

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Executive

Friday 14th June 2024

Contact: Alison Bluff
Telephone: 01246 242528
Email: alison.bluff@bolsover.gov.uk

Dear Councillor


EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday 24th June 2024 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 page 3.

Yours faithfully



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
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need Wi-Fi or mobile data to make the video call, or call into one of our Contact Centres.
- 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

EXECUTIVE AGENDA

*Monday 24th June 2024 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne*

Item No.		Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	4 - 8
	To consider the minutes of the last meeting held on 20 th May 2024	
	<u>NON KEY DECISIONS</u>	
5.	Outside Bodies Appointments (Executive Functions)	9 - 14
6.	Annual complaint Handling and Service Improvement Report 2023-2024	15 - 68
7.	Tax Site Gateway Policy for the East Midlands Investment Zone	69 - 79
	<u>KEY DECISION</u>	
8.	Sale of Properties - Cotton Street, Bolsover	80 - 83
9.	Update on Bolsover District Regeneration Fund	84 - 96

Agenda Item 4

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 20th May 2024, at 1000 hours.

PRESENT:-

Members:-

Councillor Steve Fritchley in the Chair

Councillors Anne Clarke, Mary Dooley, Duncan McGregor, Clive Moesby, Sandra Peake, and John Ritchie.

Officers:- Karen Hanson (Chief Executive Officer), Jim Fieldsend (Monitoring Officer), Theresa Fletcher (Section 151 Officer), Steve Brunt (Strategic Director of Services), Pam Brown (Service Director Executive, Corporate Services and Partnerships), Kath Drury (Information, Engagement and Performance Manager), Victoria Dawson (Assistant Director Housing Management and Enforcement), and Alison Bluff (Governance).

Also in attendance at the meeting observing, were Junior Cabinet Members, Councillors Phil Smith, and Jane Yates.

EX1-24/25. APOLOGIES FOR ABSENCE

There were no apologies for absence.

EX2-24/25. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

EX3-24/25. DECLARATIONS OF INTEREST

There were no declarations of interest.

EX4-24/25. MINUTES – 15TH APRIL 2024

Moved by Councillor Duncan McGregor and seconded by Councillor Mary Dooley
RESOLVED that the Minutes of an Executive meeting held on 15th April 2024 be approved as a true and correct record.

EXECUTIVE

NON KEY DECISION

EX5-24/25. AMBITION PLAN TARGETS PERFORMANCE UPDATE QUARTER 4 (JANUARY 2024 TO MARCH 2024)

Executive considered a detailed report, presented by the Portfolio Holder for Corporate Performance and Governance, which provided the Quarter 4 (January 2024 to March 2024) outturns for the Council's Ambition targets 2020-2024.

The report concluded the performance reporting under the Council Plan 2020-2024, and reporting under the new Council Plan 2024-2028, would commence from Quarter 1 (April 2024 to June 2024/25).

Out of the 25 targets, 16 (64%) had been achieved, 1 (4%) had not been achieved and 8 (32%) had achieved their outturns previously.

The target which had not been achieved related to ENV.03: Achieve a combined recycling and composting rate of 43% by March 2024. The introduction of food waste collection in green bins along with garden waste had commenced in 2014 but had never been popular with households who had preferred to continue placing food waste in black bins due to hygiene concerns, and further, that biodegradable food waste bags were not accepted at the IVC (In-Vessel-Composting) treatment facility. Therefore, increased diversion of compostable, i.e. food waste from black bins, was not realised and had held back the Council's performance.

The report noted that the Environment Act 2021, required all English councils to implement separate weekly collection of food waste from households from 1st April 2026, to achieve a combined recycling rate of 65% by 2035, and this target had been set within the Council's new plan 2024-2028.

The Strategic Director of Services advised Members that arrangements were currently being made for food waste collection and a report would be considered at Council on 22nd May 2024, in relation to a budget for procuring vehicles. It was anticipated that if 50% of food waste in black bins could be captured it should drive the Council's recycling performance up between 55% and 60%.

In response to a Member's query, the Strategic Director of Services advised that the new food waste collection bin was a lockable 25 litre container, which could be kept indoors or outdoors and would be collected on a weekly basis.

Members noted that a public education awareness campaign in relation to the new food waste collection bin would need to be carried out. The Monitoring Officer advised Members that Customer Services Scrutiny Committee had recently undertaken a review on improving communication with residents regarding recycling awareness and use of correct bins and would be recommending an action plan to reduce contamination. A report would be presented to future Executive meeting.

Moved by Councillor Sandra Peake and seconded by Councillor Duncan McGregor **RESOLVED** that the quarterly outturns against the Council Ambition 2020-2024 targets be noted.

EXECUTIVE

Reasons for Recommendation

This was an information report to keep Members informed of progress against the Council Ambition targets noting achievements and any areas of concern.

Alternative Options and Reasons for Rejection

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

KEY DECISIONS

EX6-24/25. AWARD OF THREE YEAR MICROSOFT LICENCE CONTRACT

Executive considered a detailed report, presented by the Portfolio Holder for Resources, which sought Members' approval to take out a three-year contract to supply Microsoft Licences.

The current Microsoft Licence contract would expire in June 2024. A tender process, following procurement rules using a procurement framework, would be completed during April and May 2024 to select a new Microsoft 365 partner to supply Licences for the Authority. The approximate value of the contract would be £280,000 split annually over the three years and would take advantage of Microsoft's special discounted prices provided to government organisations, which would be released during April.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor
RESOLVED that 1) a three-year Microsoft licence contract be awarded,

2) delegated power be granted to the Chief Executive Officer to select the preferred supplier following the procurement exercise.

Reasons for Recommendation

The Authority relied on Microsoft software to continue to provide services to carry out its Council plan.

The new contract would be completed following the Authority's procurement tender process and would be awarded via a procurement framework. By entering into a three year agreement, the prices were fixed and enabled the Authority to get discounted prices on the government's new Digital Transformation Arrangement (DTA) which would be released in April 2024.

Alternative Options and Reasons for Rejection

Look at alternative software suppliers. Many of the major business applications would only work with Microsoft products so was not a viable alternative.

EX7-24/25. AWARD OF THREE YEAR WIDE AREA NETWORK (WAN) DATA CONNECTION CONTRACT

Executive considered a detailed report, presented by the Portfolio Holder for Resources, which sought Members' approval to sign a three-year contract, with an optional two year extension contract, to renew the wide area network (WAN) data connections.

EXECUTIVE

Wide area network (WAN) data connection links provided network connectivity to the Council offices and outlying offices. The current contract was due for renewal. A tender process would be completed, following procurement rules using a procurement framework, during April and May, to select a provider.

New connections usually had a minimum three year term and include installation costs. The approximate value of the contract over three years would be £80,000. If extended for an additional two years it would be approximately £133,000 in total. The Authority would be billed annually, quarterly, or monthly.

Moved by Councillor Clive Moesby and seconded by Councillor Duncan McGregor
RESOLVED that 1) a three-year contract for a new WAN data connection contract with an optional 2-year extension be awarded,

2) delegated power be granted to the Chief Executive Officer to select the preferred supplier following the procurement exercise.

Reasons for Recommendation

Renewing the contract was likely to reduce the cost of the connections.

The procurement would request to renew three authorities' connections at once which usually makes the contract more attractive to suppliers, usually securing a better price for the Authority.

The new contract would be completed following the Authority's procurement tender process and would be awarded via a procurement framework.

By entering into a three year agreement, the prices were fixed and did not increase yearly.

Alternative Options and Reasons for Rejection

Continue with the current supplier, however, this would not provide any cost reductions to the Council and would continue to increase yearly.

EX8-24/25. EXCLUSION OF THE PUBLIC

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

EX9-24/25. HOUSING STOCK CONDITION SURVEY EXEMPT PARAGRAPH 3

Executive considered a detailed report, presented by the Portfolio Holder for Housing, which provided information and options for consideration relating to the requirement to

EXECUTIVE

carry out a full 100% stock condition survey of the Council's dwelling stock. The report also requested approval to commence a procurement exercise to undertake the survey.

Moved by Councillor Sandra Peake and seconded by Councillor Mary Dooley

RESOLVED that 1) subject to Council approval for allocation of a budget, the procurement of a specialist supplier to undertake a 100% stock condition survey of the Council's Housing Revenue Account Dwelling Stock, be approved,

2) following consideration and approval of a budget allocation by Council, a further report be provided to Executive outlining the results of the procurement exercise, together with full details of actual costs in to approve the award of contract.

Reasons for Recommendation

A comprehensive stock condition survey was needed to ensure that the Council could meet the Safety and Quality Consumer Standard, and provide accurate information about the Council's housing stock. This would also allow the Council to assess the overall condition of its Housing

Revenue Account (HRA) dwelling stock in an objective and evidence-led way, providing information that could be used to plan future investment and maintenance programmes to ensure that properties were maintained in good condition with optimal use of resources.

Alternative Options and Reasons for Rejection

The Council's Housing Stock Management Group, had expressed a preference for option 1, given the availability of qualified surveyors to undertake the surveys in-house was low and presented increased risk of their retention on a 12 month contract when market demand for their skill set would be high given other stock holding local authorities would also be undertaking stock condition surveys.

To do nothing would mean the Council was relying on out of date and inaccurate data, we would be in breach of the Regulator for Social Housing Consumer Standards and as well as not having informed data to delivery planned improvements to homes, the Council would risk having homes which did not meet decent homes standards, which fell below required EPC levels and unlimited fines from the Regulator.

The meeting concluded at 1025 hours.



Bolsover District Council

Meeting of Executive on 24th June 2024

Appointments to Outside Bodies (Executive Functions) 2024/25

Report of the Director of Governance and Legal Services & Monitoring Officer

Classification	This report is Public
Report By	Jim Fieldsend Director of Governance and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To ensure the effective Executive representation of the Council on external organisations (Outside Bodies) (Executive Functions) for the 2024/25 Municipal Year as appointed and feedback to the Executive any issues of relevance/importance.

REPORT DETAILS

1. Background

1.1 The Leader of the Council determines the appointments for Executive Members to represent the Council on external organisations (Outside Bodies) (Executive Functions).

2. Details of Proposal or Information

2.1 The Leader’s nominations of Executive Members to represent the Council on external organisations (Outside Bodies) (Executive Functions) is set out in Appendix 1 to this report.

2.2 The term of office for each appointment will be for the 2024/25 Municipal Year, unless otherwise specified by the Leader.

3. Reasons for Recommendation

3.1 To appoint representatives to ensure the effective representation of the Executive on external organisations (Outside Bodies) (Executive Functions) for the 2024/25 Municipal Year.

4 **Alternative Options and Reasons for Rejection**

- 4.1 Executive could choose not to appoint to the Outside Bodies; however, this is not recommended as it would fail to provide a representative of the Executive to these organisations.

RECOMMENDATION(S)

That Executive receive the appointment of Executive Members to serve as representatives on the organisations (Outside Bodies) (Executive Functions) as attached at Appendix 1 to this report, for the 2024-25 Municipal Year.

IMPLICATIONS:

Finance and Risk: Yes No

Details: There are no financial or risk implications arising from this report.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

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

On behalf of the Solicitor to the Council

Environment: Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. Please speak to the Climate Change lead officer for further advice.

Details: There are no environmental implications arising from this report.

Staffing: Yes No

Details: There are no human resource issues implications arising from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

District Wards Significantly Affected	None directly
<p>Consultation: Leader / Deputy Leader <input checked="" 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"/></p>	Details:

Links to Council Ambition: Customers, Economy, and Environment.
<p>Good Governance</p> <p>Executive representatives on Outside Bodies (Executive Functions) support the overall objectives of the Council Ambition and partnership working.</p>

DOCUMENT INFORMATION	
Appendix No	Title
1	Appointments to Outside Bodes (Executive Functions) for 2024/25

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>
None

Appendix 1

APPOINTMENTS TO OUTSIDE BODIES 2024/25 (EXECUTIVE FUNCTIONS)

Organisation	2024/25 Representative(s)
Active Derbyshire Partners Group (1 representative)	Councillor Mary Dooley
Age Concern Chesterfield (1 representative)	Councillor Mary Dooley
Association of Public Service Excellence (APSE) (1 representatives)	Councillor Anne Clarke
Bolsover Community Safety Partnership (1 representative)	Councillor Clive Moesby Or Junior Cabinet Member, Councillor Duncan Haywood
Bolsover Countryside Partnership (1 representative)	Councillor Anne Clarke Or Junior Cabinet Member, Councillor Jeanne Raspin
Bolsover Partnership Executive Board (2 representatives)	Councillor Steve Fritchley Councillor Mary Dooley
Bolsover Health & Wellbeing Partnership (1 representative)	Councillor Mary Dooley Or Junior Cabinet Member, Councillor Jane Yates
Chesterfield Royal Hospital NHS Foundation Trust (1 representative)	Councillor Anne Clarke Or Junior Cabinet Member, Councillor Jeanne Raspin
Citizens Advice North East Derbyshire (1 representative & 1 sub)	Councillor Mary Dooley Junior Cabinet Member, Councillor Jane Yates

Organisation	2024/25 Representative(s)
Chesterfield and District Crematorium Joint Committee (2 representatives)	Councillor Anne Clarke Junior Cabinet Member, Councillor Jeanne Raspin
DEFRA Rural & Farming Network (1 representative)	Councillor Anne Clarke Or Junior Cabinet Member, Councillor Jeanne Raspin
Derbyshire Health & Wellbeing Board (1 representative) One elected member holding a relevant Cabinet portfolio or committee chairperson from each district or borough council in Derbyshire	Councillor Mary Dooley
Derbyshire Law Centre (1 representative)	Councillor Duncan McGregor
Derbyshire Partnership Forum (1 representative & 1 sub)	Councillor Steve Fritchley Councillor Duncan McGregor
Derbyshire Safer Communities Board (1 representative)	Councillor Clive Moesby
Derbyshire Unemployment Workers Centre (1 representative)	Councillor Mary Dooley Or Junior Cabinet Member, Councillor Jane Yates
District Councils Network (1 representative)	Councillor Steve Fritchley
D2 Joint Committee for Economic Prosperity (1 representative & 1 sub)	Councillor Steve Fritchley Councillor Duncan McGregor
East Midlands Councils – Executive Board Expressions of interest can be made to be a member of the following: <ul style="list-style-type: none"> ▪ Regional Employers’ Board ▪ Regional Migration Board 	No BDC appointment Leader of the Council will be represented by Councillor Tricia Gilby of Chesterfield Borough Council.

Organisation	2024/25 Representative(s)
Industrial Communities Alliance (1 representative & 1 sub)	Councillor Steve Fritchley Councillor Duncan McGregor
Joint Board (2 representatives)	Councillor Steve Fritchley Councillor Duncan McGregor
Junction Arts (1 representative & 1 sub)	Councillor Mary Dooley Junior Cabinet Member, Councillor Jane Yates
LGA General Assembly (1 representative)	Councillor Steve Fritchley
Markham Vale Liaison Committee (1 representative)	Councillor Steve Fritchley

Bolsover District Council

Meeting of the Executive on 24th June 2024

Annual Complaint Handling and Service Improvement Report

2023-2024

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Victoria Dawson Assistant Director Housing Management and Enforcement

PURPOSE/SUMMARY OF REPORT

The report provides an overview of the complaints received during 1 April 2023 to 31 March 2024, for the Housing Service, and the Council's performance against the Housing Ombudsman Complaint Handling Code, in the form of the Annual Complaint Handling and Service Improvement Report.

REPORT DETAILS

1. Background

- 1.1 The Social Housing (Regulation) Act 2023 empowered the Housing Ombudsman to issue a code of practice about the procedures members of the Scheme should have in place for considering complaints.
- 1.2 Following a period of consultation, the Complaints Handling Code ("the Code") became a statutory requirement from 1st April 2024, with the Housing Ombudsman having a duty to monitor compliance with the Code.
- 1.3 In addition, The Regulator for Social Housing has, after a period of consultation, published its new set of consumer standards and regulatory approach to deliver a "well-governed social housing sector" which provides quality homes and services for tenants. These four standards are effective from 1st April 2024 and all Registered Providers will be expected to meet these standards.
- 1.4 The Transparency, Influence and Accountability Standard, requires all Registered Providers ensure complaints are addressed fairly, effectively, and promptly. The Council also needs to demonstrate that there is sufficient information for tenants to make complaints. The Council also needs to demonstrate what lessons are being learnt from complaints to enable continuous improvement.

- 1.5 The Housing Ombudsman intends to monitor compliance with the Code by way of an annual submission. This ensures that all landlords provide information in a consistent way that allows effective analysis and insight into compliance with the Code. The required documents must be submitted by 30th June 2024. This date aligns with the Regulator of Social Housing's requirements for the publication and submission of Tenant Satisfaction Measures (TSM) outcomes, of which complaint handling is included.
- 1.6 The Annual Submission, whilst doesn't need to be in a prescribed form must include the following;
- The self-assessment against the Code
 - The annual complaint performance and service improvement report
 - The governing body's response to the report
 - The complaints policy

There is also a requirement that as well as being submitted to the Ombudsman, these documents must be available on the Council's website by 30th June 2024.

2. Details of Proposal or Information

- 2.1 The Report, which is attached at Appendix 1, provides an analysis of the complaints and compliments received by the Housing Department for the period 1st April 2023 – 31st April 2024, this includes the services delivered on behalf of the Council by Dragonfly Management (Bolsover) Ltd.
- 2.2 This report seeks to provide information on the performance of our complaint handling in terms of the volume and timeliness of the responses. In addition, the report seeks to identify themes and lessons learnt that drive service improvements.
- 2.3 The self-assessment is annexed to the report and the proposal is to include within the foreword of the report, the Executives response to the Report.
- 2.4 The Report provides an explanation of the Council's performance against the Housing Ombudsman's Code. It also notes the performance against the Council's own Compliments, Comments and Complaints Policy, which during 2023-24 had different time frames to the Ombudsman. This was updated in April 2024 so they are now both aligned.
- 2.4 In summary the Council's Housing Department, including repairs and maintenance provided by Dragonfly Management (Bolsover Ltd) receive the following
- 61 Compliments – the majority of which relate to speed of response and conduct of officers
 - 95 MP Enquiries – of which 48 related to rehousing applications and 20 related to incidents around anti-social behaviour.
 - 60 - Informal Complaints
 - 44 - Formal Complaints
 - 10 - Internal Reviews

3. Reasons for Recommendation

3.1 It is a statutory requirement that the Council complies with the Housing Ombudsman Complaint Handling Code, and the requirements to provide an annual submission, including an Annual Complaint Handling and Service Improvement Report, and annual self-assessment.

4 Alternative Options and Reasons for Rejection

4.1 If the Council is unable to provide the annual submission by 30th June 2024, the Council may be issued with a Type 3 Complaint Handling Failure Order. If there is non-compliance with the order, the Housing Ombudsman has the option of making a referral to the governing body or the Regulator of Social Housing as required.

RECOMMENDATION(S)

That Executive approves the Annual Complaint Handling and Service Improvement Report, and annual self-assessment against the Housing Ombudsman Complaint Handling Code.

Approved by Councillor Sandra Peake, Portfolio Holder for Housing

<u>IMPLICATIONS.</u>	
<u>Finance and Risk:</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: There are no financial implications arising from the report.	
On behalf of the Section 151 Officer	
<u>Legal (including Data Protection):</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: As contained in the report	
On behalf of the Solicitor to the Council	
<u>Environment:</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	
<u>Staffing:</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: There are no staffing implications arising from the report.	
On behalf of the Head of Paid Service	

DECISION INFORMATION

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

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

<p>Links to Council Ambition: Customers, Economy, Environment and Housing</p> <p>Customers - Continuous improvement to service delivery through innovation, modernisation and listening to customers</p> <p>Housing – Building more, good quality, affordable housing, and being a decent landlord</p>

DOCUMENT INFORMATION	
Appendix No	Title
1	The Annual Complaint Performance and Service Improvement Report

<p>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></p>

290823

Housing Ombudsman Service Complaint Handling Code

Annual Complaint Handling and Service Improvement Report 2023- 2024



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
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with [Sign Solutions](#), you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) via textphone or app on **0800 500 888** - 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

Contents

Foreword	4
Introduction	5
Types of complaints	6
Volume of complaints (as per Tenant Satisfaction Measures (TSM) figures).....	6
Satisfaction with the complaints handling process (as per TSM figures)	7
Volume of complaints by contact centre area	9
Satisfaction by contact centre area	10
Themes and trends in the complaints received.....	11
Volume of compliments, comments and M.P. enquiries	14
Method of contact	16
Benchmark data	17
Comparison in volume of complaints received – 2022/2023.....	17
Comparison with national trends on themes for complaint	18
Comparison with national trends in reasons for complaints 2023/24	18
Findings of non-compliance	19
Service improvements.....	20
Improvements 2023/24	20
Forward Improvements 2024/25	21
Tenant scrutiny of complaints	22
Housing Ombudsman Service (HOS) reports to landlord.....	22
Appendix A: Self-assessment form	23
Section 1: Definition of a complaint.....	23
Section 2: Exclusions.....	26
Section 3: Accessibility and Awareness.....	28
Section 4: Complaint Handling Staff	31
Section 5: The Complaint Handling Process.....	33
Section 6: Complaints Stages	38
Stage 1	38
Stage 2	41
Section 7: Putting things right	44
Section 8: Self-assessment, reporting and compliance	46
Section 9: Scrutiny & oversight: continuous learning and improvement.....	48

Foreword

Foreword from Executive as the governing body response – to be added following Executive meeting on 24th June.



Cllr Mary Dooley
Portfolio Holder for Health and
Wellbeing
(Including Customer Services)



Cllr Sandra Peake
Portfolio Holder for Housing

Foreword from Tenants – to be added after meeting on 18th June

Introduction

The Housing Ombudsman's Complaint Handling Code became statutory from 1 April 2024, which means that social housing landlords are now obliged by law to follow its requirements.

The Social Housing (Regulation) Act 2023 places a legal duty on the Ombudsman to monitor social housing landlord's compliance with the Code. Section 8 of the HOS Complaint Handling Code requires that landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge.

This annual report provides an analysis of the complaints, comments and compliments received by the Council during 2023/24.

This report seeks to provide information on the performance of the Council's complaint handling in terms of the volume and timeliness of the responses. In addition, the report seeks to identify themes, trends and lessons learnt that drive service improvements.

The Housing Ombudsman Service (HOS) has a two-stage complaint handling process which requires:

- All Complaint Acknowledgements responded within 5 working days.
- Stage 1 complaints must be responded to within 10 working days.
- Stage 2, within 20 working days.

During 2023/24, the Council's Complaints, Comments and Compliments Policy (CCC Policy) had a 3-stage procedure:

- Stage One Informal – 3 working days
- Stage Two Formal – 15 working days
- Stage Three Internal Reviews – 20 working days

For the purpose of this report, HOS Stage 1 complaints consist of the Informal and Formal stages.

Whilst the report must show the Council's performance against the HOS Complaint Handling Code, some of the tables and charts present the data to enable analysis against the CCC Policy which was in operation during the same period.

Whilst the main driver for the report is to look at complaints, the Council are able to learn a lot from the comments, compliments and M.P. enquires received and so this report also seeks to analyse this data.

Analysis of complaints performance for 2023/24

Types of complaints

The Customer Advisors who work front line for customer services have all had thorough training of the CCC Policy. Through this training the Council's Customer Advisors can appropriately determine whether the issue raised is a service request/enquiry or a complaint.

The CCC Policy defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals. However, a service request is defined as a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

The Council also receives Member of Parliament enquiries (M.P. enquiries) which are dealt with under the CCC Policy. The M.P. was appropriately updated with the changes to the CCC Policy to follow the Housing Ombudsman Statutory Code. Within this training, the M.P.'s Office agreed to determine whether a customer would like to raise their enquiry as an M.P. enquiry or as a complaint. The M.P. was given a copy of the CCC Policy and an explanation of the stages of a complaint so their constituents can be appropriately informed.

Currently, if a customer makes a complaint which does not fall within the CCC Policy the customer is appropriately directed to the correct place to complain or be assisted with their enquiry/request. For example, the Council has the right to deal with service requests for the first time before a complaint is made.

Volume of complaints (as per Tenant Satisfaction Measures (TSM) figures)

Tenant Satisfaction Measures form part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services, with one specific measure being around effective handling of complaints. There are 22 Tenant Satisfaction Measures in total which include 12 Tenant Perception Measures and 10 Management Information Measures.

Each Registered Provider will be required to complete the Tenant Satisfaction Measures annually and upload the data to the Regulator of Social Housing. The Council are also required to publish the result on the Councils' website so it is accessible to tenants.

The data below summarises the Council's compliance with the Housing Ombudsman response times. As mentioned previously, during 2023/24 the Council's complaints policy was a 3 stage process and these figures reflect performance in accordance with the Housing Ombudsman Code and the CCC Policy.

While the Council’s handling of HOS Stage 2 complaints was compliant, 16 of the Stage One complaints received exceeded the HOS response times. For those that exceeded the 10 days, no formal extensions were agreed. While 7 Informal complaints were outside of the Council’s local response timescales, all the Informal complaints met the HOS response times.

Table 1 – Number of Housing related complaints received and compliance with response times

Complaint Stage	Number received	Within BDC timescales	Within HOS timescales
Informal (HOS Stage 1)	60	53 (88.3%)	60 (100%)
Formal (HOS Stage 1)	44	44 (100%)	28 (63.6%)
HOS Stage 1 – Total	104	97 (93.3%)	88 (84.6%)
Internal Review (HOS Stage 2)	10	10 (100%)	10 (100%)

This data is used to calculate one of the Management Information Measures

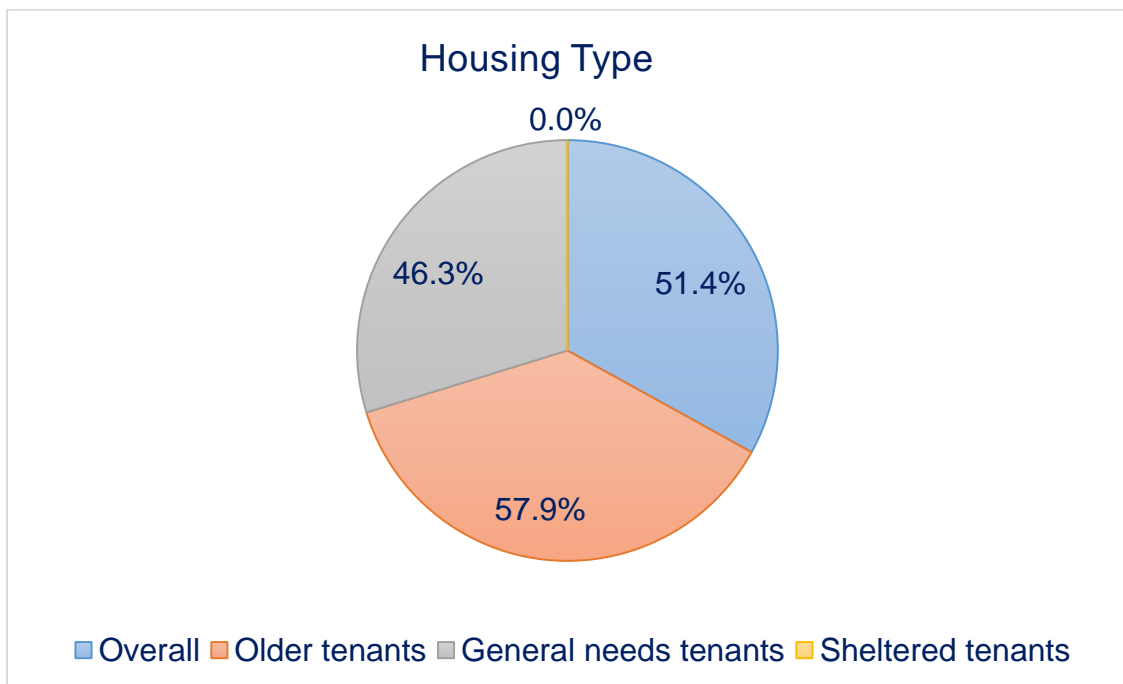
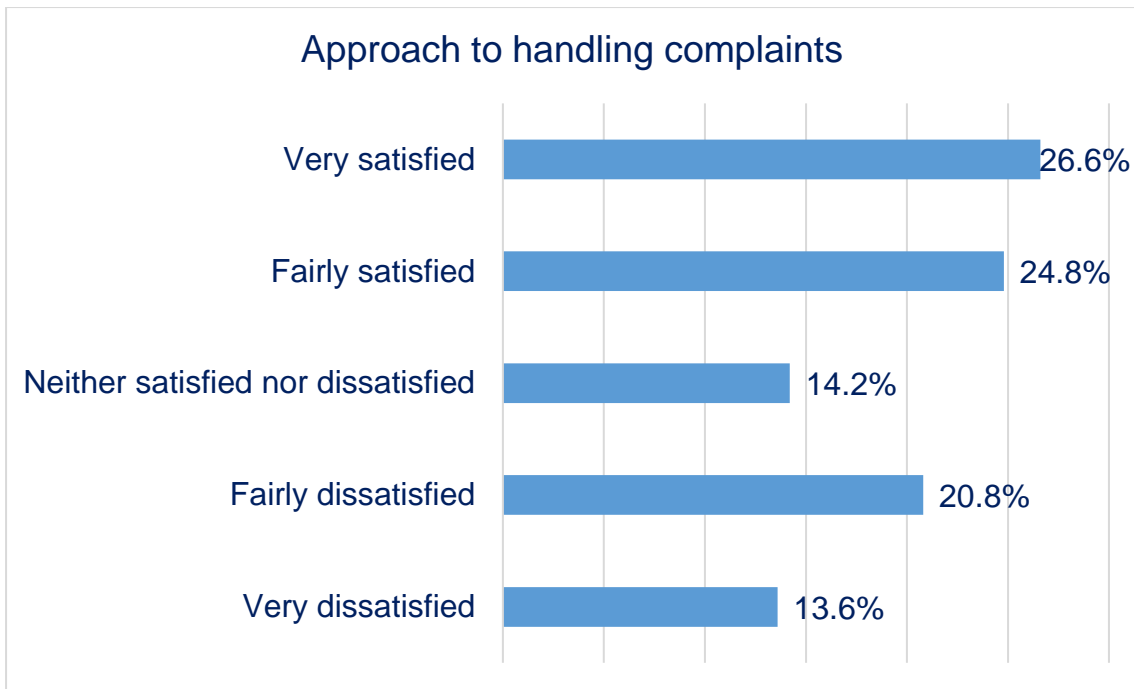
Management Information Measures	
CH01(1) Number of Stage 1 complaints received per 1000 homes	20.8
CH02(2) Number of Stage 2 complaints received per 1000 homes	2.0

Satisfaction with the complaints handling process (as per TSM figures)

As part of the Tenant Perception Survey element of the Tenant Satisfaction Measures, respondents who had made a complaint within the last 12 months were asked to declare their level of satisfaction with the complaints handling process. 95 out of the 547 valid respondents had made a complaint in the last 12 months.

When adding together those that were ‘very satisfied’ and ‘fairly satisfied’ out of the 95, this represents a 51.4% satisfaction level.

The charts below show the satisfaction levels of those making complaints by housing type, indicating that those in general needs housing are less satisfied. This low number of complainants is reflective of the fact that traditionally the Council receives a low level of complaints.

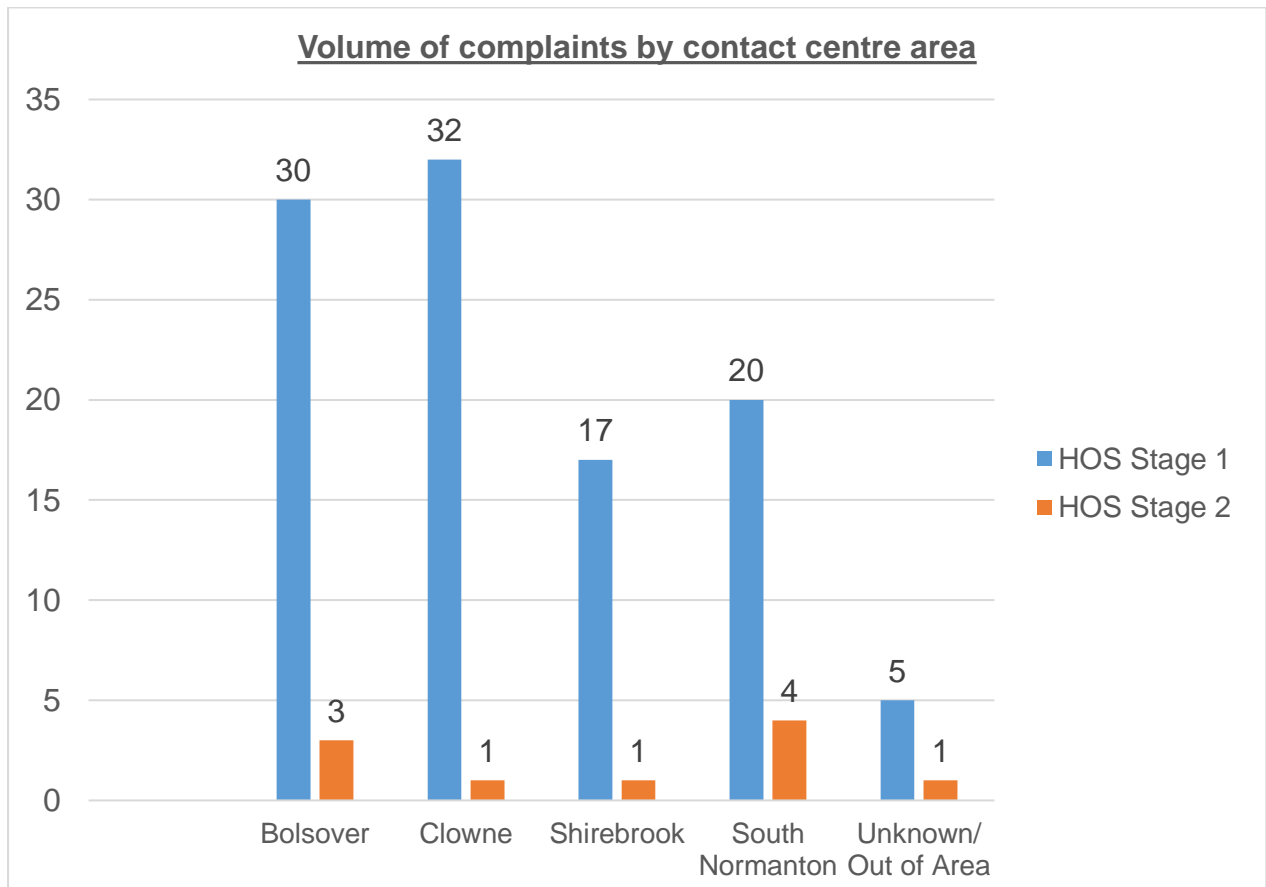


Volume of complaints by contact centre area

When analysing the complaints received by contact centre area, a larger proportion in total are received from the Bolsover and Clowne areas. This mirrors the TSM Perception Measures survey responses indicating that tenants in those areas are more likely to complain which requires further investigation into whether this is related to property types found in those areas or whether dissatisfaction can be attributed to the teams operating in those patches. According to the complaints data for 2023/24, tenants in the Shirebrook area have complained the least and the difference in volume of complaints in Shirebrook and South Normanton is the reverse of that found from TSM survey respondents. See analysis on satisfaction with complaint handling by contact centre area further on in the report.

Table 2 – Volume of complaints received by contact centre area

Contact Centre Area	HOS Stage 1	HOS Stage 2	Total
Bolsover	30	3	33
Clowne	32	1	33
Shirebrook	17	1	18
South Normanton	20	4	24
Unknown/ Out of Area	5	1	6
Total	104	10	114



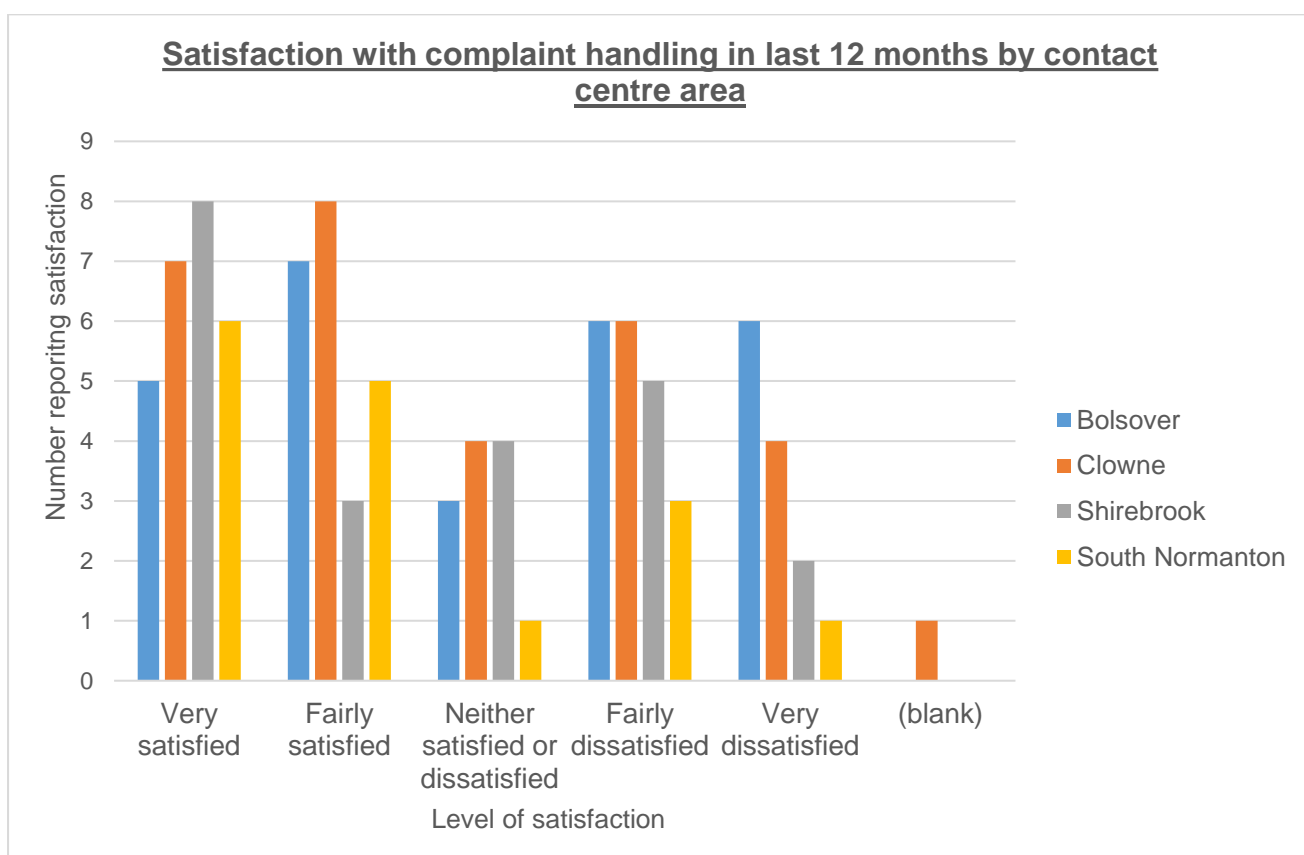
Satisfaction by contact centre area

Those indicating their satisfaction with complaints handling can also be broken down by contact centre area, through the responses to the Tenant Perception Survey. There were a higher number of survey respondents within the Bolsover and Clowne areas that made a complaint with the levels of satisfaction and dissatisfaction in Bolsover split equally at 44.4% each, the highest dissatisfaction.

Tenants in Clowne had higher satisfaction (50%) compared to dissatisfaction (33.3%). Within Shirebrook 50% were satisfied compared to 31.8% dissatisfied and South Normanton tenants were most satisfied at 68.8% satisfaction, with dissatisfaction significantly lower at 25%.

Table 3 – Satisfaction with complaint handling in the last 12 months by contact centre area

Level of Satisfaction	Bolsover	Clowne	Shirebrook	South Normanton	Grand Total
Very satisfied	5	7	8	6	26
Fairly satisfied	7	8	3	5	23
Neither satisfied nor dissatisfied	3	4	4	1	12
Fairly dissatisfied	6	6	5	3	20
Very dissatisfied	6	4	2	1	13
(blank)	0	1	0	0	1
Grand Total	27	30	22	16	95



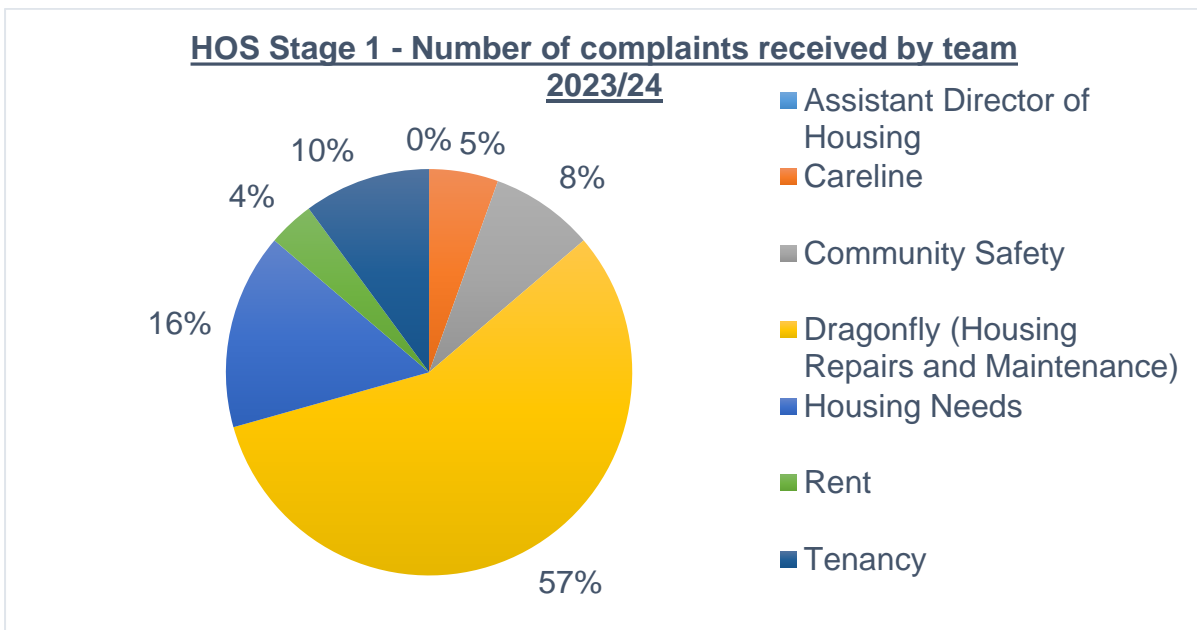
Themes and trends in the complaints received

Some customer contacts/complaints received during 2023/24 covered more than one service area, therefore the totals below do not mirror the actual volume of contacts received. Out of 114 complaints, 63 (55%) related to Dragonfly (Housing Repairs and Maintenance). The next most common service area was Housing Needs (19, 17%) followed by Tenancy (15, 13%).

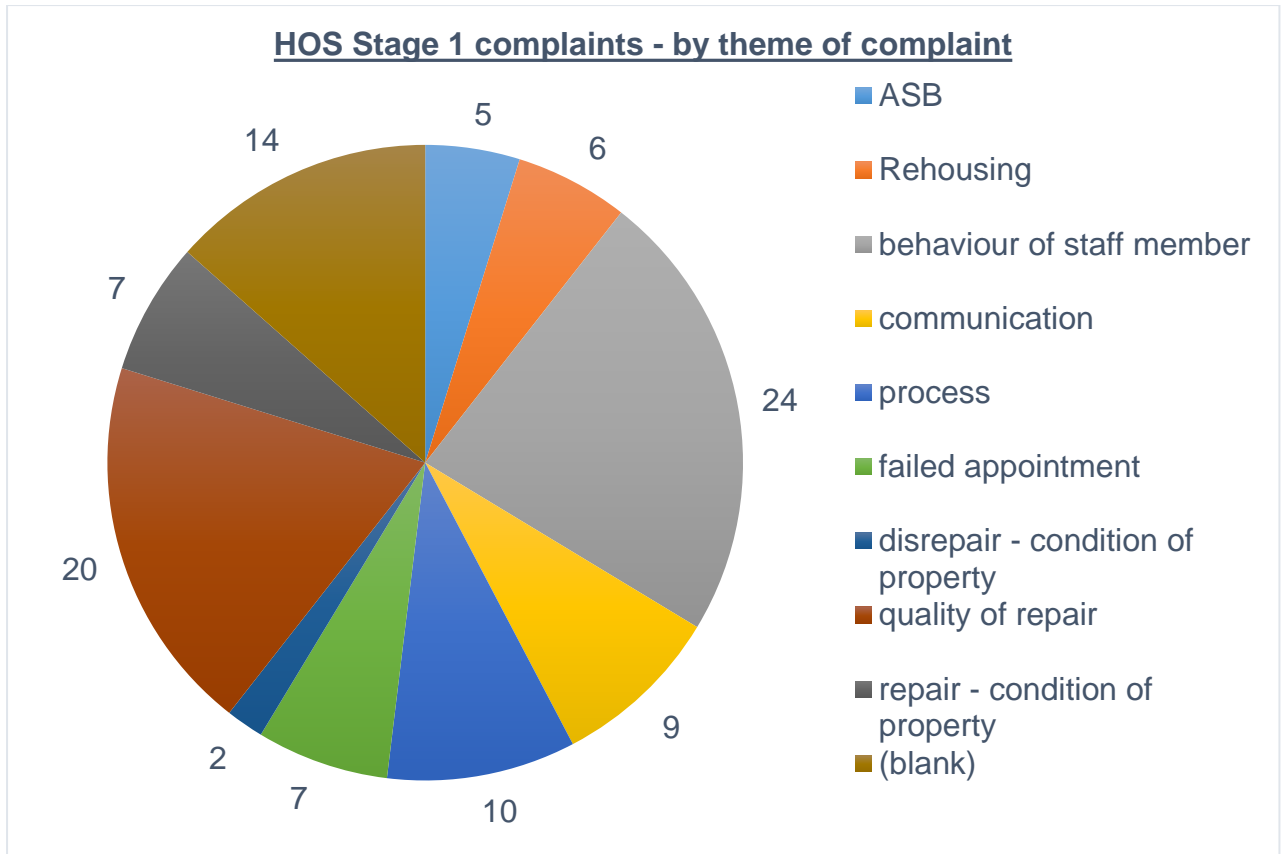
Table 4 – Breakdown of customer contact by team – complaints

Team	HOS Stage 1	HOS Stage 2	Total for Team
Assistant Director of Housing	0	1	1 (1%)
Careline	6	1	7 (6%)
Community Safety	9	3	12 (11%)
Dragonfly (Housing Repairs and Maintenance)	62	1	63 (55%)
Housing Needs	17	2	19 (17%)
Rent	4	1	5 (4%)
Tenancy	11	4	15 (13%)
Total	109	13	-
Total (excluding cross cutting)	104 (5 cross cutting)	10 (3 cross cutting)	

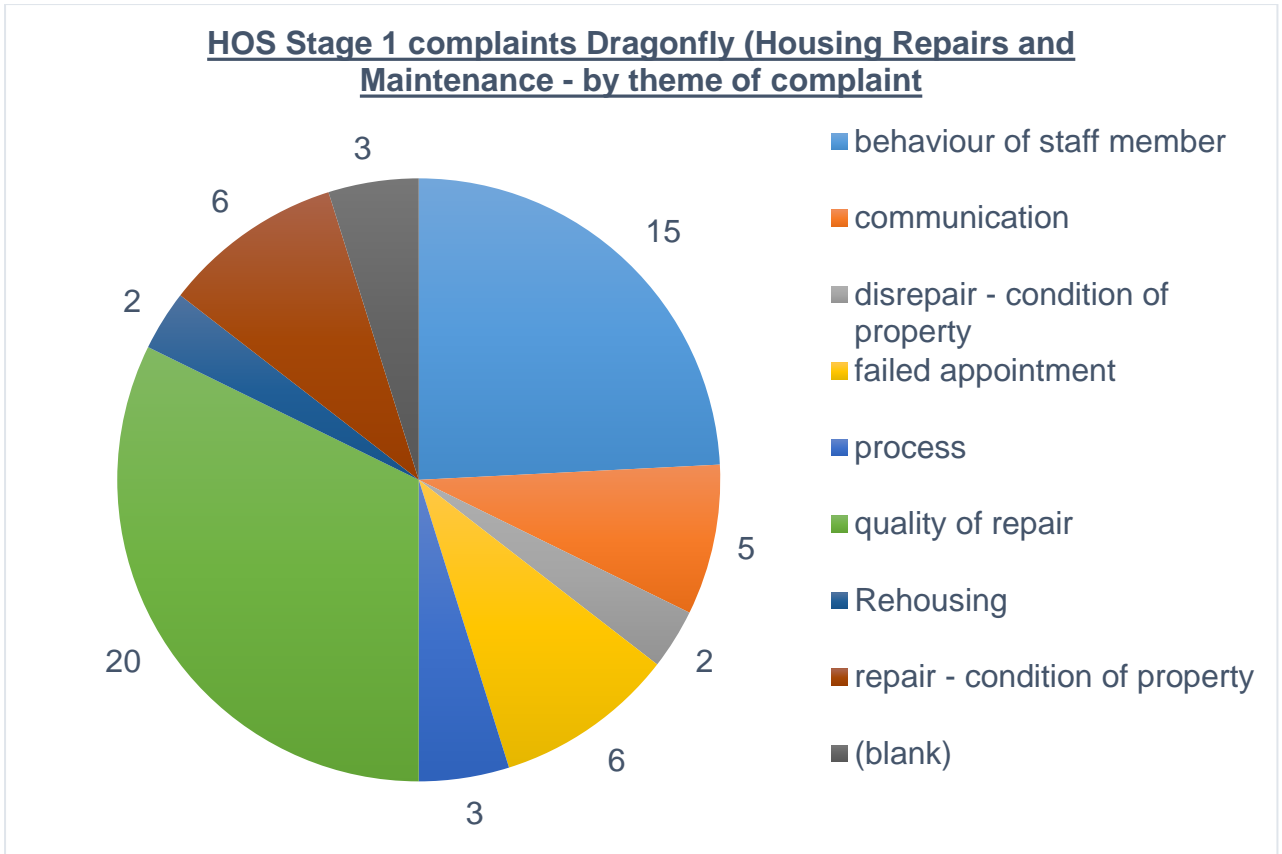
The chart below shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance).



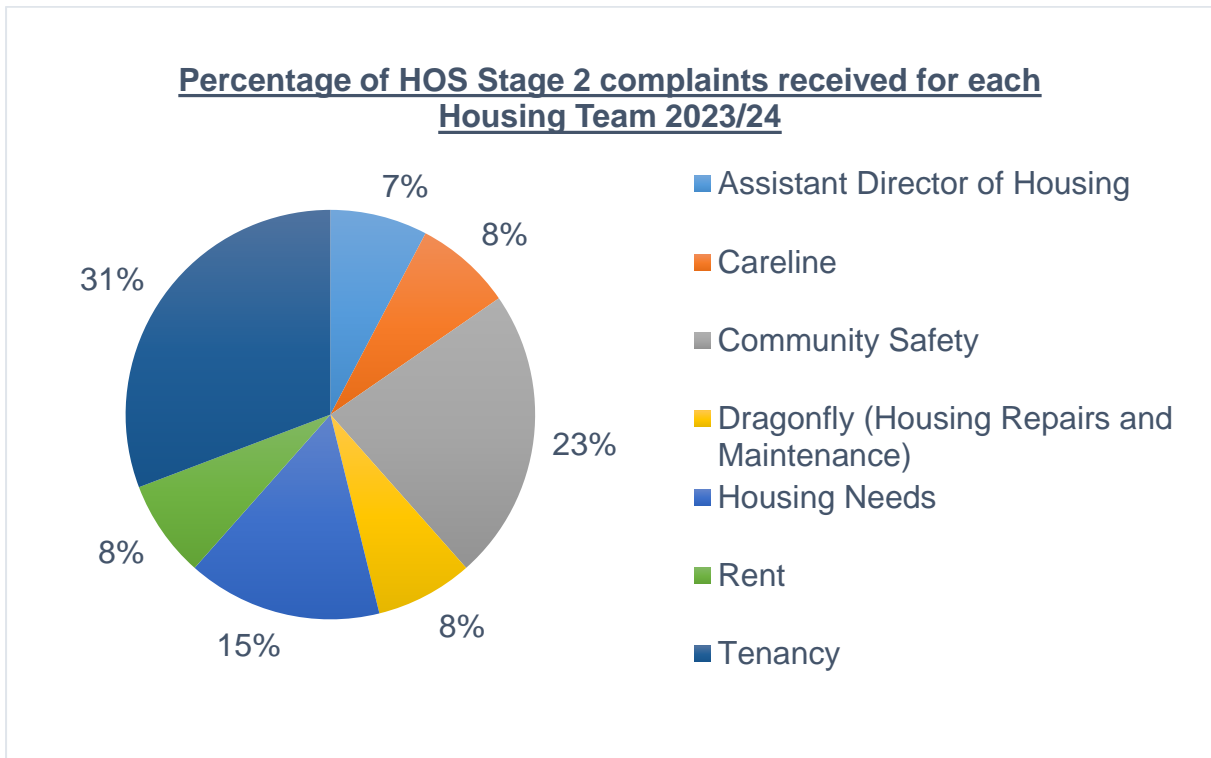
When analysing the themes of the HOS Stage 1 complaints, the most common factor was behaviour of staff member, followed by quality of repair. However, there were two further themes related to condition of property which adds further weight to investigation on the quality of the repairs service. 14 of the complaints had no clear theme.



57% of the HOS Stage 1 complaints related to the Dragonfly (Housing Repairs and Maintenance) team. When assessing those complaints by theme, they account for nearly two thirds of the complaints related to 'behaviour of staff member'.



For the complaints received at HOS Stage 2, (as outlined in Table 4), the largest proportion related to Tenancy, closely followed by Community Safety and Housing Needs (homelessness).



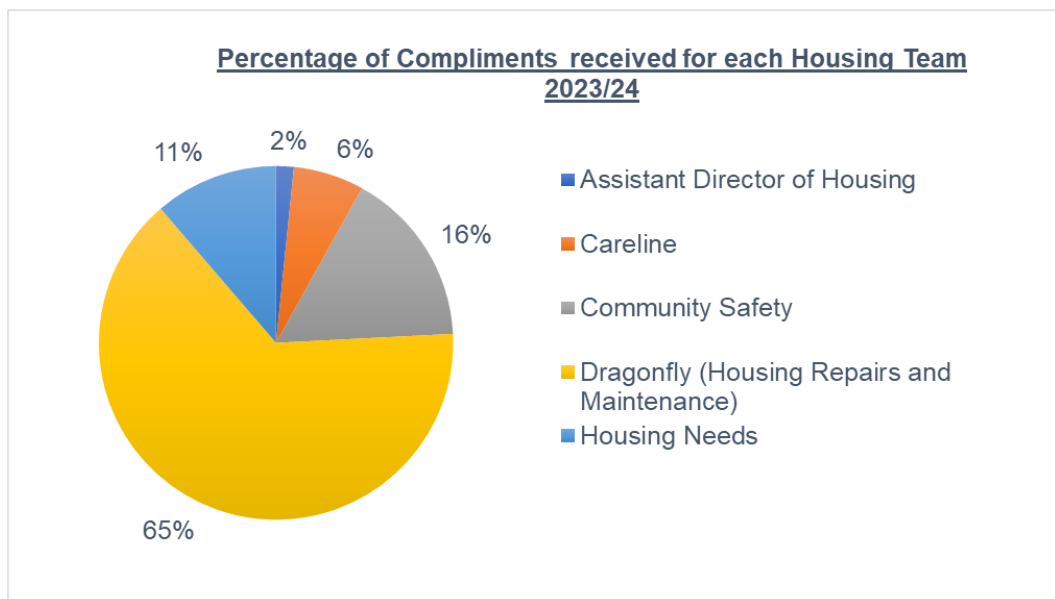
Volume of compliments, comments and M.P. enquiries

The following charts show the volume of compliments, comments and M.P. enquires received by team. For compliments and comments the largest proportion related to Dragonfly (Housing Repairs and Maintenance). However, for M.P. enquiries the majority related to Housing Needs (homelessness).

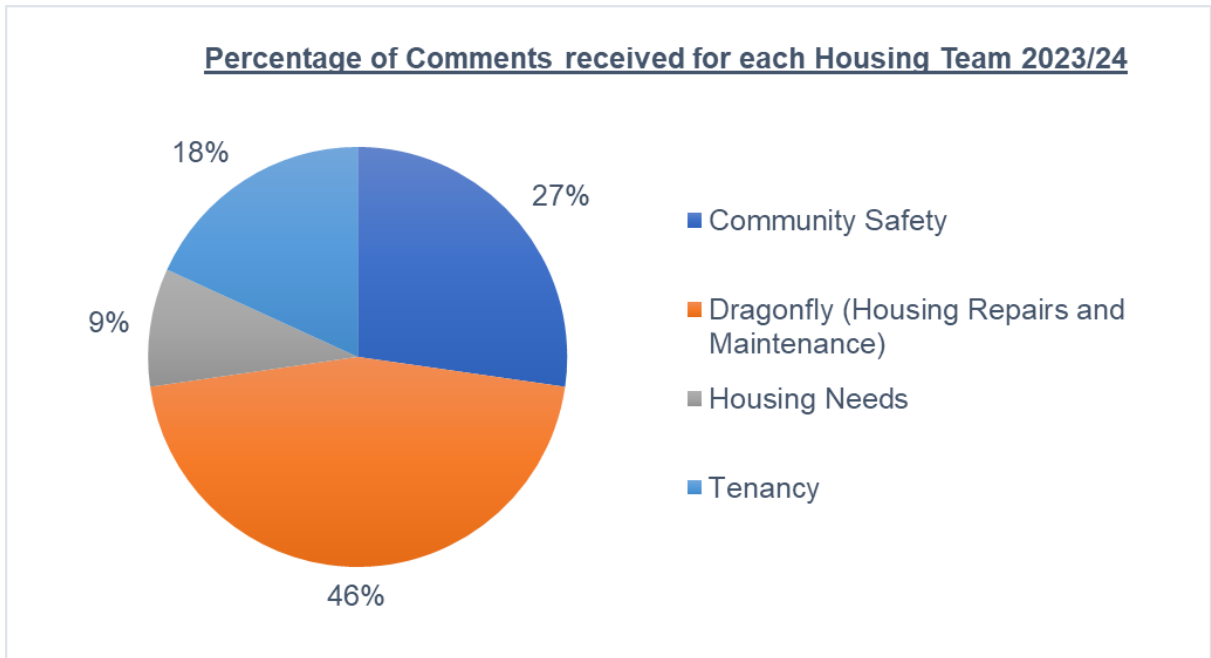
Table 6 – Breakdown of customer contact by team – compliments, comments and M.P. enquiries

Team	Compliments	Comments	M.P. enquiries	Total for Team
Assistant Director of Housing	1	0	1	2
Careline	4	0	0	4
Community Safety	10	3	19	32
Dragonfly (Housing Repairs and Maintenance)	40	5	15	60
Housing Needs	7	1	59	67
Rent	0	0	3	3
Tenancy	0	2	11	13
Total	62	11	108	-
Total (excluding cross cutting)	61 (1 cross cutting)	10 (1 cross cutting)	95 (13 cross cutting)	

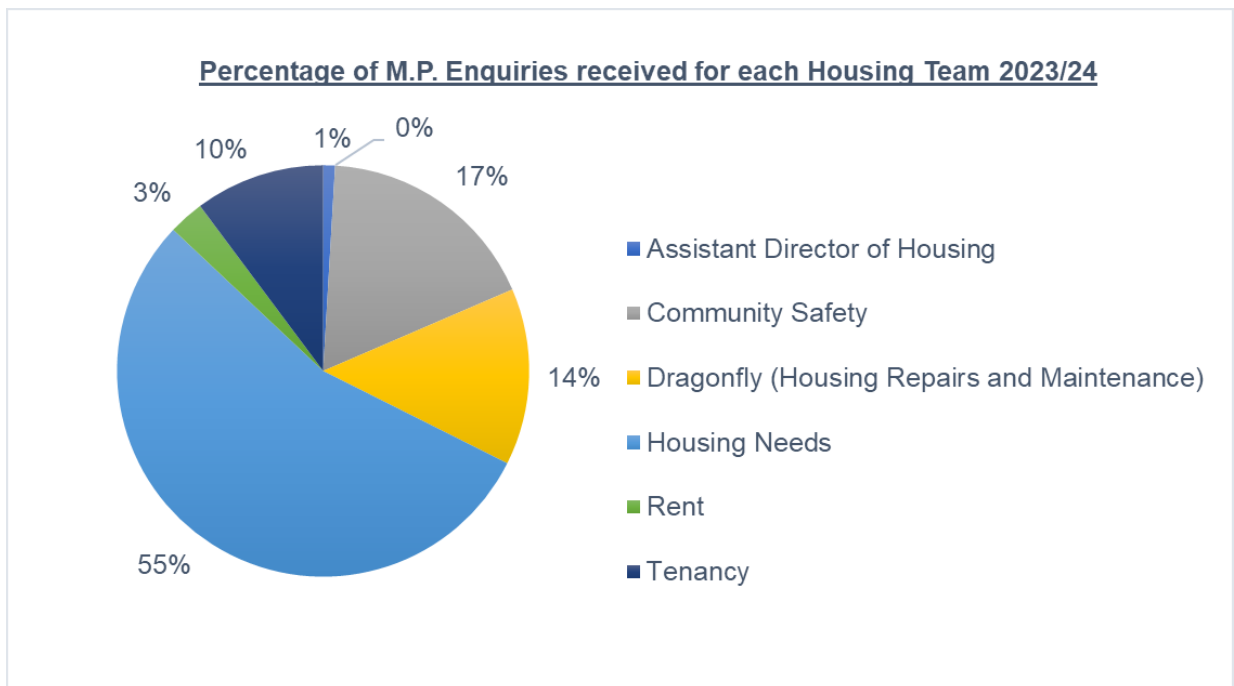
When analysing the compliments received in 2023/24, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by the Community Safety team and Housing Needs, respectively. This is useful to note as while repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant’s personal experience of the service by the team influences their bias in response to the Council. There are clearly positives to be taken from the service delivered as well as areas for improvement.



The Council received a limited number of comments from tenants during 2023/24 and all were passed back to the teams for further action where required.



The chart below shows volume of M.P. enquires by team. When analysing the M.P. enquiries received during 2023/24, the highest number related to the Housing Needs team and the most common themes were rehousing applications, ASB and disrepair (condition of property).

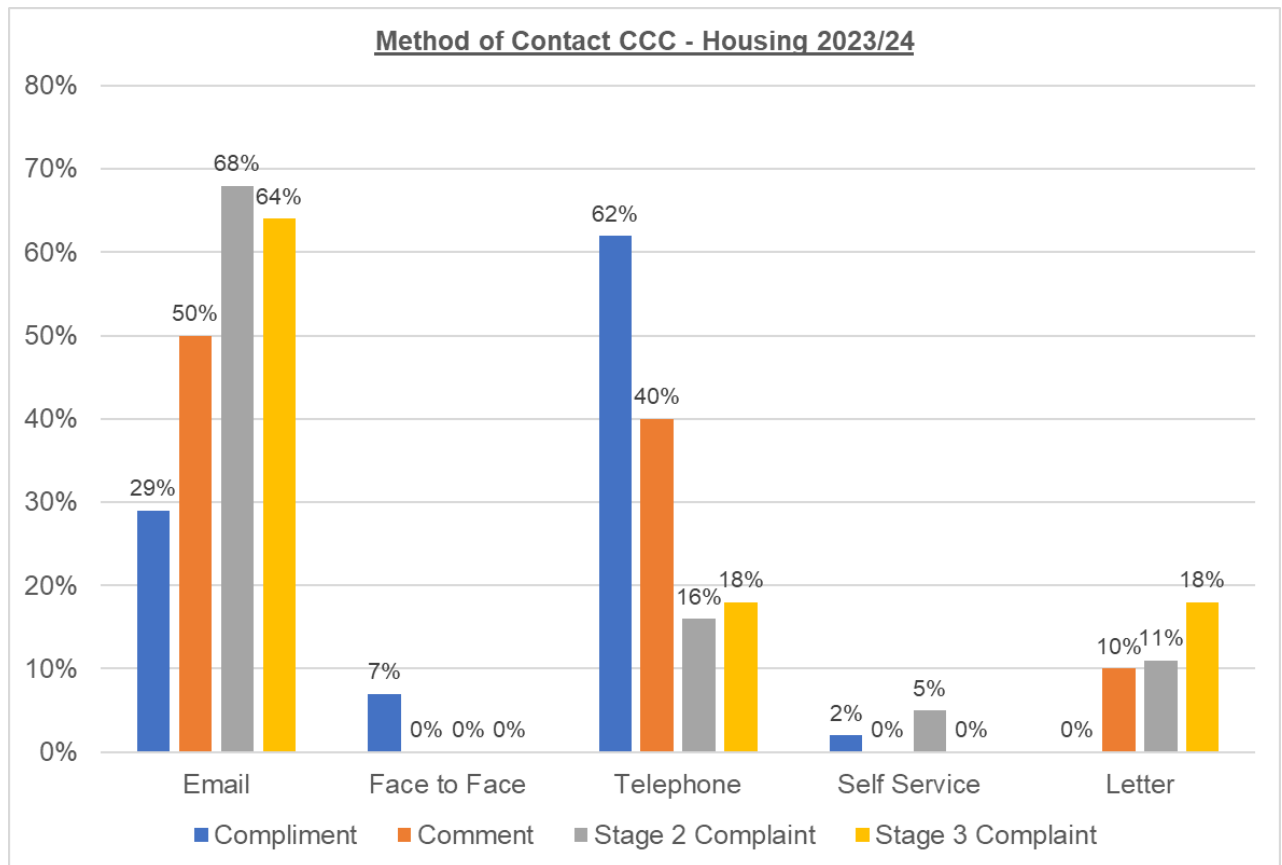


Method of contact

When analysing how tenants contact the Council to pass on a compliment or make a complaint, most compliments were via telephone, but Stage Two and Stage Three complaints were mostly via email followed by telephone and letter, respectively. This is interesting as through previous tenant surveys officers have established that tenants prefer contact via post/letter but the preferred method of contacting the Council in relation to complaints is clearly email.

The Council have had a significant move towards increasing digital transactions over the last four years and made several changes to the self-serve functions on the Council website, so it is encouraging to see tenants choosing to use this method of contact.

For 2023/24 data was not gathered in relation to the method of contact for complaints classified as 'Stage One Informal' (equivalent to HOS Stage 1). This will be rectified for 2024/25 under the new statutory code and revised local policy, as this type of complaint no longer exists within the new CCC Policy.



Benchmark data

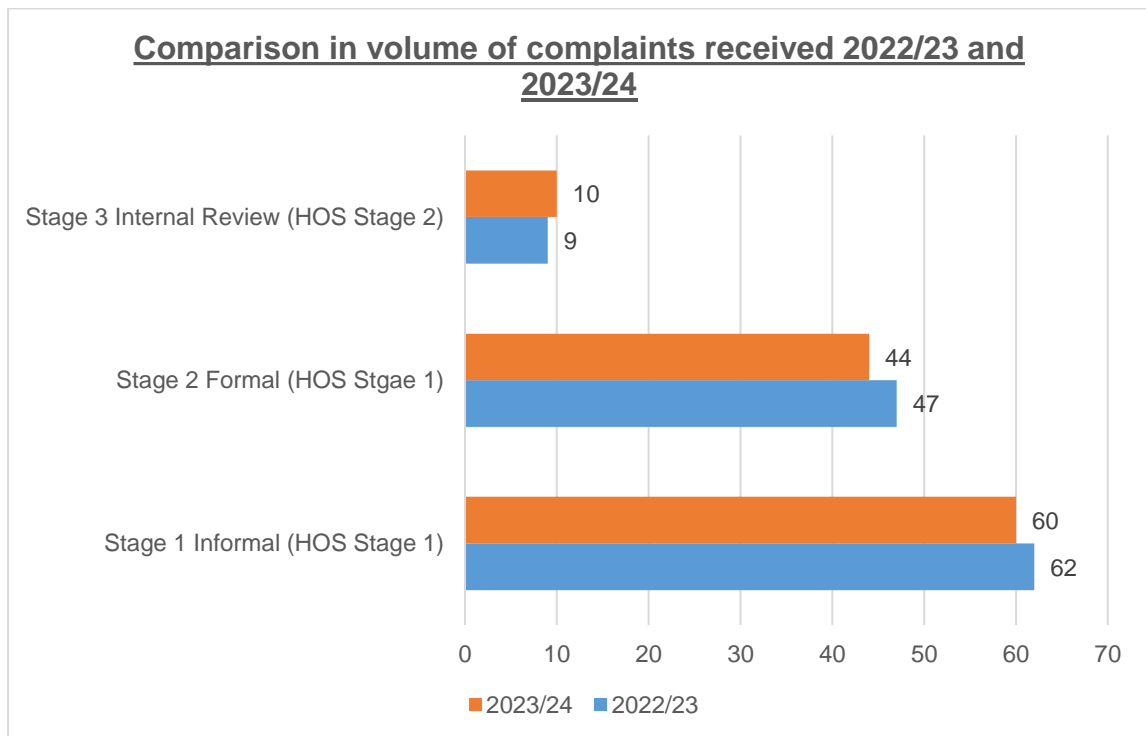
Comparison in volume of complaints received – 2022/2023

When comparing changes in local complaints data, this is in relation to the Council’s 3-stage CCC Policy in place at the time, not the HOS code. In 2022/2023 there were 62 Stage One Informal complaints made. 33 of these were related to Dragonfly (Housing Repairs and Maintenance). The other 29 were categorised as Housing Management and Enforcement.

For Stage Two Formal complaints in 2022/2023 there were 47. 18 of these were related to Dragonfly (Housing Repairs and Maintenance). The other 29 were categorised as Housing Management and Enforcement.

There were 9 Stage Three complaints in 2022/2023. 2 of these were related to Dragonfly (Housing Repairs and Maintenance). The other 7 were categorised as Housing Management and Enforcement.

In comparison to the 2023/2024 data both Stage One and Stage Two complaints have decreased from 62 to 60 and 47 to 44, respectively. Stage Three complaints have increased slightly from 9 to 10.



Comparison with national trends on themes for complaint

A HOS Spotlight report on complaints about repairs from March 2019 acknowledges that repairs is "...year on year,...consistently the biggest category of complaint we deal with...". The report indicates that the most common causes of complaints about repairs fall in to four areas:

- “ 1. New lettings
- 2. Responsibility for the repair
- 3. The time taken to carry out repairs
- 4. Record-keeping ”

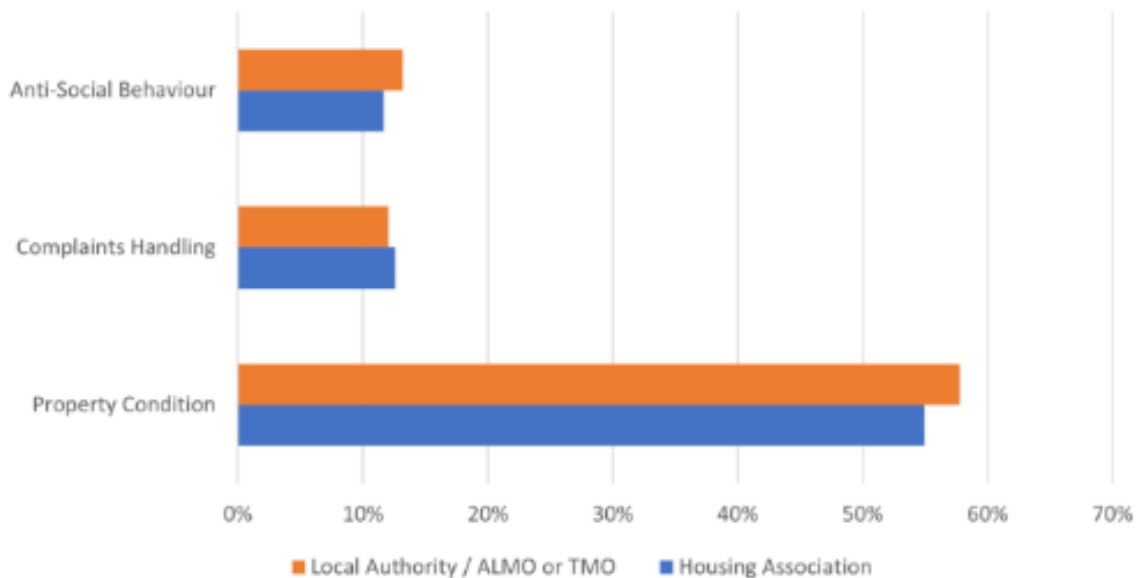
(HOS, (March 2019), Room for improvement: Spotlight on repairs, p7)

When reviewing repairs complaints for 2023/24, they do not typically fall into any of these areas, and most commonly relate to the quality of the repair, staff conduct, timing of the repair, and contact with the tenant during the repair process.

Comparison with national trends in reasons for complaints 2023/24

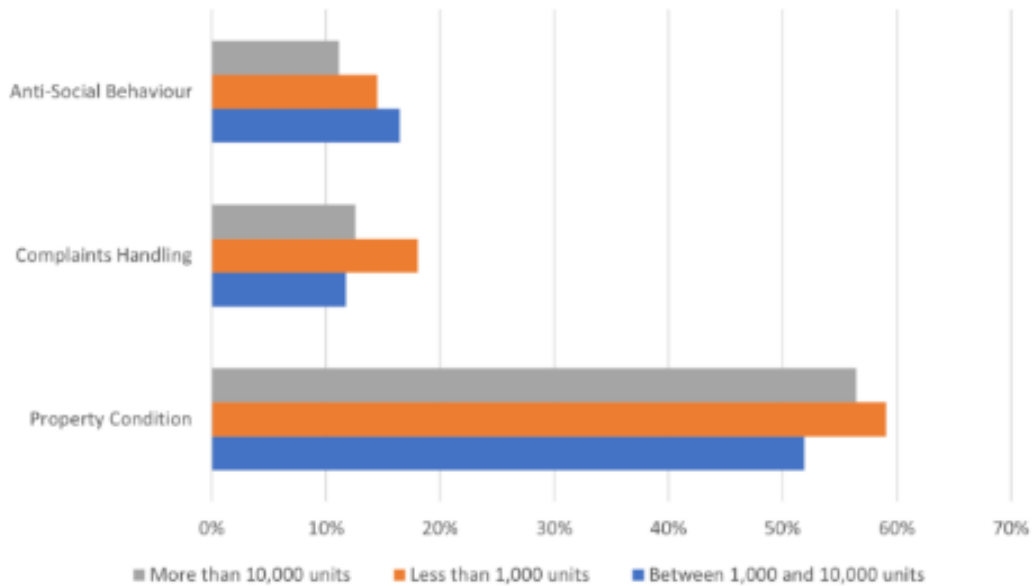
At the time of producing this report, the HOS have not yet published their analysis of Q4 2023/24 data. However, when looking at their analysis at Q3 2023/24 and previous quarters for the year, by landlord type and size of landlord, 'property condition' was the top category of complaint they received, with anti-social behaviour at a similar rate to the Council's complaints related to community safety. This indicates that the reasons for tenants complaining is comparable with the national picture.

Type of landlord



[Q3 Quarterly Data 23-24 | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Size of landlord



*Note: The Council have between 1,000 and 10,000 units

[Q3 Quarterly Data 23-24 | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Findings of non-compliance

In 2023/24, there were 16 Complaints categorised as HOS Stage 1 which were responded to outside of Housing Ombudsman timescales (10 working days), however all were within the CCC Policy timescale of 15 working days.

The Housing Ombudsman Code became statutory on the 1 April 2024 and the Council updated its CCC policy to reflect these timescales.

In the future, any complaints which are out of the Housing Ombudsman timescales the reasons will be documented and the Council will investigate. Measures will be put into place to ensure that complaints can be answered within the Housing Ombudsman timescales within the Statutory Code.

Service improvements

Improvements 2023/24

- 1) As a result of the statutory changes from 1 April 2024, the Customer Service, Complaints and Standards department have reviewed and aligned the CCC Policy and Customer Service Standards to meet the requirements of the Housing Ombudsman Complaint Handling Code. This is to ensure the process is effective for both the Council and the Ombudsman whilst resolving complaints quickly and improving services through learning. The approach to complaint handling offers an emphasis on early intervention and being proactive with the customer to ensure their issues and concerns wherever possible are resolved at the earliest opportunity.
- 2) Acknowledgement and response templates have been adapted to meet the new requirements ensuring the Council is being open, transparent and communication is clear. The template ensures the Council demonstrates an understanding of the issues, the expected outcome or remedy, or clear reason for decisions, timeframes and the escalation process if a resolution is not met is clearly set out.
- 3) A revised Complaints, Comments and Compliments leaflet has been updated to reflect the new CCC Policy and the Customer Service Standards Leaflet is also updated. The leaflets will be available in paper format at each of the contact centres and online via the Councils website in accessible format by request. The 3rd Party Authorisation has been added as an improvement to streamline the process and the new timescales, escalation process and contact details for the Council and the Housing Ombudsman.
- 4) Mandatory corporate Customer Service, Standards and Complaints training has been adapted to reflect the updated CCC Policy and Customer Service Standards. Additionally, this training is delivered to all new Council employees. Customer Advisors have also had training to ensure upon first point of contact they establish whether the enquiry is a complaint or service request and adapted to ensure that all relevant data can be gathered clearly.
- 5) The Council have streamlined complaints onto one system for effective monitoring. Previously initial repairs complaints were reported separately within the main Housing system.
- 6) Accessibility of making and escalating a complaint has been improved as complaints can now be raised or escalated verbally or in writing. Previously this was just in writing. Customers can request a verbal response following Housing Ombudsman guidance, but the Council will also give a written response as well as a verbal response.

- 7) The Customer Service, Complaints and Standards department have biannual service review meetings with the Housing Management department and Dragonfly Management (Bolsover). Complaints and Standards reporting have been added to the agenda to enable discussion on performance and updates in relation to any complaints trends or improvements identified.
- 8) In February 2024 all tenants were written to, to advise them of the annual rent change which included information about the 53 week year, and the need for an extra weeks rent. This generated some complaints in the way the monthly rent had been calculated. As a result of 2 complaints being received from tenants, an article was placed in the Bolsover Homes Newsletter that goes to all tenants, as well as an article on the Councils website to explain this and to limit any further complaints. Since this the Council have not received any further complaints
- 9) Following an increase in reports of attacks by XL bullies and the change in legislation the Council received some comments and complaints about tenants with suspected XL Bullies. Officers arranged for information to be sent to all tenants in the February rent letter, as well as an article in the Bolsover Homes Newsletter to inform tenants on the reporting procedure.

Forward Improvements 2024/25

- 1) The Council intend to collate data on areas of complaints received to gain meaningful information and analysis to be able to identify trends and make improvements. This information will be fed back to Council tenants quarterly in reporting at the Tenant Participation Review and Development Group Meetings, and with Councillors at the Customer Services Scrutiny Committees. These meeting reports and minutes are published on the Councils website which will ensure customers are kept informed.
- 2) Where the Council have made changes as a result of customer feedback or complaints, officers will ensure that this is fed back, this will be in the form of articles within the Bolsover Homes Tenants Newsletter and via the Councils website.
- 3) Officers will capture the method of contact preferred by tenants to report an issue, complaint or compliment, and any reasonable adjustments or 3rd Party authorisations required to ensure all tenants have access to the Councils services.
- 4) Due to the revised consumer standards that became operational as of 1 April 2024, the Council are required to ensure under the Transparency, Influence and Accountability Standard to ensure that officers are addressing complaints fairly, effectively and promptly to build trust with the Council's tenants. From April 2024, all tenants will be informed of the complaints process as part of the property sign-up process and new tenancy visits and given advice on how to contact the Council should they wish to make a complaint. The Council endeavour to ensure that regular updates are provided to the tenant throughout the complaints process, so they are aware of steps to be taken by the Council and clear timescales.

Tenant scrutiny of complaints

The Council will include complaints reports as part of the Tenant Participation Review and Development Group meetings. This group is the most strategic consultative group and consists of an equal mix of tenants, Councillors and officers.

Tenants were consulted in March 2024 as to potential future report formats and reviewed the information currently presented to Councillors via Customer Services Scrutiny Committee. Tenants were happy with the format and understand that the report will be specific to Housing related complaints rather than all services across the Council.

Tenants will use the data presented to assess any trends related to service areas/teams, any changes in volume, identify areas that need to be consider by the Challenge and Change Group (tenant scrutiny group), and compliance/non-compliance with response times.

Tenants involved in Challenge and Change work (tenant scrutiny) were also engaged in the production of this report, reviewing the presentation of the data and providing tenant feedback on service performance and areas for improvement.

Housing Ombudsman Service (HOS) reports to landlord

No formal determination was made by the HOS for 2022/23 in relation to Bolsover District Council complaints handling. The HOS only create individual reports for landlords with five or more findings of maladministration to ensure meaningful interpretation can be achieved. During 2022/23 the Council had no findings of maladministration.

While the HOS are yet to publish their reports for 2023/24, officers are aware that no cases escalated to the HOS during 2023/24.

Appendix A: Self-assessment form

This self-assessment form has been completed by the complaints and housing management services teams, and has been reviewed and approved by the landlord’s governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the annual complaints performance and service improvement report on the website, with hard copies available in each contact centre.

Section 1: Definition of a complaint

41

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	A complaint must be defined as: <i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6 and page 9. Portfolio Member updated and Policy approved at Customer Services Scrutiny 25.03.24, Executive 15.04.24. CCC Overview refresher training delivered via ‘Teams’ 18.04.24 to key service area Managers, Officers, Directors Recorded training available on staff portal. Senior Leadership Team updated at a number of team meetings via P. Brown, Service Director for Complaint handling. Policy uploaded to website.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.</p> <p>CIS (customer information system) scripts updated to reflect CCC Policy changes.</p> <p>Third party authorisation form is completed.</p> <p>Cllrs and the MP have been updated with CCC Policy and changes.</p> <p>Customer Advisors updated via team meetings and attending overview training 12.06.24 regarding the changes to policy and new 2 stage process. Customer advisors aware to give tenants the choice to make a complaint if dissatisfied with an outcome. Must fall within scope of policy.</p>
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6.</p> <p>Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number of team meetings via P. Brown, Service Director for Complaint handling.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			Recording of training available on staff portal.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	This is not specifically stated within the policy, but the Council do this in practice. The CCC Procedures to be updated for Service Areas to follow to meet policy requirements and will be included here.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6. Advice and or link to how to make a complaint has been added to external satisfaction surveys and the Realtime Satisfaction survey. Performance team updated.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9. CCC Procedures to be updated for Service Areas to follow and meet policy requirements.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9-11.
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.		
45 2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Compliments, Comments and Complaints Procedures to be updated. Corporate procedures to be updated to reflect advice to CSCO and Service areas.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 9.

Section 3: Accessibility and Awareness

46

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3 page 6.</p> <p>Multiple channels – letter, email, face to face, via staff.</p> <p>Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment will be completed to support the updated policy.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.4 page 18.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number of team meetings via P Brown Service Director for Complaint handling.</p> <p>Recording of training available on staff portal.</p>
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	<p>Performance reporting monitored by Scrutiny, and Executive.</p> <p>Service Review meetings are held annually and biannually depending on the service area requirements, Corporate Complaints and Customer Service Standards are to be introduced as an agenda item to discuss CCC</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			volumes and type, information will be shared and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition any Complaints that also result in a compliment will be recorded. Through the training for CCC/Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2 page 18, the role of the ombudsman page 15-16, the Regulators code page 17-18.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6. Third party authorisation form includes section for complaints.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format, the information leaflet

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	individual can engage with the Ombudsman about their complaint.		<p>has been reviewed to incorporate the Policy changes and timeframes.</p> <p>Customer Service Standards Leaflet also to be updated Changes have been passed to the Communications Officer to include within the next In Touch district Publication and the Tenants Magazine. Included within Stage Two response template.</p>

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer (CSCO) These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	CCAdmin@bolsover.gov.uk Complaints are a key priority for the authority, emails come from a designated CCC Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to a CCC Admin email inbox for the attn of the Customer Standards and Complaints Officer (CSCO). Updates to portfolio holder monthly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –Section 5 page 17-18. Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Cover and additional resource for the service is in place with a Customer Advisor

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	core service and must be resourced to handle complaints effectively		working temporarily 1 day per week and covering any absence to maintain effective complaint handling. Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints. CSCO to update re performance and services areas to update re improvements to service delivery following comment or complaint.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only. Officers advised in recent training of new CCC Policy and Procedure that informal stages are not appropriate.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only.
5.4	Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	The Council allow 3rd party complaints and complaints from the local MP. These are carried out in accordance with the 2-stage process as set out in the policy.

51

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Policy shared with 3 rd party organisations and also available on website. 3rd party auth is now included within the CCC form.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11. Included within Stage 1 and Stage 2 Template.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, Page 5 Introduction. Corporate procedures to be updated to reflect advice to CSCO and Service areas

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>		
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 3.3 page 6-7.</p> <p>CCC Leaflet includes access for all statement.</p> <p>The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.</p>
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 18 explains this

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Excel Spreadsheets with all complaint data. CCC system keeps a record. Folders within a dedicated drive on the system where all correspondence is saved. Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3 year data retention for all records.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Remedies for a complaint page 13-14.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	for the provisions of the Equality Act 2010.		

Section 6: Complaints Stages

Stage 1

56

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11-12.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 page 11-13.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 Page 11.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		
57 6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11. Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Acknowledgement Stage 1 and Stage 2 templates. Include within procedure advice.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10 page 13.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<p>stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.</p>		
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.</p> <p>This is included as standard in all Stage 1 responses.</p>

Stage 2

59

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – complaints handling process, page 12.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Introduction, Page 5.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – The Complaints handling process page 12.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11.
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Not explicitly stated within the CCC Policy but responses are monitored by the CSCO and service areas are made aware they must ensure all actions are completed and update the CSCO.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13. This is included as standard in all Stage 2 responses.

61

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<ul style="list-style-type: none"> b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 		
6.20	<p>Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.</p>

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – remedies page 14.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	appropriate. Any remedy proposed must be followed through to completion.		
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The CCC Policy has been edited to include Remedies which were suggested within the HO Complaint Handling Code.

Section 8: Self-assessment, reporting and compliance

64

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord’s performance from the Ombudsman; and f. any other relevant reports or publications produced by the 	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>From April 2024, this will also be reported to the Tenant Participation Review and Development Group (a Cllr and Tenant meeting).</p> <p>Annual Performance report and Ombudsman decisions presented Scrutiny, Standards Committee and to Executive.</p> <p>Service Review Meetings for Complaints to discuss service improvements.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	Ombudsman in relation to the work of the landlord.		
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Assessment 23-24 will be presented to the Customer Services Scrutiny meeting on 3 rd June 2024, executive on 24 th June, submitted to the Tenant Participation Review and Development Group on 16 th July 2024.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any request.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18. Presented at Customer services scrutiny quarterly, trends analysed.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Updates in the In Touch & Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Service, Standards and Complaints Manager. Presented at Customer Services Scrutiny quarterly, trends analysed. From April 24 this will also be presented and discussed in the Tenant Review and Development Meetings.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress 	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18. Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<p>made in complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>		
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.</p> <p>Mandatory training for all new employees.</p>

88

Bolsover District Council

Meeting of the Executive on 24th June 2024

Tax Site Gateway Policy for the East Midlands Investment Zone

Report of the Portfolio Holder for Growth

Classification	This report is Public
Contact Officer	Chris Fridlington Director for Economic Development (Devolution)

PURPOSE/SUMMARY OF REPORT

This report provides an update on the proposals for a Tax Site Gateway Policy for the East Midlands Investment Zone (EMIZ) in the context of proposals for a Tax Site within the Council’s administrative boundary.

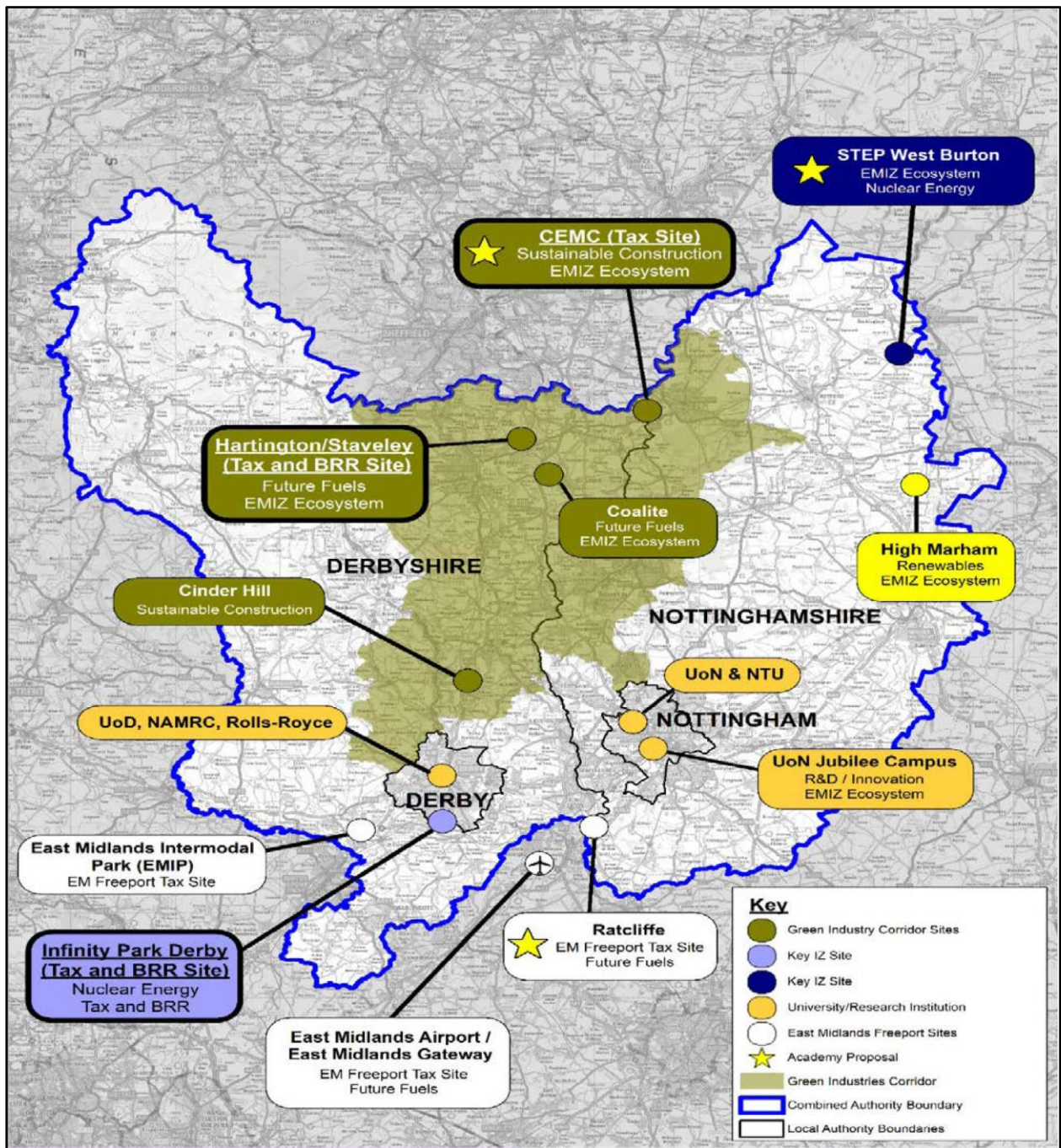
The purpose of this report is to allow the Executive to properly consider whether the Council should approve, and thereby, become a signatory to the proposed Tax Site Gateway Policy to allow the Tax Site to proceed.

REPORT DETAILS

1. Background

- 1.1 The proposals for the East Midlands Investment Zone (‘the EMIZ’) were first announced in the Autumn Statement 2023. The EMIZ designation and associated inward investment is intended to boost productivity across green industries and advanced manufacturing sectors across the area of the newly formed East Midlands Mayoral Combined County Authority (‘EMMCCA’).
- 1.2 Once operational, the EMIZ will be supported by £160 million funding from Government that will be drawn down over a period of ten years. A significant amount of this money will be available as ‘flexible funding’ with a 40/60 split between revenue and capital spend.
- 1.3 Following its formal constitution in March 2024, EMMCCA became the accountable body for the EMIZ and are the responsible body for obtaining Government approval for the EMIZ proposals.
- 1.4 Members of the Executive resolved to support the proposals for the East Midlands Investment Zone in April 2024 on behalf of the Council noting the opportunities that would arise from this significant amount of inward investment planned for the region.

The East Midlands Investment Zone shown within the blue edging.



1.5 Members of the Executive also had no objections to EMMCCA'S vision for the EMIZ, which is to enable the East Midlands Region to:

“Become the national centre of excellence and ‘go-to’ location for green technology investors ensuring we are at the heart of the green industrial revolution.

This will boost local economic growth, productivity and personal wellbeing whilst safeguarding our environment for today’s and future generations.

It will focus on the ‘green and clean technologies and advanced manufacturing as priority sectors for the Investment Zone’.

- 1.6 However, alongside the flexible funding that will be managed by EMMCCA, as the accountable body, EMMCCA also has the ability to drive this vision by offering tax incentives to accelerate delivery of designated sites and facilitate new investment in the identified sectors.
- 1.7 These incentives can be agreed by EMMCCA through powers devolved to the EMIZ once the current Investment Zone proposals have been finally signed off by the Government. These incentives will include Business Rate Reliefs and other tax measures including Enhanced Capital Allowances, Enhanced Structures and Buildings Allowance and Stamp Duty Land Tax Reliefs
- 1.8 The map of the EMIZ (shown on the previous page) includes the location of the three sites that have already been identified to form the initial basis of the Investment Zone and have been selected to benefit from financial incentives. These sites are:
- **Infinity Park, Derby** (30.20 hectares located in Derby City) – Tax incentives and Business Rates Retention to support growth of nuclear, advanced manufacturing and supply chains around the established Rolls Royce facility;
 - **Hartington, Staveley** (24.63 hectares located in Chesterfield Borough) - Tax incentives and Business Rates Retention on a brownfield site offering potential for high quality motorway and rail linkages; AND
 - **Centre of Excellence in Modern Construction, Steetley** (up to 40.46 hectares located in Bassetlaw District and Bolsover District) – Tax incentives to unlock the delivery of a modular construction hub focused on infrastructure and energy by Laing O'Rourke.
- 1.9 EMMCCA is planning for the EMIZ to be fully inaugurated and for these tax incentives to 'go live' in September 2024 pending agreement on a Tax Site Gateway Policy, amongst other things.
- 1.10 This timeline might change following the announcement of the General Election on 4 July 2024 but before the EMIZ and the Tax Sites can become operational; it is still necessary for the Tax Site Gateway Policy to be signed off by this Council because of the proposal for a Tax Site within its administrative boundary - along with the other parties that have an interest in one or all of the three identified tax sites, including the land owners, the businesses, the other billing Councils in which administrative boundaries these sites are located, and EMMCCA as the accountable body.
- 1.11 Therefore, the purpose of this report is to provide more detail on the proposed Tax Site Gateway Policy to allow the Executive to properly consider the implications of the Policy and whether the Council should approve it and thereby become a signatory to the Policy.

2. **Context**

Purpose of the Policy

- 2.1 The Tax Site Gateway Policy ('the Policy') is a core component of the Government's requirements for Investment Zones and must be agreed before an Investment Zone can become operational and in this case, before the three proposed Tax Sites can benefit from the proposed tax incentives.
- 2.2 The purpose of the 'the Policy' is to ensure that the future use of the identified Tax Sites and the use of tax incentives in the future will be aligned to the economic objectives and ambitions of the East Midlands Investment Zone.

Core Objectives of the EMIZ

- 2.3 Consequently, for any business developing or growing its operations within the EMIZ and for that business to also be eligible to claim a tax incentive or Business Rates Relief if it is located within a designated Tax Site; the business proposals should deliver on the core objectives of the Investment Zone, which are:
- *To establish the East Midlands as the national centre of excellence for green industry and advanced manufacturing sectors;*
 - *Support investment by indigenous businesses to promote employment and productivity growth within target sectors;*
 - *To sustain innovation that can secure local growth at the cutting edge;*
 - *To provide access to opportunity for local residents and businesses, supporting local regeneration and community wealth building; and*
 - *Deliver the East Midlands Investment Zone Net Zero Ambition.*

Target Sectors

- 2.4 The Policy provides sets out further detail on the target sectors noted in the core objectives for the EMIZ, above. In general terms, the target sectors referred to in these core objectives are also the priority sectors identified in EMMCCA's vision for the EMIZ i.e. green and clean technologies and advanced manufacturing.
- 2.5 Therefore, As drafted, the Policy prioritises green industries and advanced manufacturing sectors with a further ambition to ensure those businesses receiving incentives will positively contribute to the region's transition to Net Zero and support climate action.
- 2.6 In addition to meeting these foundational eligibility criteria, the Policy also contains further characteristics of a business that would be considered to fall within a qualifying 'target sector' and in particular, sets out the following criteria that should be used to distinguish an advanced manufacturing business:
- *intensive use of capital and knowledge;*

- *long term investment decisions to develop processes and buy equipment (that can take more than a year to manufacture);*
- *high levels of technology utilisation and R&D and intangible investments (training, improvements to business process) to support innovation;*
- *a flexible workforce with strong specialist skills in the areas of science, technology, engineering and mathematics and design; competing in international and domestic markets.*

- 2.7 In this case, the Rolls Royce proposals at Derby involving factory production of Small Modular Reactors and the advanced off-site construction activities carried out within the CEMC at Steeley, may be considered eligible for inclusion on an EMIZ Tax Site as either *Advanced Manufacturing* with reference to these criteria or as *Green Industries*, subject to demonstrating how future activities align with the identified sectors (in terms of processes and/or outputs).
- 2.8 Any future occupants of either site or the Hartington Site in Staveley not yet identified will need to demonstrate their eligibility with reference to compliance with the Policy once it has been agreed.
- 2.9 Once agreed, the Policy would inform a ‘memorandum of understanding’ (a Tax Site Development Agreement) that will guide the future development of each of the Tax Sites for green industries and advanced manufacturing and should ensure that the current proposals and future developments on the identified Tax Sites align with the vision, objectives, and purpose of the EMIZ and comply with the East Midlands Investment Zone Principles.

East Midlands Investment Zone Principles

- 2.10 In addition to sector alignment and compliance with the core objectives of the EMIZ, the Policy contains a series of Investment Zone Principles, which must also be followed by a prospective occupier of a Tax Site to secure qualifying business status and tax incentives. These principles are as follows:

Investment

- Investment must be demonstrably additional with the move to Investment Zone Tax Site to achieve expanded premises, greater investment in plant and machinery or additional staff any of which cannot be supported in any existing premises within the East Midlands; and
- Generates supply chain opportunities across the wider EMMCCA region, benefitting businesses within the region, where appropriate.

East Midlands Investment Zone Leverage

- Makes good use of Tax Site incentives – employing new starters, sufficient new facilities, and equipment investment within the period of tax site designation.

Investment Zone Output and Outcome measures

- Creation of new employment in keeping with expected output and outcome measures for selected plots and the overall Tax Site. It is envisaged that benefiting businesses will develop Skills and Employment Plans as part of clearly defined social value commitments, to be approved by East Midlands Investment Zone team and the relevant local council (with oversight from the Development Board), notwithstanding any statutory requirements under relevant planning conditions.

Strategic Sectors

- Development is consistent with the identified sectors as outlined in this East Midlands Investment Zone Gateway Policy.

Innovation

- Where appropriate, to contribute to R&D efforts with local research organisation (Universities, agencies, catapults) with focus on testing of prototypes, developing new solutions, and preparing for market; and
- Show current and planned investment in R&D in focus areas for Strategic Sectors and enabling technologies/ key components.

Net Zero Carbon

- Commitment to East Midlands Investment Zone and relevant local council climate emergency strategies. Prospective occupiers should work with landowners/developments to demonstrate how a scheme meets the East Midlands and local councils' ambition for carbon both during construction and in use.

Rationale

- 2.11 The key purposes for requiring landowners and/or developers promoting a site for inclusion in the EMIZ and/or prospective occupiers (wishing to locate to a Tax Site) to comply with these principles are to prevent displacement (i.e. moving the same jobs or employment opportunities from one place to another) especially through unwanted relocations (e.g. businesses moving from one place in the region to another) simply in order to obtain tax incentives or Business Rates Relief.
- 2.12 These principles also try to reduce the risk of 'deadweight' i.e. seek to prevent a landowner, developer, or prospective occupier from obtaining tax incentives or Business Rates Relief to subsidise planned investments that would have been made in any event.
- 2.13 Overall, the aim is to generate jobs and investment on Tax Sites in the EMIZ that does not come at a cost of lower investment and employment for neighbouring areas but does generate an uplift in new economic activity and growth within the region.

- 2.14 Therefore, the landowner or developer promoting a Tax Site will need to demonstrate how each business that wishes to occupy land and buildings on that Tax Site will meet these tests before they would be 'approved' for tax incentives or Business Rates Relief.

The Approval Process

- 2.15 An outline of the formal approvals process for designation of a development site as a Tax Site offering tax incentives for future occupants is set out in the Policy as follows:
- i. landowner/developer contacts EMMCCA Investment Zone Team for 'East Midlands Investment Zone Development Proposal Form' (Eligibility Form);
 - ii. landowner/developer prepares Eligibility Form based on the business case for the prospective occupier(s) and submits to the Tax Site Council and Investment Zone Team;
 - iii. the Eligibility Form is evaluated and confirmed with Development Board where appropriate;
 - iv. landowner/developer, Council responsible for billing the Tax Site and DLUHC notified of the outcome.
- 2.16 Notably, assessments and recommendations from the Investment Zone perspective will be made by the Senior Responsible Officer (SRO) from within EMMCCA and a final decision may be made by this SRO not necessarily by members of any other board.
- 2.17 Nonetheless, once agreed, the relevant billing Council and landowner / developer will be notified by the Investment Zone Team of the decision relating to the occupier proposed for the Tax Site.
- 2.18 If approved as a qualifying business, the relevant local council then has the authority to determine if the occupier should receive 100% Business Rates Relief for the relevant period as well as the other tax, national insurance, and capital allowances available direct from HMRC.
- 2.19 In principle, this step maintains the Council's sovereignty over its billing processes and might be seen as an adequate safeguard to mitigate for the relatively limited governance arrangements in the proposed approval process.

The Appeal Process

- 2.20 The Landowner/developer may do one of three things if the occupier is not supported by the Investment Zone Management Board:
- i. Appeal the decision to the EMMCCA; or
 - ii. Progress with the development in the expectation that certain Investment Zone benefits will not be received (but may apply to HMRC for the HMRC administered benefits) in particular, the Council will not permit a 5 year 100% Investment Zone

Business Rates Relief and will reserve the right to support future phases of development with retained rates or the TIF funded by retained rates; or

- iii. Find an alternative occupier.
- 2.21 However, a business which negatively impacts on the Tax Site, for example through pollution or safety concerns, would not be expected to be approved or be supported in the appeal process notwithstanding that it may operate within the Target Sectors, for example.

Exceptions

- 2.22 The Gateway Policy is intended to attract high value occupiers directly supporting the East Midlands Investment Zone objectives within the target sectors outlined above. On a very exceptional basis, the EMMCCA and its partners may consider a proposal that lies outside the target sectors outlined above but it is anticipated that such a proposal would have to be very strong in terms of its demonstrably new economic impact, command stakeholder support and be a reasonable fit with the EMIZ's core objectives and target sectors.
- 2.23 EMMCCA, based on advice from the Development Board and with agreement from DLUHC and key partners, may also consider exceptions based on factors such as their relative scale, strategic value, or ancillary contribution to sector development.
- 2.24 Taken together, it is considered the approach to exceptions and exclusions alongside the approvals and appeals processes set out in the Policy should give the Council sufficient assurance that the Policy contains an appropriate framework for decision making that retains enough flexibility to allow for pragmatism that prioritise achieving best value outcomes for the region.

Reporting, Monitoring and Evaluation

- 2.25 Finally, and once agreed, the Policy will remain the responsibility of the EMMCCA. The Investment Zone team embedded within EMMCCA will coordinate monitoring and evaluation, liaising with the local billing Council, landowner, and occupier as appropriate.
- 2.26 Monitoring will be reported to the Development Board, with key matters escalated through the EMMCCA governance framework as appropriate. The monitoring and evaluation framework will include reporting to DLUHC on occupiers and the pipeline of Proposed Investment.
- 2.27 EMMCCA's performance against the Policy will also be reported to DLUHC and the Development Board and partners in the East Midlands Investment Zone. The provision of information and participation will be formalised through the MOU agreed between the partners.

Additional Burdens

- 2.28 Therefore, the only additional burdens the implementation of Policy places on the Council is in relation to the resource it commits to the Development Board, which has an active role in the decision-making process.
- 2.29 Members of the Executive have already endorsed committing officer time to engagement with the Development Board and associated work with EMMCCA and the EMIZ

3. Reasons for Recommendation

- 3.1 In summary, this report outlines how the draft Tax Site Gateway Policy ('the Policy') will be used to ensure that Tax Sites in the EMIZ and the associated tax incentives will promote and encourage the growth of the advance manufacturing sector and green industries within the region.
- 3.2 Therefore, the Policy is considered likely to facilitate the creation of higher skilled, higher paid jobs at two large employment sites within the local area with an associated rise in living standards and improved quality of life for those employees. Moreover, the Tax Site at Explore Park is already operational, has plans for further development in the very near term and is closely related to settlements and housing allocations within the District.
- 3.3 In these respects, the focus in the Policy on green industries and advance manufacturing at Explore Park supports the growth in this District's housing supply alongside the opportunity to transform the District's local economy through accelerating the growth of existing businesses in these sectors and by securing investment from these sectors to develop employment sites in the District to provide more high quality, high value jobs to local people.
- 3.4 As proposed, the draft Policy does not give rise to any significant costs to the Council and any future planning decisions or proposals for business rates relief and/or tax incentives, or any other scheme that has a material impact on the District's own statutory responsibilities will need this Council's prior approval.
- 3.5 As the billing authority, the Council will likely administer any business rates relief under the tax incentive policy at Explore Park if that were to be applied to any future occupants of any new buildings on the part of the site within Bolsover. Reliefs will be appropriately reimbursed by Government under a principle of no detriment.
- 3.6 Consequently, approval of the draft Policy would be highly unlikely to pose any significant negative risk to the Council's own interests or impact on service delivery but there is a positive risk that the EMIZ will benefit the District's local economy and its local residents.
- 3.7 It is therefore considered appropriate to recommend that the Executive endorse approval of the Tax Site Gateway Policy and for the Council to thereby become a signatory to the Policy and in doing allow the Tax Site at Explore Park, Steetley to proceed.

4 **Alternative Options and Reasons for Rejection**

- 4.1 The Executive could choose not to support the current Policy proposals and withdraw officers from any future involvement in its governance arrangements or decisions making. This option was rejected because of the potential benefits to the District of continued active involvement with EMMCCA and the EMIZ, the risk of not realising benefits for the District if officers disengaged from the process, and the disbenefits of the loss of inward investment should the Policy and associated Tax Sites fail to get approval.

RECOMMENDATION

That Executive endorse approval of the Tax Site Gateway Policy, and thereby delegate authority to officers to sign the Policy on behalf of the Council to allow the Tax Site within the District's administrative boundary to proceed.

Approved by Councillor John Ritchie, Portfolio Holder for Growth

IMPLICATIONS:

Finance and Risk: Yes No

Details:

As proposed, the draft Policy does not give rise to any significant costs to the Council. Approval of the draft Policy would be highly unlikely to pose any significant negative risk to the Council's own interests or impact on service delivery.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

The Investment Zone tax measures will be legislated for under Section 113 of the Finance Act 2021. Provision will also be made to allow the date by which conditions need to be met for the purposes of the tax reliefs and NICs relief to be amended using secondary legislation. Consequential amendments will be made to the provisions of the Capital Allowances Act 2001, Part 4 of the Finance Act 2003, National Insurance Contributions Act 2022, and Finance Act 2021 to enable special tax sites in or connected with Investment Zones to be able to benefit from the tax reliefs. The tax reliefs will be available for a period of ten years.

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:

Not applicable.

Staffing: Yes No

Details:

Approval of the Policy will not have any significant staffing implications as set out in the report. Future development of the Tax Site might give rise to additional demand on the Council's Planning Service, for example, but there are opportunities to mitigate for any additional costs through Planning Performance Agreements or resource funding from the EMIZ.

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? (Only Key Decisions are subject to Call-In)	No

District Wards Significantly Affected	(please state which wards or state All if all wards are affected)
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"/>	Details:

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

DOCUMENT INFORMATION

Appendix No	Title
A	Draft Tax Site Gateway Policy

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).

None

Bolsover District Council

Meeting of the Executive on 24th June 2024

Sale of properties on Cotton Street, Bolsover

Report of the Portfolio Holder for Housing

Classification	This report is Public.
Contact Officer	Victoria Dawson Assistant Director Housing Management and Enforcement

PURPOSE/SUMMARY OF REPORT

To seek Executive approval to sell 17 and 19 Cotton Street, Bolsover by way of auction.

REPORT DETAILS

1. Background

- 1.1 The two properties are located at Cotton Street, Bolsover of limestone construction under pitched pantile roofs. They are thought to have been built in the late 17th century with works carried out in 1762 and 1968.
- 1.2 Number 17 is a mid-terrace 2 bedroomed house, which has at some stage been extended to the rear with an extension with a flat roof.
- 1.3 Number 19 is an end terrace, 3 bedroomed house and appears to have had a cellar in the past.
- 1.4 Number 15 Cotton Street is the other end terrace. This property is tenanted and is not included in the proposal to sell.

2. Details of Proposal or Information

- 2.1 These are general fund properties which have recently had some improvement works carried out however the properties are suffering from damp, need a significant investment to be made lettable and given the age and conservation requirements are likely to be an ongoing financial burden to the Council will little return.
- 2.2 Housing Stock Management Group has recommended disposal. The Council's Assessment Management Group considered this request and has also recommended disposal.
- 2.3 The Council's Valuer recommends that the guide price for the number 17 and number 19 Cotton Street should be £60,000 and £70,000 respectively with a reserve price to be as recommended by the Valuer.

3. Reasons for Recommendation

- 3.1 Significant investment is required to raise the properties to a lettable standard and given age and conservation requirements, are likely to be an ongoing financial burden to the Council with negligible return.
- 3.2 Property age and type mirrors the pre-renovation/Investment stage of the New Bolsover properties. From a heating and thermal comfort point of view, they are stone built with no cavity/insulation, have solid floors, and not insulated, with windows and doors being poor throughout affecting their thermal efficiency, requiring replacement. Also, due to size of downstairs rooms and previous re-wire and kitchen works, internal wall insulation is not advised, which further limits thermal efficiency in meet decent home standards.
- 3.3 The properties have received previous damp works to downstairs areas; however, recent inspection found further signs of rising and penetrative damp within both properties. To remedy this, extensive damp works including installation of ventilated cavity membrane system to all walls downstairs and affected walls upstairs with over boarding, plastering and decoration being required. All solid floors within both properties require mastic asphalt floor screeding throughout which will include removal and replacement of kitchens and doors. To insulate floors, will require full excavation and installation of 100mm of insulation and re-screed, which without cavity or wall insulation will provide limited benefit to thermal efficiency. Additionally, external stonework to all elevations, high and low level, require re-pointing and weather sealing to prevent penetrative damp/water egress.
- 3.4 Both properties do not have a live gas main, albeit on inspection the existing gas main is present and both properties having meters; however, due to age of the gas main it will require a road dig by way of Cadent to re-connect, which may result in a new gas main installation to both properties.
- 3.5 It is estimated that £69,500 (approx.) will be required to raise the properties to a lettable standards as summarised below:

Item:	£\Cost
Renew windows throughout to both properties. Please note windows are to be the conservation standard	£9,000.00
Timber front doors to both properties. Please note doors to be conservation standard	£2,500.00
External stonework remedial works, including replacing damaged stone, pointing, weather seal and required scaffolding all elevations	£27,000.00
Additional damp works to both properties (walls only) including decoration, removal, and replacement of items including radiators/kitchen etc	£ 20,000.00
Damp treatment works to solid floors including removal and replacement of, skirting boards, doors etc.	£8,000,00
Gas man remediation works for both properties	£1000.00
Other works to ensure BDC void standard including electrical inspection, boiler commission, management, and handover	£2000.00

4 **Alternative Options and Reasons for Rejection**

- 4.1 Not to sell 17 and 19 Cotton Street, Bolsover. This is rejected due to the significant investment required to make the properties lettable.
- 4.2 The Council could undertake extensive refurbishment works to the properties to raise them to a lettable standard. However, due to the age and type, further investment will be likely in a relatively short period of time and they may not be suitable to longer term tenancy.

RECOMMENDATION(S)

That Executive approves the sale of 17 and 19 Cotton Street Bolsover by auction.

Approved by Councillor Sandra Peake, Portfolio Holder for Housing

IMPLICATIONS.

Finance and Risk: Yes No

Details:

The sale proceeds from disposing of the 2 properties will be a general fund capital receipt. This will be used to finance future capital expenditure requirements from across the Council's whole capital programme.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

The general power of disposal in section 123 of the Local Government Act 1972, provides a local authority the power to dispose of land held by it in any manner it wishes provided that the local authority achieves the best consideration that can reasonably be obtained. A sale by auction will meet these requirements.

In sale of the properties, the Council could include a 'market value' clause back condition in the sale agreement to safeguard against the properties lacking in suitable investment to raising their condition to a lettable\accommodation standard.

On behalf of the Solicitor to the Council

Environment: Yes No

Details: Not applicable

Staffing: Yes No

Details: None applicable

On behalf of the Head of Paid Service

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards, or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies.</i></p>	Yes
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	Yes

<p>District Wards Significantly Affected</p>	
<p>Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	<p>Details: Asset Management Group Housing Stock Management Group</p>

<p>Links to Council Ambition: Customers, Economy, Environment and Housing</p>
<p>Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all</p>

<p>DOCUMENT INFORMATION</p>	
<p>Appendix No</p>	<p>Title</p>

<p>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></p>

290823

Bolsover District Council

Meeting of the Executive on 24th June 2024

Update on Bolsover District Regeneration Fund

Report of the Portfolio Holder for Growth

Classification	This report is Public.
Report By	Karen Hanson Chief Executive

PURPOSE/SUMMARY OF REPORT

To update Executive on the £15million Regeneration Fund allocation and seek approval for a range of recommendations regarding project management and delivery, including the acquisition of properties within the proposals.

REPORT DETAILS

1. Background

- 1.1 The Regeneration Fund was allocated to the District Council in the Autumn Statement of 2023. This is a fund of £15million for ‘place-based’ regeneration within the District boundary. Following the announcement, a letter was received from the Minister for Levelling Up which confirmed that the fund needed to be spent by March 2026 and that further guidance would be provided to the Council in January 2024.

- 1.2 The Economic Development Team within Dragonfly Management (Bolsover) Ltd, commenced work with the Council, to identify and appraise appropriate options for the regeneration funding. Working alongside the Executive and acting on previous Department for Levelling Up, Housing and Communities (DLUHC) feedback on the District’s Levelling Up Fund (LUF) round 2 feedback, the Council implemented a methodical approach to appraising the potential options. This process included:
 - Strategic Review – Deep diving into all previous thinking – including the LUF round 2 bid – progressed to develop potential funding options.
 - Stakeholder Engagement – including workshops and meetings with the Executive and officers respectively.
 - Options Appraisal – Analysing the strengths and weaknesses of proposed options, considering DLUHC delivery criteria and stakeholder views.
 - Analytical Capability Building – ensuring funding options can be better evidenced through data and analysis as required by DLUHC.

- 1.3 The Government guidance was received on 16th January 2024 and requested an initial outline of projects be submitted by 31st January 2024 (within 11 working days). The initial Investment Plan was submitted to DLUHC on 31st January 2024, in accordance with the deadline.
- 1.4 Initial positive feedback was received from DLUHC on 27th February 2024. This contained additional, more comprehensive guidance and a request that further extensive project information be submitted by the 29th March 2024 to set out how the Fund will be directed to best meet the strategic priorities for regeneration of the place, across the District.
- 1.5 Following extensive correspondence and discussions with the Levelling Up Team at DLUHC, the MP for Bolsover and the Minister for Levelling Up, the Council's submission was finally approved on 22nd May 2024.
- 1.6 The Council is currently awaiting the Memorandum of Understanding in relation to the administration of the Fund.

2. Project Update

- 2.1 The projects which have been agreed and make up the package of intervention have been considered based on their alignment to, and their ability to deliver, the strategic priorities within the provided timescale of the Fund (delivery up to 31st March 2026). The projects will directly deliver economic, social, and environmental benefits to our residents, businesses, and visitors.
- 2.2 A summary of the eight projects is included in **Appendix 1**, which sets out the project summary, financial allocation to each project, and the key milestones over the coming weeks.
- 2.3 To ensure that the projects can be completed within the timescales of the Fund, work has commenced to put resources in place for the delivery teams, but there is a need to acquire three properties – the former White Swan Public House, Bolsover, 36/36a Market Place, Bolsover and also the former Co-Op site in Bolsover.
- 2.4 The project proposal for the White Swan, Bolsover is to acquire and refurbish the former public house, which has sat empty on the high street for more than 7 years and convert it into a community building. The building will provide flexible accommodation focussing on community facilities on the ground floor, providing access to personal advice for finance, health, well-being, and support services. The first floor of the building will provide workspace. The project will fund the acquisition of the freehold for the property, as well as undertake the full internal and external refurbishment, creating a more aesthetically pleasing building, which is located on the main façade and gateway to the town.
- 2.5 Formerly a veterinary practice, 36/36a Market Place is a retail unit to the ground floor, with residential upper floors currently vacant and unoccupied. The Fund will invest in the refurbishment of the building and bring it back in to use as a retail unit – acting as a pop-up maker space for local artists and creatives to retail from on a short-term basis to test the market for new products and services. The project will fund the acquisition of the freehold for the property, as well as

undertake the full internal and external refurbishment, creating a ground floor prime retail unit on the main façade and gateway to the town. It will include the refurbishment of the upper floors to create new town centre living. The end user for this building will be the start-up and SME business community, wanting to bring new products to the customer and to test market appetite. This will link to the artisan markets, bringing new creatives and makers to the town of Bolsover.

- 2.6 The Fund will also invest in the purchase, demolition, and temporary landscaping of the former Co-Op site in Bolsover. This proposal will enable the reconfiguration of the site to create a temporary public boulevard whilst the opportunity to look at a more comprehensive scheme in this area in the longer term is explored. In the short term, this is enabling the derelict site to be cleared and better utilised, reducing the ASB and negative perceptions of Bolsover.
- 2.7 Discussions and negotiations have taken place with the owners, with prices agreed within the Fund requirements. Initial legal searches and conveyancing has commenced.
- 2.8 Each building has had a preliminary survey to assess the condition, to ensure that the Council can satisfy that it is achieving best value in the acquisition price for each property. Independent valuation advice has also been obtained to qualify the price being asked for the White Swan Public House. There are few comparable properties available, so it has been important to ensure that the agreed purchase price is in line with market conditions for that type of property.
- 2.9 Member approval is required for the acquisition of the properties when the Memorandum of Understanding for the Fund is agreed with DLUHC.

3. Reasons for Recommendation

- 3.1 The purpose of this report is to update Members on the delivery of the £15million Regeneration Fund and seek appropriate approvals to deliver the projects within the tight timescales stipulated by DLUHC for the Fund.

4. Alternative Options and Reasons for Rejection

- 4.1 Members could decide not to proceed with the approvals and property acquisitions outlined within this report, however, this could jeopardise delivery of the projects and ultimately, receipt of the Fund by the Council.

RECOMMENDATION(S)

1. That Executive note the update on the £15million Regeneration Fund provided within the report.
2. That Executive approve receipt of the Regeneration Fund by the Council (subject to the terms of the Memorandum of Understanding).
3. That Executive delegate responsibility for any amendments to the Memorandum of Understanding to the Council's Chief Executive.
4. That Executive note that the Council is the 'Accountable Body' for the Regeneration Fund in accordance with the requirements of the Fund.

5. That Executive approves that the Council's wholly owned company, Dragonfly Management (Bolsover) Ltd can deliver the required outcomes of the Regeneration Fund on the Council's behalf.
6. That Executive approves that Dragonfly Management (Bolsover) Ltd, acting on the Councils behalf, will procure a range of contractors and suppliers, including Dragonfly Development Ltd to deliver the required outcomes of the Regeneration Fund.
7. That Executive approve the purchase of the three properties outlined in paragraph 2.3 of this report, following receipt of the Memorandum of Understanding, within the funding limits for each project and subject to appropriate valuations, value for money and conditions of the Regeneration Fund.
8. That Executive delegate responsibility for the negotiations for the purchase of the three properties outlined in paragraph 2.3 of this report, to the Council's Chief Executive.

Approved by Councillor John Ritchie, Portfolio Holder for Growth

IMPLICATIONS:

Finance and Risk: Yes No

Details:

All expenditure incurred should be met from the grant funding allocated, provided it is incurred in line with the requirements of the Memorandum of Understanding.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

The individual schemes will require procurement which must be undertaken in accordance with procurement regulations and appropriate policies/procedures. Also each scheme will require input from the Council's Legal Services section or from external legal sources where appropriate.

On behalf of the Solicitor to the Council

Environment:

Details:

The report sets out the work being done to regenerate the District through the Fund, and there will be opportunities to enhance biodiversity and the built environment.

Staffing: Yes No

Details:

Project management and delivery of the Regeneration Fund will be undertaken by Dragonfly Management (Bolsover) Limited (DMBL) within existing resources and the requirements of the Council's Service Level Agreement with DMBL.

On behalf of the Head of Paid Service

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	Yes
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	Yes

<p>District Wards Significantly Affected</p>	District wide
<p>Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	<p>Details: Consultation with Members, relevant officers, DLUHC, the Minister and MP has been undertaken</p>

<p>Links to Council Ambition: Customers, Economy, and Environment.</p>
<p>Economy - drive growth, promote the District and be business and visitor friendly.</p> <p>Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity</p>

DOCUMENT INFORMATION	
Appendix No	Title
1	Project summary

Project 1	
Project name	Public Realm including Place Programme
Postcode(s)	District Wide
Summary [max 150 words]	<p>Public realm improvements in Bolsover town and across key town centre/s will include hard/soft landscaping and vehicle routes within pedestrian areas; street furniture and signage; improved welcome entry points; improved lighting and safety considerations, resurfacing and reconfiguring open market square/s for events/outdoor performance/ meeting space; green routes and planting to improve biodiversity and high impact visual wayfinding and interpretation.</p> <p>The public realm improvements are pivotal to launch alongside a new Place led programme for Bolsover as a place to: live, work, visit and learn; creating a sense of pride/place and improving the viability and vitality of our key centres. The programme and new board will provide a new place narrative and identity alongside signage, wayfinding, local art installations and interpretation within our town centres and multiuser network of trails. For Bolsover town the improvements will also include integrated connections with the planned new sixth form, new housing developments, proposed creative hub and a sustainable transport plan.</p>
Spend to date	£0.00
Projected future spend (DLUHC funding)	£5,000,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	<p>Procurement of the client project manager – different procurement routes are available. Procurement of the client design team to commence concept proposals. Consultation and engagement of local community on proposals. Engagement of a security design consultant (through a referral from Mark Seston) Engagement of DCC Highways for early consultation. Initial enquiries concerning the tenancy of 11 Town End with the property agent.</p> <p>Place Board being formulated, including membership of business individuals and appointment of the Chair. Place Board launch planned for July. Action Plan being developed for the interventions and brand identity, which will inform the delivery of the Place Narrative element of the project. Early engagement of the DCC Highway team for the formulation of the Sustainable Transport Plan. Tourism and Place Manager working to map the identify the locations of the wayfinding of the Bolsover Loop</p>

Project 2	
Project name	Shopfront Improvement Scheme
Postcode(s)	District Wide (excluding Shirebrook as already implemented a successful shop improvement scheme)
Summary [max 150 words]	<p>The scheme will provide capital funding to stimulate investment in an improved visual appearance of retail facades and shop frontages. The scheme will deliver comprehensive proposals that comply with an established guidance note and Shop Front Design Guide which will be produced as part of the Local Development Order. Works eligible include new shop fronts; repair and replacement of all or any part of a shop front visible from the street, including upper floors; new/replacement high quality signage or awnings; or, other physical works which improve the visual aspect of the front elevation of the property. It will also commission an architect, principal contractor, and project / cost manager to facilitate delivery.</p> <p>This scheme will directly benefit landlords and tenants of retail or commercial properties or prospective tenants and will be delivered in the market towns of Bolsover, Clowne, South Normanton, and larger villages Creswell, Whitwell, Pinxton and Tibshelf.</p>
Spend to date	£0.00
Projected future spend (DLUHC funding)	£1,000,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	<p>Consultation with Planning on establishing a Local Development Order (LDO)</p> <p>Engagement and site visits with the Conservation and Heritage Manager.</p> <p>Procurement of the client project manager – different procurement routes are available.</p> <p>Procurement of the client design team including architect, structural surveyors,</p> <p>Initial ownership searches and early engagement of property owners and tenants</p>

Project 3	
Project name	Former Co-Operative Building, Town End, Bolsover
Postcode(s)	S44 6DT
Summary [max 150 words]	This proposal is for the acquisition, demolition and site clearance of the former co-operative food store buildings and hard landscaping that currently have a negative impact on the townscape of the area. It will enable the reconfiguration of the site to create a new public boulevard and urban green space, unlocking the gateway in to and along Town End, through to the library, high street and onward to Bolsover Castle. This will align to the work being done through the Place Narrative programme and we think that there is an opportunity to look at a more comprehensive scheme in this area in the longer term, which could include cultural, leisure, and retail space, with the possibility of town centre living. However, in the short term, this is enabling the derelict site to be cleared and better utilised, reducing the ASB and negative perceptions of Bolsover as a vibrant tourism destination. Bolsover District Council will own and have responsibility for the upkeep and future development of the site following project completion.
Spend to date	£0.00
Projected future spend (DLUHC funding)	£1,950,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	Property Acquisition – negotiations on going with the landowner, valuation report being commissioned, and legal services to be instructed to complete the acquisition and due diligence. Initial pre-application enquiry for the demolition being submitted to Planning. Scope of works being drafted for the demolition contractor. Procurement of a contractor to undertake the measured building survey, underground utility surveys, and topographical surveys.

Project 4	
Project name	Green Skills and Retrofit Skills Centre
Postcode(s)	Portland Drive, Shirebrook, (use postcode NG20 8TY, until site developed)
Summary [max 150 words]	The construction and fit out of a new sub-regional green skills centre, housed in c.9,000 sq. Ft. of new industrial workspace, which will accommodate: a retro-fit training hub delivering demonstrator zones of existing residential / commercial buildings, as well as training rooms - all to deliver accredited training for the installation of green technologies retrospectively within existing properties. It will also include a workspace for training on additional green technologies, such as electric vehicles, ASHP / GSHP and other new emerging systems / products. The responsibility for managing the site will be Bolsover District Council. The centre will facilitate training and knowledge transfer of the retro fit green skills agenda. It will enable equality of access to training, resources, and equipment to upskill residents and workforce on the green skills agenda. This project will include the internal fitout and supply of training and assessment rigs. The accredited training on all the low carbon technologies will result in level 3 RQF qualifications and PAS2035 accreditations.
Spend to date	£0.00
Projected future spend (DLUHC funding)	£2,000,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	Planning application currently with Planning, expected determination date July 2024. Scope of works being drafted for the design team for RIBA stages 3 – 5 to prepare the design pack for procurement of the contractor – procurement option likely to be through the design and build route. Green Skills Feasibility (separate funding commission) final report produced, and LARA funding for EMCCA wide pilot initiative. Consultation with Green Skills delivery team throughout the client requirements stage of design to ensure the building meets the fit-out requirements of the end user.

Project 5	
Project name	Bolsover Community Business Centre
Postcode(s)	Former White Swan Public House, Town End, Bolsover, S44 6PH
Summary [max 150 words]	<p>Acquire and refurbish a former public house, which has sat empty on the high street for more than 7 years and convert it into a community building. The building will provide flexible accommodation to be able to facilitate access to finance, health, and well-being support services, etc. as well as workspace to bring together CVS / non-profit organisations and community groups through business accommodation to the first floor as well as meeting / conference space. The responsibility for managing the site will be Bolsover District Council.</p> <p>The project will fund the acquisition of the freehold for the property, and full internal and external refurbishment, creating more aesthetically pleasing building, which is located on the main façade and gateway to the town.</p> <p>The project will benefit local residents facing hardship or needing support services as well as support the CVS community by providing modern accessible workspace, reducing overheads and ensuring their longer-term sustainability.</p>
Spend to date	£0.00
Projected future spend (DLUHC funding)	£1,500,000.00
Start date	01/04/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	<p>Property Acquisition – offer accepted by the landowner, valuation report completed, and legal services instructed to complete the acquisition.</p> <p>Initial pre-application enquiry for the refurbishment being submitted to Planning, and engagement with the Conservation and Heritage Manager.</p> <p>Appointment of a contractor to undertake the measured building survey (site layout, detailed elevations), underground utility surveys, and Level 3 RICS Building Survey including a detailed report on the condition.</p> <p>Procurement of the client project manager – different procurement routes are available.</p> <p>Procurement of the client design team including architect, structural surveyors</p>

Project 6	
Project name	Shirebrook Market Place Pavilion
Postcode(s)	Market Square, Shirebrook, NG20 8AA
Summary [max 150 words]	<p>The construction of a new 175m2 landmark building within the Market Square will provide public toilets, market store for trader equipment, and commercial space. The operational hours of the building will support extended trading hours, evening, and weekend events, and generally support the improved public realm delivered through phases 1 and 2 of the wider Shirebrook Re-imaged regeneration scheme.</p> <p>This project will include detailed design of the scheme, the construction costs and associated professional fees. It forms the final phase of a public realm project, across Shirebrook Market Place, which is designed to enhance the visitor experience, and encourage further footfall and increased dwell time into the market square. It will also support the number of events and activities delivered within the new public realm on the market square. The ownership and responsibility for managing the site will be Shirebrook Town Council.</p>
Spend to date	£0.00
Projected future spend (DLUHC funding)	£2,000,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	Dragonfly Development Limited (DDL) working alongside Planning Policy Manager for the drafting of a construction programme, including the review of phasing to best co-ordinate delivery.

Project 7	
Project name	Pinxton Community Hub
Postcode(s)	Church Street East, Pinxton, NG16 6HT
Summary [max 150 words]	<p>The refurbishment of a former Church Hall providing a local community meeting house for community groups. The building will provide, internally, a multi-purpose hall, community café and kitchen, toilets, office and storage areas, and externally will provide outdoor seating areas and a secure and enclosed play area for young children and toddlers. It will include repairs to the exterior of the building, as well as upgrades to the facilities within the building, making it more accessible to more of the community and more energy efficient, reducing the ongoing overheads and running costs.</p> <p>Community groups engaged in the project includes: Girl Guides, Brownies, Beavers, Cubs, Scouts, SNaP Development, mental/ physical health / disability support, adult education, parenting support, childcare / maternity and day care groups. It will also offer the support services such as Credit Union, Citizens Advice, Freedom Project, SNaP Youth, St Helen's Church, Derbyshire County Council's health promotion groups, and Bolsover CVS. The building will be managed through a community interest company including membership from SNaP Development and St Helen's Church.</p>
Spend to date	£0.00
Projected future spend (DLUHC funding)	£700,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	<p>Property – negotiations on going with the building owner for the registration of the title, approval needed for the disposal of the rear portion of the property to the Church for the project.</p> <p>Structural survey being undertaken by the Church</p> <p>Legal advice needed for the ownership structure and establishing a CIC</p> <p>Initial meetings set up for the stakeholders to inform design options</p> <p>Procurement of a contractor to undertake the measured building survey, underground utility surveys, and topographical surveys.</p> <p>Appointment of a contractor to undertake the measured building survey (site layout, detailed elevations), underground utility surveys, and Level 3 RICS Building Survey including a detailed report on the condition.</p> <p>Procurement of the client project management team – different procurement routes are available.</p> <p>Procurement of the client design team including architect, structural surveyors</p>

Project 8	
Project name	Creative Makers Retail Outlet
Postcode(s)	36 and 36a Market Place, Bolsover, S44 6PN
Summary [max 150 words]	<p>The property currently hosts Bolsover CVP on the ground floor, with unoccupied residential above. The fund will invest in the refurbishment of the retail unit – acting as a pop-up maker space for local artists and creatives to retail on a short-term basis and test the market for new products and services. It will support businesses to be able to enter the retail market.</p> <p>The project will fund the acquisition of the freehold for the property, undertake the full internal and external refurbishment, creating a ground floor prime retail unit on the main façade and refurbishment of the upper floors to create new town centre living.</p> <p>The end user for this building will be the start-up and SME business community, bringing new products to test market appetite. The space links to a proposed Creative Business District and hub funded through ACE improving the town centre offer and visitor economy.</p>
Spend to date	£0.00
Projected future spend (DLUHC funding)	£850,000.00
Start date	01/06/2024
Projected completion date	31/03/2026
Project Activities / Key project milestones	<p>Property Acquisition – offer accepted by the landowner, valuation report completed, and legal services instructed to complete the acquisition.</p> <p>Initial pre-application enquiry for the refurbishment being submitted to Planning, and engagement with the Conservation and Heritage Manager.</p> <p>Appointment of a contractor to undertake the measured building survey (site layout, detailed elevations), underground utility surveys, and Level 3 RICS Building Survey including a detailed report on the condition.</p> <p>Procurement of the client project management team – different procurement routes are available.</p> <p>Procurement of the client design team including architect, structural surveyors</p> <p>Initial meetings held with Arts Derbyshire for the end user options for the building.</p>