered Providers to try to increase the provision of affordable housing, including housing for social rent, affordable rent and low cost home ownership. This includes specialist housing providers to enable purpose built suitable accommodation for residents who have supported housing/care needs.

On relevant development sites private developers are under obligation to supply a percentage of affordable housing, we will assess the site for the affordable housing element and property types and tenure to meet local housing need identified in the Housing Needs Study. Most developers rely on Registered Providers to buy and manage these properties.

A portion of Registered Provider properties are allocated through our Housing Register, this helps to meet housing need, fulfil the legal obligations through the homelessness process and make best use of the district's social housing stock.

Private developers

Private developers build homes within the private sector, most of the properties are to buy on the open market. On larger sites Section 106 agreements can require a percentage of properties to be affordable tenure, smaller sites may require a commuted sum to be paid to us. We will continue to work with private developers to increase housing growth in the district and gain more affordable properties.

7.4 Bringing empty properties back into use

At a time when there is a national shortage of housing and local authorities are being encouraged and incentivised to provide new homes, the reduction of empty properties has never been more of a priority. Bringing empty properties back into use can contribute to address this shortage.

Empty properties are a wasted resource and are often associated with a number of negative factors, including crime and anti-social behaviour in addition to having a negative impact on the local community.

As at August 2020 there were 754 long term empty properties in the District, approximately one third of these have been empty for more than 2 years. We have the resource of an Empty Property Officer, who works with owners to help them bring their empty properties back into use through a variety of different methods including assistance and enforcement.

We have developed a number of strong partnerships with organisations who recognise the importance of partnership working to bring empty properties back into use, including as affordable and supported housing.

At a time when local authorities have seen a reduction in funding, it is essential that Councils look at alternative methods to deliver their objectives, whilst continuing to deliver essential services.

We have developed an excellent working relationship with Action Housing, who are a local Social Housing Provider. Through this partnership 11 long term empty properties have been brought back into use and have been converted into 49 units of affordable accommodation. Three of these buildings had lain empty for over 10 years and had been subject to numerous incidents of anti-social behaviour and fire damage. These

buildings have now been converted into flats and due to the success of the schemes, together with Action Housing we were awarded the 'Best Partnership' Award at the National Empty Homes Conference in 2018 and the project was also the subject of a BBC documentary due to its success.

Whilst we have worked hard to offer assistance and incentives, there are a number of owners who refuse help, resulting in properties becoming problematic and a drain on our resources. Local authorities have access to a number of enforcement powers including Compulsory Purchase Orders (CPOs), Enforced Sale and Empty Dwelling Management Orders (EDMOs). These should be used as a last resort, however it is important to exercise these powers, where properties are having a detrimental effect on communities, to improve residents' quality of life and to deter other owners from leaving their properties empty.

We will develop an Empty Property Strategy which outlines the work that has been carried out in previous years to help reduce the number of empty properties in the District. It will also set out future targets and objectives to ensure a strengthened approach.

7.5 Custom and Self Build

The Self-build and Custom Housebuilding Act 2015 (as amended by the Housing and Planning Act 2016) provides a mechanism for individuals or groups who wish to build their own homes. The legislation requires local authorities to keep a register of individuals and groups who are seeking to acquire serviced plots of land for this type of construction in the authority's area. We will have due regard to the register when carrying out housing and planning functions.

Through the Custom and Self-build programme, we will aim to increase housing supply, encourage modern modular

construction (MMC) and alternative home production techniques as well as encourage investment in low energy housing options.

Our Custom and Self-Build register has been growing every year and is demonstrating an increasing number of people wanting to design and develop their own homes. We aim to sell District Council land and liaise with local Developers to free up plots to enable custom and self build developments.

We are enabling and encouraging people to invest both financially and emotionally in local communities, use local contractors and boost investment.

Key Facts:

- 38 people on the Custom and Self-build register up to the end of April 2020, which is steadily increasing, of these;
 - 8 people specifically want to build a bungalow
 - 14 people specifically want to build a house
 - 2 of the applicants are from groups of people

Not only do we seek to encourage the growth of custom and self-build in its district, it also aims to secure a regular

income through the sale of land suitable for housing construction through the Custom and Self-Build Programme.

Local Modern Modular Construction (MMC)

Custom and Self Build applicants may look at developing MMC homes. With some innovative construction methods we will seek the feasibility of smaller low energy construction systems and, where possible, use Local Enterprises to make the units and locally trained people to build energy efficient homes.

Local Development Orders

We aim to sell land to Custom and Self Build applicants that have a Local Development Order attached to it. It simplifies the planning application as well as gives the buyer the confidence that planning permission will be granted for housing, although some provisos may be attached. This will reduce the planning risks of the development and encourage the growth of custom and self build homes.



7.6 Gypsy and Travellers

A Gypsy and Traveller Accommodation Assessment (GTAA) was completed in 2015 by RRR Consultancy on behalf of all local authorities in Derbyshire.

The assessment covers a twenty year period from 2014-2033. The table below sets out the District's objectively assessed need for Gypsy and Travellers accommodation.

To alleviate the assessed need, 7 pitches have been allocated in the Local Plan for Bolsover District for Gypsy and Travellers and a site with 14 plots for Travelling Showpeople.

An existing caravan park and a further 6 existing permanent pitches will be safeguarded for use by Gypsies and Travellers, and 3 existing plots for the Travelling Showmen's Guild, unless it is demonstrated the sites are no longer suitable for such use.

	Additional Need				Total Need
	2014 - 2019	2019 - 2024	2024 - 2029	2029 - 2034	2014 - 2034
Residential Pitches	9	2	3	3	17
Housing	1	2	2	2	7
Showpeople's plots	8	1	2	2	13

To alleviate the assessed need, 7 pitches have been allocated in the Local Plan for Bolsover District for Gypsy and Travellers and a site with 14 plots for Travelling Showpeople.

An existing caravan park and a further 6 existing permanent pitches will be safeguarded for use by Gypsies and Travellers, and 3 existing plots for the Travelling Showmen's Guild, unless it is demonstrated the sites are no longer suitable for such use.



8. Key Priority 3

Supporting vulnerable and disadvantaged people

- Prevent and Relief Homelessness
- Enable Supported Housing/Housing with Care for People with Physical Disability/Mental ill health/Domestic Violence/Complex Needs
- Older People's Housing Accommodation and Support – including Careline
- Support Care Leavers
- Support Armed Forces
- Disabled Facilities Grant /Home Improvements/Energy Efficiency

8.1 Homelessness

The Homelessness Reduction Act (HRA) 2017, introduced on 3rd April 2018, places new legal duties on local authorities so that everyone who is homeless or at risk of homelessness will have access to meaningful help, irrespective of their priority need status, as long as they are eligible for assistance.

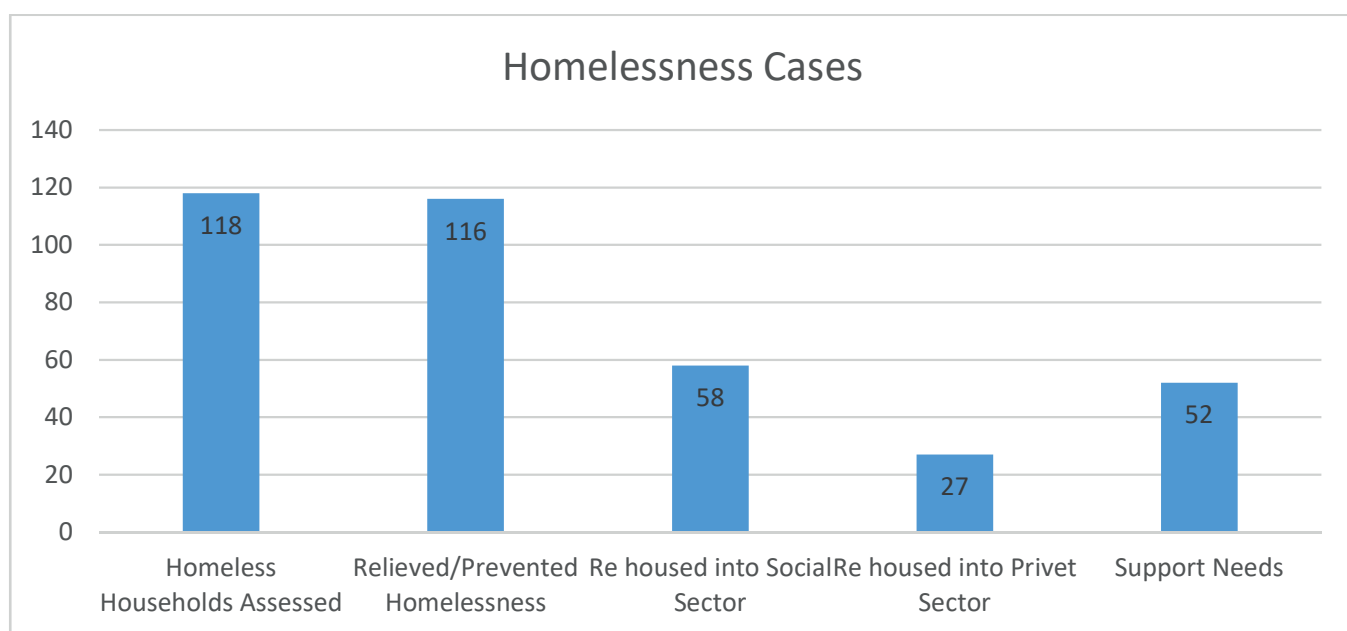
We are committed to preventing homelessness by providing effective advice and assistance at the earliest opportunity and to provide support for those that are homeless.

During the financial year 2019 to 2020 we assessed 118 households that approached us as homeless or threatened with

homelessness. 116 of these were helped to either remain in their accommodation or find somewhere else to live. 58 households were re housed into social housing and 27 households were helped to secure accommodation in the private rented sector.

52 (44%) households had some form of support needs, including people with physical disabilities, mental health problems, drug/alcohol dependency and those fleeing domestic violence.

Source: HCLIC Government Statistical data 2019/20



The two biggest causes of homelessness in the district are people leaving private rented accommodation or being asked to leave by parents, family and friends, 14 (12%) applicants had no fixed abode at the time the homelessness application was made.

We will continue to work jointly with the Derbyshire Districts to develop, fund and manage services for homeless people. This approach has resulted in securing successful bids from the MHCLG funding provision. This joint approach enables homeless support provision from external providers such as Derbyshire Law Centre (DLC), P3, Action Housing and Pathways.

As a mechanism for effective collaborative working across districts we are developing a new North Derbyshire Homelessness Strategy in partnership with North East Derbyshire District Council and Chesterfield Borough Council.

Homelessness Covid-19 response

At the beginning of a national lockdown due to the Covid-19 pandemic, Councils in England were asked to bring in everyone who was rough sleeping, and subsequently everyone who became homeless during the lockdown period.

In partnership with North East Derbyshire District Council, Chesterfield Borough Council, Amber Valley Borough Council and Derbyshire Dales District Council, with support from Derbyshire County Council, we collaborated on the temporary acquisition of a hotel for the period between 2nd April 2020 and 25th June 2020.

This was to provide a housing solution to provide a safe space for all rough sleepers and people who presented as homeless to self-isolate and protect themselves and others from the COVID-19 virus.

This jointly funded initiative, despite its challenges was a major success and several agencies and organisations including homeless and rough sleeping out-reach

services, drug and alcohol teams, National Health Service (NHS) teams, Police and council housing worked together to look after some of the most vulnerable people in society through the worst times of the Covid-19 crisis. As a result of this support, 56 people were successfully rehoused.

‘KEEPING EVERYONE IN’ A Call to Arms Service Proposal

Our work shielding the homeless cohort through lockdown led to a sea change in collaborative working and there is now a consensus in Derbyshire that Homelessness affects all services.

Through the experience and current service delivery of key partners including P3 and Pathways of Chesterfield an intensive wrap-around support service for individuals in Derbyshire and who were placed in temporary accommodation by the local authorities during the Covid-19 pandemic was created. These individuals experience overlapping and challenging issues such as offending, drug and alcohol misuse and poor mental health.

For the new recovery service **£320,000** was raised from:

- District and Borough councils
- Derbyshire County Council
- Police & Fire Services
- NHS and the Probation Service

The funding will provide seven intensive support workers to help people find and keep accommodation during the on-going pandemic.

8.2 Supported Housing/Housing with Care

The definition of ‘Supported housing’ is housing which provides residents with care, support or supervision, supplied by the landlord even if this is through a sub-contractor. Supported housing ensures that people with support needs can lead a healthy, independent life in the most appropriate accommodation with the best care package, which is person centred to suit individual needs.

The Local Plan for Bolsover District supports the provision of housing for older people and specialist housing across all tenures, including level access flats, houses, bungalows, and sheltered housing or extra care schemes.

Housing can be a primary factor in a person’s health and wellbeing, therefore we will work in partnership with Derbyshire County Council and other organisations to create homes that are safe, suitable and stable to enable independent living and meet the identified need of the district highlighted in the Housing Needs Study. This will help prevent a person from living in residential care and alleviate the risk of becoming institutionalised.

There are a number of ways to increase the number of supported and specialist housing in the district, but robust partnership working will be essential to ensure the correct care and support is given, these may include:

- Build new purpose built properties (either developed by us or through our delivery company or by a Registered Provider)
- Leasing existing council properties to supported housing providers (housing provider will do any refurbishments/adaptations)
- Bring private empty properties back into use and through the Private Sector Leasing scheme, lease the properties to supported housing providers (housing provider will do any refurbishments/adaptations)

- Refurbish and adapt existing council owned properties
- De-designate not fit for purpose older peoples properties for people with support needs
- Continue to work with external service providers to improve protocols and pathways to supported housing

Specialist Accommodation and Support Strategy 2019 - 2024

The Derbyshire County Council Specialist Accommodation and Support Strategy 2019 – 2024 is a commissioning Strategy for Derbyshire to assess specialist accommodation across the County. The Strategy highlights a partnership approach to create new opportunities to enable people to live well and independently, including in their own home.

The Derbyshire Sustainability and Transformation Plan (STP), Joined Up Care Derbyshire (JUCD)

The NHS, local councils and the voluntary and community sector have come together to improve health and care by forming a new partnership to plan jointly for the next few years.

The partnership brings together twelve partner organisations and sets out ambitions and priorities for the future in its Sustainability and Transformation Plan, 2016.

The plan mentions a future for ‘place based’ health and social care proposing to move more services from acute hospital care to community based services.

Physical Disability

People who have a physical support need may have mild or more profound physical disabilities, they may also have more complex needs, for example, a learning

disability or mental health problems. Whatever the level, person centred support from multiple agencies is critical to enable people to engage, as far as possible, with all aspects of their life including sustaining a tenancy.

People with physical disabilities will need accommodation that is suitable to their needs, including wheelchair accessibility and adaptations.

Dependent on age, Extra Care housing or sheltered housing schemes may be an option, currently these are primarily for older people from the age of 55 or 60+, but exceptions may apply if no other housing option is available, although it is not ideal for a younger person living in an older person's complex.

Other forms of housing available are Council and Registered Provider owned bungalows, these are not age restricted to people with a physical disability however not all are wheelchair accessible. Residents may require floating support from multiple agencies or live-in carers to meet the tenants housing and care needs.

We will make the best use of our housing stock through refurbishment programmes and build new homes on appropriate development sites and through the regeneration programmes for people with a physical disability. We will also work in partnership with Derbyshire County Council and housing and care providers to help increase suitable accommodation to meet the districts housing and care needs.

Mental Ill Health and Complex Needs

Approximately 1 in 4 people suffer with some form of mental ill health in the UK

Source: Mental Health Foundation

People with mental ill health may also be suffering multiple complex needs, for example:

- mental ill health
- substance misuse
- offending behaviour

- mental health problems
- learning and physical disability
- homelessness

Poor housing conditions, including homelessness and social isolation can be contributed to a person's mental ill health but also people suffering mental ill health or those with complex needs can find it harder to sustain a tenancy.

The Commission on Acute Adult Psychiatric Care found that, nationally, issues with hospital bed occupancy and supply were strongly influenced by delayed discharge due mostly to the lack of available housing.

Patients discharged from hospital may be placed out of the area they currently live to receive the care and support required. [NHS England's 2018/19 Five Year Forward View](#) for Mental Health's Delivery Plan has a performance indicator to:

Adequately invest in core community, crisis, acute and local authority mental health services, including housing, to maintain system capacity.

People with complex needs may have issues of rent arrears, anti-social behaviour, offending and drug use which are common reasons for eviction or abandonment of housing. These same issues can also create difficulties in maintaining accommodation, restrict housing options due to the lack of accommodation with support and is often a barrier to access general needs housing.

The rise in number of families and individuals presenting with complex needs has had a significant impact on housing management time and resource. Solutions can only be achieved through effective partnership working with other local agencies.

Community Safety Partnership (CSP)

The Community Safety Partnership is made up of a Community Safety Officer, an assistant Community Safety Officer and a Domestic Abuse Officer (IDVA)

The CSP published a new Partnership Plan in April 2020, which will run until 2023. This plan sets out how the CSP will work together with the communities of Bolsover District to reduce crime, disorder, anti-social behaviour, substance misuse and re-offending in order to keep Bolsover District a safe place to live, work and visit.

The CSP have chosen six new priorities within its plan with one cross cutting theme of “Building Confident and Cohesive Communities”. The priorities are:

- Reducing and Managing Anti-Social Behaviour and Criminal Damage
- Reducing Domestic Abuse and Violent Crime and Sexual Offences
- Prevent (Counter Terrorism)
- Reducing and Preventing Acquisitive Crime
- Reducing Alcohol and Substance Misuse
- Reducing the Risk of Child Exploitation (CRE)

The Community Safety Partnership remains central for tackling the more escalated Anti-Social Behaviour (ASB) issues that impact on the lives of local communities.

Learning Disability and Autism

It is estimated by 2030, 9,740 people in Derbyshire will have a learning disability and/or autism an increase of 8% from 2017.

Source: Derbyshire's Specialist Accommodation and Support Strategy

A learning disability means that people find it harder to learn certain life skills, however the problems experienced vary from person to person, but may include aspects such as learning new things, communication, managing money, reading, writing, or personal care.

Autism Spectrum Disorder (ASD) is a condition affecting how people interact, communicate and behave, as well as how people make sense of the world. ASD can be an ‘invisible’ disability and is hard to gauge how each individual is actually affected, therefore independence and skills development are needed for a range of practical housing support tasks.

From the Transforming Care Programme the Directory of Adult Social Services, Local Government Association and NHS England published a paper, ‘Building the Right Home’, to provide guidance on building the right homes for commissioners of health and care services for children, young people and adults with learning disabilities and/or autism who display behaviour that challenges.

The paper highlighted that people should have choice about where they live and who they live with. Inappropriate housing arrangements increase the likelihood of people displaying behaviours that challenge, which can lead to placement breakdown and an avoidable admission or readmission to hospital.

The housing principles in the NHS England's Transforming Care programme are:

- **Settled accommodation** - is accommodation where the occupier has security of tenure/residence in the medium- to long-term, or is part of a household whose head holds such security of tenure/residence
- **Short-term accommodation** - is a place where a person can go for a short period, for example, to prevent an avoidable admission into a hospital setting.

We will work in partnership with Derbyshire County Council and the NHS housing and specialist care providers to help secure suitable accommodation for people with a Learning Disability or those with Autism.

Domestic Violence (DV) and Sexual Abuse (SA)

Domestic Violence (DV) and Sexual Abuse (SA) can affect anyone regardless of their age, gender identity or reassignment, race, religion, class, sexual orientation and marital status.

The Domestic Abuse Act 2021 created a statutory definition of domestic abuse, emphasising that domestic abuse is not just physical violence, but can also be emotional, coercive or controlling, and economic abuse. As part of this definition, children will be explicitly recognised as victims if they see, hear or otherwise experience the effects of abuse.

The definition created in the Act is:

- a person is 16 or over and is experiencing abusive behaviour from someone they are personally connected to.

Behaviour is “abusive” if it consists of any of the following:

- physical or sexual abuse;
- violent or threatening behaviour;
- controlling or coercive behaviour;
- economic abuse;
- psychological, emotional or other abuse;

The Act places a duty on local authorities in England to provide support to victims of domestic abuse and their children in refuges and other safe accommodation and that all eligible homeless victims of domestic abuse automatically have ‘priority need’ for homelessness assistance.

Local authorities must ensure that when rehousing victims of domestic abuse, they do not lose a secure lifetime or assured tenancy.

For victims having to flee from their perpetrator, refuge accommodation for a single male/female or for families are needed away from their current location. There are a number of refuges within Derbyshire, these can be used by any victims from any location across England.

We have a dedicated Domestic Abuse Officer and Independent Domestic Violence Advisor (IDVA), their role is to provide support to victims and refer high risk cases to the Multi Agency Risk Assessment Conference (MARAC). This officer has seen their number of cases double in the last year. The Domestic Abuse Officer also delivers the Freedom Programme which raises awareness about domestic abuse and helps to improve self-esteem and confidence. This service is a valuable resource for us and to vulnerable people who require a safe environment. Also working with the Elm Foundation who offer a range of support, including refuge accommodation, will optimize the scope of help and advice available in the district.

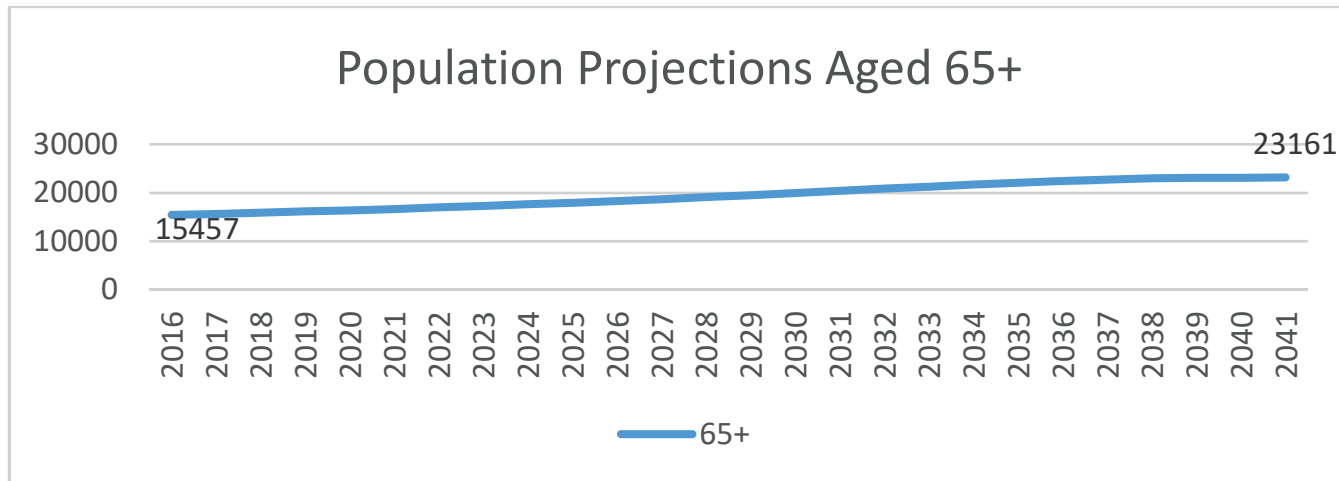
Our Housing Register for social housing gives victims of DV & SA a priority banding for allocations into social housing accommodation, enabling victims of domestic violence secure settled homes.

8.3 Older People's Housing

The ONS 2016-based subnational population projections estimate the population aged 65 and over in the District of Bolsover was 15,457, this is estimated to increase by 49.8%, so that in 2041 the population aged 65 and over will be 23,161.

Population Projection for People Aged 65 and Over.

Source: The Office for National Statistics (2016-based subnational population projections)



48% of our housing stock are designated as older people's accommodation. There is a mixture of property types consisting of bungalows, ground floor flats and sheltered housing schemes. However some of these properties may not be suitable for those with a physical disability or those that are less mobile.

Throughout the district there are nice residential care homes for the elderly providing 390 bed spaces.

The Derbyshire County Council's Older Peoples Housing Strategy, has assessed that Bolsover District needs 278 additional units of older people's designated housing to 2035, with a further 278 residential care beds and 875 nursing care beds.

The assessment acknowledges that there is an ongoing modest need for additional older person's age designated housing across the district, with a focus on developing 'care ready' retirement housing for rent. Shared ownership is less favourable due to low equity values so schemes which have an affordable rent element would be preferable.

Provisions will need to be put in place for development proposals to provide accessible and adaptable dwelling,

provisions for specialist housing such as Extra Care, Sheltered housing schemes and beds spaces in residential care homes should also be a consideration.

Helping people to remain in their own homes by adapting their current properties to enable independent living is essential as well as providing alternative accommodation.

We will seek to ensure that older peoples housing needs, identified in the Housing Needs Study and Derbyshire County Council's Older Peoples Housing Strategy, are met, across tenure, and that they are not restricted in their choice of housing. We will continue to refurbish our housing stock and work with partners and developers to create more accessible properties, including 'lifetime' homes.

Derbyshire County Council are keen to explore housing delivery options, including funding opportunities to enable specialist housing to be delivered by the Council, external developers and Registered Providers.

Working with partners, including Housing with Care providers will be essential to meet the needs of this group.



Careline and Support

Bolsover Careline is an emergency community alarm service that allows people to live independently whilst having access to help in the event of an emergency.

If further assistance is required a Mobile Warden can visit the home on a regular basis.

These services are for the district's older residents and those most vulnerable and is available across all tenure. Information of the service is as follows

- Bungalows and flats - all with the support of Careline, emergency response and Floating Support Service (including falls recovery).
- Bolsover Careline - call monitoring for over 3,000 customers of all tenures with the provision of all telecare equipment.
- Floating Support Service - 2,500 customer of all tenures, 24 hour emergency response service (including falls recovery) and visiting service.

With effective marketing and promotion the service has the capacity to grow.

8.4 Care Leavers

Section 2 of the Children & Social Care Act 2017 requires each local authority (including District Councils) to publish a “Local Offer” for its care leavers (18 – 25 years). Derbyshire County Council and the District/Borough Councils agreed to collaborate to create one single ‘Local Children in Care and Care Leaver Offer’, which was adopted by us in November 2019.

Moving into suitable, safe accommodation, is often one of the main concerns for those leaving and preparing to leave care. Successful transitions into independent living can be significantly affected by the young person’s accommodation and the avoidance of moving too far away from their settled area.

Housing and accommodation offer:

We will work with other District and Borough Councils and Derbyshire County Council’s Children’s services to review and refresh the joint working protocols to ensure that they are fit for purpose and deliver positive outcomes for care leavers across the County. In terms of housing this work will focus on the following:

- **Local Connection** – we will work to ensure that a young homeless care leaver has a local connection to the area of the local authority that looked after them or, if it is different, the area where they normally live and have lived for at least two years including some time before they reached 16. This will make it easier for them to get help in whichever of these areas they feel most at home.
- **Intentionally Homeless** – we will work to ensure that when it comes to a young homeless care leaver, all facts will be taken into account. We will consult with DCC Children’s Services to obtain advice and information as to the young

person’s emotional and mental well-being, maturity and general ability to understand the impact of their actions.

Care Leaver Covenant

In July 2016, the Government published a major new policy document ‘Keep on Caring’ to support young people from care to independence. A key policy commitment in the paper is a strategic pledge to introduce a Care Leaver Covenant.

The Covenant is a promise made by the private, public and voluntary sectors to provide support for care leavers aged 16-25 to help them live independently.

The aim of the Care Leaver Covenant, to which organisations commit, is to provide additional support for those leaving care; making available a different type of support and expertise from that statutorily provided by local authorities.

The Care Leaver Covenant outcomes will ensure that care leavers:

- Are better prepared and supported to live independently.
- Have improved access to employment, education and training.
- Experience stability in their lives and feel safe and secure.
- Have improved access to health and emotional support.
- Achieve financial stability.

Along with the districts ‘Children in Care and Care Leavers Offer’, there is an opportunity to work collaboratively with Derbyshire County Council, other District/Borough Councils, partners and stakeholders across all sectors within the county, to develop a ‘Derbyshire Care Leaver Covenant’. It is hoped that this commitment would form the foundation to identifying further measures to support children in care and care leavers across the county.

8.5 Armed Forces

The Armed Forces Community Covenant is a promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly.

We are proud to support ex-service personnel and to commit to the Armed Forces Community Covenant for Derbyshire. We signed up to the Covenant in 2012 which pledged our commitment and support to Armed Forces personnel and their families residing in the district.

Working with the local Clinical Commissioning Groups (CCGs) and other partners will identify provision, co-ordination and promotion of health services to current and veteran armed forces personnel, particularly on issues which have

a direct impact upon their health and well-being. This will help signpost veterans to a range of available support and identify other opportunities for veterans which could be offered. This may include funding opportunities through the Covenant Fund, which is a grant given by the government to projects that will benefit the armed forces and their community.

In terms of housing we work with Armed Forces personnel and their families to prevent homelessness and the Housing Allocations Policy gives priority on the Housing Register to help provide secure homes.

Image provided courtesy of SSAFA



8.6 Home Improvements/Energy Efficiency

The Derbyshire Observatory indicates 10.8% of households in Bolsover District were in fuel poverty in 2018, this is slightly higher than Derbyshire and England (10.6% and 10.3% respectively).

Local authorities are required under the Home Energy Conservation Act (2013) to report on work to address fuel poverty and create affordable warmth initiatives. We carry out work through a coordinated and targeted approach to increase the number of hard to reach/vulnerable households who need support to access affordable warmth/energy efficiency interventions.

Across Derbyshire there are a number of local and government initiatives to help tackle fuel poverty and enable more energy efficient homes.

We are committed to tackling fuel poverty to help reduce fuel bills and increase energy efficient homes, its outreach service has provided over 500 households with free, impartial advice to inform them of the schemes and funding available.

Key facts:

- 205 households received boiler advice
- 59 households were referred to the Occupational Therapist (OT) for adaptations
- 61 households were enabled to receive heating systems worth £210,959 under the Derbyshire County Council's Warm Homes Scheme

We will continue to seek funding opportunities to help household's access affordable warmth/energy efficiency interventions.

Warm Home Fund

To tackle fuel poverty, when National Grid became Cadent they created a Warm Home Fund which is a £150,000,000 fuel poverty pot, we secured approximately £600,000 to fit new gas connections to homes on solid fuel heating systems and have also used this funding to fit new boilers.

£128,000 has been assigned to the Bramley Vale estate, however a number of projects have already been completed under this scheme, which is highlighted in the table.

Address	Village	Saving Made
Recreation Close	Clowne	10,000 fuel poor vouchers
Hides Green	Bolsover	60,264
Sandhills & Orchard	Bolsover	had existing supply
Queens Court	Creswell	26,784
Park View	Barlborough	35,465
Pattison Street	Shuttlewood	62,342
The Paddock	Bolsover	66,960
Total		£251,815

Green Grants Scheme

The Green Grants Scheme is a government initiative to help reduce the carbon footprint. The grants are awarded to individual households to improve homes in the private sector, for works such as external wall, cavity wall and underfloor insulation along with double glazed windows.

The grant can also be used for the installation of low carbon heat measures such as air or ground source heat pump, solar thermal or biomass boilers.

These measures will not only reduce carbon, which is a big damaging factor to the planet, but could also save residents hundreds of pounds a year on utility bills.

The Energy Company Obligation (ECO) Scheme

The Energy Company Obligation (ECO) is a government energy efficiency scheme to help reduce carbon emissions and tackle fuel poverty.

Under the ECO scheme, obligated energy suppliers must mainly promote measures which improve the ability of low income, fuel poor and vulnerable households to heat their homes. This includes actions that result in heating savings, such as the replacement of a broken heating system or the upgrade of an inefficient heating system.



8.7 Disabled Facilities Grants/Adaptations

We are a member of the National Home Improvement Agency (HIA) scheme which provides help for older and disabled people across all tenure, including making homes warm, safe and secure. Some examples of the help and advice available are:

- Fitting small adaptations
- Disabled Facilities Grant works
- Handyperson service
- Hospital discharge
- Falls and accident prevention
- Energy efficiency
- Security
- Housing options advice

If able, we will carry out adaptations to our own housing stock, this can help people remain in their current home, improving their health and wellbeing. During 2019/20 368 adaptations were carried out to council owned stock.

The Disabled Facilities Grant (DFG) is capital funding for the provision of private sector home adaptations to help older and disabled people to live as independently and safely as possible. £999,472 of the Derbyshire DFG funding was allocated to Bolsover District Council in 2020-21.

Through this, and future DFG funding, we aim to reduce the long-term cost to health, social care and support services by continuing to support people to remain in their own homes.



9. Delivery of the Strategy

The action plan has been developed to enable the delivery of the Strategy and will be monitored internally by our Housing Strategy Team.

Internal resources together with effective partnership working with key stakeholders and agencies will enable the delivery of the Strategy.

In addition to staff resources, a key element of delivering this strategy will be by sourcing any available funding, including procuring external funding through joint partnership working and by maximising national and local bidding opportunities as they arise.

10. Glossary of terms (if applicable)

Carbon footprint: The amount of carbon dioxide released into the atmosphere as a result of the activities of a particular individual, organization, or community

Covenant: A formal binding agreement

Emission: Something that has been released or discharged especially gas

Extra care housing: Housing with varying levels of care and support available on site

Housing register: A list of people who qualify for council or Housing Association housing

Intermediate housing: Includes homes for rent and sale provided at a cost above social rent but below market levels

Section 106: Legal agreements between local authorities and developers; these are linked to planning permissions and can also be known as planning obligations

Tenure (Housing): The conditions under which a property is occupied, for example: owner occupiers, private renters and social renters

National Context

1. Localism Act 2011

The Localism Act 2011 introduced a number of significant social housing reforms, the key changes are; Housing Revenue Account (HRA) Reforms, Introduction of the affordable rent model, flexibility on how local authorities and social housing providers allocate their properties, the ability to discharge homelessness duty into the private rented sector, increased right to buy discounts for social tenants, introduction of the New Homes Bonus (NHB) and introduction of the Welfare Reforms. It also introduced greater powers for parish and town councils to produce their own Neighbourhood Plans.

2. National Planning Policy Framework (Revised February 2019)

The National planning policy framework (NPPF) sets out the Government's planning policies for England and how these should be applied. It provides a framework within which locally-prepared plans for housing and other development can be produced. It also re defines Affordable Housing to include a wider range of low cost home ownership products.

3. Housing and Planning Act (2016)

The Housing and planning act 2016 introduced new measures to make provision about housing, estate agents, rent charges, planning and compulsory purchase.

4. Welfare reform act 2012 and welfare reform and work act 2016

The Welfare reform act 2012 introduced Universal Credit, the benefit cap and the Under occupation charge ('bedroom tax') amongst a number of other changes.

5. Homeless Reduction Act 2017

The Homelessness Reduction Act 2017 came into force on 3 April 2018. It is the biggest change to homelessness legislation in 40

years and brings in new duties to prevent and relieve homelessness.

6. Care Act 2014

The Care Act aims to ensure the wellbeing of people in need of care and support services. It also aims to bring about the personalisation of care services, putting the person at the centre of the process to reform the way the adult social care system works in England including how care is delivered.

7. Homes England Strategic Plan 2018/19 - 2022/23

Homes England Strategic Plan sets out how Homes England is going to accelerate housing growth and improve neighbourhoods, by working with a range of developers in the public and private sector.

8. Children and Social work Act 2017

An Act to make provision about looked after children; to make other provision in relation to the welfare of children; and to make provision about the regulation of social workers.

9. Fixing our broken housing market

The Government's white paper 'Fixing our broken housing market' (2017)' set out plans to reform the housing market and boost the supply of new homes, including measures that aim to: plan for the right homes in the right places; build homes faster; diversify the housing market; and help people buy their own homes.

10. Homes fit for human habitation act 2018

This new act amends the Landlord and Tenant Act 1985 to require that any property let by a landlord (private or social) is fit for human habitation when a tenancy is granted and remains so for its duration. The act came into force from 20 March 2019 and covers all tenancies less than seven years in

length in both the social and private rented sectors.

11. The Charter for Social Housing Residents Social Housing White Paper

This White Paper sets out new measures to create a strong, proactive consumer regulatory regime, strengthening the formal standards against which Councils are regulated and held to account by its tenants. It will focus on housing safety, complaints handling, resident engagement, quality of homes and neighbourhoods, affordable housing and home ownership and climate change.

Sub Regional Context

12. Local enterprise partnerships

Bolsover District is a member of – the ‘[D2N2](#)’ (Derbyshire and Nottinghamshire Local Enterprise Partnership) and a non-constituent member of the [Sheffield City region](#) Mayoral Combined Authority. Through these partnerships we have been successful in drawing down funding for infrastructure investment for regeneration projects in the district. Both LEP’s identify the A61 corridor as a priority for housing and employment growth.

Local Context

13. Strategic Alliance

In April 2011 Bolsover District Council entered into a formal strategic Alliance with North East Derbyshire District Council. The partnership was formed to allow both councils to manage costs in delivering their functions and services and provide greater efficiency. The partnership continues to deliver work in a joined up way wherever this is possible.

14. The Local Plan for Bolsover District 2014 – 2033

The Local Plan for Bolsover District 2014 – 2033 sets out our planning framework for future development in the District until 2033. The plan aims to ensure that a wide choice of good quality housing is provided

in the District to meet the needs of all sections of the community and provide for a sufficient quantity and type of housing in the right locations.

15. Strategic housing market assessment update (2017)

The Strategic housing market assessment update 2017 (SHMA) is a piece of evidence used in the development of the Local Plan 2014 – 2033. The Strategic Housing Market Assessment (SHMA) update identifies the Objectively Assessed Need (OAN) for housing as 283 dwellings per year. The Updated analysis in the SHMA points to an overall need for affordable housing of 172 affordable units per annum.

16. Growth strategy

The Growth strategy sets out our growth ambition, priorities and approach to enable the growth of the local economy and housing to create stability and prosperity.

17. North Derbyshire Homelessness & Rough Sleeping Strategy (2016)

The North Derbyshire Homelessness & rough sleeping Strategy 2016 - 2021 is the first Homelessness Strategy to be developed as a joint strategy through a partnership approach and sets out proposals to tackle homelessness across Bolsover District, North East Derbyshire and Chesterfield. Following the release of the Governments own rough sleeping strategy in 2018 a new table of commitments has been developed to sit along-side the existing strategy until 2021.

18. Tenancy strategy (2018 - 2021)

Every Local Housing Authority is required to have a tenancy strategy in place, which links to our Homelessness Strategy and Allocations Policy in terms of providing a framework for how social rented housing is provided in the district. Registered Providers of social housing should have due regard to the framework provided by this strategy when formulating their own tenancy policies to enable partnership working to provide the best housing options and outcomes for residents.

19. Joint strategic needs assessment

The Joint strategic needs assessment (JSNA) reports on the health and wellbeing of people in Derbyshire – including those in Bolsover . This information then guides the future planning and commissioning of health and wellbeing services within Derbyshire.

20. Older People's Housing, Accommodation and Support (2019 -2035)

The DCC's strategy and delivery plan builds on the Strategic Vision for Older People's Housing and Accommodation, which outlines the increasing demand for housing and accommodation that is tailored to meet the needs of older people in Derbyshire.

21. Specialist Accommodation and Support Strategy 2019 -2024

DCC's vision is that by 2024 more adults with complex needs in Derbyshire will have access to lifetime tenancies, supported housing and targeted community support to enable them to sustain their own home and live independent and fulfilling lives.

22. The Derbyshire Sustainability and Transformation Plan (STP). Joined Up Care Derbyshire (JUCD). Refreshed Draft 2019

The NHS, local councils and the voluntary and community sector have come together to improve health and care by forming a partnership to plan jointly for the next few years. The partnership brings together twelve partner organisations and sets out ambitions and priorities for the future in **its Sustainability and Transformation Plan, 2016**. The 2019 refreshed STP has been submitted as a draft document to NHS England.

23. The British Deaf Association (BDA)

The [BDA's British Sign Language Charter](#) sets out a number of key pledges to improve access and rights for Deaf people who use sign language.

National Planning Policy Framework Annex 2: Glossary

Affordable housing: housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers); and which complies with one or more of the following definitions:

- a) **Affordable housing for rent:** meets all of the following conditions: (a) the rent is set in accordance with the Government's rent policy for Social Rent or Affordable Rent, or is at least 20% below local market rents (including service charges where applicable); (b) the landlord is a registered provider, except where it is included as part of a Build to Rent scheme (in which case the landlord need not be a registered provider); and (c) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision. For Build to Rent schemes affordable housing for rent is expected to be the normal form of affordable housing provision (and, in this context, is known as Affordable Private Rent).
- b) **Starter homes:** is as specified in Sections 2 and 3 of the Housing and Planning Act 2016 and any secondary legislation made under these sections. The definition of a starter home should reflect the meaning set out in statute and any such secondary legislation at the time of plan-preparation or decision-making. Where secondary legislation has the effect of limiting a household's eligibility to purchase a starter home to those with a particular maximum level of household income, those restrictions should be used.
- c) **Discounted market sales housing:** is that sold at a discount of at least 20% below local market value. Eligibility is determined with regard to local incomes and local house prices. Provisions should be in place to ensure housing remains at a discount for future eligible households.
- d) **Other affordable routes to home ownership:** is housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent). Where public grant funding is provided, there should be provisions for the homes to remain at an affordable price for future eligible households, or for any receipts to be recycled for alternative affordable housing provision, or refunded to Government or the relevant authority specified in the funding agreement.



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BDC Housing Strategy 2021-24:

Action Plan

March 2023 update



BDC Housing Strategy 2021-24: Action Plan (updates at March 2023)

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Key Priority 1 – Providing Good Quality Housing							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
1	Build New Council Housing	Property Services & Housing Repairs	Bolsover Homes to work towards developing 400 new council properties, with a target to initially deliver 200 new homes. Continue to work with Homes England to identify opportunities where their investment may bring forward stalled schemes or opportunities for housing delivery.	Ongoing	<p>16 homes completed with a further 21 to be handed over shortly.</p> <p>Work commencing on site at The Woodlands in Langwith, where new sustainable construction methods would be used.</p> <p>Further development planned at Market Close, Shirebrook, two further sites in Langwith and the Woburn Close area in Blackwell. In total all of this should lead to 120 properties.</p>	<p>35 units have been completed. We are on site building a further 59, all of which will be completed by the end of 23/24.</p> <p>We are forecasting to start on site to complete a further 40 units during 23/24.</p>	
1b	Purchase properties from private development companies to increase the	Property Services & Housing Repairs	Initially 25 units, seek further opportunities to meet housing need	Ongoing	14 homes have been secured from Keepmoat in Bolsover, 9 from Avant in Creswell and 3 in South Normanton.	36 units have been completed under S106 agreements for affordable rent.	

Key Priority 1 – Providing Good Quality Housing							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
	Council's housing stock				However, changes to Homes England guidelines making this appear a more difficult route to securing additional stock.	12 further units are under contract and due for completion during 2023/24.	
2	Carbon Reduction	Property Services & Housing Repairs	Deliver homes that seek to reduce carbon footprint from building using sustainable materials to installing carbon reducing functionality such as installing air source heat pumps and car charging points.	Ongoing	The Bolsover Homes 'Woodlands' development at Langwith would be built to the Platinum level of the Sustainable Homes standard. Properties under B@Home were built to Bronze level.	We have installed air source heat pumps and car charging points at the Woodlands – a 19 unit development which is due to complete early 23/24. These properties have been constructed using Modern Methods of Construction.	
3	Refurbishment / regeneration to existing Council Housing Stock	Property Services & Housing Repairs	Continue with refurbishment / regeneration schemes to Council owned stock including; <ul style="list-style-type: none"> Electrical works – April 2020 to March 2024 – upgrades to 	Ongoing	Funding secured for External Wall Insulation linked to improving EPC ratings and that a match-funding approach was used where possible.	Safe & warm complete at Ashbourne Court and Parkfields. Work in progress at Valley View and Jubilee Court with completion expected 2023/24.	

Key Priority 1 – Providing Good Quality Housing							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
			<p>approximately 900 properties.</p> <ul style="list-style-type: none"> • Efficiency East Midlands (EEM) Framework – New windows and doors • Replacement Kitchens • Bolsover Safe and Warm Scheme • Re-roofing programme • External Wall Installation (EWI) scheme <p>Group accommodation improvement programme to Ashbourne Court and Parkfields. Continue to seek funding opportunities for future refurbishment.</p>		A lengthy study had just taken place on our commercial properties and a bid for funding was planned for carbon reduction works.		
4	Making best use of the	Housing Management	Review the Allocations Policy	Ongoing	No update provided.	Consultant appointment to	

Key Priority 1 – Providing Good Quality Housing							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
	Council's Housing Stock	and Enforcement				commence this End May 2023.	
5	Private Rented Sector	Housing Management and Enforcement	Hold an annual landlord event over the next three years and continue to work with partners.	Ongoing	No update provided.	LL in person Event to be held 1 st March 2023.	
6	Private Sector Stock Condition Survey	Housing Management and Enforcement	Develop a Private Sector Strategy and Action Plan to deliver the recommendations identified in the Private Sector Stock Condition Survey.	Ongoing	Work progressing on commissioning a strategy / plan for Private Sector stock.	Consultants appointed using grant funding secured jointly with NEDDC, to commence with strategy development and associated consultation from April 2023.	

Key Priority 2 – Enabling Housing Growth							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
1	Growth	Planning Policy and Housing Strategy	The Housing Strategy identifies that the Council will seek to opportunities to convert empty upper floors of town and local centre buildings to housing.	Ongoing	Housing need is given to developers as requested and is an ongoing process. Also part of planning process through planning consultations.	This priority will now be taken forward as part of the Town and Local Centre Health Check work and the opportunities.	
2	Local Plan for Bolsover District (Housing Supply)	Planning Policy and Housing Strategy	To ensure sufficient new housing is provided across the District as set out in the Local Plan.	Ongoing	No update provided.	537 net (556 gross) new housing units completed during 2021/22.	
3	Partnership Working to Enable Housing Growth	Planning Policy and Housing Strategy	Work with partners to deliver an average of 20 units of affordable housing.	Ongoing	Continued working with RPs / private developers to request affordable housing on development sites.	54 units during 2021/22.	
4	Bringing Empty Properties Back into Use (private sector)	Planning Policy & Housing Strategy	Develop an Empty Properties Strategy.	Ongoing	Complete. 7 empty properties have been or in the	Empty Properties Strategy published June 2022. Work has stalled on this due to lack of staff	

Key Priority 2 – Enabling Housing Growth							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
			<p>Bring 5 long term empty properties back into use each year.</p> <p>A working group to improve the Westlea area of Clowne, including bringing empty properties back into use, has also been established.</p>		process of being brought back into use.	<p>resources within the Joint Housing Strategy team. However, now that this work area has been transferred to BDC solely work is underway on tackling 2 long term empty properties.</p> <p>There have been a number of recent sales at Westlea, mainly due to the ongoing enforcement action being taken against a Private Landlord who owns a number of properties in that area. 2 are being refurbished, one has recently been sold and one is on the market.</p>	
5	Custom and Self-Build	Planning Policy & Housing Strategy	Encourage the growth of custom and self-build take up and supply of suitable sites through the	Ongoing	No update provided.	Review of the custom and self-build register ongoing to ensure it is fit for purpose. Council garage site project has identified suitable sites	

Key Priority 2 – Enabling Housing Growth							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
			Custom and Self-Build Programme.			for the Custom and Self-Build Programme and these are being promoted to the market via auction.	
6	Support Gypsy and Travellers	Planning Policy & Housing Strategy	Contribute to the Joint Gypsy and Traveller Accommodation Assessment being developed for Derby, Derbyshire, Peak District National Park Authority and East Staffordshire to assess need.	2022	Draft assessment developed but not for public consultation as yet.	Draft assessment nearing completion but not yet signed off for publication by all partners.	

Key Priority 3 – Supporting Vulnerable and Disadvantaged People							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
1	Prevent and Relief Homelessness	Housing Management and Enforcement	<p>Contribute to the development of the Derbyshire and Staffordshire Moorlands Homelessness & Rough Sleeping Strategy 2022- 2027.</p> <p>Attend the Health and Housing Systems Group meeting for Local Authorities – Homeless agenda is priority for the group.</p> <p>Seek and secure any funding opportunities to prevent / relief homelessness.</p>	<p>2022</p> <p>Ongoing</p> <p>Ongoing</p>	<p>The current BDC Strategy expires 2023 and will be replaced by the planned Derbyshire and Staffordshire Moorlands Homelessness & Rough Sleeping Strategy, which is currently out to consultation.</p> <p>This wider strategy will be supported by a local Bolsover District strategy.</p>	Bolsover DC Homeless and Rough Sleeper strategy agreed December 2022.	
2	Enable Supported Housing / Housing with Care for Older People, People with Physical	Housing Management and Enforcement	Negotiation of supported housing units within affordable housing developments.	Ongoing	Meetings held with DCC to discuss opportunities in the district.	Meetings held with DCC to discuss opportunities in the district.	

Key Priority 3 – Supporting Vulnerable and Disadvantaged People							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
	Disability / Mental ill health / Domestic Violence / Complex Needs		<p>Work in partnership with Derbyshire County Council (DCC), housing and care providers, private developers to help increase suitable accommodation to meet the districts housing and care needs.</p> <p>Work with DCC to review their Strategies.</p>		Strategies are currently being reviewed and meetings are being held to contribute to the strategies.	<p>SALUS project is a Domestic Abuse accommodation project being undertaken with DCC on a 2 year pilot. Commencing April 2023.</p> <p>A number of DCC Strategies are currently being reviewed and meetings are being held to contribute to the strategies.</p>	
3	Older People's Housing Accommodation and Support – including Careline	Housing Management and Enforcement	The service has the capacity to grow - Market and promote the service to increase the customers who use the service - cross tenure use.	Ongoing	While the Housing Needs Manager had not been replaced, a new Manager for the Independent Living / Lifeline service had been recruited to lead on this area of provision.	There is a national digital switchover planned for 2025, which means all equipment needs to be digital and not analogue. We are currently progressing with this to ensure all	

Key Priority 3 – Supporting Vulnerable and Disadvantaged People							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
						users will have access to the service.	
4	Support Care Leavers	Housing Management and Enforcement	<p>Sign up to the Derbyshire wide Care Leavers Offer and apply actions to Allocations Policy.</p> <ul style="list-style-type: none"> Care leavers across Derbyshire have priority housing No Local connection to District required if from Derbyshire. 	Ongoing	Completed.	Completed.	
5	Support Armed Forces	Housing Management and Enforcement	Prevent homelessness and support Armed Forces personnel to help provide secure homes.	Ongoing	No update provided.	The Council's Allocations Policy gives additional preference to those in the armed forces (and their partners) within the past five years.	
6	Home Improvements /	Property Services &	Continued work on properties using the Warm Home Fund -	Ongoing	Evidence of seeing gas companies reluctant to take on	All properties have been converted to gas where connections are	

Key Priority 3 – Supporting Vulnerable and Disadvantaged People							
	Aims	Service Area	Expected Outcomes	Target Date	March 2022 Update	March 2023 Update	RAG
	Energy Efficiency	Housing Repairs	to fit new gas connections to homes on solid fuel heating systems and have also used this funding to fit new boilers.		extra customers and that moving to hydrogen was the longer term strategy.	available, and the tenant has agreed to the conversion. Alternative renewable systems (Air Source) have been installed in Whaley Common where gas connections are not available.	
7	Disabled Facilities Grants / Adaptations	Housing Management and Enforcement Environmental Health	Review the Adaptations Policy for Council Homes. Continue to implement the DFG's for private homes.	2022 Ongoing	Draft adaptations policy completed.	Completed.	

Bolsover District Council

Meeting of Customer Services Scrutiny Committee on 20th March 2023

Customer Services Scrutiny Committee Work Programme 2022/23

Report of the Scrutiny & Elections Officer

Classification	This report is Public
Report By	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk
Contact Officer	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk

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 Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

Environment:

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

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

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No
District Wards Significantly Affected	N/A
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	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.

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 74	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
		• Customer Services Scrutiny Committee Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
10 October 2022	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1 st October 2021 to 31 st March 2022 and Annual Report 2021/22	Customer Standards and Complaints Officer/ Customer Services Manager
		• LG&SCO and Housing Ombudsman Annual Report 2021/22	Customer Standards and Complaints Officer/ Customer Services Manager
		• Customer Services Scrutiny Committee Work Programme 2022/23	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
12 December 2022	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1st April 2022 to 30th September 2022 	Customer Standards and Complaints Officer/ Customer Services Manager
		<ul style="list-style-type: none"> Rent Arrears Policy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Mobility Scooter Policy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Communal Area Management Policy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Review of Council-owned Adapted Accommodation: Interim Monitoring Report 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer/ Chief Executive/ Assistant Director Joint ICT
13 February 2023	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1st October 2022 to 31st December 2022 	Customer Standards and Complaints Officer/ Customer Services Manager
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
20 March 2023	Part A – Formal	<ul style="list-style-type: none"> Housing Strategy 2021-24 – Action Plan Monitoring Update 	Director of Construction, DDL/ Assistant Director of Housing Management & Enforcement/ Principal Planner (Policy)
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer