

The Arc  
High Street  
Clowne  
S43 4JY

To: Chair & Members of the Customer  
Services Scrutiny Committee

Contact: Matthew Kerry  
Telephone: 01246 242519  
Email: [matthew.kerry@bolsover.gov.uk](mailto:matthew.kerry@bolsover.gov.uk)

Thursday, 4th July 2024

Dear Councillor,

**CUSTOMER SERVICES SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 15th July, 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 onwards.

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](mailto: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](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

***Monday, 15th July, 2024 at 10:00 hours taking place in the Council Chamber,  
The Arc, Clowne***

<b>Item No.</b>		<b>Page No.(s)</b>
	<b><u>PART A - FORMAL</u></b>	
<b>1.</b>	<b>Apologies for Absence</b>	
<b>2.</b>	<b>Urgent Items of Business</b>  To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
<b>3.</b>	<b>Declarations of Interest</b>  Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:  a) any business on the agenda; b) any urgent additional items to be considered; c) any matters arising out of those items;  and if appropriate, withdraw from the meeting at the relevant time.	
<b>4.</b>	<b>List of Key Decisions and Items to be Considered in Private</b>  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	<b>5 - 9</b>
<b>5.</b>	<b>Minutes - 3rd June 2024</b>  To consider the minutes of the last meeting held on 3 <sup>rd</sup> June 2024.	<b>10 - 14</b>
<b>6.</b>	<b>Housing Strategy 2024-2029 - Consultation Draft</b>	<b>15 - 32</b>
<b>7.</b>	<b>Update on Bolsover Homelessness and Rough Sleeping Strategy 2022-2027</b>	<b>33 - 77</b>
<b>8.</b>	<b>Review of Effectiveness of Council's Waste Collection and Disposal Education</b>	<b>78 - 159</b>

<b>9.</b>	<b>Customer Services Scrutiny Committee Work Programme</b>	<b>160 - 165</b>
-----------	--	------------------

**PART B - INFORMAL**

<b>10.</b>	<b>Review Work</b>	
------------	--------------------	--





The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

5

## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 28<sup>th</sup> June 2024**

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Jim Fieldsend, Monitoring Officer, at this address or by email to [jim.fieldsend@bolsover.gov.uk](mailto:jim.fieldsend@bolsover.gov.uk). The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk).

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

Councillor Steve Fritchley - Leader and Portfolio Holder for Policy, Strategy and Communications  
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder for Corporate Performance and Governance  
Councillor John Ritchie - Portfolio Holder for Growth  
Councillor Anne Clarke - Portfolio Holder for Environment  
Councillor Sandra Peake Portfolio Holder for Housing  
Councillor Mary Dooley - Portfolio Holder for Health and Wellbeing  
Councillor Clive Moesby - Portfolio Holder for Resources

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

✓ In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive can be found here:

<https://committees.bolsover.gov.uk/ieListMeetings.aspx?Committeeld=1147>

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Proposed sale of approximately 0.93 acres of land at Elmton Lane Bolsover</b>	Executive	29 <sup>th</sup> July 2024	Report of the Portfolio Holder for Growth	Jim Fieldsend, Service Director Governance and Legal Services & Monitoring Officer	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
<b>Vehicle Fleet Replacements</b> ∞	Strategic Director of Services by way of Delegated Decision	Within the next 3 months	Delegated Decision Notice	Steve Brunt, Strategic Director of Services	Key  It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
<b>Roseland Park and Crematorium - update on project progress</b>	Executive	29 <sup>th</sup> July 2024	Report of the Portfolio Holder for Growth	Natalie Etches, Business Growth Manager	Key  It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Fully exempt

**SCHEDULE 12A**  
**ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1**  
**DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

---

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 3<sup>rd</sup> June 2024 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Donna Hales in the Chair

Councillors Amanda Davis, Louise Fox, Vicky Waplington and Deborah Watson.

Officers:- Steve Brunt (Strategic Director of Services), Jim Fieldsend (Monitoring Officer), Victoria Dawson (Assistant Director Housing Management and Enforcement), Lesley Botham (Customer Service, Complaints and Standards Manager), Alice Willoughby (Customer Standards and Complaints Officer), Joanne Wilson (Housing Strategy and Development Officer), Thomas Dunne-Wragg (Scrutiny Officer), Alison Bluff (Governance) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting was Councillor Sandra Peake, Portfolio Holder for Housing, and Mr. S Bramley (Bolsover Tenants Challenge and Change Group).

### **CS1-24/25            APOLOGIES FOR ABSENCE**

An apology for absence was received on behalf of Councillor Lisa Powell.

### **CS2-24/25            URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS3-24/25            DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **CS4-24/25            MINUTES – 25<sup>TH</sup> MARCH 2024**

Moved by Councillor Vicky Waplington and seconded by Councillor Amanda Davis  
**RESOLVED** that the Minutes of a meeting of the Customer Services Scrutiny Committee held on 25<sup>th</sup> March 2024 be approved as a true and correct record.

### **CS5-24/25            EXTRAORDINARY MINUTES – 22<sup>ND</sup> APRIL 2024**

Moved by Councillor Vicky Waplington and seconded by Councillor Louise Fox  
**RESOLVED** that the Minutes of an Extraordinary meeting of the Customer Services Scrutiny Committee held on 22<sup>nd</sup> April 2024 be approved as a true and correct record.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

### **CS6-24/25            LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Committee considered the List of Key Decisions and Items to be Considered in Private document.

Moved by Councillor Vicky Wapplington and seconded by Councillor Louise Fox  
**RESOLVED** that the List of Key Decisions and Items to be Considered in Private document be noted.

### **CS7-24/25            BOLSOVER TENANTS CHALLENGE AND CHANGE GROUP - REVIEW OF THE VOIDS PROCESS**

The Housing Strategy and Development Officer introduced Mr. S Bramley to the meeting.

Mr. Bramley was one of six tenants of the Bolsover Tenants Challenge and Change Group. The group's objectives were to provide a direct link for tenants to give feedback to the Council and Mr. Bramley had been invited to Committee to talk about a review the group had undertaken on the Council's void property process.

Mr. Bramley explained that the Group had chosen to review the Council's void property process as a priority to find out the standard, speed, and whether tenants were satisfied with work undertaken by the Council.

The Group had visited the Council's Doe Lea offices to look at the systems and processes used and also three void properties at different stages of the void process.

At Doe Lea, the Group had seen how the Council and Dragonfly Development Ltd. handled void property work. This included a whiteboard system which helped portray the start and finish timeline and Mr. Bramley had noted the statutory steps which were required such as removal of asbestos from a property. Mr. Bramley advised the meeting that the Group had been very impressed with the handling of the work involved and the next step which was witnessing the work being undertaken.

The visits had taken place independently and away from the Council's own inspections team so as not to confer and influence the Group's views.

At one of the properties visited, the tenant had sadly passed away with no next of kin which meant a legal process had to be followed. The property required clearing of all furniture and personal possessions before repairs could be undertaken. During the visit, the Group had carried out their inspection with guidance from the Repairs Co-ordinator and a worksheet was used to categorise the repairs required. The Repairs Co-ordinator had explained that the works would be ordered via a computer system which would automatically produce a costing, including a separation of materials and labour costs.

Two other properties had been visited, one which had been partway through a refurbishment of major works being undertaken, i.e., new bathroom, kitchen, and rewire, and the second property, which was almost complete; a wet room installed and a rewire of electrics. There had been an intention to visit a fourth property, however, due to time constraints this had not been possible.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

The group had looked at the “lettable standards” and had put forward a number of recommendations, including more electrical sockets be installed in properties during the voids process and better detailed information regarding water and gas meter serial numbers matching the relevant property. As a former electrician by trade, Mr. Bramley stated he was impressed with the electrical standards carried out on properties. Other recommendations were if flooring left down by the previous tenant was in very good condition, i.e., carpets, these should be left in the property for the incoming tenant which would save on expense, and decorating vouchers be made available in lieu of a cleaning allowance.

Mr. Bramley noted the group had been impressed by the quality of service in relation to voids and how staff were engaged with the process which was a credit to the Council. The group wished to work with the Council to develop an action plan which set out ways to implement the recommendations and they would welcome the opportunity to discuss the report with senior management. The group wanted to leave a legacy for the next group of tenants to build upon and Mr. Bramley noted that feedback was incredibly important as it would enable the Council to maintain and develop the high standards exhibited. Mr. Bramley further credited the staff and contractors involved throughout the process and thanked the Committee for their time.

The Chair thanked Mr. Bramley for attending the meeting and for the recommendations the group had put forward. In response to a query from the Chair, the Housing Strategy and Development Officer noted that the suggestion of a decorating voucher scheme would be considered.

In response to a query from the Monitoring Officer, the Housing Strategy and Development Officer advised Members that the report had been presented to the Housing Stock Management Group and was being considered at an operational level.

Members thanked Mr. Bramley for attending the meeting and for the Group’s time in undertaking the visits and their recommendations and positive comments.

*Mr. Bramley left the meeting.*

### **CS8-24/25                      CUSTOMER    SERVICE    STANDARDS    /    COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2023/24 (1<sup>ST</sup> JANUARY 2024 TO 31<sup>ST</sup> MARCH 2024) AND ANNUAL SUMMARY**

The Customer Service, Complaints and Standards Manager explained the report was to provide information on the Council’s performance in relation to its customer service standards.

For the Revenues & Benefits Telephone line, the target for ‘direct dial’ Revenues incoming calls to be answered within 20 seconds was 60%; for Q4 2023/24 this was 84% and the cumulative performance for 2023/24 was 79% - both exceeding the target. The target for ‘direct dial’ Benefits incoming calls to be answered within 20 seconds was 78%; for Q4 2023/24 this was 93% and cumulative performance for 2023/24 was 92% - both exceeding the target.

For the Contact Centres telephone line, the target for incoming calls to be answered within 20 seconds was 75%; for Q4 2023/24 this was 75% and the cumulative



## CUSTOMER SERVICES SCRUTINY COMMITTEE

performance for 2023/24 was 80% - on or exceeding the target.

For E-mails, target 1 was for 100% of emails to be acknowledged within 1 working day, and for target 2 for 100% to be replied to within 8 working days. For Q4 2023/24, 8,804 email enquiries from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk); all were acknowledged within one working day; and 100% were replied to in full within 8 working days cumulatively for Q4 2023/24.

For Live Chat, which remained a relatively new service, the target was 75% of incoming Live Chats to be answered within 20 seconds. Contact Centres achieved 91% for Q4 2023/24 and the cumulatively performance for 2023/24 was 93% - both exceeding the target.

It was noted for E-mails and Live Chat, handling these communications took longer on average than traditional methods.

For the Corporate Telephone Standard, the total received calls to the authority (direct dial internal/external), the target was 93% to be answered within 20 seconds. Cumulatively, performance was 87% for 2023/24 – below target. For incoming calls not answered, cumulative performance was 10% for 2023/24 – above the target of 5%.

For Compliments, a total of 55 written compliments were received during Q4 2023/24. For Comments, 12 were received and 100% of these were acknowledged and passed to their respective departments within the target time of 3 working days. For Stage 1 Complaints, a total of 45 were recorded – Customer Information System had 33, Open Housing Repairs system had 12 – for Q4 2023/24, 89% of which were responded to within the Council's customer standard of 3 working days. For Stage 2 Complaints and M.P. enquiries, 26 formal complaints were registered in Q4 2023/24 42 M.P. enquiries during the same period – 100% Stage 2 Complaints and 100% M.P. enquiries were responded to within 15 working days. For Stage 3 Complaints, 9 were received and all responded to within 20 working days. 1 Ombudsman Complaint was received in Q4 2023/24, but no fault was found by the Housing Ombudsman.

The Chair thanked the Customer Service team for a good set of results.

Moved by Councillor Vicky Waplington and seconded by Councillor Louise Fox  
**RESOLVED** that the report be noted.

### **CS9-24/25                      HOUSING OMBUDSMAN SELF-ASSESSMENT REPORT - VERBAL UPDATE**

The Customer Standards and Complaints Officer provided a verbal update on the Housing Ombudsman Self-Assessment report.

Following a period of consultation, the Complaints Handling Code became a statutory requirement from 1<sup>st</sup> April 2024, with the Housing Ombudsman having a duty to monitor compliance with the Code by way of an annual submission. This would ensure that all landlords provided information in a consistent way that allowed effective analysis and insight into compliance with the Code.

The required documents needed to be submitted by 30<sup>th</sup> June 2024 and this date aligned

## CUSTOMER SERVICES SCRUTINY COMMITTEE

with the Regulator of Social Housing's requirements for the publication and submission of Tenant Satisfaction Measures (TSM) outcomes, of which complaint handling was included.

Although no prescribed format, the Annual Submission 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 was also a requirement that these documents must be available on the Council's website by 30<sup>th</sup> June 2024.

The Annual Complaint Handling and Service Improvement Report would be considered by Executive at its meeting on 24<sup>th</sup> June.

The Assistant Director Housing Management and Enforcement referred to changes made to the Housing Allocations Register and that appeals were being looked at. Previously, there had been 2,300 people on the Register waiting for a Council property but many of these had been present for as much as 15 years as a "just in case" measure, however, the new rules would not prevent those in genuine need of a Council property being housed. A report regarding this would be presented to a future Scrutiny Committee.

Moved by Councillor Amanda Davis and seconded by Councillor Vicky Waplington  
**RESOLVED** that the verbal report be noted.

*The Customer Service, Complaints and Standards Manager and the Standards and Complaints Officer left the meeting.*

### **CS10-24/25      WORK PROGRAMME 2024-2025**

Committee considered their Work Programme 2024/25. The Scrutiny Officer reminded Members that the work programme was a fluid document and changes could be made to it throughout the year.

Moved by Councillor Vicky Waplington and seconded by Councillor Louise Fox  
**RESOLVED** that the Work Programme 2024/25 be noted.

The formal part of the meeting concluded at 10:51 hours and Members then met as a working party to continue their review work. The working party concluded at 11:36 hours.

## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 15 July 2024**

#### **Development of the Housing Strategy 2024-2029**

#### **Report of the Portfolio Holder for Housing**

<b>Classification</b>	This report is Public
<b>Report By</b>	Victoria Dawson, Assistant Director – Housing Management and Enforcement  Sarah Kay, Assistant Director – Planning and Planning Policy
<b>Contact Officer</b>	Joanne Wilson, Housing Strategy and Development Officer  Chris McKinney, Senior Devolution Lead for Planning Policy, Strategic Growth and Housing  Neil Oxby, Principal Planning Policy Officer

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

- To inform Scrutiny of the development of the Housing Strategy 2024-2029.
- To receive Member oversight of the timeframes, proposed content, and further planned Scrutiny and public consultation

#### **REPORT DETAILS**

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

- 1.1 The Council's current Housing Strategy 2021-24 is due to expire in 2024 and as such a revised strategy is required. Officers propose to run the incoming strategy from 2024-2029 to ensure that it covers the Council Plan 2024-28 but also takes the Council beyond this point, allowing the incoming Council in 2027 to formulate their new Council Plan. Furthermore, having a plan that covers a longer period will allow us to align with existing district and countywide strategies.
- 1.2 The Strategy forms a plan on how the Council will work with partners in the public, private and voluntary sectors to enable housing growth across all sectors, and the quality and range of housing to meet the resident's needs of the district, including housing and support for the most vulnerable.

- 1.3 The strategy will also have a key role in helping to secure potential external funding for housing related projects across the district.
- 1.4 For the purposes of this report and Strategy the Housing Strategy Team constitutes the following officers:
- Assistant Director of Housing Management and Enforcement
  - Assistant Director of Planning and Planning Policy
  - Housing Strategy and Development Officer
  - Housing Services Manager
  - Housing Options Manager
  - Senior Devolution Lead for Planning Policy, Strategic Growth and Housing
  - Principal Planning Policy Officer

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

- 2.1 The Council's outgoing Housing Strategy 2021-2024 identifies the following key strategic housing priorities to address the challenges highlighted by national and local policy and data:
- Key Priority 1 – Providing Good Quality Housing
  - Key Priority 2 – Enabling Housing Growth
  - Key Priority 3 – Supporting Vulnerable and Disadvantaged People.
- 2.2 Following the last report in April 2024, the teams have been working on the draft content based on the existing wider policy framework, gathering district profile data and have commissioned the Local Housing Needs Study jointly with Chesterfield Borough Council.
- 2.3 The table below shows the revised proposed timeframes for the development and implementation of the new strategy. This allows for a longer public consultation period and takes account of the revised timescales for completion of the Housing Needs Study.

<b>Action</b>	<b>Involvement/Responsibility</b>	<b>Planned Dates/Deadlines</b>	<b>Revised Dates/Deadlines</b>
Collating information and determining Housing Priorities/Strategy contents	Portfolio Holder - Housing Councillors/ Housing Strategy Team/ Environmental Health Team	4 <sup>th</sup> March – 31 <sup>st</sup> May 2024	4 <sup>th</sup> March – 26 <sup>th</sup> July
Local Housing Needs Study (joint with Chesterfield Borough Council)	Planning Policy and Housing Strategy Team	1 <sup>st</sup> February 2024 – 7 <sup>th</sup> June 2024	<ul style="list-style-type: none"> <li>• Submission of a full draft report by w/c 2nd of September 2024.</li> <li>• Final report by the week</li> </ul>

Action	Involvement/Responsibility	Planned Dates/ Deadlines	Revised Dates/ Deadlines
			commencing 7th of October.
Development/ finalisation of the Draft Strategy	Housing Strategy Team working closely with Portfolio Holder - Housing	3 <sup>rd</sup> June – 12 <sup>th</sup> July	23 <sup>rd</sup> April – 26 <sup>th</sup> July
Scrutiny consultation	Housing Strategy Team	15 <sup>th</sup> July 2024	15 <sup>th</sup> July 2024
Final draft consultation with stakeholders – mixture of online survey and face to face workshops.	Stakeholders - partner/public /internal – see Appendix 2	16 <sup>th</sup> July 2024 – 9 <sup>th</sup> August 2024 Specific dates: Tenant Participation Review and Development Group – 16 <sup>th</sup> July Parish Council Liaison – 22 <sup>nd</sup> July Councillors Workshop – 31 <sup>st</sup> July	Online survey - 5 <sup>th</sup> August – 20 <sup>th</sup> September  Specific dates: <ul style="list-style-type: none"> <li>• Tenant Participation Review and Development Group – 16<sup>th</sup> July</li> <li>• Parish Council Liaison – 22<sup>nd</sup> July</li> <li>• Councillors Workshop – 31<sup>st</sup> July</li> <li>• Housing Stock Management Group – 13<sup>th</sup> August/ 10<sup>th</sup> September</li> </ul>
Consultation analysis and strategy amendments where necessary	Housing Strategy Team	1 <sup>st</sup> August 2024 – 18 <sup>th</sup> September 2024	23 <sup>rd</sup> September – 31 <sup>st</sup> October
Presentation of working draft and consultation results to Senior Leadership Team	Assistant Director of Housing Management and Enforcement/ Assistant Director of Planning and Planning Policy	5 <sup>th</sup> September 2024	3 <sup>rd</sup> October 2024
<del>Executive Report and Papers to Governance</del>	<del>Housing Strategy Team</del>	11 <sup>th</sup> September 2024	Removed – decision is a Council function. Will go to Executive for recommendation

Action	Involvement/Responsibility	Planned Dates/ Deadlines	Revised Dates/ Deadlines
			later in the process.
Deadline for any final amendments prior to committee publication	Housing Strategy Team	26 <sup>th</sup> September 2024	31 <sup>st</sup> October
Scrutiny Pre Meeting	Housing Strategy Team		4 <sup>th</sup> November
Deadline for any final amendments prior to <del>committee</del> Executive/Council publication	Housing Strategy Team	26 <sup>th</sup> September 2024	6 <sup>th</sup> November
Executive/Council Pre Meeting	Portfolio Holder - Housing	18 <sup>th</sup> September 2024	13 <sup>th</sup> November 2024
Scrutiny after any amendments due to consultation <i>(only if required)</i>	Housing Strategy Team	16 <sup>th</sup> September 2024	18 <sup>th</sup> November 2024
Executive Meeting	Portfolio Holder - Housing	7 <sup>th</sup> October 2024	2 <sup>nd</sup> December 2024
Council Meeting	Portfolio Holder - Housing	9 <sup>th</sup> October 2024	4 <sup>th</sup> December 2024
<i>If Agreed at Council:</i> Implementation date – Circulate and publicise	Housing Strategy Team	9 <sup>th</sup> October 2024	4 <sup>th</sup> December 2024

This will be supported by fortnightly meetings by the Housing Strategy Team to review and progress.

2.4 During the live window for the public consultation, the survey will be circulated to the following stakeholders and will feature as a main link on the Council website:

- Circulation to tenant email addresses, where held
- Circulation to Parishes – to include a poster with QR code
- Poster with QR code in contact centres and hard copy for viewing
- Poster with QR code in the following libraries and hard copy for viewing:
  - Bolsover
  - Clowne
  - Creswell
  - Pinxton
  - Shirebrook
  - South Normanton
  - Whitwell
- Circulation to Citizen's Panel mailing list

- Circulation to Communications email lists
- Circulation to Private Registered Providers with properties within the district
- Circulation to private landlords contact list
- Circulation to neighbouring councils
- Circulation to Derbyshire County Council/NHS partners.

- 2.5 Outstanding actions from the Housing Strategy 2021-24, will be taken into consideration as part of the development process for the replacement strategy.
- 2.6 Attached at Appendix 1 is an outline structure for the new strategy based on the recently approved council plan Bolsover District The Future 2024-2028, and our wider policy framework at national and local level.

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

- 3.1 The Housing Strategy forms part of the Council's Budget and Policy Framework and is considered a key strategic driver for the future of the district.
- 3.2 Scrutiny on the development of the revised strategy for 2024-2029 forms a core role of the Customer Services Scrutiny Committee.

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

- 4.1 The alternative option is to not have a Housing Strategy; however this was rejected as the Strategy sets out a clear housing plan, which will be a key driver for housing growth in the district.

---

## **RECOMMENDATION(S)**

1. That the Customer Services Scrutiny Committee note the proposed outline structure of the new strategy and provide comment on the proposals, revised timetable and the planned consultation.

Approved by Portfolio Holder for Housing – Cllr. Peake

### **IMPLICATIONS:**

**Finance and Risk:** Yes ☐ No ☒

**Details:** None from this specific report.

On behalf of the Section 151 Officer

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

**Details:** None from this report. The Strategy once complete and approved forms part of the Budget & Policy Framework. The Strategy will have due regard to local and national policy and be compliant with legislation, including data protection laws.

On behalf of the Solicitor to the Council

**Environment:** Yes ☒ No ☐

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

**Details:** It is proposed that the Housing Strategy 2024-2029 will support achievement of the Councils carbon reduction target through improvements to council stock; build quality of new homes and improvements to the property standards in the private sector.

**Staffing:** Yes ☐ No ☒

**Details:** Existing employees will develop and implement the Strategy, therefore there are no Human Resources implications.

On behalf of the Head of Paid Service

## DECISION INFORMATION

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

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

## Links to Council Aims: Customers, Economy, Environment and Housing.

The Strategy links to all the corporate aims:

- Our Customers by providing excellent and accessible services
- Our Economy by driving growth, promoting the District and being business and visitor friendly
- Our Environment by protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity
- Our Housing by delivering social and private sector housing growth

## DOCUMENT INFORMATION



Appendix No	Title
1.	Outline structure of Housing Strategy 2024-2029
2.	Stakeholder Analysis

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

Rpttemplate/BDC/040222

# **Housing Strategy 2024-2029**

## **Initial Strategy Outline**

**~~March~~ July 2024**

## **Purpose of the document**

A core objective over the coming months is to adopt a Housing Strategy for the District which will provide a framework to draw together policy strands and funding into a coordinated strategy to tackle local housing issues. The Strategy will:

- develop national and regional policy at a local level to meet the current and future communities needs of Bolsover, and
- provides a link between planning and the economy and the local housing strategy.
- Identify partners necessary to meeting the housing priorities.

## **Our Priorities**

The BDC Housing Strategy will carry forward the corporate priorities relating to the Housing aim as set out in the Council's new corporate plan – Bolsover District The Future:

- Enabling housing growth by increasing the supply, quality, and range of housing to meet the needs of the growing population.
- Building more, good quality, affordable housing, and being a decent landlord.
- Preventing and responding to homelessness through early intervention and personalised solutions.
- 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.
- Maximising our influence and opportunities within the East Midlands Combined County Authority to create affordable, good quality housing options and to retrofit existing homes to be more environmentally sustainable.

These will be addressed within the new strategy as follows:

- Priority 1 – Providing Good Quality Housing

This will cover building more council housing and being a decent landlord.

- Priority 2 – Enabling Housing Growth

This will cover all strategic housing growth and any work with the East Midlands Combined County Authority in this area.

- Priority 3 – Supporting Vulnerable and Disadvantaged People

This will cover all aspects related to homelessness, supported housing and partnership working to deliver solutions to the district's vulnerable residents. This also supports delivery of one of our 'Customer' priorities – Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people.

- Priority 4 – 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

This will cover all aspects related to the private sector (rented and owner occupier) and partnership working with our colleagues in environmental health and public health, and any work with the East Midlands Combined County Authority in this area.

## **Proposed objectives as per council plan**

To deliver the priorities in the corporate plan we have set ourselves a number of objectives. These will be acknowledged within the relevant section of the strategy and supporting delivery plan:

1. Prepare and adopt new Council Housing Strategy by October 2024
2. Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028
3. Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.
4. Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
5. Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.
6. Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.
7. Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs
8. Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.
9. Develop strategies to support the private rented sector in supporting the Council in its duties.
10. Deliver the actions within the Council's Homelessness Strategy by December 2027

## Accountability and Responsibilities

Who	Roles and Responsibilities
Customer Services Scrutiny Committee	Informed of initial outline proposals and engaged as part of consultation process. Recommends from the Scrutiny Committee to be reported to Executive.
Executive	Executive who will confirm the contents of the proposal in the strategy before recommending it to Council.
Council	Approves the Strategy.
<ul style="list-style-type: none"> <li>Victoria Dawson Assistant Director of Housing Management and Enforcement</li> <li>Sarah Kay Assistant Director of Planning Policy and Planning</li> <li>Chris McKinney Senior Devolution Lead for Planning Policy, Strategic Growth and Housing.</li> </ul>	Overall responsibility for the Housing Strategy.
<ul style="list-style-type: none"> <li>Jo Wilson Housing Strategy and Development Officer</li> <li>Neil Oxby Principal Planning Policy Officer.</li> </ul>	Producing the Housing Strategy and reporting on the delivery of the Strategy
<ul style="list-style-type: none"> <li>Keely Green Senior Planning Information Officer &amp;</li> <li>Violet Parker Planning Policy Information Officer.</li> </ul>	Supporting information for the Strategy.

## Project Plan (Key Milestones) and Input from Stakeholders

Action	Involvement/ Responsibility	Planned Dates/ Deadlines	Revised Dates/ Deadlines
Collating information and determining Housing Priorities/ Strategy contents	Portfolio Holder - Housing Councillors/ Housing Strategy Team/ Environmental Health Team	4 <sup>th</sup> March – 31 <sup>st</sup> May 2024	4 <sup>th</sup> March – 26 <sup>th</sup> July
Local Housing Needs Study (joint with Chesterfield Borough Council)	Planning Policy and Housing Strategy Team	1 <sup>st</sup> February 2024 – 7 <sup>th</sup> June 2024	<ul style="list-style-type: none"> <li>• Submission of a full draft report by w/c 2nd of September 2024.</li> <li>• Final report by the week commencing 7th of October.</li> </ul>
Development/ finalisation of the Draft Strategy	Housing Strategy Team working closely with Portfolio Holder - Housing	3 <sup>rd</sup> June – 12 <sup>th</sup> July	23 <sup>rd</sup> April – 26 <sup>th</sup> July
Scrutiny consultation	Housing Strategy Team	15 <sup>th</sup> July 2024	15 <sup>th</sup> July 2024
Final draft consultation with stakeholders – mixture of online survey and face to face workshops.	Stakeholders - partner/public /internal – see Appendix 2	16 <sup>th</sup> July 2024 – 9 <sup>th</sup> August 2024 Specific dates: Tenant Participation Review and Development Group – 16 <sup>th</sup> July Parish Council Liaison – 22 <sup>nd</sup> July Councillors Workshop – 31 <sup>st</sup> July	Online survey - 5 <sup>th</sup> August – 20 <sup>th</sup> September  Specific dates: <ul style="list-style-type: none"> <li>• Tenant Participation Review and Development Group – 16<sup>th</sup> July</li> <li>• Parish Council Liaison – 22<sup>nd</sup> July</li> <li>• Councillors Workshop – 31<sup>st</sup> July</li> <li>• Housing Stock Management Group – 13<sup>th</sup></li> </ul>

Action	Involvement/ Responsibility	Planned Dates/ Deadlines	Revised Dates/ Deadlines
			August/ 10 <sup>th</sup> September
Consultation analysis and strategy amendments where necessary	Housing Strategy Team	1 <sup>st</sup> August 2024 – 18 <sup>th</sup> September 2024	23 <sup>rd</sup> September – 31 <sup>st</sup> October
Presentation of working draft and consultation results to Senior Leadership Team	Assistant Director of Housing Management and Enforcement/ Assistant Director of Planning and Planning Policy	5 <sup>th</sup> September 2024	3 <sup>rd</sup> October 2024
<del>Executive Report and Papers to Governance</del>	<del>Housing Strategy Team</del>	<del>11<sup>th</sup> September 2024</del>	Removed – decision is a Council function. Will go to Executive for recommendation later in the process.
Deadline for any final amendments prior to committee publication	Housing Strategy Team	26 <sup>th</sup> September 2024	31 <sup>st</sup> October
<del>Scrutiny Pre Meeting</del>	<del>Housing Strategy Team</del>		4 <sup>th</sup> November
Deadline for any final amendments prior to <del>committee</del> Executive/ Council publication	Housing Strategy Team	26 <sup>th</sup> September 2024	6 <sup>th</sup> November
Executive/Council Pre Meeting	Portfolio Holder - Housing	18 <sup>th</sup> September 2024	13 <sup>th</sup> November 2024
Scrutiny after any amendments due to consultation <del>(only if required)</del>	Housing Strategy Team	16 <sup>th</sup> September 2024	18 <sup>th</sup> November 2024
Executive Meeting	Portfolio Holder - Housing	7 <sup>th</sup> October 2024	2 <sup>nd</sup> December 2024
Council Meeting	Portfolio Holder - Housing	9 <sup>th</sup> October 2024	4 <sup>th</sup> December 2024
<i>If Agreed at Council:</i> Implementation date – Circulate and publicise	Housing Strategy Team	9 <sup>th</sup> October 2024	4 <sup>th</sup> December 2024

This will be supported by fortnightly meetings by the Housing Strategy Team to review and progress.

## Housing Strategy document structure outline

### 1. Introduction

### 2. District profile with infographics section to include data such as the following:

Council owned homes – stock profile	Number of Registered Providers affordable homes across the district	Number of Council housing allocations per annum	Numbers on Council housing register
Right to buy sales	Average private rent costs	District Tenure Breakdown % private rented % Council and RP % owner occupied	House price to earnings ratio
Average Gross Salary/ Median salary	Numbers presenting as homeless	Shortfall of affordable housing	House Price Trends
Population Change Estimates 2023-2028	New build council homes completed	<b>OTHERS AS APPROPRIATE</b>	

### 3. National and Local Context (potential for brief reference in main document with greater detail in an appendix)

- Social Housing Regulation Act 2023
- East Midlands Combined County Authority
- Derbyshire All Age Accommodation Strategy
- Derbyshire Health and Wellbeing Strategy
- Bolsover District The Future 2024-2028
- Bolsover Local Plan
- North Derbyshire and Bassetlaw Housing Market Area - Local data profile via the 2024 Housing Needs Assessment
- Bolsover Homelessness and Rough Sleeping Strategy 2022-2027
- Bolsover Private Sector Housing Strategy 2024-2027
- Private Sector stock condition survey and evidence base

### 4. Council vision for housing in Bolsover



## 5. Achieving our Strategy: Priorities and objectives

### Priority 1 – Providing Good Quality Housing

Narrative to include:

- Background information on these aspects – why it is important, summary of the evidence.
- What has been achieved already - summary of what has been achieved in this area already – including previous Strategy action results
- Objectives under this priority.

#### Relevant Corporate objectives (as above):

2. Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.
3. Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.
4. Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
5. Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.

#### Areas for potential additional actions:

- Build New Council Housing. – use strategy to set clear build standard in relation to net zero target.
- Purchase properties from private development companies to increase the Council's housing stock.
- Carbon Reduction.
- Refurbishment / regeneration to existing Council Housing Stock. – this can only be determined once the stock condition survey is complete.
- Making best use of the Council's Housing Stock.
- Consumer Standards
- Decent Homes Work – Implement Decent Homes 2.
- Delivery of Tenant Engagement Strategy.

### Priority 2 – Enabling Housing Growth

Narrative to include:

- Background information on these aspects - why it is important, summary of the evidence.
- What has been achieved already - summary of what achieved in this area already – previous Strategy action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

6. Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.
7. Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs
8. Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.

Areas for potential additional actions:

- Bringing Empty Properties Back into Use (private sector)
- Custom and Self-Build
- Support to Gypsy and Travellers community
- Housing Growth and Regeneration – Covers:
  - Housing Growth – Local Plan and Growth Plans.
  - Improve the quality and design of new housing. – Design Codes. BNG
  - Ensure there is the necessary infrastructure to support new housing developments – Links to S106 work
- Affordable Housing to Meet Local Need - Supply, mix and quality of affordable housing. Building stronger partnerships with Registered Providers. (Integrates Partnership Working to Enable Housing Growth).
- Increasing choices in the housing market:
  - Meeting the Housing Needs of Older People?
  - Housing for people with disabilities
  - Housing Mix.
- Priority Sustainable Homes - Climate change, sustainable living and enhancing the natural environment should be key considerations at all stages of planning, delivery, and occupations of homes.

Priority 3 – Supporting Vulnerable and Disadvantaged People

Narrative to include:

- Back ground information on these aspects - why it is important, summary of the evidence.
- What has been achieved already - summary of what achieved in this area already – previous Strategy Action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

10. Deliver the actions within the Council's Homelessness Strategy by December 2027

Areas for potential additional actions:

- Prevent and Relief Homelessness.

- Enable Supported Housing / Housing with Care for Older People, People with Physical Disability / Mental ill health / Domestic Violence / Complex Needs.
- Supported Accommodation – potential strategy development
- Older People’s Housing Accommodation and Support – including Careline.
- Support to Care Leavers.
- Support to Armed Forces.

Priority 4 – 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

Narrative to include:

- Back ground information on these aspects - why it is important, summary of the evidence.
- What has been achieved already - summary of what achieved in this area already – previous Strategy Action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

9. Develop strategies to support the private rented sector in supporting the Council in its duties.

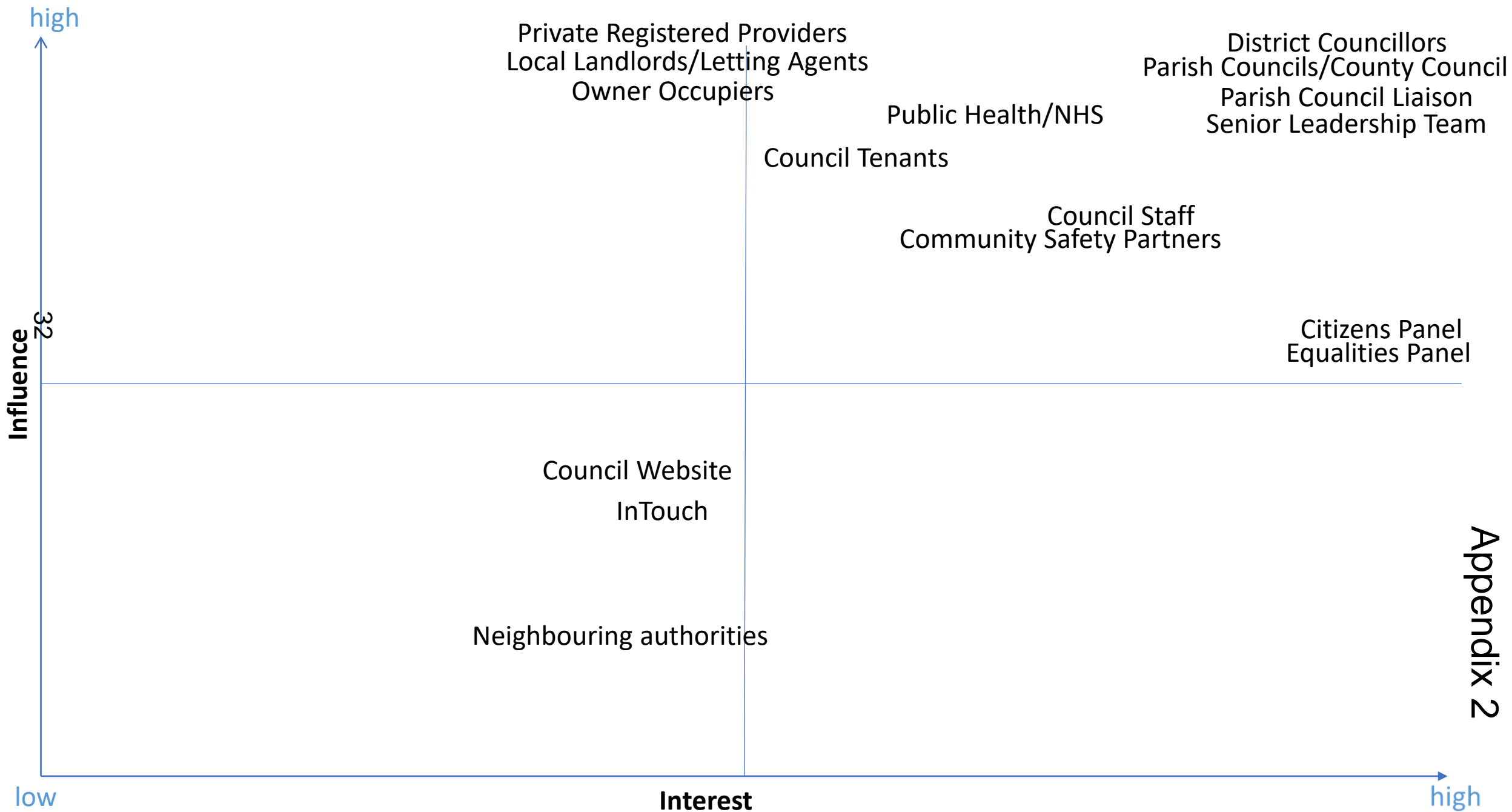
Areas for potential additional actions:

- Private Rented Sector.
- Private Sector Stock Condition Survey.
- Private Sector – Owner Occupiers (OO) Actions
- Home Improvements / Energy Efficiency – OO and PRS
- Disabled Facilities Grants / Adaptations

## 6. Delivery Plan (Appendix)

Other potential appendices:

- Housing Needs Assessment
- Wider District Profile
- Detailed national/local context information



## **Bolsover District Council**

### **Customer Services Committee on Monday 15<sup>th</sup> July 2024**

#### **Update on Bolsover Homelessness and Rough Sleeping Strategy 2022-2027**

#### **Report of Sandra Peake, Portfolio Holder for Housing**

<b>Classification</b>	This report is Public
<b>Report By</b>	Elizabeth Ellis, Housing Options Manager 01246 242665 Elizabeth.ellis@bolsover.gov.uk

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

The purpose of this report is to provide members with an update on the Bolsover Homelessness & Rough Sleeping Strategy (2022 - 2027) To outline the action plan, and achievements resulting from this.

---

### **REPORT DETAILS**

#### **1. Background**

- 1.1 The Bolsover Homeless and Rough Sleeper Strategy (The Strategy) was approved In December 2022, attached at Appendix 1. The Strategy seeks to build upon a multi-agency response that was seen during the pandemic, to continue this, to prevent and reduce homelessness.
- 1.2 There are four clear strategic priorities, that are broken down into individual actions within the action plan (see Appendix 2):
  1. Make homelessness everyone's responsibility through a system wide approach.
  2. Prevent and respond to homelessness through early intervention and personalised solutions.
  3. End rough sleeping and repeat homelessness.
  4. Develop sustainable supported and settled housing solutions.
- 1.3 The Homelessness Reduction Act (2017) has enabled councils to be more proactive and encourages early intervention for those facing homelessness. The Government are committed to ending rough sleeping, our Strategy is fully in keeping with the positive spirit of the homelessness legislation and the ambition of the Government's target.

- 1.4 The five-year Strategy was developed in partnership with all Derbyshire district and borough councils as well as Derbyshire County Council. All councils adopted the relevant strategy by the end of 2022. The Strategy was formally launched in May 2023 with an event attended by over one hundred partners from across the county.
- 1.5 In February 2023 a project officer was employed to lead the implementation and future development of the Strategy. This role is currently hosted by North East Derbyshire District Council, with funding for the role coming from all districts, borough and county councils. The Homelessness Special Projects Officer has taken the lead on setting up a steering group to help drive the work needed to complete some of the more complex actions in the strategy.

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

- 2.1 Appendix 2 contains the Action Plan which has been developed by Derbyshire Homeless Officers Group (DHOG) and which is being progressed by Homelessness Special Projects Officer.
- 2.2 The areas of action within each of the key priorities set out in the Strategy are set out in the Action Plan and updates have been added against each one for Members' information. Progress is shown using the red / amber / green (RAG) system, along within an explanation.
- 2.3 There have been some early successes on key strategic actions, summarised below.

### **SIGNAL Pilot**

SIGNAL is a holistic assessment tool that captures location-specific data on a wide range of markers including homelessness, health, poverty, and general wellbeing. The project will help form the basis of a needs assessment for wider research to inform future service planning. An initial 18 month pilot project has been taking place in North East Derbyshire with three of our key local partners; P3 charity, Pathways of Chesterfield and The Elm Foundation. Based on promising results from the pilot, the project will soon be extended for another year and expanded to include more organisations across the county.

### **Derbyshire Homelessness Charter**

The development of a Homelessness Charter for Derbyshire began with a workshop at the strategy launch event in May 2023 and a consultation on a draft document ended in January 2024. The final Charter will shortly be published on Street Support Derbyshire and will serve as a reference point for the vision and values we wish to uphold in partnership working across the county.

### **Street Support Derbyshire**

In December 2023 we launched Street Support Derbyshire, an online resource that connects local people and organisations to support those who need it the most. Street Support Derbyshire will host Derbyshire's Homelessness Charter and also aid the development of an alternative giving campaign in 2024.

### **Salus Project**

Local authorities have worked with domestic abuse services to develop an instant access accommodation and support service for people fleeing domestic abuse where a refuge placement is not immediately available.

### **Substance Misuse Navigators**

Funding has been secured from the Rough Sleeping Initiative to employ two substance misuse specialists to work alongside our rough sleeping services. These roles will be hosted by Derbyshire Recovery Partnership and will focus on developing new pathways into treatment for this hard-to-reach cohort.

### **Countywide Homelessness Forum**

Individual local authorities have long had their own local homelessness forums but given how much collaborative work is now taking place across Derbyshire, this model has been expanded. The first countywide homelessness forum was hosted by North East Derbyshire District Council in December 2023 and subsequent forums will be held on an annual basis going forwards.

### **A Private Rented Sector Offer for Derbyshire**

In recognition that evictions from the private rented sector are now the leading cause of homelessness across the county, all district and borough councils have committed to the development of a countywide private rented sector offer. This offer is still in development and there is unlikely to be a one size fits all offer, given the variations in resources. Bolsover District Council approved a Private Sector Strategy in April 2024 which seeks to engage with and support the private rented sector, to sustain tenancies and prevent homelessness.

- 2.4 We have identified the following four planned activities for delivering actions within the Homeless Strategy in line with the Council's Ambition:
- Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer.
  - React accordingly and ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in cost of living.
  - Streamline the duty to refer system, and work with partner agencies to improve timelines and quality of referrals.
  - As part of the 'Rough Sleeper Initiative' develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.

## **3. Reasons for Recommendation**

- 3.1 To inform scrutiny of the Homeless and Rough Sleeper Strategy Action Plan and give any updates where available.

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

- 4.1 There are no alternative options.
-

## **RECOMMENDATION(S)**

That the Customer Services Scrutiny Committee note the contents of the Homeless and Rough Sleeper Strategy Action Plan Monitoring Update, and make any necessary recommendations arising from this work area.

Approved by Councillor Peake Portfolio Holder for Housing

### **IMPLICATIONS:**

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

**Details:** There are no financial implications arising from the strategy

On behalf of the Section 151 Officer

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

**Details:** As set out in the report.

On behalf of the Solicitor to the Council

**Environment:**            Yes ☐            No ☒

**Details:** Not applicable.

**Staffing:**            Yes ☐            No ☒

**Details:** There are no staffing implications contained within the report.

On behalf of the Head of Paid Service

## **DECISION INFORMATION**

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



<b>District Wards Significantly Affected</b>	No
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	<b>Details:</b>  Portfolio Holder Executive Director Health & Wellbeing Board

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
The Strategy links to the Council's Housing Ambition of Preventing and responding to homelessness through early intervention and personalised solutions.

DOCUMENT INFORMATION	
Appendix No	Title
1	Bolsover Homelessness and Rough Sleeping strategy
2	Homelessness and Rough Sleeping Strategy Action Plan
3	Bolsover District Council Homeless Statistics

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

# **Bolsover Homelessness and Rough Sleeping Strategy**

2022 – 2027



Derbyshire  
Homelessness  
*Officers Group*



# Contents

Introduction	3
Our Vision	6
Meeting our vision	7
Make homelessness everyone's responsibility through a system-wide approach	10
End rough sleeping and repeat homelessness	16
Develop sustainable supported and settled housing solutions	19
Transforming our approach to homelessness	22
Appendix 1: About Homeless Link	23
Local Authority contacts	23



# Introduction

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

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

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

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

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



long and complex histories of homelessness.

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

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

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

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

The success of its delivery will rest upon the



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

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

## Building on Success: Derbyshire Homelessness Officers Group

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

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

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

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

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



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

Other achievements and successes of DHOG include:

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



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

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



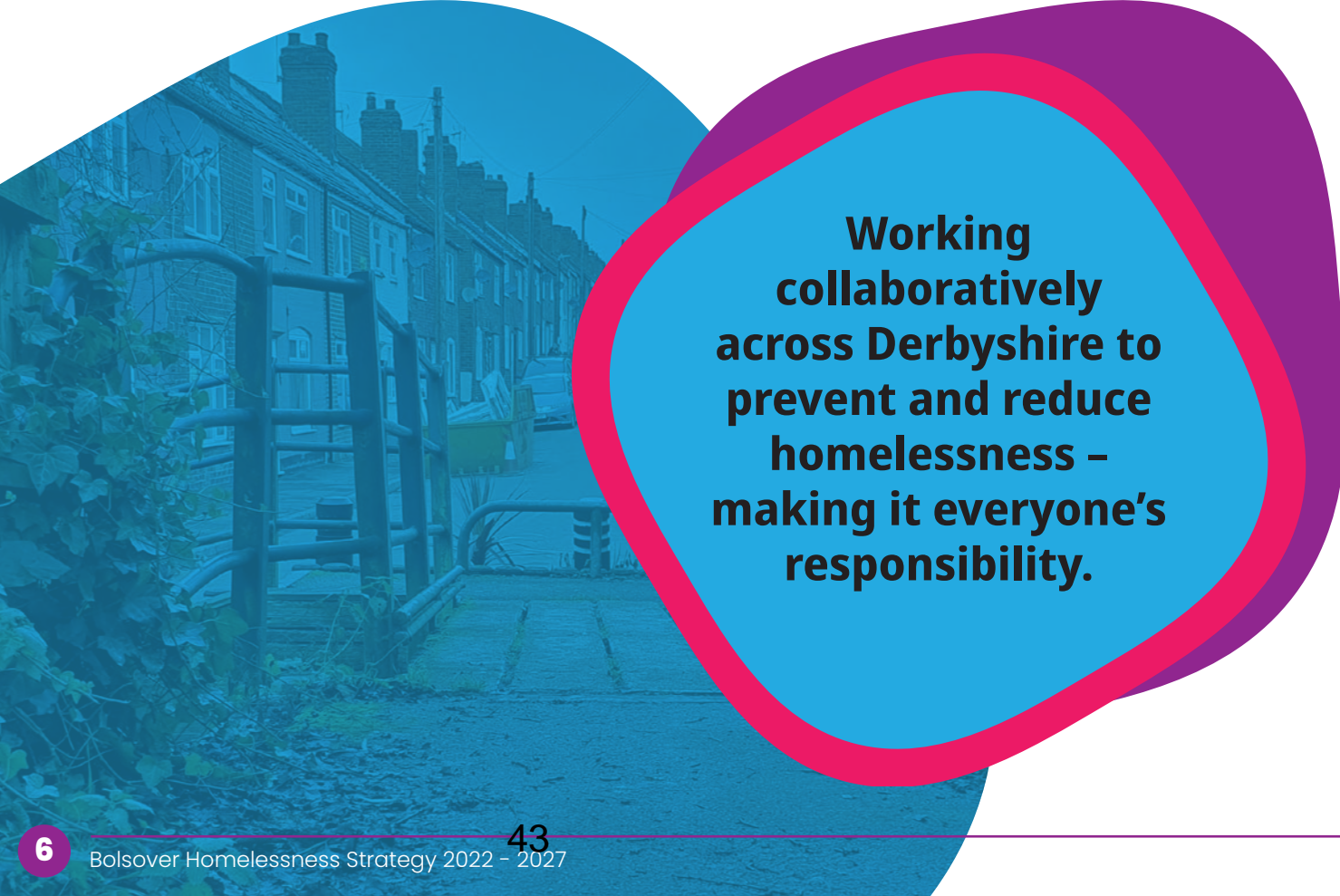
# Our Vision

## Our Vision for Homelessness across Derbyshire

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

Through this Strategy we aim to:

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



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

# Meeting our vision

## Transforming our Approach

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

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



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

### Collaboration

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





## Making homelessness everyone's responsibility

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

## A personalised approach

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

## Strategic Priorities

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

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

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

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

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



### 3. End rough sleeping and repeat homelessness

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

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

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

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





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

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

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

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

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

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



**Embed  
homeless  
prevention  
across public  
services**



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



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

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

We will work closely with all social housing providers to end evictions into homelessness, through the development of pre-eviction protocols and encouraging landlords to sign up to the principles of Homes for Cathy.

Some areas of the district are rural and as such homelessness in these areas is often hidden. People who are experiencing homelessness or in housing difficulty are more likely to try and make temporary arrangements with family and friends, compared with more urban areas with greater



provision available. We will undertake research into the nature and extent of rural homelessness across the District and raise awareness within rural communities of the help and support that is available to people who are at risk of experiencing homelessness.

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

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





# Actions

## In Partnership with the Derbyshire homeless officers group we will make homelessness everyone's responsibility through a system-wide approach

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



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

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

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

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

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

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

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

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

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

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



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

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

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

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

## Actions

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

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





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



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





# End rough sleeping and repeat homelessness

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

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

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

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

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

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

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

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

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

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

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

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

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



existing system blockages and preventing repeat homelessness from occurring.

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

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

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

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



# Actions

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

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



# Develop sustainable supported and settled housing solutions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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





# Actions

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

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



# Transforming our approach to homelessness

## Delivering our Homelessness and Rough Sleeping Strategy

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

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

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

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

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

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

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



# Appendix 1: About Homeless Link

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

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

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

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

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



## Local Authority contacts

### **Amber Valley Borough Council**

Jon Leigh  
Email: [jonathan.leigh@ambervalley.gov.uk](mailto:jonathan.leigh@ambervalley.gov.uk)

### **Bolsover District Council**

Victoria Dawson  
Email: [Victoria.Dawson@bolsover.gov.uk](mailto:Victoria.Dawson@bolsover.gov.uk)

### **Chesterfield Borough Council**

Carl Griffiths  
Email: [Carl.Griffiths@Chesterfield.gov.uk](mailto:Carl.Griffiths@Chesterfield.gov.uk)

### **Derbyshire Dales District Council**

Simon Benyon  
Email: [simon.beynon@derbyshiredales.gov.uk](mailto:simon.beynon@derbyshiredales.gov.uk)

### **Erewash Borough Council**

Leah Taylor  
Email: [Leah.Taylor@erewash.gov.uk](mailto:Leah.Taylor@erewash.gov.uk)

### **High Peak Borough Council**

Helen Core  
Email: [Helen.Core@highpeak.gov.uk](mailto:Helen.Core@highpeak.gov.uk)

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

Lee Pepper  
Email: [lee.pepper@ne-derbyshire.gov.uk](mailto:lee.pepper@ne-derbyshire.gov.uk)

### **South Derbyshire District Council**

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





## 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
- Email – [enquiries@bolsover.gov.uk](mailto: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.

## Appendix 2

Key: **Green** – completed. **Amber** - ongoing, **Red** - not yet started.

### Priority area 1: Making homelessness everyone's responsibility through a system wide approach.

RAG Rating	Action	Current Situation	How to progress action	Updates
Green	Gain commitment from partner agencies across Derbyshire to develop a Homelessness Charter together.	The process of co-developing a charter started at the strategy launch event in May 2023 and responses were collated to create a draft charter. A consultation on the draft charter has now ended and we're working with Street Support Derbyshire to host the final document on that site.	Work with Street Support Derbyshire to finalise the charter and host on that site.	Charter is complete, awaiting final publication.
Amber	Assess the feasibility of a Commitment to Collaborate in order to embed homelessness prevention across Derbyshire's statutory and voluntary services.	Nothing currently in place that formally embeds homeless prevention among statutory non-housing/homelessness services beyond the duty to refer for public bodies under the Homeless Reduction Act.	This action has been identified as a priority for the strategy steering group and will link on from other work of the group. NEDDC is leading a subgroup on this work. Subgroup met on 9.4.24 and agreed to explore a system wide mapping exercise facilitated by Shelter.	Further meeting held with Shelter 12.6.24.
Amber	Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.	<p>Local authorities and partners are good at recording and understanding the headline causes of homelessness e.g., eviction from supported housing, fleeing domestic abuse, received s.21 notice. However a greater understanding of the root causes/issues that lead to individuals experiencing homelessness is needed.</p> <p>There are existing referral pathways for partners to refer to local authorities and there is homelessness prevention work being done by partners but it is difficult to know the full extent of this work. Opportunities for further training of staff have been identified to equip partners to identify signs of potential homelessness.</p>	Action identified as a priority for the strategy steering group. NEDDC is leading a subgroup on this work. Subgroup met on 9.4.24 and agreed to explore a system wide mapping exercise facilitated by Shelter.	Further meeting held with Shelter 12.6.24.

	Streamline the Duty to Refer referral system and work with partner agencies to improve the timeliness and quality of referrals.	Duty to Refer is generally understood and used by the relevant public bodies, however referrals do not always come in a timely manner and/or with sufficient information. This is particularly problematic for prison releases and hospital discharge.	A hospital discharge pilot has been taking place with a view to rolling this out to all wards in Derby/Derbyshire hospitals in due course. This pilot has sought to involve housing at a much earlier stage. A prison release protocol is also at the early stages of development, linked to CAS3 accommodation programme. Continue to be involved in the development of these projects to keep housing at homelessness and the forefront. Representatives from health and criminal justice sit on the homeless strategy steering group.	
	Develop a Countywide Homelessness Forum as a vehicle for delivering the Countywide Homelessness Strategy.	Individual LAs have their own local forums. The strategy launch event was a good test case for a countywide forum and was well received. The first countywide homelessness forum took place on 11/12/2023 at NEDDC offices and was well attended by approx. 70 people.	The forum has now been established and will be an annual event held in the autumn.	Action completed.
	Work with DCC, the Primary Care Trust, Derbyshire Foundation Trust and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with multiple and complex needs.	We have some good links with partners, in particular public health who co-fund the strategy role and winter provision. Relationships with other partners could be more formalised and there is always desire and scope for ever-closer partnership working on the part of housing.	The strategy steering group is made up of representatives from relevant statutory partner organisations with the explicit aim of working together to deliver the priorities of the strategy. This will hopefully lead on to opportunities for co-development of services or at least for homelessness to have influence in development and delivery of services.	Action is ongoing, but considered complete as mechanisms for this ongoing cooperation are in place.

	<p>Seek that stock holding authorities sign up to the principles of Homes for Cathy.</p>	<p>There is no formal agreement from stock-holding authorities to sign up to principles of HFC. Stock-holding authorities are: BDC, CBC, HPBC, NEDDC, SDDC.</p> <p>South Yorkshire Housing Association spoke at strategy launch event promoting HFC as a founding and influential member.</p>	<p>Work with SYHA to further promote the principles of HFC.</p>	<p>Ongoing discussions with SYHA</p>
	<p>Encourage all social housing providers to become a member of Homes for Cathy.</p>	<p>Some of the social housing providers in Derbyshire are members of HFC, but not many.</p> <p>SYHA spoke at strategy launch event promoting HFC as a founding and influential member.</p>	<p>Work with SYHA to develop an event or training for social housing providers to promote the principle of HFC and secure commitment from partners to become members.</p>	<p>Ongoing discussions with SYHA</p>
	<p>Develop a common referral form to access supported housing services across Derbyshire.</p>	<p>Each individual provider has their own referral forms, all requesting similar information.</p>	<p>Feedback from commissioned P3 services is that it can take longer than necessary to refer an individual into a provider as all require their own referral forms to be used. However, as a housing provider P3 recognise why this would be the case. SART team have expressed their views on some of the challenges involved in such a piece of work.</p>	<p>AVBC are keen to implement a local referral form for services in their area, support this development and consider it as a model of other local referral processes.</p>

	Ensure that data is captured widely and effectively across the system to understand homelessness and the wider determinants, and that this data is used to improve interventions and joint approaches.	Each district and borough LA collects the same data and reports to central govt. A locata coordinator is jointly hired to help analyse homelessness data across the county. Commissioned services report to LAs. Beyond that, a pilot for SIGNAL is showing promise as a tool for standardising assessments and data collected.	Continue to monitor SIGNAL pilot, expand to other organisations as appropriate. Seek opportunities to influence data collection in other statutory non-homelessness services through the strategy steering group.	Proposal to expand SIGNAL pilot has been approved by DHOG, now awaiting formalisation.
	Seek to better understand the health needs of the homeless population through a health needs audit with partners.	Data around the health needs of the homeless population is currently collected by LAs and commissioned services, but this is not done in conjunction with health services or with specific health interventions in mind. SIGNAL does capture some health needs information, so as that pilot expands more data will be available.  Public Health at DCC are planning a complimentary piece of work that can incorporate a health needs audit.	Support DCC to establish a sub-group for this action. Baseline data from rough sleeping services and from LOCATA to aid in the preparation of a wider audit. DCC leading a "deep dive" piece of work to sit alongside a Joint Strategic Needs Assessment being conducted by DCC. Consultation on this to be sent to steering group members.	DCC to consult steering group members for consultation on specific data requests.
	Working with partners, improve access to health services and health outcomes for individuals experiencing homelessness.	Access, or lack of, to health services is repeatedly raised as a barrier for individuals experiencing homelessness. In particular access to mental health services.	A health needs audit with partners (see action above) is the best starting point for this action as by understanding the needs of the cohort we can then establish how well these are being met. DCC is leading on this action on behalf of the strategy steering group.	
	Evaluate the extent of rural homelessness across the area and the need for a specific public awareness campaign with rural communities.	Derbyshire has some very rural areas and communities, especially in the High Peak and Dales LA areas. It can be difficult to know the true extent of rural homelessness as it could be more hidden due to visibility and access to services.	A targeted public awareness campaign could be developed by Street Support Derbyshire. including information about services accessible in rural areas. A specific research exercise could be carried out if deemed necessary.	Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. Action won't be removed from the strategy and we will remain open to opportunities for this work, but won't pro-actively pursue them at this time.

	Identify opportunities to create more consistent approaches and promote best practice in the delivery of housing options services.	All district and borough LAs work under the same homelessness legislation and code of guidance. In reality there are differences in approach from LA to LA, based on resources and personalities within teams.	Broach this subject with LA homelessness leads. Encourage discussion about best practice and explore joint training opportunities for all district and borough LAs. Potentially ask commissioned services to keep a log of differences in approach between LAs. Also need to ensure all LAs are recording HCLIC data in the same way - i.e., do all follow the same process and reporting around advice only cases?	Action not yet started
--	--	--	---	------------------------

66

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

RAG Rating	Action	Current Situation	How to progress action	Notes
	Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point.	Public awareness limited to individual LA's websites or social media. No coordinated campaigns.	Public awareness messaging will form part of Street Support Derbyshire.	Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority, however as Street Support Derbyshire can lead on this action it will remain an ongoing piece of work.
	Work with partners to develop an integrated homelessness and wellbeing assessment.	SIGNAL project is addressing this with more holistic wellbeing questions in the assessment. Currently being used by three organisations: P3, Pathways and Elm Foundation.	A proposal to expand the SIGNAL pilot has gone to DHOG, with the aim to add 3 further organisations to the pilot during 2024/25. Ongoing discussions with SIGNAL about the financial implications of this.	Proposal to expand SIGNAL pilot has been approved by DHOG, now awaiting formalisation.

	Work with DCC to meet the requirements of the Domestic Abuse Act 2021, including ensuring that there is a range of housing options, choice and information available to those experiencing domestic abuse.	Close working between LAs and DA organisations. Salus project is a major project that has been developed since homelessness strategy was written and increases access to accommodation and support for those fleeing DV prior to refuge.	Continue to be alert to opportunities to work with DCC on this. Monitor pressures on HO teams and discussions at DHOG etc. for up to date situation.	DHOG consider this action completed as per workshop exercise on 15.4.24. Action is written as an ongoing action with success/completion not clearly defined. Marking action as green.
	React accordingly and ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in the cost of living.	<p>Most of the measures currently in place rely on external funding to continue e.g. Household Support Fund and Discretionary Housing Payments. Reporting for these initiatives is very light touch, so it's not possible to provide accurate data on exactly how this money is spent.</p> <p>Financial Inclusion Groups are already established across the county and are well attended with a range of expertise.</p> <p>A general consensus that pressures related to the cost of living and wider economy are acutely felt by all services but opportunities to make meaningful change are limited beyond advocacy and lobbying.</p>	<p>Homelessness Special Projects Officer to contact leads for each Financial Inclusion Group to ensure homelessness representation at each.</p> <p>NEDDC has met with Citizens Advice and exploring opportunities to deliver wider training to their staff.</p> <p>Homelessness Special Projects Officer to audit the websites of each Derbyshire local authority to ensure financial advice and signposting to relevant services is present on each.</p>	Audit of LAs websites complete. Feedback at next steering group meeting.
	Commit to improving prevention toolkits across Derbyshire.	Action is vague. Homeless prevention tools vary depending on LA area based on local need and services.	"Commit to improving" is vague, difficult to see how progress can be defined for this action beyond small individual pieces of work.	

	<p>Work with partners to better understand the nature and extent of family evictions and develop targeted preventative tools accordingly.</p>	<p>The extent of family evictions can be demonstrated through the use of H-CLIC data. Understanding the nature of family evictions is more difficult, as Locata doesn't allow for more in depth reporting.</p> <p>In 2022-2023, where the reason for loss of last settled home for households owed a prevention duty was "family or friends no longer willing or able to accommodate, the average percentage of cases across all districts/boroughs was 25.3%. The average for relief cases was 30.7%.</p> <p>In 2022-2-23, the average percentage of cases where the accommodation at time of application for those owed a prevention duty was "living with family" was 28%. The average for relief cases was 20.8%.</p>	<p>Develop ways to better understand the nature of family evictions. Advice being sought on more specific data for cases where accommodation at time of application is "living with family".</p> <p>Also look into whether the reasons behind these evictions tie into areas like social care (adults and children) and employability.</p>	<p>Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. complete data analysis to complete the "understand nature and extent" part of the action, share findings to determine if development of targeted prevention tools is necessary and/or desirable.</p>
	<p>Work to maximise preventions from the private rented sector through the development of targeted interventions.</p>	<p>Evictions from the private rented sector make up a large proportion prevention cases for all LA housing options teams. In 2022/23 the average percentage of prevention cases due to end of a private rented assured shorthold tenancy was 40%.</p> <p>Some initiatives already exist such as CallB4UServe and individual LAs negotiate with landlords on a case by case basis. Derbyshire LAs have begun developing a countywide PRS offer.</p>	<p>Continue to be part of the development of a countywide PRS offer through steering group etc.</p>	
	<p>Develop a prison release protocol.</p>	<p>Colleagues in criminal justice are leading on a piece of work relating to CAS3 that will involve a prison release protocol for Derbyshire. There is suitable criminal justice representation at the homelessness strategy steering group.</p>	<p>Continue to involve criminal justice colleagues in strategy steering group, continue to push for input into the emerging prison release protocol.</p>	<p>Attending Accommodation Prior to Release Strategy meeting at HMP Nottingham on 19.6.24.</p>



	Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils.	A hospital discharge pilot is currently running in mental health units at Derby and Chesterfield hospitals. This includes homelessness services attending pre-discharge planning meetings. The plan had been for this method of working to be expanded across Derbyshire hospital services, however budget restrictions in the NHS mean this is currently looking unlikely.	If the current NHS-led pilot is not going to be expanded, then we need to assess if a housing-led solution is preferable and workable. Work with NHS partners to ensure that discharge coordinators are aware of their responsibilities under the duty to refer and are making appropriate and timely referrals.	
	Work with partners to ensure access to services to improve customers' financial capability, including access to education, training and employment.	<p>Building Better Opportunities was a nation-wide programme that ran from 2016 to 2023 and had a Derbyshire/Nottinghamshire (D2N2) programme. The programme was jointly funded by National Lottery Community Fund and the European Union European Social Fund to the tune of £605million. This programme has unfortunately now ended. Nation-wide there were positive results for people experiencing homelessness:</p> <p>75% achieved one of the three results, split by 37% into employment, 23% into education or training and 16% into job search.</p> <p>With this programme now ended, there's no equivalent programme in Derbyshire. Smaller services do exist on a local level.</p>	Research existing services, how to refer into them and how to raise awareness among homelessness services.	Work on this action not yet begun.
	Explore the viability of creating a countywide private landlords forum in order to improve landlord participation and engagement.	<p>No such forum currently exists. Individual LAs have held their own events in the past.</p> <p>Discussions have been had about integrating a landlord forum into wider countywide PRS work.</p>	A landlord forum has been discussed as part of the countywide PRS offer being developed. Continue to be part of this development through steering group etc.	Work on this action has begun and is ongoing.

	Develop a supported housing pre-eviction protocol in partnership with providers.	<p>The Supported Housing Improvement Programme is now established with staff covering most of the county, with the aim of improving standards in supported accommodation. There is scope to develop a pre-eviction protocol as part of this work.</p> <p>As per 2022/23 H-CLIC data, eviction from supported housing made up only 1.7% of prevention cases and 8% of relief cases.</p>	Monitor the SHIP work and establish if there's an opportunity to formalise some of this work into a pre-eviction protocol.	
	Work in partnership with children's services and other key agencies to minimise the detrimental impact of homelessness on children.	<p>No specific coordinated work of this nature is currently taking place other than on an individual case by case basis where necessary.</p> <p>Positive Footprints is a schools-based programme aimed to raise aspirations and resilience in younger children. Some district and boroughs are going to work with Positive Footprints however we have decided against developing a countywide programme.</p>	Adult social care colleagues are on the strategy steering group. Look to include childrens' social care colleagues in the steering group and make this a future priority action for the steering group.	Work on this action not yet begun.
	Consider research projects into the wider social issues on homelessness where shared approaches are central to resolving them. Prioritise projects and seek resources for these based on impact and extent of existing research.	No Derbyshire-based research projects have been commissioned. However the wider social issues relating to homelessness have been well researched on a national and international basis.	The SIGNAL pilot, soon to be expanded, will help us develop a greater understanding of some of the wider social issues surrounding homelessness through the holistic health and wellbeing assessment. This data could form the basis of more specific research projects in the future.	
	Commit to working towards preventing homelessness prior to 56 days (in advance of any statutory duty) and explore funding opportunities to develop a specialist early intervention project.	LAs have a statutory duty to work with applicants who are at risk of homelessness within 56 days. No Derbyshire authorities have specific policies to work with people prior to this statutory period. However, more "upstream" prevention work does take place such as the commissioned rough sleeping service working with sofa-surfers and other people at risk of homelessness who wouldn't necessarily meet the statutory requirements.		Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. In the current climate, it is not seen as possible to develop specific policies to work with people earlier than the statutory required period.

	<p>Develop a Young Persons Positive Pathway with children's services to include a joint protocol for 16/17 year olds.</p>	<p>No such pathway currently exists. There's been various attempts at a county council led project in recent years but nothing currently in development.</p> <p>District and borough councils only have a statutory homelessness duty to 18+ year olds.</p>	<p>Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. Action won't be removed from strategy and we will remain open to opportunities for this work, but won't pro-actively pursue them at this time.</p>
--	---	---	--

### Priority area 3: End rough sleeping and repeat homelessness.

RAG Rating	Action	Current Situation	How to progress action	Notes
	Develop a multi-disciplinary team to work to deliver assertive and coordinated services to rough sleepers and individuals experiencing homelessness with multiple and complex needs, with a focus on preventing repeat homelessness.	<p>This action was written at a time that district and borough councils were hoping to develop a multi-disciplinary team as part of a joint Rough Sleeping Initiative bid. There has been some success in developing multi-disciplinary roles as part of this service, however it is unlikely this will be delivered as first hoped.</p> <p>Instead, work should be focussing on better integration between partners to ensure the best use of existing resources. Opportunities for jointly commissioning services should also be considered. Rough Sleeping Actions Groups are already established across most of the county and these are an ideal forum to help promote this type of partnership working.</p> <p>Efforts made to incorporate elements of a multi-disciplinary team into the RSI-funded services. Funding was secured for 2x substance misuse navigators, however contractual obstacles with NHS to have those roles hosted at DRP have significantly delayed things. DCC have now approved these roles, so we will shortly be able to start recruiting for posts until March 2025. RSI funding was also secured for 1x mental health link worker role, however no host organisation could be found.</p>	Work with DCC colleagues to support the finalising and recruitment of substance misuse navigator roles. Continue to develop close working relationships with partners to increase opportunities for meaningful partnership working and future co-funding opportunities.	No subgroup required. Homelessness Special Projects Officer and Rough Sleeper Coordinator meet on a regular basis and report progress to quarterly steering group meetings.

	Plan and develop specialist winter provision for future winters.	<p>The winter offer for rough sleepers differs year on year, dependant on resources and need. Single site solutions have been used twice in recent years - firstly during the pandemic and then again in 2022-23. Winter 2023/24 will not have a single-site offer and instead utilise existing B&amp;B and TA stock with enhanced support from commissioned outreach service. Derbyshire County Council currently providing funding IRO £50k for winter offer.</p> <p>LAs supported a Freedom Project bid to Winter Transformation Fund to provide a single site service year round which would have bolstered our winter offer, however this was unsuccessful.</p> <p>For winter 2023/24 we decided to use funding to enhance our commissioned services over the winter period.</p>	Initial discussions have been had with an accommodation provider about increasing the supply of temporary accommodation across the county, with the view that this accommodation is set aside for winter provision throughout the typical period of December-March. Continue these discussions and input into the development of any future service.	
	Assess the impact and outcomes of the Rough Sleeping Initiative-funded projects and develop a business case to secure future funding, including a detailed cost benefit analysis.	Current RSI funding ends March 2025, with no indication yet as to future funding commitments beyond then - especially given a change of government is likely before then.	In collaboration with Rough Sleeper Coordinator , carry out analysis on outcomes of various RSI funded services. Put forward two or three possible hypothetical options in case RSI funding is not continued beyond 2025. Explore opportunities for future funding with/from partners.	
	As part of the Rough Sleeping Initiative develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.	Levels of new rough sleepers fluctuate and generally when new rough sleepers appear they don't become entrenched. Reasons for new rough sleepers varied, but mainly relationship breakdown.	Continue to monitor the flow of new rough sleepers and the reasons for homelessness/rough sleeping. If significant changes occur, explore targeted prevention approaches. Develop Street Support Derbyshire, which will help to raise public awareness of support services for people to seek help before they become homeless.	

	Explore the feasibility of developing an assessment centre to provide off the street accommodation for rough sleepers.	<p>No central assessment centre currently exists. However, principle commissioned rough sleeping services (Pathways and P3) have sites that can be used for assessments and support.</p> <p>LAs supported Freedom Projects' bid to Winter Transformation Funding, which would have included a single site for assessment and accommodation, however this bid was unsuccessful.</p>	Without significant external investment it is difficult to see how this action will be delivered. Monitor and be vigilant for funding opportunities.	
	Explore how we can provide a rapid offer of off the street accommodation so that no-one has to spend a second night on the streets.	There is currently no specific pathway for off the street accommodation for rough sleepers. The quickest route into accommodation is for the individual to be referred into supported accommodation, but the speed of these referrals and suitability of accommodation varies greatly depending on the individual and/or provider.	Explore issues surrounding supported accommodation referrals (link to SHIP?) and how to improve timeliness of response. Also consider if a model similar to Salus Project for domestic abuse could be used, with LAs making units of accommodation available specifically for this cohort for a max of 7 days whilst they are supported to secure alternative accommodation.	
	<p>Gather evidence and consider research projects into:</p> <ol style="list-style-type: none"> <li>1. The extent of dual diagnosis within the homelessness population in order to create an evidence base of work with commissioners to create new service pathways.</li> <li>2. The nature and scale of hidden homelessness.</li> <li>3. The nature and scale of intergenerational homelessness across Derbyshire.</li> </ol> <p>Prioritise those projects needed based on impact and seek funding to progress them.</p>	No specific research projects are currently taking place.	Previously developed links with universities with an interest in carrying out research. Decide on research priorities and establish resource implications.	Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. Action won't be removed from strategy and we will remain open to opportunities for this work, but won't pro-actively pursue them at this time.
	Develop a supported reconnection policy to support rough sleepers to return safely to their home areas.	Commissioned outreach service currently support rough sleepers to return to home arrears if necessary.	In consultation with LA partners and commissioned outreach service, write a supported reconnection policy if deemed necessary.	

	Develop an alternative giving campaign and work to promote public awareness around rough sleeping and begging, where there is evidence that the issue exists.	<p>Historic levels of begging have been low, especially out of hotspots in Chesterfield, Dales and High Peak. It has started to become more of a visible and political issue.</p> <p>Street Support Derbyshire was launched in December 2023. Phase two of this project will begin in Spring 2024 with an alternative giving project central to the offer.</p>	Continue to work alongside Street Support Network to develop an alternative giving scheme from spring 2024.	
	Develop specialist education, employment and training opportunities for those with a complex history of homelessness and rough sleeping.	Pathways has some links into education, employment and training for former rough sleepers but it is an area that requires improvement across the board.	Research existing training and employment support services and develop links for rough sleepers into those services.	Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. Action won't be removed from strategy and we will remain open to opportunities for this work, but won't pro-actively pursue them at this time.

#### Priority area 4: Develop sustainable supported and settled housing solutions.

RAG Rating	Action	Current Situation	How to progress action	Notes
	Work towards increasing the provision of appropriate, affordable social housing.	Social housing waiting lists are massively over-subscribed in all LA areas. 5/8 LAs are stock-holding authorities. All LAs and housing associations experience the same national housing shortage as the rest of the country and the solutions are not unique to Derbyshire.	The causes and solutions to this problem are not unique and isolated to Derbyshire. Individual LAs (especially stock-holding authorities) can look at options like compulsory purchase orders, but piecemeal measures such as this are not going to make a significant difference. Large-scale capital investment is required, but there are significant barriers to this. Lobby central government for social housing targets and capital funding opportunities.	

	Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer.	Individual LAs have their own private sector incentives, but these typically consist of bond guarantee schemes which are limited and out of step with current PRS pressures. Work has begun on developing a countywide PRS offer and negotiations with CallB4YouServe are ongoing for the continuation of that service.	NEDDC meeting 4/7/24 to develop proposals for countywide PRS offer.	
	Work with DCC to develop additional provision for domestic abuse, including immediate access provision and advocacy support.	Salus project has been developed since the strategy was written. This has provided an instant-access accommodation and support service for those fleeing DV who are unable to secure a refuge placement straight away.	Include DV services in strategy steering group and remain vigilant to opportunities for further partnership working.	DHOG consider this action completed as per workshop exercise on 15.4.24. Action is written as an ongoing action with success/completion not clearly defined. Marking action as green.
	Carry out a review of temporary and interim accommodation: 1. Identify future need and an options based appraisal for future delivery arrangements including the option of nightly paid emergency accommodation. 2. Explore the opportunities for a countywide temporary accommodation forum.	District and borough LAs have different approaches to the provision of temporary and interim accommodation, based on their individual resources. Some have access to lots of their own stock for use as TA, some have limited TA stock and are more reliant on B&B type accommodation for emergency accommodation. Many LAs are finding their B&B options are reducing due to external pressures such as hotels being repurposed for asylum seeker accommodation.	Carry out an up to date review of TA in advance of winter 2024/25. For each LA find out: How many TA units they have access to (own stock or leased from HAs). The type of unit this is (i.e. 1 bed, flat, house etc) B&Bs they are able to make placements into and where these are. Map where these units are. Evaluate the barriers to increasing access to more TA units.	
	In partnership with DCC develop appropriate housing provision for clients with complex, multiple and longer-term care needs where funding permits.	This type of accommodation for individuals with identified social care needs is not currently funded in any part by district and borough councils. There are barriers to LAs/commissioned services accessing social care assessments to establish an individual's eligibility for this type of accommodation.	Adult social care form part of the strategy steering group although this action has not been considered a priority action for that group. We need to look at ways to increase access to accommodation for individuals whose needs are not catered for in general needs accommodation, even with floating support and social care involvement.	Work on this action has not yet begun.
	Explore opportunities to develop a countywide private sector leasing scheme.	No such scheme currently exists. This is an option being discussed as part of a countywide PRS offer.	Continue to develop countywide PRS offer. NEDDC meeting 4/7/24 to develop proposals for this.	



# Appendix 3

Yearly comparison Statistics - 22/23 to 23/24				
		Total		
		22/23	23/24	% CHANGE
	Total cases opened	476	656	38%
	Triage	174	338	94%
H-CLIC	Total assessments	298	315	6%
Duty opened	Prevention	210	181	-14%
	Relief	86	119	38%
Duty ended	Prevention	204	186	-9%
	Secured for 6+ months	172	247	44%
	Relief	94	114	21%
	Secured for 6+ months	66	69	5%
Temporary Accommodation	Total households in TA	5	24	380%

## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 1<sup>st</sup> July 2024**

#### **Review of Effectiveness of Council's Waste Collection and Disposal Education**

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

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

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

To present to Scrutiny the completed report for the recent review of effectiveness of Council's waste collection and disposal education

---

#### **REPORT DETAILS**

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

- 1.1 The Customer Services Scrutiny Committee agreed to undertake a review of effectiveness of the Council's waste collection and disposal education as part of the 2024-25 Work Programme.
- 1.2 The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Authority through contamination charges. Committee Members believed that the main cause of this issue was due to residents not knowing how to use their bins correctly and effectively.
- 1.3 Under Public Sector Bodies Accessibility Regulations 2018, the Council has a duty to ensure its website is 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements; councils must include and update an accessibility statement on their website.

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

- 2.1 The aim of the review was:
  - To ensure that the Council's approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates by way of increased resident participation.

2.2 The objectives agreed were:

- Assess the current approach of the Council to waste disposal advice and education and the channels used.
- Examine the accessibility and reach of current communications on waste disposal/education
- Assess current levels of performance and action taken to ensure this is controlled within expected limits.

2.3 The key issues identified for investigation were as follows:

- Impact of current contamination rates on recycling targets, additional costs to the Council.
- Usage of Household Waste Recycling Centre in Bolsover and whether there is clear messaging as to what can and can't be taken to the site.
- Reduction in size of black residual waste bins. Costs associated with recycling by way of burgundy bin, with second available on request.
- Potential use of skip collections in problem wards or Freighter Days – this does not always encourage correct recycling and results in bulky type waste collection. This further increases residual waste which may normally be taken to a household waste recycling centre and therefore increases the amount of residual waste collected by the Council. This then lowers the overall combined recycling rates due to the amount recycled being calculated as the percentage diverted from the residual waste stream and not increasing as skip collections do.

2.4 The Committee met on seven occasions in total and sought evidence by way of:

- Internal enquiries to assess the Council's existing policies and approach to waste disposal advice and education and the Council's existing waste collection procedures
- An analysis of the current educational material and channels used by the Communications Team
- An evaluation of the current accessibility and reach of the Council's communication services
- An audit of participation statistics and data regarding public engagement with the communication channels used by the Council
- A public survey through the Citizens' Panel to assess service users' thoughts and opinions on the accessibility of waste disposal education and information provided by the Council. This survey assessed resident's knowledge of waste disposal and recycling, examined how residents access information on waste disposal through the various communication channels that are available, and gave opportunity for feedback on the Council's approach to waste disposal education.
- An analysis of current levels of performance and the methods of action taken by the Council to ensure this is controlled within expected limits.

### **3. Reasons for Recommendations**

3.1 The Committee have put together 11 recommendations which will hopefully assist the Council in improving recycling rates and reducing rates of waste contamination by improving the effectiveness of the Council's waste collection and disposal education.

3.2 The key findings arising from the review are:

- That there is most confusion over the burgundy bin and which items are supposed to be recycled and which items cannot be recycled.
- That since the COVID-19 Pandemic, the Council has struggled to regenerate school programmes and has not yet returned to the pre-COVID standards of recycling education for young people.
- That the Council acknowledges the introduction of separate weekly food waste collections from 1<sup>st</sup> 2026 will influence the next major stepped change in Bolsover's combined recycling performance, by breaking the 50% barrier to head towards the 2035 target of 65%.
- That it is crucial that the Council considers accessibility of communication services and the statutory requirements with regards to education on Council services that affect all residents so that every service user can benefit from the waste collection services that the Council provides.
- That the Council should look towards the future of Bolsover by considering innovative modern methods of communication to consider ways to engage young people and the future residents of the District.
- That some of the Council's communication services are not being fully utilised due to a lack of educational content being received from the relevant specialist officers.
- That the Council must effectively utilise their current methods of communication to the highest standard with efficiency and coherence to frequently remind residents on the importance of recycling, the correct methods of recycling, and the best practice of how to engage with the Council's waste collection services.

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

4.1 Executive could choose not to endorse the recommendations of the review where they feel the course of action recommended is beyond the delivery capacity of the Authority.

---

### **RECOMMENDATION(S)**

1. That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.
2. That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.

3. That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.
4. That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.
5. That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).
6. That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).
7. That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.
8. That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.
9. That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.
10. That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.
11. That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.

Approved by Councillor Anne Clarke, Portfolio Holder for Environment

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

None from this report. Suggested action for the service can be contained within existing budgets.

On behalf of the Section 151 Officer

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

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

On behalf of the Solicitor to the Council

**Environment:** Yes ☒ No ☐**Details:**

The review supports the Corporate Ambition of 'Environment' and the Priority of 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same by increasing rates of recycling across the District'. The review indirectly supports the Corporate Target ENV03: Achieve a combined recycling and composting rate of 65% by 2035, as well as the Corporate Target SS05: To reduce the amount of residual household waste disposed of by way of landfill annually.

**Staffing:** Yes ☐ No ☒**Details:**

There are no staffing implications from this report.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

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



<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input checked="" type="checkbox"/> <b>Public</b> <input checked="" type="checkbox"/> <b>Other</b> <input type="checkbox"/>	Details: Yes  Details: Relevant Service Managers and Portfolio Holder engaged during the review process, and public survey carried out via the Citizens Panel.

<b>Links to Council Ambition: Customers, Economy, and Environment.</b>
The review supports the Corporate Ambition of 'Environment'

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
3.1	Review of Effectiveness of Council's Waste Collection and Disposal Education

<b>Background Papers</b>
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
Please contact Scrutiny Officer where further information is required.

290823



# Review of Effectiveness of Council's Waste Collection and Disposal Education

## July 2023 – July 2024

## CUSTOMER SERVICES SCRUTINY COMMITTEE

## Contents

---

Chair's Foreword.....	3
1. Introduction.....	4
2. Recommendations.....	5
3. Scope of the review .....	13
4. Methodology .....	15
5. Analysis of evidence and key findings .....	17
5.1 Assess the current approach of the Council to waste disposal advice and education and the channels used .....	17
5.2 Examine the accessibility and reach of current communications on waste disposal/education .....	23
5.3 Assess current levels of performance and action taken to ensure this is controlled within expected limits.....	37
6. Conclusions .....	44
Appendix 1: Stakeholders .....	45
Appendix 2: Citizens' Panel survey on waste disposal education and recycling knowledge - Results .....	46
Appendix 3: Top performing Waste Authorities .....	55
Appendix 4: Bibliography.....	73

## Chair's Foreword

---

As Chair of Customer Service Scrutiny, I present this report as a summary of our research and recommendations for improvement.

This review was taken forward as a result of concerns of contamination rates within waste collections, creating additional costs to the authority through disposal charges. Committee members believed that the main cause of this issue was due to residents not knowing how to use their bins correctly and effectively. Therefore, there must be an assessment of the effectiveness of the Council's waste disposal education towards residents. We hope the additional analysis of the Council's communications services and regulations on accessibility will aid in future Council projects.

I would like to take this opportunity to thank the Director of Strategic Services for his guidance and expertise throughout this review; the Communications, marketing and Design Manager and his team for their commitment and contribution towards this review; the Improvement Officer for her assistance in gathering valuable data from residents; to the Scrutiny Committee for their excellent contribution; and our Scrutiny Officer and Governance Officers who have consistently worked effectively throughout the process of this review.

**Cllr Donna Hayles**  
**Chair of the Customer Services Scrutiny Committee**

# 1. Introduction

---

In 2021, Parliament set out Britain's plan to reduce Carbon emissions to as close to zero as possible in the *Net Zero Strategy: Build Back Greener*, this strategy sets out clear policies and proposals for a decarbonised society by 2050. This target can only be reached with the cooperation of local authorities to support the national government in making net zero a net win for everyone.

Bolsover District Council has set out a priority to reduce the District's carbon footprint whilst supporting and encouraging residents and businesses to do the same; the current target is to reduce Bolsover District Council's carbon emissions by 300 tonnes by 2023/24.

A major contributor to carbon emissions being released into the atmosphere is through waste being sent to landfill where it is buried in the ground. If less waste is sent to landfill and is instead sent to be reused or recycled, then carbon emissions and carbon footprints can be significantly reduced. A key approach to improving rates of recycling is to reduce contamination of waste that is sent to be recycled.

In 2018, Parliament published the *Resources and waste strategy for England*. This is England's plan to preserve the country's stock of material resources by minimising waste, promoting resource efficiency, and moving towards a circular economy. This strategy aims to minimise the damage caused to the natural environment by reducing and managing waste safely and carefully, and by tackling waste crime. This is England's blueprint for eliminating avoidable plastic waste over 25 years, to double resource productivity, and eliminate avoidable waste of all kinds by 2050. This target can only be reached with the cooperation of local authorities to support the national government in making the 25 year plan a reality for England. Crucial to this strategy is the issue of recycling rates in local areas and issues surrounding waste contamination.

It is important to increase rates of recycling as well as decrease rates of contamination. Waste contamination is when materials that cannot be recycled are put in recycling bins, this results in added costs to Councils through additional contamination charges. Bolsover District Council pays a charge of £122.10 per tonne of waste contamination. For example, in February 2024 Bolsover sent 93.22 tonnes of contaminated waste to H.W. Martin Waste Ltd, costing the Council a total charge of £11,382.49, this is a yearly cost of approximately £120,000.

If residents send incorrect waste for reuse, recycling, and composting by using bins incorrectly, this will impact the Council's rates of recycling and the ability of the Council to meet its recycling and waste targets. Furthermore, this creates an increase in waste sent to landfill which contributes to carbon emissions and environmental pollution and may also have a potential impact on increased fly-tipping levels.

In 2020/21 Bolsover District Council ranked 241 out of 338 authorities nationally in the Recycling League Tables, for the Percentage of household waste sent for reuse, recycling or composting across the District. This put Bolsover in the bottom 28.7% of local authorities with only 36% of Household waste being sent for reuse, recycling, or composting. In 2021/22 Bolsover District Council ranked 215 out of 333 authorities putting Bolsover in the bottom 35.44% of authorities, and recycling rates in Bolsover increased by 2.5%, with a total of 38.5% of Household waste sent



for reuse, recycling, or composting. However, this progress was lost in 2022\23 with recycling rates decreasing by 2.5%; 1,969 tonnes of recyclable and compostable materials were collected, therefore, Bolsover District Council is now back to a recycling and composting rate of 36%, the same rate as 2020/21. Bolsover has therefore made no progress in recycling and composting rates in the last 4 years.

Contamination levels can be reduced by residents putting the correct waste in the correct bin, which will then increase rates of the correct household waste sent for recycling. However, residents will only use their bins correctly if they know how to use their bins correctly, and if they are frequently encouraged and reminded by the Council on how to do this correctly and effectively. It is also important that residents understand why it is so important to do this. Therefore, there must be an improvement in the effectiveness of the Council's waste disposal education towards residents.

If waste disposal education is improved, then waste contamination will be reduced, and recycling rates will increase. Increasing rates of recycling across Bolsover District is essential for the preservation of the environment, for achieving the Council's goal of reducing Bolsover District's carbon footprint, and for the achieving Britain's target of reaching Net Zero.



## 2. Recommendations

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CSSC23-24 1.1	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	July 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with:  Recycling Promoter	Partnership  Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.
CSSC23-24 1.4	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with:  Communications, Marketing and Design Manager  Recycling Promoter	Partnership  Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).	Encourage a culture of recycling across the District and educate young people on the importance of recycling.	July 2025	Strategic Director of Services in consultation with:  Recycling Promoter  Partnership Policy Officer  Communications, Marketing and Design Manager	Partnership  Officer time	The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnership Team and the Improvement Officer via the Youth Council.
CSSC23-24 1.6	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's	Encourage a culture of recycling across the District and educate residents on the correct way	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.



PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
	website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	to use their bins.				
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager in consultation with:  Recycling Promoter	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily. Due to the fast rotation of the bulletin boards the educational information on the boards must be simple and easy to consume in a short space of

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						time e.g., pictures like the burgundy bin diagram.
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.	To provide regular waste disposal education to residents who have subscribed to the service.	January 2025	Recycling Promoter in consultation with:  Communications Officer  Communications, Marketing and Design Manager	Officer time	The Communications team have confirmed that if the Recycling Education Officer can provide them with regular content, the team can circulate weekly E-Newsletters for the residents who are subscribed to this service.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.	To provide an available replacement bin calendar that residents can find online and can print if their copy has been damaged/ misplaced.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can potentially be implemented by June. In the meantime, the Communications Team has updated the website to include

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						accessible digital bin calendars for residents to access and some more information on what can and cannot go in burgundy bins.
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.	To improve the Council's communication services with residents and improve education on waste disposal.	January 2029	Communications, Marketing and Design Manager	Officer time  Budget	The Assistant Director of ICT does not think that Bolsover has the capacity to build and run a successful app right now based on the multiple systems the Council is currently running. However, the Communications, Marketing and Design Manager agrees that the consideration of an app can still be a possibility for the Council in the future as a long-term goal when there are more capable system

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						updates available; the Council can research how other councils run their app systems.
CSSC23-24 1.11	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Encourage residents to think carefully on what they should put in each bin and educate residents on the correct way to use their burgundy bin.	July 2025	Strategic Director of Services in consultation with:  Recycling Promoter	Officer time	The Strategic Director of Services is keen to decrease rates of contamination and agrees that reinforcing the bin refusal policy in section 3.17 of the Waste Collection Policy will be an effective way to achieve this. He has also suggested adding the website link to the policy.

This page is intentionally blank.



### 3. Scope of the review

---

The Customer Services Scrutiny Committee agreed to undertake a review of the effectiveness of the Council's approach to waste disposal education, as part of the 2023-24 Work Programme.

The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the authority through contamination charges.

The scrutiny review supports the Corporate Ambition of 'Environment' and the Priority of 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same by increasing rates of recycling across the District'. The review indirectly supports the Corporate Target ENV03: Achieve a combined recycling and composting rate of 65% by 2035, as well as the Corporate Target SS05: To reduce the amount of residual household waste disposed of by way of landfill annually.

The aim of the review was:

- To ensure that the Council's approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates by way of increased resident participation.

The objectives agreed were:

- Assess the current approach of the Council to waste disposal advice and education and the channels used.
- Examine the accessibility and reach of current communications on waste disposal/education
- Assess current levels of performance and action taken to ensure this is controlled within expected limits.

The key issues identified for investigation included:

- Impact of current contamination rates on recycling targets, additional costs to the Council.
- Usage of Household Waste Recycling Centre in Bolsover and whether there is clear messaging as to what can and can't be taken to the site.
- Reduction in size of black residual waste bins. Costs associated with recycling by way of burgundy bin, with second available on request.
- Potential use of skip collections in problem wards or Freighter Days – this does not always encourage correct recycling and results in bulky type waste collection. This further increases residual waste which may normally be taken to a household waste recycling centre and therefore increases the amount of residual waste collected by the Council. This then lowers the overall combined recycling rates due to the amount recycled being calculated as the percentage diverted from the residual waste stream and not increasing as ship collections do.

The Committee comprised the following Members:

Councillor D. Hales (Chair)  
Councillor A. Davis  
Councillor L. Powell  
Councillor L. Fox

Councillor R. Turner (Vice-Chair)  
Councillor V. Waplington  
Councillor P. Smith

Support to the Committee was provided by the Scrutiny Officer, Thomas Dunne-Wragg

## 4. Methodology

---

The Committee approving the review met on 8 occasions to consider the scope of the review, discuss key issues and potential recommendations, and review the evidence gathered.

The Committee sought evidence by way of:

- Internal enquiries to assess the Council's existing policies and approach to waste disposal advice and education and the Council's existing waste collection procedures
- An analysis of the current educational material and channels used by the Communications Team
- An evaluation of the current accessibility and reach of the Council's communication services
- An audit of participation statistics and data regarding public engagement with the communication channels used by the Council
- A public survey through the Citizens' Panel to assess service users' thoughts and opinions on the accessibility of waste disposal education and information provided by the Council. This survey assessed resident's knowledge of waste disposal and recycling, examined how residents access information on waste disposal through the various communication channels that are available, and gave opportunity for feedback on the Council's approach to waste disposal education.
- An analysis of current levels of performance and the methods of action taken by the Council to ensure this is controlled within expected limits.

A Site visit to Bolsover's recycling contractor at HW Martins took place. This was attended by the Director of Governance and Legal Services (Monitoring Officer), the Strategic Director of Services as well as several committee members including Councillor Donna Hales (Chair), Councillor Rita Turner (Vice Chair), Councillor Amanda Davis, Councillor Louise Fox, and Councillor Lisa Powell.

A document review was completed of the following as part of the evidence gathering process:

- Bolsover District Council Waste and Recycling Collection Policy (2023)
- The Public Sector Bodies Accessibility Regulations (2018)

### **Equality and Diversity**

Within the process of the review, the Committee has taken into account the impact of equalities. In particular when consulting with the Communications Team on what content should or could be uploaded to the Council's website there was extensive discussion around ensuring that the Council's approach to waste disposal education was compliant with the government regulations on accessibility.

- Impact on those benefitting from Assisted Bin Collection Service and the ability to remove contamination from bin to enable correct collection.

- Accessibility of key messages by Communications i.e., digital versus print - consideration of the Public Sector Bodies Accessibility Regulations (2018).

### **The Public Sector Bodies Accessibility Regulations (2018)**

On 23 September 2018, new accessibility regulations were established for public sector bodies. The new regulations state that public sector bodies such as local council authorities must make websites and mobile apps publicly accessible by ensuring websites are 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements; councils must include and update an accessibility statement on their website.

## 5. Analysis of evidence and key findings

---

### 5.1 Assess the current approach of the Council to waste disposal advice and education and the channels used

#### Channels of communication used for waste disposal education

The council uses the following methods of communication to educate residents on how to recycle and use their bins correctly as well as when collection days are:

- Bolsover Council Website
- Bin calendars and information guides
- InTouch – Magazine
- Bolsover TV
- Social Media: Instagram, LinkedIn, and X (but not Facebook)
- E-Newsletters and Electronic Billboards
- Recycling Education Officer: attends community and public events and performs door knocking where contamination has been found
- School programmes

#### Bolsover Council Website

Bolsover Council publishes basic advice and guidance to the public regarding the Council's waste collection system on the Bolsover District Council website. The advice provided outlines the three-bin system:

1. Black Bins (domestic waste)
2. Burgundy Bins (recyclable waste)
3. Green Bins (garden/food waste).

The waste disposal information on the website explains the schedule for collection on a fortnightly basis with the black bin one week and the green and burgundy bins the following week. There is also a Self-Service Portal, where residents can sign up for email bin alerts, as well as a link to the Council's Waste Collection Policy for more information (see pages 40-43 for further detail on the Waste Collection Policy).

Each type of waste has its own web page, these include:

- Burgundy Bins
- Black Bins
- Green Bins
- Clinical Waste
- Composting

These pages provide information and instructions as to what should and should not be put into each bin, the correct methods of depositing various types of household waste and the best practice of how to present your bin on the street for collection.

There are also additional web pages detailing some general information on waste collection, these include:

- Additional bin capacity requests
- Household waste recycling centres
- Assisted Bin Collections

The website features a short educational video to remind and educate residents as to what can be put in the burgundy bin. Since the beginning of this review, following a meeting between the head of Communications, the Head of Services and Scrutiny, some additional information has been added to the website. Since February 2024 the website has featured live calendars for bin collections that are updated on a regular basis as well as some additional information on the burgundy bin page providing specific detail as to what can and cannot be recycled in the burgundy bin (see pages 27, 28 and 29 for further details on the recent updates to the website).

### **Bin calendars and information guides**

Bin calendars are distributed to every household in the District. This is a glossy printed information guide booklet that is placed under resident's bin lids and includes the 12-month rota of bin collections for each type of bin using a colour code system. The calendar has some tips on how residents can use their bins correctly to help the process of refuse collection such as not overloading bins, ensuring the lid is closed (and flat), and how to dispose of bulky household waste as well as how to arrange a bulk collection service (for a small price). The calendar/information booklet also includes a list of what can and cannot be placed in the green bin and the burgundy bin. Furthermore, the booklet advises that additional guidance is available on the Bolsover website and provides a helpline telephone number and QR code to scan that goes directly to an educational recycling video that was produced by the Communications Team demonstrating how to recycle correctly.

### **InTouch**

InTouch is the Council's magazine that is delivered to every household across Bolsover District four times a year usually in January, April, July, and October. The magazine features news about council services, local projects, councillor contact details, community and business projects and information from across the District. This is a useful and effective channel of communication that the Council utilises to educate residents on local issues such as recycling. InTouch has featured various articles on recycling in the past.

For example, Issue 62 from October 2023 featured a cartoon burgundy bin diagram that depicted what items can go in the burgundy bin as well as some information in written text regarding how to use the burgundy bin correctly. This issue also included a short article on bin satisfaction levels and their increase. This article details that 92% of those surveyed are satisfied with Bolsover's bin service – in comparison to the national LGA UK resident satisfaction survey for waste collection which was 81% (11% lower than Bolsover's). Issue 63 of InTouch (January 2024) featured an article on food waste, encouraging residents to look at how much food waste they produced and provided methods to reduce it. This article also included a graph of useful data detailing black bin waste with clear statistics of what is typically thrown in black bins in



Bolsover District on average – this was very useful and easy to understand information for the public.

Ideally the Customer Services Scrutiny Committee would like every issue of InTouch to feature an educational recycling article to remind residents how to use their bins correctly, what they should and should not recycle, and the importance of recycling. However, after discussions with the Communications Team a realistic goal has been agreed that out of the four yearly issues of InTouch, a minimum of two issues should contain an educational article on how to recycle correctly and the importance of recycling.

## **Bolsover TV**

Bolsover TV (BTV) is a free local news channel online that is run by the Council. The channel was launched to keep residents informed, promote what is happening within local communities, attract visitors to the area, and encourage businesses to invest in the District. BTV make a weekly programme about what's happening in the area and have featured some educational clips for recycling and waste disposal. BTV receives approximately 1,500 to 2,000 views per episode/video across all the platforms currently used by the Council.

On December 20<sup>th</sup>, 2023, BTV produced an educational clip focussed on food waste in black bins sent to landfill, urging residents to not waste food over the Christmas period as a recent survey showed that over 26% of black bin contents were food waste which creates methane gas 28 times more potent than carbon-dioxide. BTV is run by the Communications Team who have also produced an educational waste disposal video. This video details what the three different bins are supposed to be used for, the importance of recycling, how to recycle and use the burgundy bin correctly, items that should and should not go in the burgundy bin, where to find the Council's advice and guidance on recycling, and how HW Martin Waste Ltd complete the closed-loop<sup>1</sup> recycling process at their facility based locally near South Normanton.

The educational videos produced by BTV are useful and informative, however, apart from a short video on customer satisfaction for waste collection (September 2023), only two videos have been produced in the last two years on waste collection and recycling education. Considering that BTV produces an episode every week, less than 1% of BTV episodes feature waste disposal advice and guidance; this is a useful educational tool that can be utilised more for waste disposal education. The Council should feature more waste disposal education/information and recycling themed news stories on BTV on a regular basis.

## **Social Media**

Social media has become an integral part of everyone's daily lives, with over 3.6 billion people using online platforms worldwide. Young people in particular (around 83% in 2024 according to Statista.com) typically use social media to access news and information online, therefore this channel of communication cannot be ignored. Social media has transformed the way we communicate and connect with

---

<sup>1</sup> Closed-loop recycling is the process by which a product or material can be used and then turned into a new product (or converted back to raw material) indefinitely without losing its properties during the recycling process.

each other and has become a powerful tool for local authorities to reach and engage with residents.

In today's digital landscape, social media communication has become an essential component of any successful national campaign. Social media provides Councils with a direct line of communication with their service users. By engaging with followers through comments, messages, and posts, Councils can build a deeper connection with their residents and better understand their needs and preferences. Social media platforms are very useful tools for sharing guidance, advice and educational content on waste disposal and recycling – especially among young people.

The Communications Team update and monitor the Council's social media pages and use these channels of communication to promote similar content that is published on BTV and in InTouch. Bolsover currently has an Instagram page, an X account, and a LinkedIn profile, however, does not have a Facebook account. These pages are essentially extensions of BTV and InTouch magazine and are used to largely promote and share the content that feature on these news channels. Any educational content that is produced for these channels is shared on the social media pages. Therefore, for the Council's social media to be an effective method of waste disposal education and recycling promotion, there must be regular content relating to waste disposal education and recycling produced in InTouch and on BTV. This content can then be shared online to be accessed by social media users.

### **Recycling Education Officer**

To address contamination levels the Council employs a Recycling Education Officer to undertake education and awareness works in areas of environmental despoilment (littering, dog fouling, fly-tipping) and waste reduction and recycling. Their work involves delivering face to face (doorstep) education and awareness raising to residents whose waste collections may have been delayed due to issues of contamination (i.e., incorrect waste in the burgundy or green bin). The Recycling Education Officer also delivers presentations to groups such as The Scouts and Girl Guides, Women's Institute groups and gardening groups. He also delivers presentations at public events on sites such as Langworth Rhubarb Farm (consistently for the last 5 years), and to Parish Council groups such as the members of Whitwell Parish Council. The Recycling Education Officer also runs a recycling education and promotion stand at the Bolsover Contact Centres once per year.

### **School programmes and young people**

Educating young people on the methods, process and importance of recycling is essential as they will soon be the next generation of residents in Bolsover District. It is crucial that Bolsover Council encourages a culture of recycling and care for the environment across the District, and as a long-term solution this begins with young people. Furthermore, if children know how to recycle correctly and understand its environmental importance, they can put these methods into practice at home and encourage their parents to recycle correctly and contribute to the process in their own homes. This will build on a culture of recycling that will ultimately benefit residents, the District, and the planet.

A key channel of communication the Council has with young is through schools. The Recycling Education Officer has managed to visit all of the schools in Bolsover District on behalf of the Council in the last five years except one (Anthony Bek Primary School). However, nearly all of these visits took place pre-COVID (2019), therefore nearly a full new cycle of pupils will now be in primary school in Bolsover who have not received any educational sessions from the Recycling Education Officer.

The Recycling Education Officer visits pupils in school, class by class (20-25 pupils at a time), displays recyclable items on tables, and discusses visually what can and cannot be recycled. This includes items such as plastics, tin cans, bottles, and yogurt pots. He then gives another presentation for items that cannot be recycled or confusing items such as pringles tubes (made up of three different materials). The Recycling Education Officer also occasionally gives assemblies. Sessions are typically around 45 minutes long, including 15 minutes for questions from pupils. This is then followed up by teachers working themes of recycling into the school curriculum. Furthermore, the Recycling Education Officer also leaves teachers recycling educational activity booklets, designed by Northeast Derbyshire District Council.

These programmes stopped during the COVID-19 Pandemic and have struggled to be regenerated. Before COVID-19 the Recycling Education Officer would visit one of the 40+ schools across the District every three to four weeks (40+ schools in the area), but since the Pandemic it has been difficult to get back into regular attendance in schools. Some attempts have been made by the Recycling Education Officer to get into schools by email, through visiting the reception, and by speaking to school governors. However, since COVID-19 the Recycling Education Officer has only visited one secondary and several primary schools. With the COVID-19 Pandemic now over and normal life resumed, it is crucial that the Council considers school visits again on a regular basis to educate the young people of Bolsover on the same messages that are being promoted to adult residents through InTouch and BTV. Attempts should continue to be made; the Council should increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education and educate young people on the process, importance, and methods of recycling. This will encourage a culture of recycling across the District and can be led by the Recycling Education Officer as well as Councillors who have school governor roles.

Returning to school programmes is also an opportunity to encourage the educational waste disposal video made by the Communications Team to be shown to students who have not yet seen it (this was previously sent to schools in the past). Attempts have been made by the Recycling Education Officer to send the video out to be used in schools, after school clubs and community youth groups, however it depends on the discretion of the teacher/leader of the group to actually show the video to students/young people. It will be easier to encourage use of the video by the Recycling Education Officer and Councillors who have school governor roles once the Council is able to attend schools again regularly.

In addition to attending schools, the Council can run extra recycling education and promotion programmes through the resources of the Partnerships team. A particular programme that the Customer Services Scrutiny Committee feel passionate about is for Bolsover Council to hold a youth competition (aimed at

primary schools) across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through Parish Council communication channels (i.e., Parish notice boards and magazines). A prize can be offered on behalf of the Council such as 10 free swimming sessions at The Arc. This will encourage a culture of recycling across the District and educate young people on the importance of recycling. The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnerships Team and the Improvement Officer via the Youth Council.

### **Recommendations:**

**That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.**

**That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.**

**That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.**

**That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.**

**That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).**

## 5.2 Examine the accessibility and reach of current communications on waste disposal/education

### Citizens' Panel survey on waste disposal education and recycling knowledge

#### Purpose and scope of the survey

One of the methods of this review was to assess the responses of residents towards waste disposal through the Citizens' Panel. There are questions and data in the Citizens' Panel summary report (May 2023) regarding resident satisfaction levels with waste collection. However, there is no data regarding residents' knowledge of waste disposal and residents' opinions and views on accessibility to waste disposal information. In February/March (2024), Scrutiny conducted a survey in collaboration with the Improvement Officer to investigate residents' opinions and views on accessibility to waste disposal information that Bolsover currently has available.

The initial scope of the survey was to assess the Council's current approach to waste disposal advice and education and the channels used, and to examine the accessibility and reach of current communications on waste disposal guidance. The two main objectives were to find out if Bolsover District residents know what waste goes in each bin and why and to find out if Bolsover District residents understand the importance of recycling and how the process works. As well as Citizens' Panel members (which made up 84% of participants), the survey was also completed by Councillors (1%), staff members (8%) and various other residents (7%) who live within the District. The survey was live for ten days, closed on Friday 8<sup>th</sup> March and was completed by a variety of 121 Bolsover District residents.

The survey asked residents how strongly they agree or disagree with the following points:

- *I know what goes in which bin*
- *I know why different items go in different bins*
- *I know how the general waste recycling process work*
- *I am aware of what happens to the District's recycled waste*
- *I understand what happens to waste that is not recycled*
- *I understand why recycling needs to be done*
- *I know how food waste is recycled*
- *I know why food waste is recycled*
  
- *I find it easy to access information I need about waste disposal/recycling*
- *The information available to me is clear and easy to understand*
- *It's easy for me to obtain a bin calendar*
- *It's easy for me to find out about bin collection days*
- *The council's website is easy to use when looking for information*
- *The council's communications channels are clear and easy to follow*
- *I find it easy to book a bulky waste collection*

The options given were:

- *Strongly agree*
- *Agree*
- *Neither agree nor disagree*
- *Disagree*
- *Strongly disagree*
- *Don't know*

Residents were also asked where they usually obtain information on recycling (more than one option could be selected), the options were:

- *InTouch magazine*
- *I receive a calendar every year*
- *I phone my local contact centre*
- *Council's website*
- *Council's social media platforms*
- *Other (please state below)*

Finally, residents were asked if they had any additional comments about how the Council could improve communications services and information regarding waste disposal and recycling, giving residents an opportunity to give valuable qualitative feedback.

### **Quantitative results: noteworthy statistics**

The survey provided some useful and valuable results. Nearly every resident in Bolsover believes they know what should go in which bin (54% agreed + 41% strongly agreed = 95%) and why (47% agreed and 46% strongly agreed = 93%). The data provided by this survey provides some understanding of Bolsover District residents' thoughts towards recycling and waste disposal.

Nearly four out of ten respondents (37%) do not know how food waste is recycled (31% disagreed + 6% strongly disagreed = 37%), and a quarter of respondents (25%) do not know why food waste is recycled (21% disagreed + 4% strongly disagreed = 25%). This is useful information for residents to learn and be aware of considering the government's plans for Councils to introduce separate food waste collections by 2026 (see page 31 for more details on the 2026 food waste collection regulations).

Over half of the respondents (53%) were not aware of what happens to the District's recycled waste (41% disagreed + 12% strongly disagreed = 53%), and almost a third of the respondents (30%) do not understand what happens to waste that is not recycled (26% disagreed + 4% strongly disagreed = 30%). Furthermore, almost a fifth of respondents (19%) do not know how the general waste recycling process works (17% disagreed + 2% strongly disagreed = 19%). The informative and detailed video was created by the Communications Team to address these issues. If the Council can increase the views of this educational video, then more residents will understand the recycling process, how it works and why it is so important, which will lead to an increase in recycling knowledge, encouraging a culture of recycling across the District. This will lead to a net increase in recycling correctly and will bring contamination rates down.



With regards to where residents typically obtain information on recycling (could choose more than one option), an overwhelming 82% of residents use the bin calendars delivered to households. As this is the most used channel of communication, it is vital the bin calendar is clear, accessible, easy to read, and available online in the event that a calendar is misplaced. The Council website was second with 38% of residents obtaining information from the online web pages and InTouch was third with 27% of residents using the magazine for information on waste disposal and recycling.

### **Qualitative results: customer feedback and comments**

Below are some noteworthy comments from residents on how the Council can improve on providing and communicating information about waste disposal and recycling across the District:

*“Stickers on bins. Stronger social media platforms. It’s how to capture the younger generation. Sessions in schools, litter picking events to educate the younger generation.”*

*“A label in Bold and Large Print could be put in each bin to remind people what should, and should not, go in that particular bin.”*

During this review the Scrutiny Committee considered using stickers on bins however after several discussions with the Director of Strategic Services and Streetscene, it was conclusive that this would not be a realistic or beneficial strategy due to logistics and the frequent change and updates to what can and cannot be put in each bin. This idea was attempted in the past however the stickers became damaged on the bins and became untidy and confusing. Nonetheless, the Committee agree that it is important to “capture the younger generation” especially in Schools which is covered on page 20-22 and why recommendations 1.2, 1.3, 1.4 and 1.5 are pertinent.

*“Sometimes not very sure about burgundy bin items. I follow info on packaging.”*

*“I found the ‘Items you can put in your Burgundy Bin’ (and can’t !) leaflet that was issued a little while ago most useful. I wasn’t sure about toothpaste tubes for instance. Perhaps a “reminder” leaflet every so often wouldn’t be amiss?”*

The Committee agrees that it is important to provide reminders to residents for what they can and cannot recycle, however, to adhere to budgets it would be more beneficial to utilise services such as InTouch for frequent reminders of how to use bins correctly. This is mentioned on pages 18-19 and covered in recommendation 1.1. It is clear that there is most confusion around the burgundy bins so a frequent reminder in InTouch of what can be recycled is a key scrutiny recommendation.

*“My collection calendar for this year blew out of the bin before we even saw it. We did not know what the collection service was over Christmas and when I tried to check on the website the details would not upload”.*

It is essential that if residents lose or misplace their bin calendars that are delivered to them that they can find a quick and easy solution to replace it. Ideally there should be

a quick replacement of the calendar online in the form of a PDF that residents can access if they need to.

*“A simple phone application that could contain the most important information, such as phone numbers to the police, ambulance, information about bins collection, etc.”*

*“Improve your website to be better phone app friendly.”*

The committee have considered the development of a phone application which is discussed further on pages 26-29.

*“More education about what can be recycled, for those people that are not sure.”*

*“An explanatory leaflet about exactly what happens to everything would be useful. I don't know why we can now put papers in the burgundy bin main compartment when they were separated before. I am not always certain which plastics are ok in the burgundy bin.”*

*“As already mentioned, plastics are the usual 'doubt' items when it comes to the burgundy / black decision.”*

It is clear that waste recycling education needs to be improved in Bolsover. Residents need to be regularly reminded about the correct ways to recycle and correct ways to use the coloured bins through the Council's channels of communication. Furthermore, if more Bolsover residents had watched the educational waste disposal video developed by the Communications Team, there would be less confusion, therefore wider use, and promotion of this video by the Recycling Education Officer will be necessary.

### **Issues with current waste disposal education on the Council website, recent updates, and accessibility regulations**

The current advice and guidance provided to residents in Bolsover through the various channels of communication that the Council employs is useful and detailed. However, there are some areas that require improvement and alteration; it is important to note that during the course of this scrutiny review some action towards these improvements has already been taken due to points being raised during informal meetings and latent issues being acted on.

#### **Access to a digital bin calendar online and recent website updates**

A copy of the detailed bin calendar and information leaflet that is provided by the Council and delivered to each household is not available on the Council's website. Instead, is the Self-Service tool where residents can check their bin day using their postcode. Though the Self-Service tool is moderately useful for obtaining basic information as to what days residents should leave bins out, until February 2024 there was no public access to a full bin calendar online.

This created issues for residents who had lost their calendar provided to them (for example, accidentally dropping it in the bin or by throwing it away before realising

what it was). The advice regarding Green Bins on the council website instructed residents to *“please refer to the bin calendar that was delivered to your household in November for your scheduled bin collections”*. If the resident no longer had the printed calendar provided, there was no digital copy available online.

The Customer Services Scrutiny Committee believed a PDF of the bin calendar that is provided to all households should be uploaded to the website to be opened and accessed by any resident via an internet device. In the case of a resident misplacing their bin calendar and not having access to the weekly rotas and bin guidance, they should be able to go online either by a PC, smartphone, or tablet, and open the PDF to get a second copy easily which they can either print off, screenshot, or keep open in a tab etc. The Communications Team explained that this would be difficult due to the accessibility statutory requirements from the government, however, this was still an issue that needed addressing and a solution needed to be found.

Since the beginning of this scrutiny review there has been some updates to the Council website. In February 2024 the Communications Team uploaded accessible, easy to read, interactive calendars for bin collection rotas to the website on the named bin web pages. According to the Communications Team these calendars adhere to the statutory requirements for accessibility of information on local government websites. Furthermore, additional information on what can and cannot be recycled in the burgundy bin was also uploaded to the burgundy bin page below these new interactive bin calendars including an extensive bullet point list that is clear and easy to read. It is important to acknowledge the chronology of events as the issue of access to online bin calendars was addressed before the end of this scrutiny review which furthermore raised the matter of the 2018 *Public Sector Bodies Accessibility Regulations* (see pages 32-35 for further details).

One of the comments left by a resident in the February Citizens' Panel Survey was feedback on the new updates to the Council website:

*“I note that you have recently changed how I can find out which bin is being collected each week. I like the list of towns/villages for each calendar, but it would be far easier and clearer, as far as I am concerned, if the calendar which was given to us was reproduced on the website rather than using a different layout.”*

Though these website updates have improved access to bin calendars digitally, there is still no PDF copy of the bin calendar information booklet that is delivered to households for residents to open online and download, screenshot, or make a hard copy of if they wish to, to replace their misplaced copy. Due to *The Public Sector Bodies Accessibility Regulations* (2018), the current glossy bin calendar that is sent to households is not able to be uploaded to the Bolsover website as a PDF. Therefore, the glossy bin calendar that is distributed to households needs to be redesigned for the next municipal year to adhere to the government's statutory requirements for accessibility so that it can be uploaded to the Bolsover website to be accessed easily by residents.

### **The Public Sector Bodies Accessibility Regulations (2018)**

As this scrutiny review has developed, there have been several instances where the committee have discussed with the Communications Team various ways the waste disposal education and information available to residents on the Council website could

be improved. Ideas such as uploading more colour, pictures, documents, and engaging images to the website have been frequently suggested, however the issue of accessibility and the 2018 statutory requirements continued to be a recurring topic of debate, very relevant to this review. Therefore, it is important to acknowledge what these regulations are to provide some contextual clarification on what the committee are able to put forward as reasonable and pragmatic scrutiny recommendations, to make the Council website more interesting for service users.

On 23 September 2018, new accessibility regulations were established for public sector bodies. The new regulations state that public sector bodies such as local council authorities must make websites and mobile apps publicly accessible by ensuring websites are 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements; councils must include and update an accessibility statement on their website. Bolsover's Accessibility Statement declares:

- *Bolsover District Council is committed to making its website accessible, in accordance with the Public Sector Bodies Accessibility Regulations 2018.*

Making a website or mobile app accessible means making sure it can be used by as many people as possible. This includes those with:

- Impaired vision
- Motor difficulties
- Cognitive impairments or learning disabilities
- Deafness or impaired hearing

At least 1 in 5 people in the UK have a long-term illness, impairment, or disability. Many more have a temporary disability. Accessibility essentially means making online content clear and simple enough so that people can use it without needing to adapt it, while supporting those who do need to adapt things.

For example, someone with impaired vision might use a screen reader (software that lets a user navigate a website and 'read out' the content), braille display or screen magnifier. Or someone with motor difficulties might use a special mouse, speech recognition software or on-screen keyboard emulator. If council services do not meet these standards, they may be breaking the law.

If the impact of fully meeting the requirements is too much for an organisation to reasonably cope with, this may be what the accessibility regulations call a 'disproportionate burden'. This ensures that accessibility regulations are reasonable and achievable without becoming too much a burden to councils. If an organisation wanted to declare that making particular content accessible is a disproportionate burden, they are legally required to carry out an assessment.

A disproportionate burden assessment should weigh up the burden that making those things accessible places on the organisation and the benefits of making those things accessible. Councils can claim that it is not reasonable to make certain things accessible because it is a disproportionate burden. However, councils are less likely to be able to claim disproportionate burden for services that enable people to participate in society. This includes rights such as registering to vote, finding a job, or learning about how to recycle and dispose of waste correctly. It is possible for Bolsover to get around the statutory restrictions on uploading 'accessible' documents by

justifying that limiting content is a disproportionate burden. However, as recycling and disposal of waste is something that 'enable[s] people to participate in society' the Council cannot claim a disproportionate burden in this case.

Nonetheless, though it is important to acknowledge the statutory accessibility regulations, there is a key balance between one extreme of the scale of what is considered accessible and what is not. For example, a balance between a website being completely stripped of all colours, images, and diagrams to safely conform to regulations, compared to a website covered in complicated content that is completely inaccessible for someone with impaired vision who might use a screen reader.

Considering that this issue may be relevant again in future scrutiny reviews, some training on accessibility regulations and website content would be useful for both Councillors and Officers.

### **Further recent updates to the burgundy bin page**

The Council must find the correct balance between these two extremes so that no laws are being broken and the statutory regulations are followed, but also so that residents are kept engaged and interested in the content of the website to encourage them to find the relevant information they need. The Council's website is currently working within the regulations of the statutory requirements. At the beginning of this review the website was arguably at one extreme side of the scale as there were no helpful and engaging pictures or diagrams to make the information more interesting to read. The website was quite unengaging and unrelieved. However, since the beginning of this review some action towards these improvements has already been taken due to points being raised during informal meetings with the Communications Team.

Issue 62 of InTouch (October 2023) featured an excellent cartoon diagram of the burgundy bin which depicted what should and should not be recycled by Bolsover residents. This diagram had colour, images, and easy to understand information. This educational resource was interesting, engaging, and very useful. The scrutiny committee believed the diagram would be perfectly suitable to feature on the Bolsover website to provide some more vibrant and eye-catching educational content for residents looking to find out information on how to recycle using their burgundy bin. Scrutiny recommendation 1.6 in this report is that the Council should upload an accessible image of the burgundy bin diagram (featured in the October 2023 Issue 62 of InTouch) to the website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through Parish Council communication channels.

However, like the updates to the online bin calendars, the Communications Team have already acted on these improvements. In March (2024) the Team updated the website to include an interactive page showing what can be put into the burgundy bin. The Team has essentially improved the burgundy bin diagram to adhere to accessibility regulations (e.g., made text easier to read) and has uploaded it to the burgundy bin page. This has made a significant difference to the visual aesthetic of the website page, adding engaging and sensory colour, educational images, and easy to understand clear and concise information. Therefore, recommendation 1.6 is also almost already achieved.



## **The current reach of communications services for waste disposal education and statistics of channels used**

### **Bolsover Council Website**

The Council website is a frequently accessed resource for residents trying to find out information regarding waste disposal and bin information. Below are the statistics of the hits to the different pages on the Council website between 2022 and 2023:

- Burgundy bins – 297,269
- Black Bins – 35,995
- Green bins – 52,308
- Assisted bins – 244,127
- Household Recycling Sites -18,111

The Burgundy bin page has nearly six times more hits than the hits for the green bin page or the black bin page. Therefore, it is evident that there is a lot more interest as to what goes in the burgundy bin as people are trying to find out more information about it. However, on a positive note this also shows that residents are interested in recycling correctly and are attempting to look for the relevant information.

The burgundy bin page was visited by residents over a quarter of a million times. Considering the population of Bolsover being only 80,475 (October 2023), the website has extremely high frequencies of interest. Therefore, this shows that residents are clearly trying to find more information on how they should be using their bins correctly and effectively.

Between 2022-2023, the website had a combined total of 647,810 hits across the various named web pages for waste disposal information. This figure is higher than the participation data for any other channel of communication that the Council employs. Furthermore, the high frequency of hits to the website is supplementary evidence that residents easily lose, misplace, or throw away their bin calendars, resulting in residents needing to find out waste disposal information by some other means. As the website is the most frequently used method of communication this has been a major focus of scrutinization with regards to waste disposal education for the Council.

The website is one of the most important channels that the Council has at its disposal for public communication so it must have the clearest and most useful information that the Council can offer. Therefore, the recently added waste disposal information added to the burgundy bin page in February and March (2024) which has made a great improvement to the Council website, will hopefully have a positive effect on residents accessing the website to obtain waste disposal information.

### **Social Media**

Social media is used on average a lot less than the Council website by residents. The hits on average per post are:

- X – 150 (2022-23)
- Instagram – 200 (2022-23)
- LinkedIn – 20 (2023-2024)



The number of followers (2024) for each channel are:

- X – 7026
- Instagram – 1178
- LinkedIn – 1654

Social media is clearly not the most popular channel of communication that the council utilises. This method of communication has a maximum average of only 200 hits per post out of a population of over 80,000 people (October 2023). This may be due to 20% of Bolsover residents being aged 65+ and not having use of/interest in social media, as well as 17% of Bolsover residents being aged 15 and below with little or no interest in council services and waste disposal.

### **InTouch**

InTouch magazine is one of the most far-reaching channels of communication that the Council has at its disposal for waste disposal education. The residents' magazine is delivered to every household across Bolsover District four times a year usually in January, April, July, and October. It is delivered to approximately 40,000 households (the Communications Team estimates a 95% delivery success rate). Some residents may not have access/willingness to use the internet to access the Council website, BTV, and social media platforms. However, every household receives an issue of InTouch, therefore this is one of the Council's strongest methods of communication with residents and must be utilised as effectively as possible.

In 2023 InTouch cost a total of £30,161.28 (4 issues per year), compared to the bin calendar/guide booklets which cost approximately £4,500 per annum for design, production, and delivery (per household per year). Therefore, InTouch is considerably more expensive to produce on a yearly basis. However, the magazine is usually around 16 pages long and contains multiple local news stories and educational articles and so serves as a multi-purpose communication channel, whereas the bin calendars only serve one function.

### **Bolsover TV**

BTV receives 1,500 to 2,000 views per episode/video across all the platforms currently used by Bolsover Council. BTV produced a useful video providing guidance on what waste should be put into burgundy bins and follows the journey of recyclable material from supermarket shelf to recycling plant. However, this video currently has less than 1000 views so has not made a significant impact to the District yet. Nevertheless, with the action of the Recycling Education Officer sharing the video to young people in schools and youth groups as well as through other community events and public opportunities, it will hopefully begin to have more of a net impact on the District as more people view it and receive the detailed information and guidance.

The Communications Team also manage digital adverts. Bolsover Council uses the town centre screens and screens in the contact centres to advertise recycling messages, however this is not frequent or utilised to full potential with regards to waste disposal education. There are four electronic bulletin boards in the main market towns across Bolsover District, these include: Clowne, Bolsover, South Normanton, and Shirebrook. These Bulletin boards can be used to promote recycling education to residents. As the bulletin boards have a fast rotation speed it would not be practical to try to promote detailed advice and guidance such as long paragraphs of text, however

the bulletin boards could feature educational images such as the burgundy bin diagram and encouraging recycling slogans.

### **E-Newsletters**

The Council has an E-Newsletter service where residents can subscribe to weekly topics such as *News and Events* (3,948 subscribers), *Environment* (2,811 subscribers), and *Waste and Recycling* which has over 3000+ subscribers. There are also currently 1334 people signed up to the weekly bin reminder email service which sends residents electronic bin reminders for waste collection days. If residents subscribe to the *Waste and Recycling* E-Newsletter they should also receive updates, information, news, and recycling education relating to waste disposal. Ideally these should be sent weekly, but at a minimum they should be sent to residents monthly. However, this service is currently not being utilised at all – it is the responsibility of the Recycling Education Officer to provide the Communications Team with regular waste disposal advice, guidance, and education. There are currently over 3000 residents subscribed to this service who are not receiving any recycling information or waste disposal advice or guidance at all. This service must be utilised more effectively, and the Recycling Education must start sending the communications Team regular content for them to send out in the E-Newsletter subscription service.

### **Recycling guides and bin calendars**

The bin calendars and waste disposal guides are delivered to every household in the District; 40,000 calendars are delivered once per year. There is a QR code at the bottom of the calendar which links directly to the educational waste disposal video. Some residents may not have access/willingness to use the internet to access the council website, BTV, and social media platforms, however, every household receives a recycling calendar/guidance leaflet therefore it is crucial the guide is clear, concise, accessible, and useful to residents. As previously mentioned, the bin calendar/guidance leaflet should be uploaded to the Council Website in PDF format so that residents can easily access a replacement copy. The bin calendar will need to be redesigned to meet Accessibility Regulations standards.

### **Potential Benchmarking: A Bolsover District Council 'App'**

#### **Why consider an 'app'?**

Since 2020, Bolsover has been in the bottom 30% of local authorities in the national Recycling League Tables for the percentage of household waste sent to reuse, recycling, or composting. Nearly all of the higher-ranking authorities in England in the top 10 of these league tables have a council app to communicate to residents and educate them on key issues. This is potentially an extremely useful educational tool that Bolsover Council could utilise in multiple ways for numerous departments and strategies.

The Council should Consider the development of an app as a long-term investment for Bolsover District. This can be modelled on systems used by higher ranking authorities through benchmarking and comparing business processes and performance metrics such as East Devon District Council. East Devon's app also connects to an *Alexa* portal where customers are able to ask *Alexa* questions such as '...when is my next recycling collection?', '...how do I recycle my leftover food?' and '...what can I recycle?'. If Bolsover District had an app, all of the information that

the Council has relating to waste disposal across the various methods of communication (i.e., the website, the printed recycling guide/bin calendars, the information and articles issued in InTouch, educational videos made by the Communications Team, relevant features from Bolsover TV, social media posts etc.) could all be accessed in one place on an application on Bolsover residents' smart phones.

According to recent surveys on Statista.com: *"the number of smartphone users in the United Kingdom was forecast to continuously increase between 2024 and 2029 by in total 2.6 million users (+4.34 percent). After the ninth consecutive increasing year, the smartphone user base is estimated to reach 62.53 million users and therefore a new peak in 2029"*. Considering the UK population is currently approximately 67 million people, and the smartphone user base is estimated to reach approximately 62 million people in the UK within the next 5 years, it is safe to assume that the majority of residents in Bolsover will own a smart phone and know how to use it between now and 2030 (a key date to consider regarding the Council's Carbon Reduction Plan goals). Therefore, the consideration of the development of a council app to be used by residents is a relevant and important path to consider for the future of the Council.

### **Council app: uses and functions (waste disposal)**

From a waste disposal education perspective, a council app could be used for multiple functions. For example, sending out bin reminders to residents for collection days; posting information about changes to bin collections e.g., changes to schedules during the Christmas period; providing advice and information on what items can and cannot be recycled; and providing advice and information on what items should go in each bin and why. An app could also be used to provide an image of the burgundy bin diagram, and to provide educational information on the recycling process, explaining how and why waste gets recycled and disposed of in Bolsover District and the importance of recycling waste correctly.

The Council could use an app as a streaming platform to view any educational videos made by BTV, located in one easy to find accessible place; the Council could use an app to promote recycling and local environmental campaigns. An app could include the *self-service* search tool that is featured on the Council website so that residents can search for their own postcode and find information specific to them (e.g., collection days etc.).

Furthermore, an app could feature a search tool where residents could search for a certain item to throw away and it tells them which bin they can put it in. For example, there is a common misunderstanding of items like soft plastics and crisp packets that people think cannot be recycled, a resident could search 'crisps' and the search tool would say a crisp packet can go in the burgundy bin but any food waste i.e., the crisps can be recycled in the food caddy or green bin. This could be a far-reaching platform to promote and achieve the Council's Net Zero targets set out in the *Council's Carbon Reduction Plan* through waste disposal education.

### **Council app: uses and functions (council wide perspective)**

If the Council developed an app, it could be used for sharing and delivering a wide range of services, with multi departmental functions. The development of an app would go further than this customer services scrutiny review on waste disposal education. Future scrutiny reviews and council strategies could also benefit from the Council

having a public app as a communication channel and local news platform. Other departments and committees could use a public app to share information on their relevant work such as Housing, Revenues and Benefits, and Electoral Services.

Other council communications services could also benefit from a Bolsover Council app. Issues of InTouch could also be uploaded in a reading format to open in an app through a phone or a tablet. This would expand the reach of the magazine to younger people who don't typically read magazines that come through the mail, or teenagers who wouldn't typically read a magazine for their household that they assume is intended for their parents. PDFs of InTouch already exist on the BDC website so this would not be a difficult transition to also upload the magazine issues to an app. Issues of accessibility are already answered by the fact that the Council already features these issues on the website.

BTV would greatly benefit from a Council app which could be an easily accessible platform to expand the viewership of the Council's most consistent and regular communications service. Each episode only receives approximately 1500-2000 views, which compared to Bolsover District's population of over 80,000 people, is only around 0.025% of residents. However, a public app could be an easily accessible place that residents (especially younger residents) can watch BTV on their tablet or smart phone. Residents could receive an update on their phone that a new episode is available, and they can watch it immediately in their hand whether they are on the bus, out at the gym, or sat in the park, rather than having to put the effort into typing Bolsover TV into a search engine on a computer, find the correct page, open it up and then sit and watch it. This would exponentially increase the reach of BTV's viewership and could improve the performance of the Council's communications and public education towards important local news and issues.

The development of an app by the Council would be a long-term investment in the modernisation and general development of Bolsover District from a 'bigger picture' perspective. For reference consider the transition from paper systems to computer systems during the 1990s, where there may have been resistance and opposition at first to the world becoming digital however society has proven that it is able to adapt and move forward with technological competency. A Bolsover District app could benefit the Council in numerous ways across multiple departments and committees. Investigation into the possibility of an app is a way that the Customer Services Scrutiny Committee can look towards the future of the Council. The fact that the top-ranking authorities already use apps as a channel and platform for district wide communication and education is evidence that Bolsover may soon have to do the same to avoid getting left behind. This could be an opportunity for Bolsover Council to become an exemplar local authority in communications and customer service.

### **Council app: potential opposing questions and answers**

A technological step forward as radical as an app will receive concerns. It is important to recognise that an app would not replace the paper methods of communication (InTouch, Bin calendars etc) which could lead to excluding certain age groups that may not wish to engage with an app or residents who do not have access to the internet or a smartphone/tablet. Instead, an app would ideally expand the attention of interest to include and consider the younger generation. With regards to budget, the Section 151 Officer briefly considered the potential cost and scope of a project on this scale and acknowledged that after deeper and more thorough research and with the

approval and support of Council Members and the Executive, the Council could potentially afford the investment of a council app in the next municipal year. This would however be considered over a longer time scale of approximately 5 years.

### **Council app: reality, logistics and conclusions**

Bolsover District Council does not currently have the capacity to build and run a successful app right now based on the ICT systems the Council is currently running. There are currently multiple systems the Council uses that will not work if channelled through one application. This will mean that for certain services an app will only be able to provide a link to the website, which will make an app redundant. For example, the Customer Services team uses Granicus CRM and integrates with another department for forms relating to waste collection and bin disposal, therefore this system does not have an interface to an app right now. Council tax is also operated by a different company/system so this would also need a separate app system or link to the website, making the app redundant.

Customers will need a reward to download an app, therefore it must feature multiple services and functions, not just for waste disposal but for all aspects of the council. Currently the Council does not have the capacity to provide users with this service/reward. However, the consideration of an app could still be a possibility for the Council in the future as a long-term goal when there are more capable system updates available; the Council should research how other councils run their app systems. One approach could be to ask residents in a survey or a focus group: 'If there was an app, would you download and use it?'. A recommendation for an app relating to this scrutiny review will not be for the Council to start developing an app, but for the Council to consider the possibility of an app over the course of the next several years.

### **The importance of improving waste disposal advice and education**

The knock-on effect to the improvement of waste disposal education will lead to improved knowledge of waste disposal and recycling among residents, which will bring down contamination levels, improve rates of recycling between individual households, and will ultimately improve Bolsover's net rate of recycling. Furthermore, this will contribute towards the Council's Net Zero Target of "Reducing [Bolsover's] carbon footprint whilst supporting and encouraging residents and businesses to do the same" by reducing the Districts carbon emissions through less waste sent to land fill.

### **Recommendations:**

**That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).**

**That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.**

**That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.**

**That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.**

**That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.**



## **5.3 Assess current levels of performance and action taken to ensure this is controlled within expected limits**

### **Current waste disposal system**

The Council currently operates a three-bin system. Residual waste is predominantly sent for incineration, the green bin can be used for food waste (which has proved unpopular with residents due to perception of increased risk of flies) and the burgundy bin can be used for an extensive range of recyclable material which goes beyond the minimum core material requirement placed on councils. On a typical collection day there are 12 wagons and 36 refuse operatives at work. The Council collects over 2.9 million bins every year.

### **Rates of recycling in Bolsover District**

In 2020/21 Bolsover District Council ranked 241 out of 338 authorities nationally on the Recycling League Tables, for the Percentage of household waste sent for reuse, recycling or composting across the District. This put Bolsover in the bottom 28.7% of local authorities with only 36% of household waste being sent for reuse, recycling, or composting. In 2021/22 Bolsover District Council ranked 215 out of 333 authorities putting Bolsover in the bottom 35.44% of authorities, and recycling rates in Bolsover increased by 2.5%, with a total of 38.5% of Household waste sent for reuse, recycling, or composting. However, this progress was lost in 2022\23 with recycling rates decreasing by 2.5%; 1,969 tonnes of recyclable and compostable materials were collected, therefore, Bolsover District Council is now back to a recycling and composting rate of 36%, the same rate as 2020/21. Bolsover has therefore made no progress in recycling and composting rates in the last 4 years.

There are several reasons behind the lack of improvement in contamination rates in Bolsover. Pre-COVID recycling rates in Bolsover were approximately 41%, however, during the COVID-19 Pandemic the Burgundy bin service suffered from issues with the refuse contractor which resulted in the service being brought back under the control of the Council. Other social side effects of the pandemic affected recycling rates such as people spending more time at home and producing more household waste on a regular basis. This is why rates dropped to around 36% during this time. Though performance picked up in the 2021\22 period to 38.5%, rates the following summer were affected by the extended drought period which saw garden waste collection drop significantly. This caused the overall rate to drop back to 36%. This is an ongoing issue as the weather will impact levels of growth and therefore green waste is created. Furthermore, performance was negatively affected by Ward Recycling going bankrupt, however since the Council has moved waste collections in-house performance has raised back to 40.30%.

Several environmental and economic factors affect the combined recycling rate. For example, hot summers or cold springs lead to extended periods impacting the levels of garden waste that is collected. Other factors include periods of economic downturn (i.e., cost of living crisis), the impact on household disposable income which then has an impact on produce purchases and recyclable packaging waste.

The Council's recycling performance is achieved by two key areas. Firstly, through mixed dry recycling (MDR) from burgundy bin collections which (excluding the COVID-19 period) has remained relatively static over the past several years contributing approximately 21% performance. Secondly, through organic (garden/food) waste from green bin collections which contributes between 20% to 23%. However, this can fluctuate depending on seasonal conditions such as extended cold periods and/or hot drought periods throughout summer which reduces vegetative growth, impacting the combined recycling performance.

### **Residual waste composition and national food waste collections by 2026**

Some initial preparatory work has been undertaken to understand the Council's residual waste composition which consists of 26.42% putrescible (organic) waste and 18.40% mixed dry recyclables. Together this represents a combined 44.86% potential diversion for composting/recycling equivalent to 9,462 tonnes. This provides a stepped change opportunity to increase Bolsover's combined recycling rate from 38.53% (2021/22 baseline) to 66% (approximately). This is illustrated in the table below:

<b>Waste Diversion Potential (tonnes)</b>	<b>Baseline</b>	9,462 tonnes					
	<b>2021/ 22</b>	<b>50%</b>	<b>60%</b>	<b>70%</b>	<b>80%</b>	<b>90%</b>	<b>100%</b>
<b>Waste sent for recycling/composting</b>	13,235	17,966	18,912	19,859	20,804	21,751	22,697
<b>Total Waste Collected</b>	34,347	34,347	34,347	34,347	34,347	34,347	34,347
<b>Potential % Combined recycling rate increase</b>	<b>38.53</b>	<b>52.31</b>	<b>55.06</b>	<b>57.82</b>	<b>60.57</b>	<b>63.33</b>	<b>66.08</b>

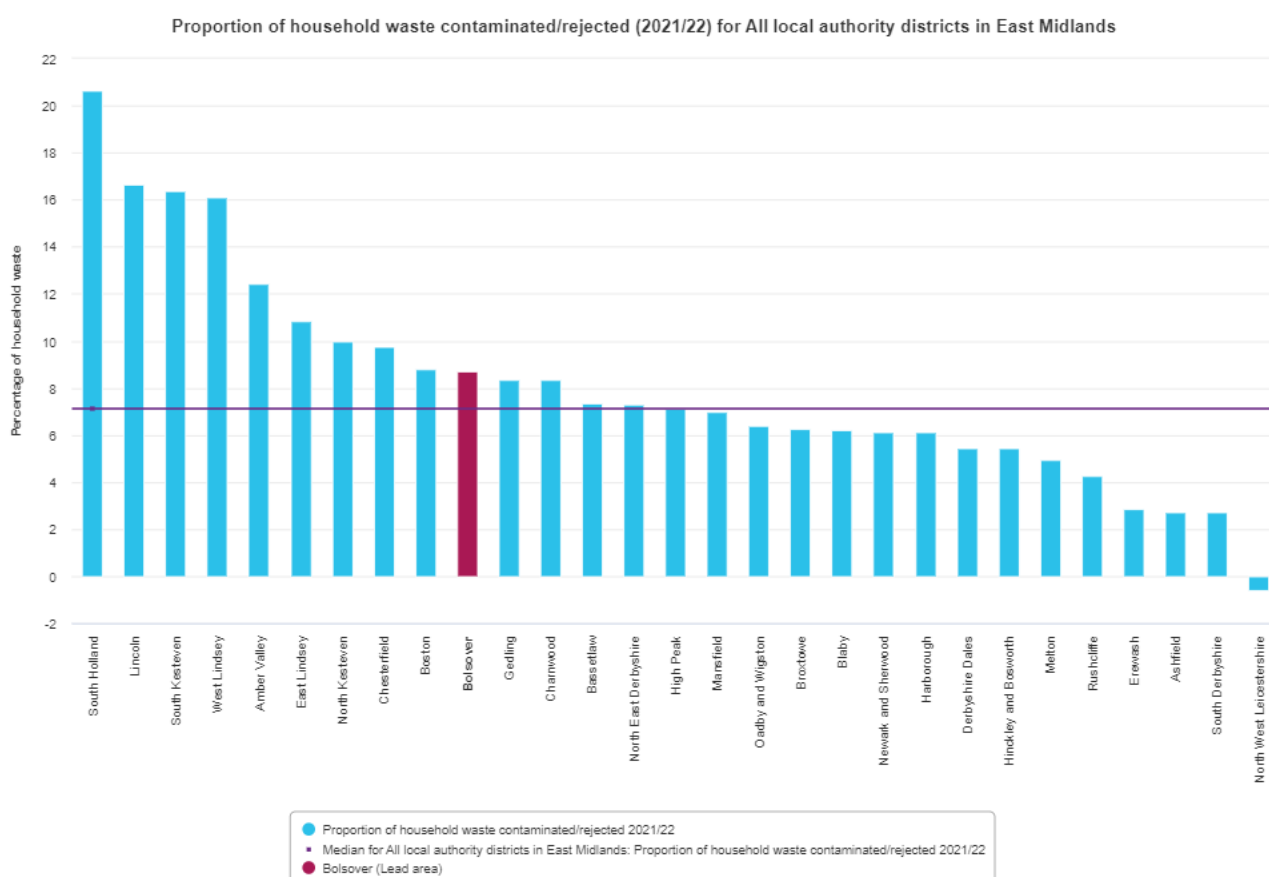
Following Brexit, the Government decided to repeal the EU-derived waste collection requirements and introduce improved and simplified requirements through the *Environment Act* (2021). As a part of this act waste collection authorities will be required to introduce weekly food waste collections to all households in England, including flats, by 31 March 2026. Councils will have to collect food waste separately. The government will provide local authorities with New Burdens funding to meet agreed reasonable new burdens arising from this policy, including up-front transition costs and ongoing operational costs. Central government will be working with waste collection authorities to allocate funding to local authorities to implement separate food waste collections. However, at the time of writing this report, capital New Burden funding has fallen short of the Council's expectations.

From analysis of residual waste, around 48% is either organic food waste or dry recyclables that could be put in the red or green bins. If all of this waste could be diverted, it would drive Bolsover's combined recycling rate to 66% which will greatly assist the Council in meeting the government target of target of 65% combined recycling rate by 2035. This is a key issue that the council will have to consider moving forward with waste management. This also coincides with the Council's ambition for 2024-2028 to plan for the future.

Residents will be informed in the months before the new statutory duty is introduced via the Council's usual media channels. As the requirements have been pushed back from 2025 to 2026 there is not yet an implementation plan in place. However, the Strategic Director of Services has suggested that the Council will begin promoting the new regulations around autumn 2025 across the various communication channels such as leaflets, the website, electronic bulletin boards, social media, and E-Letters, and more detailed information about the new regulations will be distributed circa January 2026. This information will be delivered alongside the bin calendars inside the new food waste bins by the refuse workers on a separate information pack. Similar information will also likely feature in InTouch magazine and Bolsover TV.

## Household recycling waste contamination

Contamination is the action of polluting a waste stream with anything that shouldn't be there. This includes general waste items going into a recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container. The chart below shows the estimated amount of household recycling that is rejected, as a percentage of all waste intended to be recycled. Waste intended to be recycled is the sum of household waste sent for recycling plus estimated rejects. Household estimated rejects is calculated from total household waste not sent for recycling minus household waste collected not with the intention for recycling (the difference between total unrecycled waste and waste that was



not intended to be recycled). In 2021/22, the proportion of household waste contaminated/rejected for Bolsover was 8.71%, which was above the median for local authorities in the East Midlands (7.12%).

Furthermore, it is important to acknowledge that contamination comes from more than just food waste and nappies; within the contaminants is small glass fines (like dust) that cannot be separated, as well as fibres from bottles/containers (i.e., labels etc.). Following the Council's decision in March 2021 to start in-sourcing kerbside recycling services for burgundy bins, contamination levels have remained between approximately 15% and 16.5%. This is considered low in comparison to more densely urbanised councils, such as City, Metropolitan, and Borough Councils which can range between 25% and 40% due to the impact of other types of properties and transient communities such as students.

### **The Council's Waste Collection Policy**

To address contamination levels, the Council employs a Recycling Education Officer to undertake education and awareness work in areas of environmental despoilment (littering, dog fouling, fly-tipping) and waste reduction and recycling. The Recycling Education Officer's work involves delivering face to face, doorstep education to raise awareness to residents whose waste collections may have been delayed due to issues of contamination (i.e., incorrect waste in burgundy/green bins). The Recycling Education Officer should also deliver presentations to groups, public events, and Parish Councils (see page 12 for further details). The Recycling Education Officer must continue to deliver these services to continue to educate residents and bring down rates of contamination. These Council services are detailed in the Council's Waste Collection Policy, which also provides the Council's approach towards addressing contamination levels and delivering waste disposal education to households that are causing contamination.

The Waste Collection Policy is a 22-page document which contains detailed information on the Council's waste collection and recycling policies including the Council's service functions, principles, statements of waste classifications and delivery/implementation of policies. These policies cover the Council's approach to advice, guidance, education, and communication towards waste disposal. Section 3.5 (i), 3.17, and 4 (a) of the policy quoted below are critical for the recycling education and awareness of residents to successfully reduce rates of contamination.

#### **Section 3.5 (i)**

*"The Council will provide advice to householders on reducing/recycling their waste upon request or where issues arise from collection difficulties, e.g. reports of overloaded bins, raised lids or contamination (incorrect placement of waste in 3 coloured bin system) reported by collections teams. Should a householder continue to present residual side waste, the Council may undertake a waste analysis of their presented waste and provide educational advice and guidance."*

### **Section 3.17**

*“Education, Awareness Raising and Enforcement:*

*The Council provides a wide range of information to inform residents and households of arrangements for the collection of their waste...The Council believes that building awareness and having an educational approach is important to help residents understand their role in reducing the amount of waste they produce and increase recycling”.*

### **Section 4 (a):**

*“Communication:*

*Central to our policy will be the need to change attitudes and behaviour in some members of our community, both residents and businesses. Whilst many people are already committed to recycling and waste reduction, there are still some that see waste as “someone else’s” problem and that their responsibility ends with depositing waste in the bin. The Council will look to engage with the wider community and, in particular, hard to reach members of the community, through education and awareness campaigns to encourage them to improve how they manage and recycle their own waste arisings”.*

The Council must follow through with the policies it has published to ensure that public services are being delivered successfully, effectively, and efficiently. If residents continue to contaminate their recycling waste and have already been visited by the Recycling Education Officer, then the Council can refuse to collect the bin. Where wheeled bins are rejected for collection, the Council’s collection operatives will place a ‘bin hanger’ on the residents wheeled bin advising of the reason, explained in section 3.6 of the policy:

### **Section 3.6**

*“Bin hangers with tick boxes are used by collection teams to advise residents of a variety of things, including ajar/raised lids which are incorrectly presented. These are only used in cases where residents have not presented bins in line with the Council requirements”.*

Where bin hangers still have not worked, section 3.17 of the policy states that the Council can refuse to take a household’s bins:

### **Section 3.17**

*“Bin hangers may be used as educational prompts to advise residents of incorrect placement of waste in wheeled bins; rather, than reject a bin for collection. However, after repeated prompts (bin hanger placement) collection teams may reject bins for collection where advice has been ignored.*

*The Council’s waste collection operatives are empowered to reject collection of residual and recyclable waste wheeled bins if they do not meet the standards, including: ... contamination of recyclable materials (incorrect waste types placed in burgundy or green bins)”.*

Cross contamination in recycling bins may result in the whole vehicle’s load being rejected at the material delivery point and the Council incurring costs of up to £200 per tonne. Therefore, the Council may withdraw on a permanent or temporary basis



recycling bins (burgundy\green) from households who fail to meet the Council's requirements to segregate waste into the correct coloured bin. The Council further recognises that when education and awareness initiatives have not achieved their desired outcomes to encourage residents to participate correctly in the Council's waste collection arrangements (in particular, where a residents actions result in environmental despoilment or anti-social behaviour), then the Council may, as a last resort, undertake enforcement activities in accordance with the Council Enforcement Policy.

It is essential that the Council enforces these policies to ensure that contamination rates are reduced, which will save the Council money in decontamination charges and will increase the rate of recycling as residents will be recycling the correct materials. Therefore, the Committee recommends that the Council reinforces the established policy on refusing the collection of bins from section 3.17 of the Waste Collection Policy and undertakes doorstep education to influence the reduction of contamination in burgundy bins.

### **The Council's engagement with national campaigns**

There are various national campaigns that Bolsover occasionally engages with such as WRAP campaigns. WRAP (Waste & Resources Action Programme) is a British registered charity and NGO that works with businesses, individuals and communities to achieve a circular economy, by helping them reduce waste, develop sustainable products and use resources in an efficient way. The Council engages with some national programmes depending on each campaign and how it is run as it can be difficult to join every campaign as each authority runs processes and waste collection systems differently. Bolsover Council engages with campaigns where and when it can, depending on costs and logistics. For example, The *Food Waste Action Week 2024* took place in March (2024), and the Strategic Director of Services worked with the Communications Team to run publicity to promote the campaign across the District. The Council promoted the campaign on the website and through social media. The campaign aimed to encourage citizens to 'Choose What You'll Use', highlighting the benefits of buying loose fruit and vegetables and inspiring people to do this wherever they can.

Furthermore, during March (2024) several officers at the Council attended a litter pick at Pleasley Vale Business Park on 23 March 2024. The litter pick was part of the *Keep Britain Tidy* initiative: 'The Great British Spring Clean 2024'. 25 people turned up to help out and the team collected around 100 bags of rubbish in just 2.5 hours.

### **Current waste collection satisfaction levels**

According to the Citizens' Panel summary report in May 2023, bin satisfaction rates are very high in Bolsover district:

- Burgundy Bin Satisfaction: Remains high at 93%.
- Green Bin Satisfaction: Remains high at 90%.
- Black Bin Satisfaction: Remains high at 93%.

Regarding rapport with residents and satisfaction levels, InTouch magazine Issue 62 (October 2023) included a short article on bin satisfaction levels and their increase. The article detailed that 92% of those surveyed are satisfied with Bolsover's bin



service – in comparison to the national LGA UK resident satisfaction survey for waste collection which was 81% (11% lower than Bolsover's). According to this article, since Bolsover took over management and collection of the Burgundy bin scheme after the contractor went into administration in 2021, satisfaction levels with the service have increased considerably. Bolsover have received comments such as *“less items falling off the lorry and landing in the street”, “earlier and more friendly”, and “better staff and no broken glass on the road”*. Therefore, despite contamination levels and recycling rates not being at their ideal targets, customer satisfaction levels in Bolsover district are at the moment very high. It is important customers are satisfied with the waste collection and disposal services that the Council has to offer; if customers believe that the Council are doing a good job, it will encourage residents to put in the extra effort and cooperate with the Council and hopefully recycle properly, which will improve recycling rates, bring down rates of contamination across the District and ultimately reduce the amount of residual waste placed in black bins

**Recommendation:**

**That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.**

## 6. Conclusions

---

The Committee have put together 11 recommendations which will hopefully assist the Council in improving the effectiveness of the Council's approach to waste disposal education.

The key findings arising from the review are:

- That there is most confusion over the burgundy bin and which items are supposed to be recycled and which items cannot be recycled.
- That since the COVID-19 Pandemic, the Council has struggled to regenerate school programmes and has not yet returned to the pre-COVID standards of recycling education for young people.
- That the Council acknowledges the introduction of separate weekly food waste collections from 1<sup>st</sup> April 2026 will influence the next major stepped change in Bolsover's combined recycling performance, by breaking the 50% barrier to head towards the 2035 target of 65%.
- That it is crucial that the Council considers accessibility of communication services and the statutory requirements with regards to education on Council services that affect all residents so that every service user can benefit from the waste collection services that the Council provides.
- That the Council should look towards the future of Bolsover by considering innovative modern methods of communication to consider ways to engage young people and the future residents of the District.
- That some of the Council's communication services are not being fully utilised due to a lack of educational content being received from the relevant specialist officers.
- That the Council must effectively utilise their current methods of communication to the highest standard with efficiency and coherence to frequently remind residents on the importance of recycling, the correct methods of recycling, and the best practice of how to engage with the Council's waste collection services.

## Appendix 1: Stakeholders

---

Stakeholders engaged during the Review:

- Cllr Anne Clarke – Environment
- Strategic Director of Services
- Director of Governance and Legal Services (Monitoring Officer)
- Communications, Marketing and Design Manager
- Improvement Officer
- Partnership Policy Officer
- Service Director Executive

Stakeholders impacted by the Review:

- Bolsover DC tenants
- Recycling Promoter
- Strategic Director of Services
- Chief Executive Officer
- Partnership Policy Officer

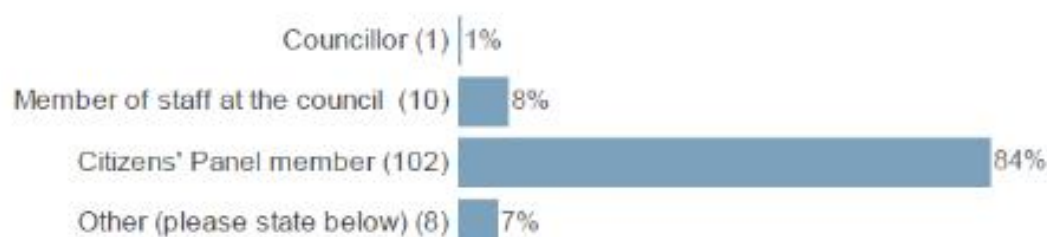
## Appendix 2: Citizens' Panel survey on waste disposal education and recycling knowledge - Results

### BDC Waste Disposal

This report was generated on 07/03/24. Overall 121 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

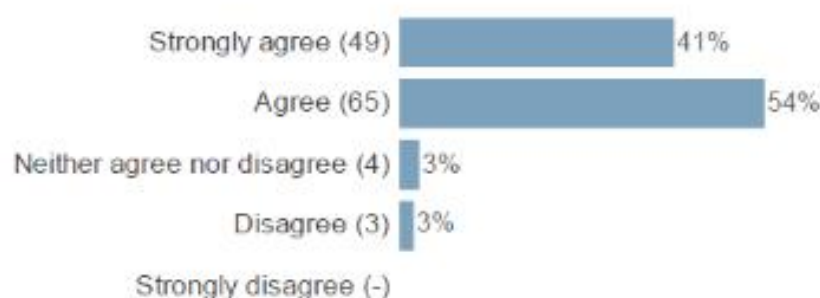
Which of the following best describes your interest in responding to this survey:



#### Box 1

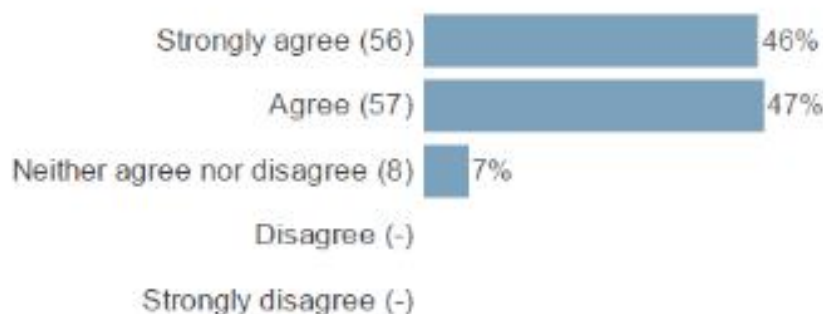
Can't remember	Tibshelf resident
Resident	Member of the public
Council house tenant	Recycling info
PARISH COUNCILLOR	Resident

How strongly do you agree or disagree with the below points... (1. I know what goes in which bin)



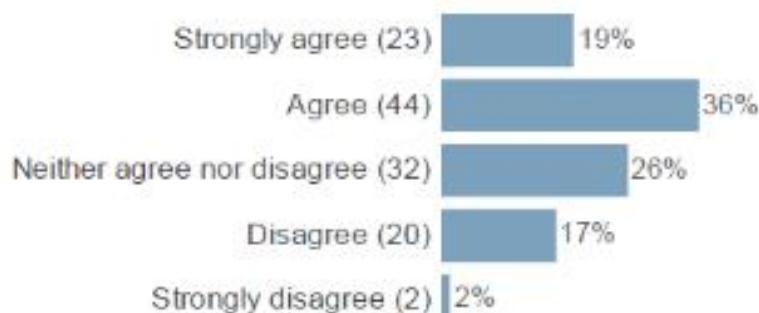
How strongly do you agree or disagree with the below points...  
(items go in different bins)

(2. I know why different



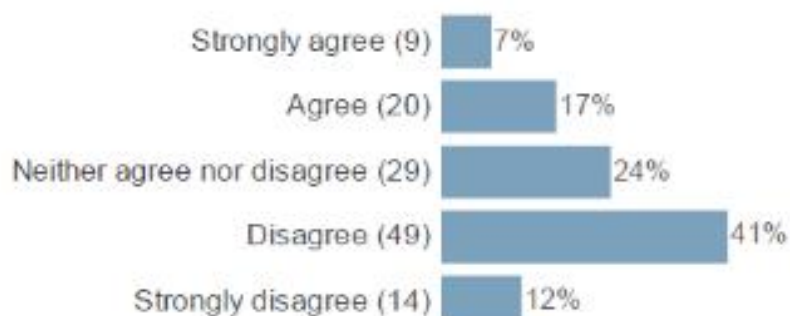
How strongly do you agree or disagree with the below points...  
(waste recycling process works)

(3. I know how the general

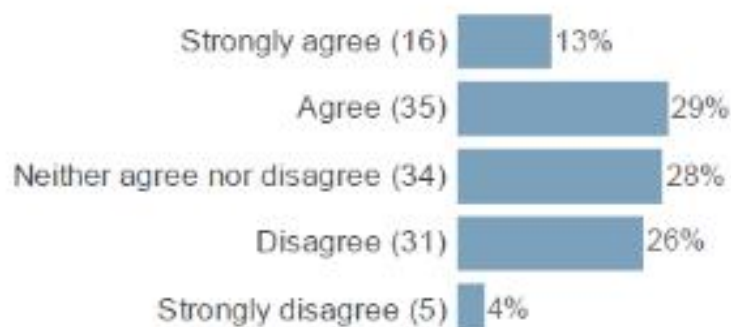


How strongly do you agree or disagree with the below points...  
(happens to the district's recycled waste)

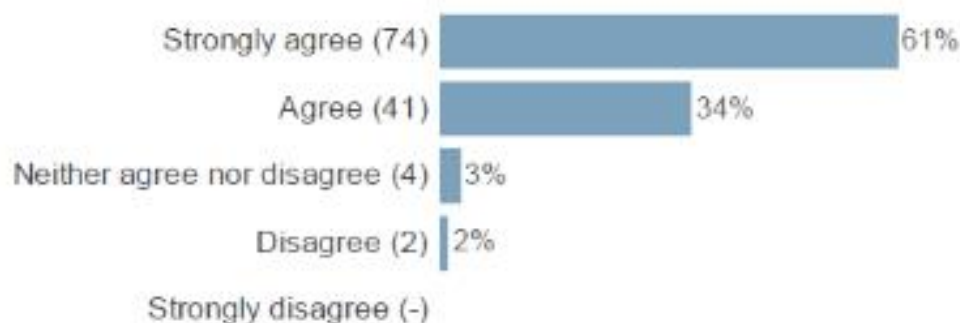
(4. I am aware of what



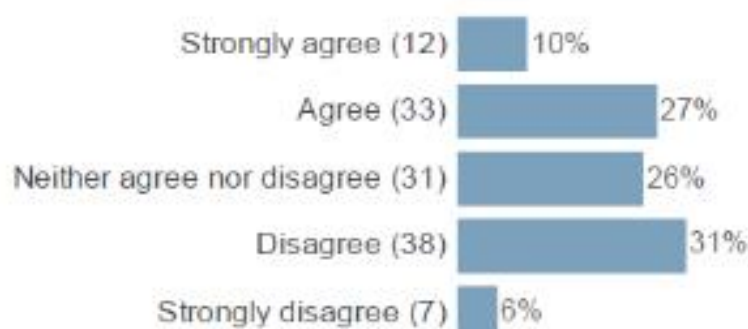
How strongly do you agree or disagree with the below points... (5. I understand what happens to waste that is not recycled)



How strongly do you agree or disagree with the below points... (6. I understand why recycling needs to be done)

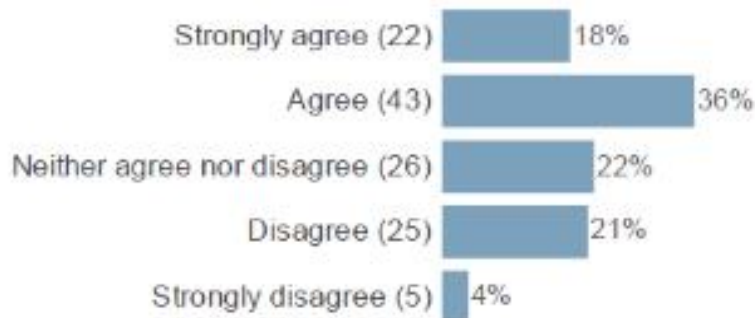


How strongly do you agree or disagree with the below points... (7. I know how food waste is recycled)

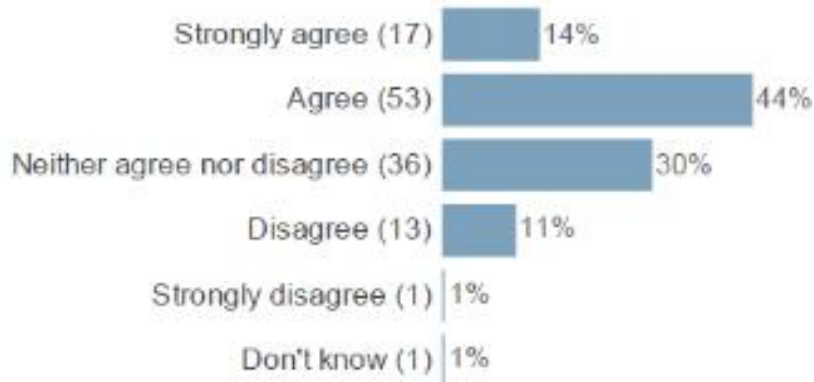




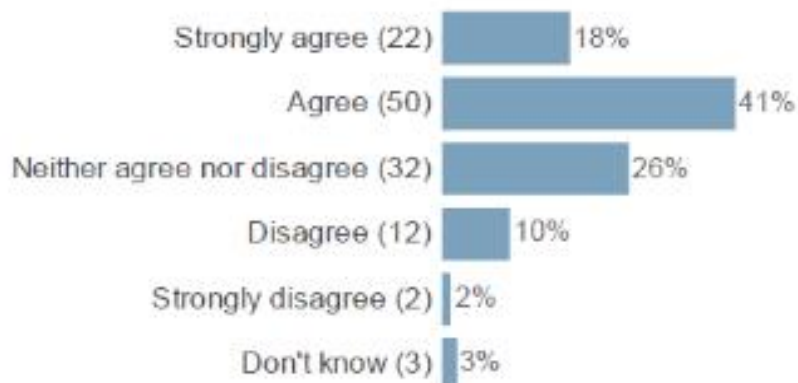
How strongly do you agree or disagree with the below points... (8. I know why food waste is recycled)



How strongly do you agree or disagree with the following points... (1. I find it easy to access information I need about waste disposal/recycling)

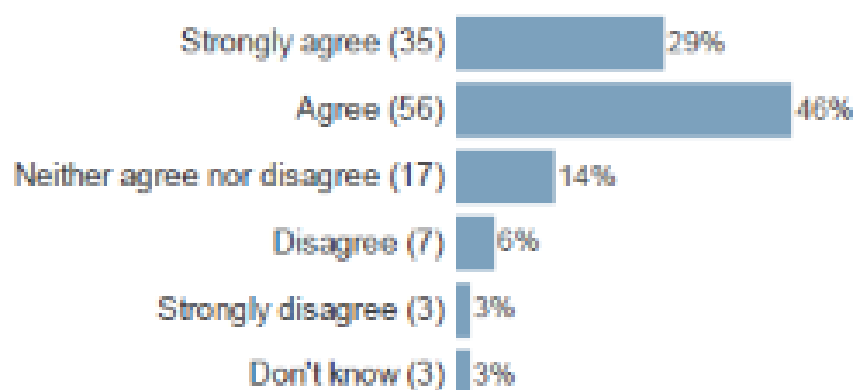


How strongly do you agree or disagree with the following points... (2. The information available to me is clear and easy to understand )

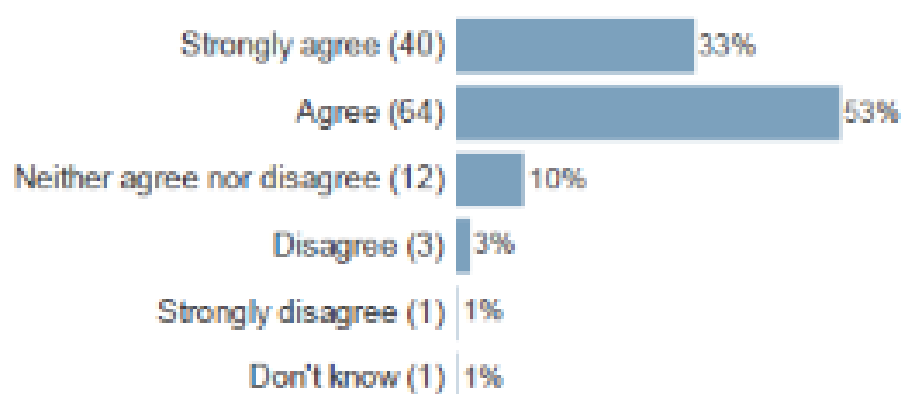




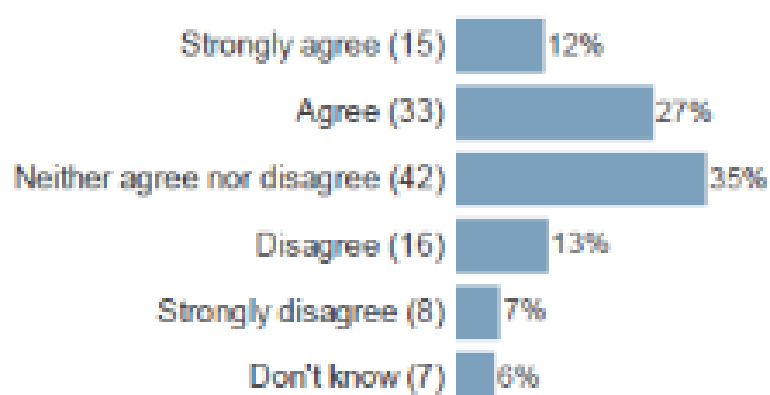
**How strongly do you agree or disagree with the following points... (3. It's easy for me to obtain a bin calendar)**



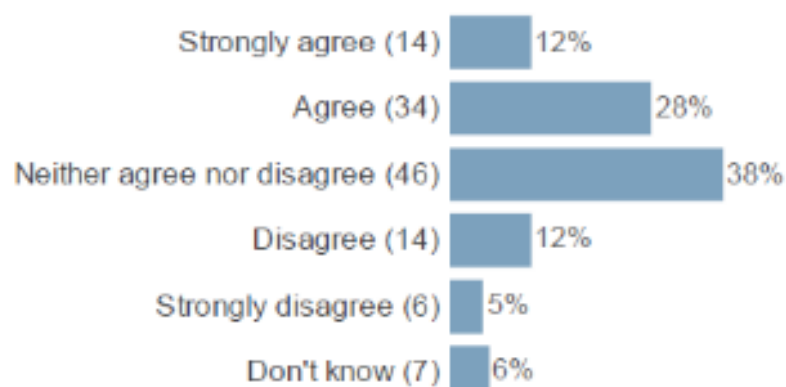
**How strongly do you agree or disagree with the following points... (4. It's easy for me to find out about bin collection days)**



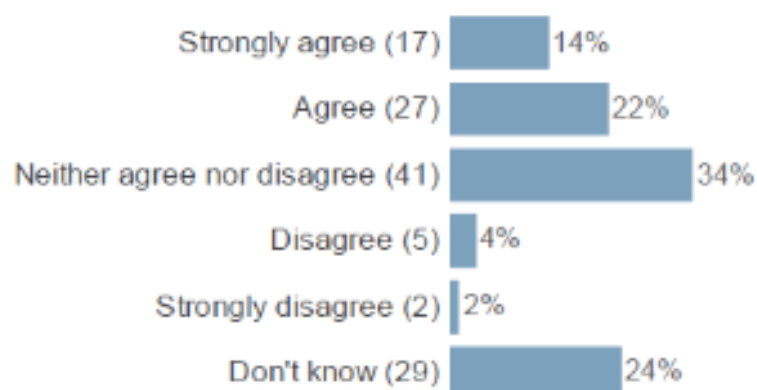
**How strongly do you agree or disagree with the following points... (5. The council's website is easy to use when looking for information )**



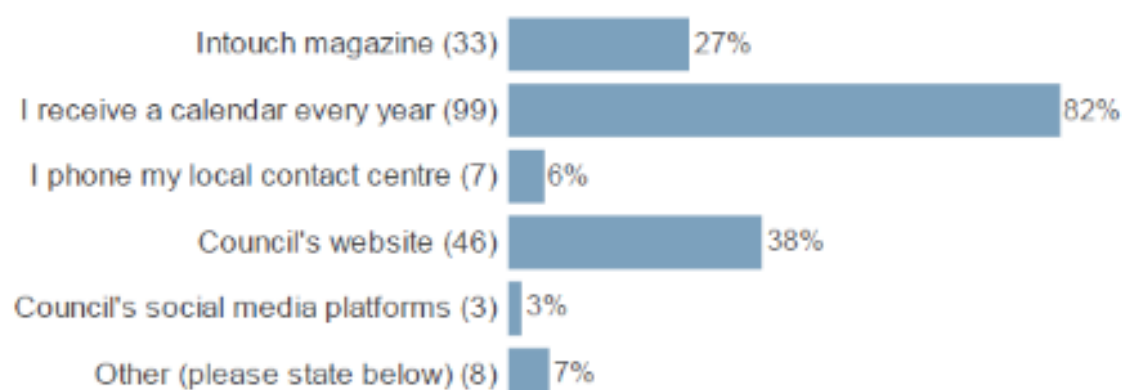
**How strongly do you agree or disagree with the following points... (6. The council's communications channels are clear and easy to follow)**



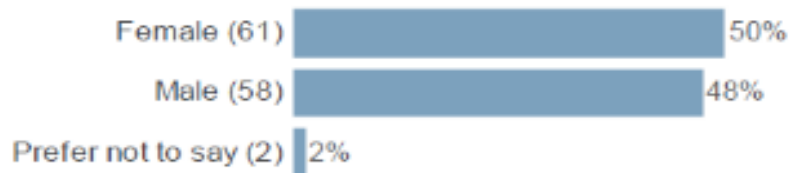
**How strongly do you agree or disagree with the following points... (7. I find it easy to book a bulky waste collection)**



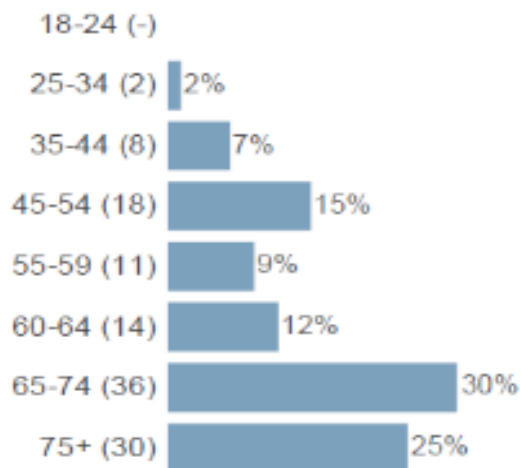
**Where do you usually obtain your information on recycling? (More than one option can be selected)**



**Are you:**



**What is your age group?**

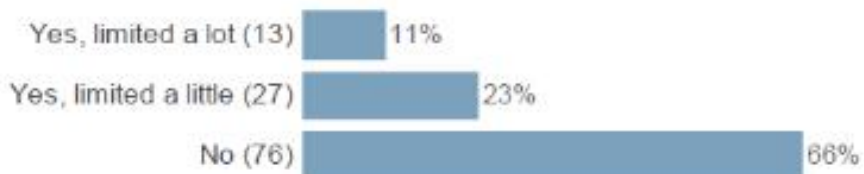


97%

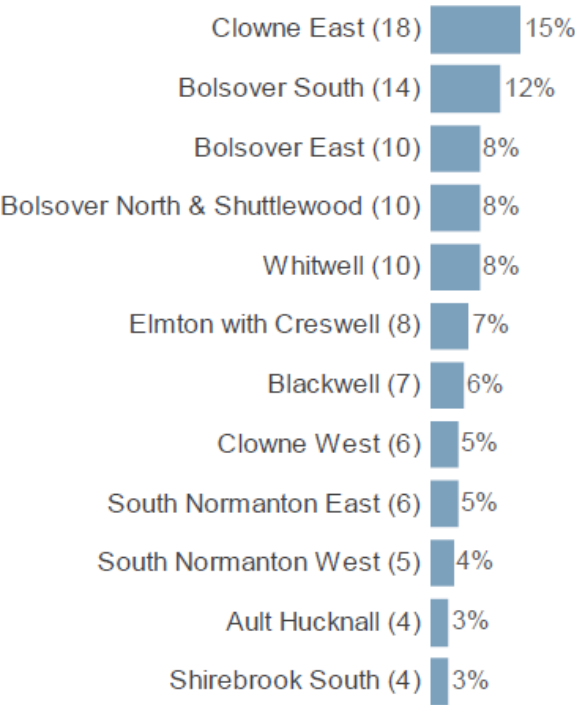


Banana

**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**



**Please select which ward you live in:**



Carr Vale  
pleasley



## Appendix 3: Top performing Waste Authorities

### Top 10 performing Waste Authorities 2020-21 in comparison to Derbyshire Authorities

2020_21 Recycling League Table		
Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)
1	St Albans City and District Council	64.20%
2	South Oxfordshire District Council	63.60%
3	Three Rivers District Council	63.10%
4	Vale of White Horse District Council	62.60%
5	Surrey Heath Borough Council	61.30%
6	East Riding of Yorkshire Council	60.80%
7	North Somerset Council	60.40%
8	Dorset Council	60.10%
9	East Devon District Council	60.00%
10	Tandridge District Council	59.90%
31	Derbyshire Dales District Council	55.60%
67	High Peak Borough Council	50.80%
116	South Derbyshire District Council	46.10%
125	Derbyshire County Council	45.10%
169	Erewash Borough Council	41.80%
195	Chesterfield Borough Council	40.20%
203	North East Derbyshire District Council	39.80%
241	Bolsover District Council	36.00%

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
1	St Albans City and District Council	64.20%	6 (7 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Textiles – weekly in clear bags</li> <li>• Small electricals – weekly in clear bags</li> <li>• Black bin – dry recyclables – fortnightly</li> <li>• Green/Black box – paper and card fortnightly</li> <li>• Kerbside green caddy/communal bin for food waste (also smaller in-house caddy) – weekly</li> <li>• Green bin for garden waste (optional) – fortnightly 12mth collection period</li> <li>• GARDEN WASTE CANNOT GO IN RESIDUAL BIN</li> <li>• Brown bin/ purple sacks (up to 3 sacks per</li> </ul>	<a href="https://www.stalbans.gov.uk/recycling-and-rubbish">https://www.stalbans.gov.uk/recycling-and-rubbish</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				fortnight)– residual waste – fortnightly  Flats have more weekly collections than houses.	
2	South Oxfordshire District Council	63.60%	3 (4 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Green bin for dry recyclables/textiles/batteries – fortnightly</li> <li>• Brown bin for garden waste (optional) - fortnightly (9mth with extra waste taken at beginning and end of period)</li> <li>• Black bin for residual waste/ small electricals - fortnightly)</li> <li>• Green food bin for food recycling- weekly</li> </ul>	BINZONE app created.  <a href="https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/">https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/</a>
3	Three Rivers	63.10%	3 (4 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Green Bin – residual waste fortnightly</li> </ul>	<a href="https://www.threerivers.gov.uk/services/waste-and-recycling">https://www.threerivers.gov.uk/services/waste-and-recycling</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
	District Council			<ul style="list-style-type: none"> <li>• Black bin/green lid – recycling bin weekly</li> <li>• Food waste (silver pod) weekly</li> <li>• Chargeable Garden Waste Brown Bin fortnightly (full year collection)</li> <li>• Free Home textile collection service</li> </ul>	
4	Vale of White Horse District Council	62.60%	3 (4 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Green bin for dry recyclables/textiles/batteries – fortnightly</li> <li>• Brown bin for garden waste (optional) - fortnightly (9mth with extra waste taken at beginning and end of period)</li> </ul>	BINZONE app created. <a href="https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/recycling-rubbish-and-waste/">https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/recycling-rubbish-and-waste/</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>• Black bin for residual waste/ small electricals - fortnightly)</li> <li>• Green food bin for food recycling- weekly</li> </ul>	
5	Surrey Heath Borough Council	61.30%	6 (7 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Recycling (changing bin colour) Blue lid/black body or green bin - fortnightly.</li> <li>• Garden waste in brown lid/black body or brown bin – subscription service fortnightly. GARDEN WASTE MUST GO TO HWRC IF NOT IN SCHEME.</li> <li>• Residual waste in Black bin - fortnightly</li> <li>• Green outdoor food waste bin/smaller silver kitchen caddy – weekly</li> </ul>	<a href="https://www.surreyheath.gov.uk/bins-recycling-and-waste">https://www.surreyheath.gov.uk/bins-recycling-and-waste</a>  <a href="https://www.jointwastesolutions.org/bin-collections/your-bins/which-bin-is-which/which-bin-is-which-surrey-heath/">https://www.jointwastesolutions.org/bin-collections/your-bins/which-bin-is-which/which-bin-is-which-surrey-heath/</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>Textile – 1 standard size plastic bag – weekly</li> <li>Small electricals/batteries – 1 standard size plastic bag - weekly</li> </ul>	
6	East Riding of Yorkshire Council	60.80%	3	<ul style="list-style-type: none"> <li>Green bin residual waste - fortnightly</li> <li>Blue bin dry recyclables - fortnightly</li> <li>Brown bin – food and garden waste inc. small brown kitchen caddy (transfer to brown bin) - fortnightly</li> </ul> <p>Waste sacks for sack collection properties</p>	<a href="https://www.eastriding.gov.uk/environment/bins-rubbish-recycling/">https://www.eastriding.gov.uk/environment/bins-rubbish-recycling/</a>  Waste app created for Apple and Google  Lots of videos on website explaining what can/cannot be recycled.  Council provides caddy liners.
7	North Somerset Council	60.40%	5 (6 if pay for garden waste)	<ul style="list-style-type: none"> <li>Garden waste (subscription) – 12mth service - fortnightly</li> </ul>	<a href="https://n-somerset.gov.uk/my-services/bins-recycling">https://n-somerset.gov.uk/my-services/bins-recycling</a>



Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>• Black bin/grey sacks residual waste – fortnightly</li> <li>• Small kitchen caddy/lockable larger kerbside container for food waste – weekly</li> <li>• Recycling boxes (green and black) (inc. small electricals/batteries/textiles) - weekly</li> </ul>	Recycling box nets available to buy to help with separation/containment
8	Dorset Council	60.10%	5 (6 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Kitchen caddy and larger kerbside caddy for food waste – weekly</li> <li>• Black bin residual waste or 2 blue sacks – fortnightly</li> <li>• Green bin dry recyclables or 2 green boxes – fortnightly</li> <li>• Green box for glass – fortnightly</li> </ul>	<a href="https://www.dorsetcouncil.gov.uk/bins-recycling-and-litter/bins-recycling-and-litter">https://www.dorsetcouncil.gov.uk/bins-recycling-and-litter/bins-recycling-and-litter</a>  Tags and stickers to flag contamination issues  Garden waste must go to HWRC if not subscribed – not residual waste.

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>Household Battery bag – fortnightly</li> <li>Brown bin garden waste (subscription 12mth) – fortnightly</li> </ul>	
9	East Devon District Council	60.00%	4 (5 if pay for garden waste)	<ul style="list-style-type: none"> <li>Recycling Box and Recycling sack (small electricals/textiles in separate clear bags) - weekly</li> <li>Food waste caddy – weekly</li> <li>Green bin - Green waste subscription service – fortnightly (11mth collection)</li> <li>Black bin residual waste – NOT GARDEN WASTE – every 3 weeks</li> </ul>	<a href="https://eastdevon.gov.uk/recycling-and-waste/">https://eastdevon.gov.uk/recycling-and-waste/</a>
10	Tandridge District Council	59.90%	4 (5 if pay for garden waste)	<ul style="list-style-type: none"> <li>Black residual bin or green rubbish sacks fortnightly.</li> </ul>	<a href="#">Recycling and rubbish - Tandridge District Council</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>• Blue lidded recycling bin (or Clear recycling sacks where access restricts bin use) – fortnightly.</li> <li>• Food Waste – 2 caddies for weekly collection. Small Silver caddy for in house, larger green lockable caddy for outside.</li> <li>• Garden Waste Club – limited capacity, currently a waiting list.</li> <li>• Offer home compost bin at reduced price. Must take to community site if not in the Club.</li> </ul>	
31	Derbyshire Dales	55.60%	4 (5 if pay for garden waste)	<ul style="list-style-type: none"> <li>• Blue lid bin or Blue box/2 blue bags (inc.</li> </ul>	<a href="https://www.derbyshiredales.gov.uk/bins-and-recycling">https://www.derbyshiredales.gov.uk/bins-and-recycling</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
	District Council		More if no wheeled access	<p>household batteries in clear bag) - fortnightly</p> <ul style="list-style-type: none"> <li>• Black sack/grey bin for residual waste - fortnightly - MUST NOT INCLUDE GARDEN WASTE - HWRC</li> <li>• Green lid bin (subscription – 12mth service) for garden waste - fortnightly</li> <li>• Food caddies (internal kitchen and larger lockable kerbside) – weekly collection with a free kitchen liner per week</li> </ul> <p>NOT textiles at kerbside All Electricals at Bulky waste or HWRC</p>	

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
67	High Peak Borough Council	50.80%	5	<ul style="list-style-type: none"> <li>• Brown bin dry recyclables - fortnightly</li> <li>• Green lidded bin– Food and garden waste - fortnightly</li> <li>• Black bin residual waste - fortnightly</li> <li>• Red textile sack – fortnightly</li> <li>• Small electrical items – free bookable collection fortnightly</li> </ul> <p>Sacks provided where wheeled access not possible</p>	<a href="https://www.highpeak.gov.uk/hp/bins">https://www.highpeak.gov.uk/hp/bins</a>
116	South Derbyshire District Council	46.10%	6 (7 if red sack exists)	<ul style="list-style-type: none"> <li>• Green bin dry recyclables (paper/card in Black inner caddy) - fortnightly</li> <li>• Brown compost bin for garden and food waste. Green kitchen caddy for food – fortnightly</li> </ul>	<a href="https://www.southderbyshire.gov.uk/our-services/recycling-bins-and-waste">https://www.southderbyshire.gov.uk/our-services/recycling-bins-and-waste</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>• Black residual waste bin – fortnightly</li> <li>• Podback recycling bags - weekly</li> </ul>	
125	Derbyshire County Council	45.10%		Provide 9 Household Waste Recycling Centres	<a href="https://www.derbyshire.gov.uk/environment/rubbish-waste/recycling-centres/centre-locations/recycling-centre-locations.aspx">https://www.derbyshire.gov.uk/environment/rubbish-waste/recycling-centres/centre-locations/recycling-centre-locations.aspx</a>
169	Erewash Borough Council	41.80%	3 or 4 depending if Blue bin used alongside green bags	<ul style="list-style-type: none"> <li>• Black bin residual waste – fortnightly</li> <li>• Green recycling bags (provided free) – fortnightly.</li> <li>• Blue recycling bin (chargeable but free to those with assisted collections) - fortnightly</li> <li>• Brown bin for garden waste fortnightly</li> </ul> <p>No separate food waste – part of residual collection</p>	<a href="https://www.erewash.gov.uk/pages-within-bins-and-recycling/bins-and-recycling.html">https://www.erewash.gov.uk/pages-within-bins-and-recycling/bins-and-recycling.html</a>



Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				Textiles and small electricals at main HWRC.	
195	Chesterfield Borough Council	40.20%	3	<ul style="list-style-type: none"> <li>• Blue bin dry recyclable waste – fortnightly (inc. small electricals)</li> <li>• Black bin residual waste – fortnightly</li> <li>• Green bin – food and garden waste – fortnightly (inc. small grey kitchen caddy) 12mth collection</li> </ul>	<a href="https://www.chesterfield.gov.uk/bins-and-recycling.aspx">https://www.chesterfield.gov.uk/bins-and-recycling.aspx</a>
203	North East Derbyshire District Council	39.80%	3	<ul style="list-style-type: none"> <li>• Black Bin – residual waste fortnightly</li> <li>• Burgundy Bin – Dry Recyclable waste fortnightly</li> <li>• Green Bin – Garden and food waste fortnightly for 9mth period</li> </ul>	<a href="https://www.ne-derbyshire.gov.uk/bins-and-recycling">https://www.ne-derbyshire.gov.uk/bins-and-recycling</a>
241	Bolsover District Council	36.00%	3	<ul style="list-style-type: none"> <li>• Black Bin – residual waste fortnightly</li> </ul>	<a href="#">Waste and Recycling</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>• Burgundy Bin – Dry Recyclable waste fortnightly</li> <li>• Green Bin – Garden and food waste fortnightly for 9mth period</li> </ul>	

**Top 10 performing Waste Authorities 2021-22 in comparison to Derbyshire Authorities**

2021_22 Recycling League Table			
Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Collected household waste per person (kg) (Ex BVPI 84a)
1	Three Rivers District Council	63.50%	359.6
2	South Oxfordshire District Council	62.70%	360
3	St Albans City and District Council	62.40%	356.8
4	Vale of White Horse District Council	61.90%	347.2
5	East Devon District Council	61.00%	324.7
6	Stockport MBC	60.30%	352.7
7	East Riding of Yorkshire Council	60.10%	518.6
8	Rochford District Council	59.90%	407.3
9	South Gloucestershire Council	59.90%	420.8
10	Tandridge District Council	59.90%	383.7
62	Derbyshire Dales District Council	51.50%	368
97	High Peak Borough Council	47.70%	387.5
104	Derbyshire County Council	47.30%	484.2
108	South Derbyshire District Council	46.70%	406.8
124	North East Derbyshire District Council	45.30%	402.7
156	Chesterfield Borough Council	43.00%	400.2
177	Erewash Borough Council	41.80%	414.8
215	Bolsover District Council	38.50%	426.8
225	Derby City Council	37.30%	394.4

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
6	Stockport MBC	60.30%	4	<ul style="list-style-type: none"> <li>• Black bin for residual waste - fortnightly</li> <li>• Blue bin or bag for paper/card - fortnightly</li> <li>• Brown bin/Black box for glass/tins/some plastics – every 4wks</li> <li>• Green bin and food waste caddies for garden and food waste – weekly</li> </ul> <p>NOT TEXTILES</p>	<a href="https://www.stockport.gov.uk/topic/bins-and-recycling">https://www.stockport.gov.uk/topic/bins-and-recycling</a> <a href="https://www.stockport.gov.uk/what-you-can-put-in-your-bins">https://www.stockport.gov.uk/what-you-can-put-in-your-bins</a>
8	Rochford District Council	59.90%	3 (4 if using the Textile bags regularly)	<p>Green bin/yellow lid for Compostables garden and food – weekly</p> <p>Grey dry recyclables bin – fortnightly. Extra side waste in blue box from previous scheme.</p> <p>Textiles in Blue sacks</p>	<a href="https://www.rochford.gov.uk/bins-and-collections">https://www.rochford.gov.uk/bins-and-collections</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<p>Grey bin/purple lid for residual waste – fortnightly</p> <p>No longer accept carrier bags in residual bin – encourage use of supermarket schemes.</p> <p>Batteries to supermarkets and small electricals to designated bins at libraries.</p>	
9	South Gloucestershire Council	59.90%	5 (6 if pay for garden waste)	<ul style="list-style-type: none"> <li>Green recycling boxes x2 for dry recyclables (or old bag and box system) - weekly</li> <li>Food recycling bin and kitchen caddy - weekly</li> </ul>	<a href="https://beta.southglos.gov.uk/environment-and-waste/waste-and-recycling">https://beta.southglos.gov.uk/environment-and-waste/waste-and-recycling</a>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> <li>• Black residual waste bin - fortnightly</li> <li>• Green bin /garden waste sack collection. Subscription for green bin – fortnightly, or one-off collections via waste sacks.</li> </ul>	



## Appendix 4: Bibliography

---

Bolsover DC. (2023). *Area Summary Profile Bolsover District*. Available at: [Area Profile Tool 2023 0.02.xlsm \(derbyshire.gov.uk\)](#) (Accessed: 5 April 2024).

Bolsover DC. (2019). *Carbon Reduction Plan 2019-2030*. Available at: [file:///C:/Users/thodun/Downloads/Carbon%20Reduction%20Plan%202019%202030%20\(2\).pdf](file:///C:/Users/thodun/Downloads/Carbon%20Reduction%20Plan%202019%202030%20(2).pdf) (Accessed: 4 April 2024).

Bolsover DC. (2023). *Refuse and Recycling Collections 2023-24 Calendar A/B*. (Copy available from the Scrutiny Officer).

Bolsover DC Website. (2020). *Bins and recycling*. Bolsover District Council. Available at: [https://www.bolsover.gov.uk/index.php?option=com\\_content&view=category&id=41](https://www.bolsover.gov.uk/index.php?option=com_content&view=category&id=41) (Accessed: 2 April 2024).

Bolsover DC Website. (2024). *Self Service Portal*. Bolsover District Council. Available at: [https://selfservice.bolsover.gov.uk/service/Check\\_your\\_Bin\\_Day](https://selfservice.bolsover.gov.uk/service/Check_your_Bin_Day) (Accessed: 2 April 2024).

Bolsover DC Website. (2023). *Waste and Recycling Collection Policy*. Bolsover District Council. Available at: [file:///C:/Users/thodun/Downloads/Waste%20Collection%20Policy%20\(6\).pdf](file:///C:/Users/thodun/Downloads/Waste%20Collection%20Policy%20(6).pdf) (Accessed: 16 April 2024).

Bolsover DC Website. (2023). *InTouch Magazine Archives*. Bolsover District Council. Available at: [https://www.bolsover.gov.uk/index.php?option=com\\_content&view=category&id=157](https://www.bolsover.gov.uk/index.php?option=com_content&view=category&id=157) (Accessed: 18 April 2024).

District Councils' Network. (2021). *Consistency in Household and Business Recycling in England*. Available at: <https://www.districtcouncils.info/wp-content/uploads/DCN-Response-Consistency-in-Household-and-Business-Recycling-in-England.pdf> (Accessed: 20 April 2024).

Department for Environment, Food & Rural Affairs. (2024). *Statistical data set ENV18 - Local authority collected waste: annual results tables (Historical)*. Available at: <https://www.gov.uk/government/statistical-data-sets/env18-local-authority-collected-waste-annual-results-tables#history> (Accessed: 16 April 2024).

East Devon DC. (2023). *East Devon mobile app*. Available at: <https://eastdevon.gov.uk/website-help/east-devon-mobile-app/> (Accessed: 20 April 2024).

East Devon DC. (2023). *That's Clipping Brilliant*, Recycling Guide Booklet. Available at: <https://eastdevon.gov.uk/media/ex0juh4/recycling-guide-2023.pdf> (Accessed: 20 April 2024).

GOV.UK. (2021). *Net Zero Strategy: Build Back Greener*. Available at: <https://assets.publishing.service.gov.uk/media/6194dfa4d3bf7f0555071b1b/net-zero-strategy-beis.pdf> (Accessed: 20 April 2024).

GOV.UK. (2018) *Resources and waste strategy for England*. Available at: <https://www.gov.uk/government/publications/resources-and-waste-strategy-for-england/resources-and-waste-strategy-at-a-glance> (Accessed: 21 April 2024).

Lets Recycle. (2024). *2020/21 overall performance*. Available at: <https://www.letsrecycle.com/councils/league-tables/2020-21-overallperformance-2/> (Accessed: 16 April 2024).

National Audit Office. (2023). *The government's resources and waste reforms for England*. Available at: <https://www.nao.org.uk/reports/government-resources-and-waste-reforms/> (Accessed: 17 April 2024).

North East Derbyshire DC. (2018). *Don't be a Litter Bug*, Children's work booklet. (Copy available from the Scrutiny Officer).

North East Derbyshire DC. (2018). *Recycling Superhero*, Children's work booklet. (Copy available from the Scrutiny Officer).

Statista. (2024). *Global social networks ranked by number of users 2024*. Available at: <https://www.statista.com/statistics/272014/global-social-networks-ranked-by-number-of-users/#:~:text=Global%20social%20networks%20ranked%20by%20number%20of%20users%202024&text=Market%20leader%20Facebook%20was%20the,three%20billion%20monthly%20active%20users> (Accessed: 18 April 2024).

Statista. (2024). *Number of smartphone users in the UK 2020-2029*. Available at: <https://www.statista.com/statistics/553464/predicted-number-of-smartphone-users-in-the-united-kingdom-uk/#:~:text=After%20the%20ninth%20consecutive%20increasing,a%20new%20peak%20in%202029> (Accessed: 18 April 2024).

UK Statutory Instruments. (2018). *Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018*. Available at: <https://www.legislation.gov.uk/uksi/2018/852/contents/made> (Accessed: 16 April 2024).

## **Bolsover District Council**

### **Meeting of Customer Services Scrutiny Committee on 15<sup>th</sup> July 2025**

#### **Customer Services Scrutiny Committee Work Programme 2024/25**

#### **Report of the Scrutiny Officer**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

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

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2024/25.

---

#### **REPORT DETAILS**

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

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2024/25 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.

- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

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

- 2.1 Attached at Appendix 1 is the meeting schedule for 2024/25 and the proposed agenda items for approval/amendment.

## **3. Reasons for Recommendation**

- 3.1 This report sets the formal Committee Work Programme for 2024/25 and the issues identified for review.
- 3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

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

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

---

## **RECOMMENDATION**

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

**IMPLICATIONS:****Finance and Risk:** Yes ☐ No ☒**Details:** None from this report.

On behalf of the Section 151 Officer

**Legal (including Data Protection):** Yes ☒ No ☐**Details:** In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

**Environment:**

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

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

On behalf of the Head of Paid Service

**DECISION INFORMATION**

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

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

All

## DOCUMENT INFORMATION

Appendix No	Title
1.	CSSC Work Programme 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>
Previous versions of the Committee Work Programme.

## Customer Services Scrutiny Committee

### Work Programme 2024/25

#### Formal Items – Report Key

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

Date of Meeting	Items for Agenda		Lead Officer
3 June 2024 164	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1<sup>st</sup> January 2024 to 31<sup>st</sup> March 2024 and Annual Summary</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Housing Ombudsman Self-Assessment Report - Verbal Update</li> </ul>	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Bolsover Tenants Challenge and Change Group - Review of The Voids Process</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Agreement of Work Programme 2024/25</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny Officer
15 July 2024	Part A – Formal	<ul style="list-style-type: none"> <li>Housing Strategy 2024-2029: Consultation Draft</li> </ul>	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> <li>Homelessness and Rough Sleeping Strategy 2022-2027: Monitoring Update</li> </ul>	Housing Options Manager/ Housing Strategy and Development Officer
		<ul style="list-style-type: none"> <li>Review of Effectiveness of Council's Waste Collection and Disposal Education</li> </ul>	Scrutiny Officer
		<ul style="list-style-type: none"> <li>Customer Services Scrutiny Committee Work Programme 2024/25</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny Officer



Date of Meeting	Items for Agenda		Lead Officer
16 September 2024	Part A – Formal	• LG&SCO and Housing Ombudsman Annual Report 2023/24	Customer Services, Standards and Complaints Manager
		• Housing Strategy 2024-2029: Final Draft	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		• Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1 <sup>st</sup> April 2024 to 30 <sup>th</sup> June 2024	Customer Services, Standards and Complaints Manager
		• Review of Members ICT & Support and ICT Service Delivery: Interim Report – (Post Scrutiny Monitoring Update)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
18 November 2024	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2024/25 – 1 <sup>st</sup> July 2024 to 30 <sup>th</sup> September 2024	Customer Services, Standards and Complaints Manager
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
3 February 2025	Part A – Formal	• TBC	
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
31 March 2025	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2023/24 – 1 <sup>st</sup> October 2024 to 31 <sup>st</sup> December 2024	Customer Services, Standards and Complaints Manager
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer