

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

Friday, 8th November 2024

Dear Councillor,

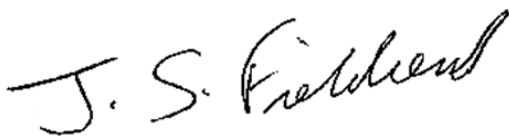
CUSTOMER SERVICES SCRUTINY COMMITTEE

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, 18th November, 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
- **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, 18th November, 2024 at 10:00 hours taking place in the Council Chamber, The
Arc, Clowne***

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for Absence	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda; b) any urgent additional items to be considered; c) any matters arising out of those items; and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the last meeting held on 16 th September 2024.	5 - 9
5.	List of Key Decisions and Items to be Considered in Private <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	10 - 15
6.	Customer Service Standards and Compliments, Comments and Complaints 2024/25 - 1st July 2024 to 30th September 2024	16 - 47
7.	Housing Strategy 2024-2029: Final Draft	48 - 113

- | | | |
|----|---|-----------|
| 8. | Tenancy Strategy | 114 - 152 |
| 9. | Customer Services Scrutiny Committee Work Programme 2024/25 | 153 - 158 |

PART B - INFORMAL

- | | |
|-----|-------------|
| 10. | Review Work |
|-----|-------------|

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 16th September 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Donna Hales in the Chair

Councillors Rita Turner (Vice-Chair), Louise Fox, Phil Smith and Vicky Wapplington.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Steve Brunt (Strategic Director of Services), Thomas Dunne-Wragg (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting was Councillor Jane Yates, Junior Portfolio Holder for Partnerships, Health and Wellbeing.

CS20-24/25 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Amanda Davis, Lisa Powell and Deborah Watson.

CS21-24/25 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS22-24/25 DECLARATIONS OF INTEREST

There were no declarations of interest.

CS23-24/25 MINUTES

Moved by Councillor Phil Smith and seconded by Councillor Rita Turner

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 15th July 2024 be approved as a true and correct record.

CS24-24/25 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.

RESOLVED that the List of Key Decisions and Items to be Considered in Private document be noted.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS25-24/25 ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2023/24 - REPORT

The Customer Service, Standards and Complaints Manager presented the Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) report. This contained an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2024. The Annual Letter was attached at Appendix 1.

The LGSCO had received 8 enquiries and complaints during 2023/24; 3 were closed after initial enquiries; 3 were referred back for local resolution/internal complaints process; and 1 case was invalid or incomplete. One decision had been received May 2024 and was closed after initial enquiries.

No items needed to be investigated. The Council's performance compared favourably with other local districts.

Members agreed the results were commendable. The Chair added this was a great success for all those involved.

Moved by Councillor Phil Smith and seconded by Councillor Rita Turner
RESOLVED that the report be noted.

CS26-24/25 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2023/24 - 1ST APRIL 2024 TO 30TH JUNE 2024

The Customer Service, Standards and Complaints Manager presented the report on the Council's performance, its effective management, and the number of compliments, comments and complaints from 1st April 2024 to 30th June 2024 to Committee.

Appendix 1 provided a breakdown of the key customer service standards, together with the target and cumulative performance for each standard in Q1 2024/25. Appendix 2 provided a breakdown of the Telephony Performance in the same period. Appendix 3 provided the list of Compliments, Comments, Complaints and M.P. enquiries in greater detail, including locations and service areas involved in the same period.

Some targets had been changed to reflect more achievable results. For the Contact Centre, where wait times were higher in some locales, more assistance would be provided.

51 written Compliments (41 of these for Go! Active), 8 Comments (2 for Go! Active), 86 Stage One Complaints (4 recorded and resolved for Go! Active), 32 M.P. enquiries (all responded to within 10 working days), 15 Stage Two Complaints (all responded to within 20 working days), and 2 Ombudsman Complaints (1 case – No Fault/Investigation, 1 case awaiting outcome) were received in Q1 2024/25.

The Council had been graded C2 by the Regulator of Social Housing following an inspection in May 2024. The Regulator had commented that the Council had a low level of complaints and that they were answered promptly. Improvements had been given to the Council to achieve a C1 grade.

CUSTOMER SERVICES SCRUTINY COMMITTEE

The Customer Service, Standards and Complaints Manager added that if the Committee wished to amend how the trend and improvement analysis was presented in future reports, this could be arranged.

A Member felt the wording for a local authority to be graded C2 was harsh, as the Council's performance remained very respectable.

Moved by Councillor Phil Smith and seconded by Councillor Louise Fox
RESOLVED that the report be noted.

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

CS27-24/25 REVIEW OF MEMBERS ICT & SUPPORT AND ICT SERVICE DELIVERY - POST- SCRUTINY MONITORING (SECOND INTERIM REPORT)

The Scrutiny Officer explained the review had initially commenced 2020/21 because of operational issues raised by the COVID-19 Global Pandemic. When the review restarted 2022/23, the aim refocussed on Member ICT equipment and support.

Members had remained concerned on the following: remote support for iPads to enable easier updates; Member ICT equipment; Member ICT support; Council Chamber/meeting room ICT equipment; power supply within the Council Chamber; creation of a Member IT Working Group; accessibility of mod.gov; and access to the Council's intranet.

The Committee had put together 13 recommendations with the aim to assist the Council in improving equipment provision and support to Members, and the operation of meeting spaces within a modern post-COVID-19 environment.

9 out of these 13 recommendations had been achieved (2 completed behind schedule).

The remaining 4 recommendations had been extended. These were: that necessary works be completed in the Council Chamber to upgrade the power supply; that consideration be given to providing additional access to the intranet (either via an extranet link or additional on-site PC/Laptop provision) for Members; that a review of the Council Chamber and meeting room ICT equipment takes place; and that a review of Members' ICT Equipment provision also takes place.

A Member raised that a previous discussion on Members' ICT Equipment included laptops with mobile network access using sim cards. The Chair agreed that this would be useful when out of office to fulfil Council business and Member casework. The Scrutiny Officer explained the Director of ICT had provided an update two weeks prior but would investigate this point.

Moved by Councillor Vicky Waplington and seconded by Councillor Phil Smith
RESOLVED that: 1) Members note the progress against the review recommendations;

- 2) that Members acknowledge any exceptions to delivery and clarify the additional action required by the service;

CUSTOMER SERVICES SCRUTINY COMMITTEE

- 3) that Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution;
- 4) that Officers continue to implement the recommendations and submit a further report in six months' time highlighting progress and any exceptions to delivery.

CS28-24/25 REVIEW OF EFFECTIVENESS OF COUNCIL'S WASTE COLLECTION AND DISPOSAL EDUCATION - EXECUTIVE RESPONSE

The Scrutiny Officer explained that the Committee had agreed to undertake a review of effectiveness of the Council's waste collection and disposal education as part of the 2023-24 Work Programme. The issue had been raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Council through contamination charges.

The Committee had sought evidence including the following: 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; and an evaluation of the current accessibility and reach of the Council's communication services.

Following the review, the Committee had agreed 11 recommendations. These had subsequently been accepted by the Executive, and the Committee would review progress made February 2025.

The Strategic Director of Services informed the Committee that two schools, Park Infant & Junior School, Orchard Close, Shirebrook and Glebe Junior School, Hamlet Lane, South Normanton, had invited the Council to attend and provide lessons on correct waste disposal; arrangements to be made. H. W. Martin Waste Ltd. had recruited a Social Value Officer who would also provide further support to the Council in schools.

A Customers Services week would be taking place November 2024 for community groups and include a stall for the Council's Recycling Promotor. Door knocking work was taking place to distribute recycling information. The annual calendars would be distributed October 2024.

The Chair noted the work had been challenging but worthwhile. Members were also publishing recycling information on their social media pages. The Chair stated the calendar was essential as not all residents were digitally able.

The Strategic Director of Services added that while recycling outturns had dropped recently, this was likely due to outside circumstances (e.g., wet weather reduced the generation of garden waste).

A discussion was held to improve recycling rates, the cost benefits recycling brought to the Council, the need for residents to use the Burgundy bins correctly, as well as the general reduction in food and drink packaging and legislation such as the Plastic Tax 2023.

CUSTOMER SERVICES SCRUTINY COMMITTEE

The Chair reiterated it was important for Members to push forward the benefits of recycling in their Wards.

Moved by Councillor Phil Smith and seconded by Councillor Louise Fox

RESOLVED that: 1) Members note Executive's Response to the Review of Effectiveness of Council's Waste Collection and Disposal Education;

2) that Members make its report and findings public, in accordance with Part 4.5.17(4) of the Constitution;

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

The Junior Portfolio Holder for Partnerships, Health and Wellbeing and the Strategic Director of Services left the meeting.

CS29-24/25 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2024/25

The Committee agreed to consider its Work Programme 2024/25 in the informal scrutiny session.

Moved by Councillor Phil Smith and seconded by Councillor Vicky Waplington

RESOLVED that the work programme be noted and discussed in the informal session.

The formal part of the meeting concluded at 10:42 hours and Members then met as a working party to continue their review work. The working party concluded at 11:03 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

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: 1st November 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. The list can also be accessed from the Council’s website at 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.

2 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?CommitteeId=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
Appointment of contractor to complete insurance remedial works at Pleasley Vale Business Park following Storm Babet	Executive	2nd December 2024	Report of the Portfolio Holder for Growth	Sally Lovell, Business Centres Manager	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
Aquisition of land and property 13	Executive	27th January 2025	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.	Exempt
Award of contract for Shirebrook Market Place: REimagined Project Phase 2	Executive	4th November 2024	Report of the Portfolio Holder for Growth	Chris McKinney, Senior Devolution Lead for Planning Policy, Strategic Growth and Housing	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
Housing Strategy 2024-2029	Executive	2nd December 2024	Report of the Portfolio Holder for Housing	Joanne Wilson, Housing Strategy and Development Officer	Key - It is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.	Open
Lease of Roseland Park and Crematorium To set out the next steps in relation to the lease of Roseland Park and Crematorium in line with	Executive	27th January 2025	Report of the Portfolio Holder for Resources	Theresa Fletcher, Service Director Finance & Section 151 Officer	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure	Open

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
expert advice provided on the VAT partial exemption calculation.					of £75,000 or more.	
Management of Corporate Debt - Write-off of outstanding amounts	Executive	4th November 2024	Report of the Portfolio Holder for Resources	Theresa Fletcher, Service Director Finance & Section 151 Officer	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
Roseland Park and Crematorium - update on project progress	Executive	27 th January 2025	Report of the Portfolio Holder for Portfolio Holder - 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.	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.

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 18th November 2024

Customer Service Standards / Compliments, Comments and Complaints **Report 24/25 1st July 2024 to 30th September 2024**

Report of the Portfolio Holder for Health & Wellbeing

Classification	This report is Public
Report By	Pam Brown Director for Executive, Customer Services, Communications, Governance and Partnerships Telephone: 01246 242499 Email: Pam.Brown@bolsover.gov.uk
Contact Officer(s)	Lesley Botham Customer Service, Complaints & Standards Manager Telephone: 01246 242230 Email: Lesley.botham@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st July 2024 to 30th September 2024.
 - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
-

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

2. Details of Proposal or Information

2.1 Customer Service Standards

Appendix 1 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

2.1.1 Revenues & Benefits (Appendix 1)

Target – Revenues 70% of incoming calls to be answered within 20 seconds.

Revenues achieved 87% for quarter 2.

Target – Benefits 80% of incoming calls to be answered within 20 seconds.

Benefits achieved 94% for quarter 2.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target - 80% of incoming calls to be answered within 20 seconds.

Contact Centres achieved 77% for quarter 2 (18,364 calls answered).

E-mails

Target 1 - 100% to be acknowledged within 1 working day.

Target 2 - 100% to be replied to within 8 working days.

For this reporting period, 1st July 2024 to 30th September 2024:

- 8383 email enquiries (in Q2) from the public were received through enquiries@bolsover.gov.uk
- 100% were acknowledged within one working day.
- 100% were replied to in full within 8 working days with 5 emails over target 8 working days for Q2.

Live Chat

Target - 90% of incoming Live Chats to be answered within 20 seconds.

Contact Centres achieved 89% for quarter 2 (737 chats answered).

Face to Face

Next Face to Face monitoring scheduled 11/11/24.

2.1.3 Corporate Telephone Standard (Appendix 2)

Target - 90% to be answered within 20 seconds.

Appendix 2 shows the performance between 1st July 2024 and 30th September 2024 by quarterly period.

The report identifies Quarter 2 92% of incoming calls are being answered corporately within 20 seconds cumulatively, which is above standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Dragonfly Repairs, Procurement, Legal & Audit

Target – 10% Unanswered Calls (Abandoned).

Appendix 2 shows the performance between 1st July 2024 and 30th September 2024 by quarterly period. The report identifies Quarter 2, 7% of incoming calls direct to service areas are not being answered which is within the target, service areas not meeting target are highlighted on Appendix 2.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 74 written compliments were received during Q2 1st July to 30th September 2024. Compliments were received from customers who appreciated excellent service.

Go Active Customer Feedback Form
Compliments recorded Q2 - 18

Comments

Appendix 3 (B) shows the number of written comments received for the period Q2 1st July to 30th September 2024, 5 comments were received and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active Customer Feedback Form
Comments and suggestions Q2 - 11

Complaints

Stage One Complaints

Appendix 3 (C, D) shows the number of stage one complaints and M.P. enquiries received by department, 99 stage one complaints Q2 1st July to 30th September 2024 and 1 M.P. enquiry during this same period.

In July 2024, following the General Election a new M.P. took over Bolsover District. The Council have not yet received any constituent enquiries or complaints or contact details for the new M.P. the Customer Services Department have directed customers to Parliament contact details.

98% stage one complaints and 100% M.P. enquiries were responded to within our customer service standard of 10 working days.

Go Active Customer Feedback Form

Complaints recorded and resolved by Duty Manager Q2 - 6

Stage Two Complaints

Appendix 3 (E) shows the number of stage two complaints received for the period by department. These are complainants who have already made a stage one complaint and still feel dissatisfied. During this period 15 stage two complaints were received.

100% Stage Two complaints were responded to within our customer service standard of 20 working days.

Ombudsman

3 Ombudsman complaints have been received for Q2 1st July to 30th September 2024. All of which were not investigated by the Ombudsman's as there was insufficient evidence of fault causing injustice.

Service Improvements

In April 2024, the Compliments, Comments and Complaints Policy was amended to reflect the Housing Ombudsman and Local Government Ombudsman new Complaint Handling Codes. Within this code, the Ombudsman has requested that the Council identifies and records service improvements as a result of complaints. The following service improvements have been identified in Q2:

Complaint Number	Description	Improvement
7162	Customer has complained regarding the NNDR Department not replying to correspondence.	Procedures have been implemented to prevent re-occurrence such as correspondence being viewed separately in a timely manner and team members ensure officers are aware of call backs.

7165	Customer has complained regarding the smoke alarm being out of date and the appointment being scheduled on the wrong date.	Council have implemented a fully automated system for the fire alarms and CO2 detector dates so that no alarms can go out of date.
7175	Customer has complained regarding an emergency repair and the attitude of one of the Central Control Operators	Central Control have asked the Officer to call the Manager if any similar issues arise. The Council's Contractor is to implement a measure to inform the Council if the contracted hours cannot be met.
7215	Customer has received an arrangement letter which they did not agree to and they believe they have paid all arrears.	Revenues Department have implemented a system where an Officer will look through complaints each day to check so they can be forwarded to CCCAdmin.
7275	Customer has reported that a Warden refused to call an ambulance and dealt with a situation incorrectly.	In the future the Support Officer has been advised to contact 111 to seek further advice to reassure service users of the decisions being made, if it is felt that a 999 call is not necessary.
BDC645554198	Customer is on assisted gardening and has requested that the grass and hedges on the front and back garden can be cut. This has been reported several times.	Updated the tenancy sign up script for transfer of assisted gardening services as was not integrating properly to Grounds Maintenance Staff on the back office system.

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

4 Alternative Options and Reasons for Rejection

- 4.1 None

RECOMMENDATION

1. That the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by Councillor M Dooley Port Folio holder for Health & Wellbeing

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

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

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

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

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:

Any complaints linked to environmental issues are dealt with in line with our policies.

Staffing: Yes ☐ No ☒**Details:**

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

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

Links to Council Ambition: Customers, Economy and Environment.
Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION	
Appendix No	Title
1.	Customer Service Standards monitoring 01/07/24 to 30/09/24
2.	Telephony performance 01/07/24 to 30/09/24
3.	Compliments, Comments and Complaints: A. Compliments by department 01/07/24 to 30/09/24 B. Comments by department 01/07/24 to 30/09/24 C. Stage One complaints 01/07/24 to 30/09/24 D. Stage Two complaints by department 01/07/24 to 30/09/24 E. M.P Enquiries 01/07/24 to 30/09/24

Background Papers
None

APPENDIX 1 – Customer Service Standards Monitoring 01/07/24 – 30/09/24.

Key Customer Service Standards - Performance Monitoring - 2024/2025															
	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
Period	No. of Incoming Calls Answered (Direct Dial)	% of Calls Answered within 20 Seconds	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Live Chats Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
2 Target		90%		80%	70%	80%		100%	100%		90%		100%		100%
3 April to June	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
Quarter 1 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	96%	32	100%
July to September	22,243	92%	18,364	77%	87%	94%	8,383	100%	100%	737	89%	99	98%	1	100%
Quarter 2 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%
October to December															
Quarter 3 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%
January to March															
Quarter 4 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%

APPENDIX 2 –Telephony Performance 01/07/24 – 30/09/24

2024/25 Q1 & Q2 April - Sept Target - 90% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)		Q1					Q2						
Department (by directorate)		Total Calls Recei ved	Total Calls Answe red	Total Calls Answe red within 20s	% Answ ered within 20s	Abando ned /Lost calls	% Abando ned calls	Total Calls Recei ved	Total Calls Answe red	Total Calls Answe red within 20s	% Answ ered within 20s	Abando ned /Lost calls	% Abando ned calls
Services													
Services Director Executive, Governance, Customer Services & Partnerships		14	9	8	88%	5	36%	8	2	1	50%	6	75%
24	Customer Services	130	100	98	98%	30	23%	129	96	93	96%	33	26%
	HR & Payroll	221	195	192	98%	26	12%	223	199	195	97%	24	11%
	Partnership Team	9	6	6	100%	3	33%	3	3	3	100%	0	0%
	Communications	84	76	76	100%	8	10%	94	81	81	100%	13	14%
Executive													
Services Director Finance & Section 151 Officer		17	16	16	100%	1	6%	7	7	7	100%	0	0%
Finance & Accountancy		132	120	117	97%	12	9%	84	76	75	98%	8	10%
Revenues & Benefits		10400	10367	8803	85%	33	0%	9063	9039	8148	90%	24	0%
Joint ICT		933	889	728	81%	44	5%	924	901	801	88%	23	2%
Audit													
Services Director Corporate & Legal Services and Monitoring Officer		37	35	35	100%	2	5%	33	32	32	100%	1	3%
Legal		14	14	14	100%	0	0%	20	17	15	88%	3	15%
Elections		311	250	240	96%	61	20%	221	183	177	96%	38	17%
Governance		59	52	49	94%	7	12%	82	73	71	97%	9	11%
Procurement		35	20	19	95%	15	43%	54	46	41	89%	8	15%
Performance & Improvement		58	35	35	100%	23	40%	59	35	35	100%	24	41%
Scrutiny		20	19	18	94%	1	5%	33	30	27	90%	3	9%
Total		12474	12203	10454	86%	271	2%	11037	10820	9802	91%	217	2%
Strategy													
Strategic Director of Services		20	19	19	100%	1	5%	18	17	17	100%	1	6%

Planning & Planning Policy	745	690	653	95%	55	7%	642	555	506	91%	87	14%
Joint Environmental Health	2351	2260	2066	91%	91	4%	2366	2285	2090	91%	81	3%
Housing Management & Enforcement	3293	2982	2786	93%	311	9%	3152	2795	2627	94%	357	11%
Corporate Health & Safety	57	31	29	93%	26	46%	73	54	52	96%	19	26%
Street Scene	1746	1580	1502	95%	166	10%	1672	1527	1453	95%	145	9%
Leisure, Health & Well Being	1407	1029	984	96%	378	27%	1332	992	940	95%	340	26%
	9619	8591	8039	94%	1028	11%	9255	8225	7685	93%	1030	11%
Dragonfly												
Dragonfly Development Ltd Director	1	1	1	100%	0	0%	2	1	1	100%	1	50%
Repairs	2413	2283	2005	87%	130	5%	2902	2573	2265	88%	329	11%
Economic Development	56	46	44	95%	10	18%	57	43	40	93%	14	25%
Facilities	146	141	140	99%	5	3%	177	167	167	100%	10	6%
Property & Commercial	273	236	231	97%	37	14%	230	195	194	99%	35	15%
Property Services	272	262	253	96%	10	4%	225	216	208	96%	9	4%
Engineers	4	4	4	100%	0	0%	3	3	3	100%	0	0%
Total	3165	2973	2678	90%	192	6%	3596	3198	2878	90%	398	11%
	25258	23767	21171	89%	1491	6%	23888	22243	20365	92%	1645	7%

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:
another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds
Which ring off within 20 seconds are unanswered (Abandoned)

Answered on the original extension within 20 seconds. Transferred to

Does not meet target

Appendix 3 (A) Compliments by Department 01/07/24 – 30/09/24

Please note that some compliments were for 2 or more departments.

Q2 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jul-24	1	Langwith Junction	Customer advised that it is always a pleasure to speak with the Customer Services Team.	Customer Services	4
	2	South Normanton	Customer would like to thank the Council Officers that they dealt with during their Housing Application. The Housing Options Team, Housing Needs Assistant and Customer Advisors were kind and thoughtful which helped them during a tough time. The Customer Advisor was easy to talk with and nothing was much trouble.		
			Customer advised that the Customer Advisor was a 'star' providing the Housing Application process information.		
	1	Unknown	The Customer Advisor they spoke with was very helpful and went out of their way to ensure their issue was logged and dealt with.		
	2	Bolsover	Customer thanked the Community Safety and Enforcement Manager for the progress the team has made to prevent recurring antisocial behaviour. They are pleased to know the Council care about their welfare and thanked two CAN Rangers who have been excellent and conscientious at getting the work done and keeping the resident informed of progress.	Housing	9
			Customer wanted to thank the Community Action Network Rangers for setting up all the repairs and cameras where there is antisocial behaviour. Their actions were prompt and effective after listening to residents. The place is a much improved area and the resident is happier.		
	2	Pinxton	Customer sent a thank you card, thanking the Housing Allocations Team for all they had done.		
			Customer sent a thank you card, thanking the Housing Needs Assistant for assisting them with getting a BDC property and making them so happy		

Q2 Compliments 2024/25					
	1	South Normanton	Customer would like to thank the Council Officers that they dealt with during their Housing Application. The Housing Options Team, Housing Needs Assistant and Customer Advisors were kind and thoughtful which helped them during a tough time. The Customer Advisor was easy to talk with and nothing was much trouble.		
	1	Tibshelf	Customer thanked the Housing Team and Contact Centre for their continued support in signing up for a Council property.		
	3	Unknown	Customer wanted to thank the Housing Options Officer for helping them through worry and anxiety and for them going above and beyond. They think the Officer is exceptional at their job and the customer will always be thankful for what they had done. The Officer was also friendly, kind and understanding at all times.		
			Customer thanked the Housing Options Triage Officer for being so kind, helpful and non-judgemental.		
			Customer thanked the Community Enforcement Ranger for helping to control the traffic during a road traffic accident.		
	1	Creswell	Customer thanked the Senior Revenues Officer for being very helpful and for all their advice.	Revenues	5
	1	Shirebrook	Customer thanked the Senior Revenues Officer for helping so swiftly with their Council Tax Support issue.		
	3	Unknown	Customer thanked the Senior Revenues Officer for swiftly responding to their enquiry and for taking great effort to explain the calculation.		
			Would like to thank the Revenues Officer personally for their help as they have been amazing over the last year.		
			Customer thanked the Principal Billing and Recovery Officer for the turnaround time, the customer advised the Officer had excelled themselves.		
	1	Blackwell	Customer thanked the Grounds Maintenance Team for the great job they had done.	Street Scene	8
	1	Bolsover	Customer is very pleased with how promptly their request was dealt with at a memorial garden and that they would like to say thank you to the Grounds Maintenance Team who have done a good job.		

Q2 Compliments 2024/25					
	1	Clowne	Customer would like to thank the lovely gentleman that collected their bin this morning, they are now on the assisted list and want to say thank you for the service.		
	1	Shirebrook	Customer would like to thank the road sweeper operative who was lovely and accommodating, helping to smarten the street up and doing a thorough job		
	2	South Normanton	Thanked the Council for their help with removing graffiti.		
			Customer advised that the Bulky Collections Team have provided an excellent service this morning.		
	2	Unknown	Customer thanked the Grounds Maintenance Team for removing fly tipping, complimented them on being a great team.		
			Customer would like to thank the two members of the Refuse Crew who helped move their car from the road when it had broken down. They were both very helpful and kind.		
	Total compliments for July 2024. Split by department				
Total compliments for July 2024.					25
Aug-24	1	Unknown	Customer thanked the Communications Team for help promoting their service. They have seen a dramatic increase in referrals.	Communications	1
	1	Glapwell	Thanked the Customer Advisor for being so helpful. They resolved a problem which they had had for 5 weeks.	Customer Services	1
	1	Clowne	Customer thanked the Temporary Accommodation Officer and Housing Options Officer for their support and hard work. The customer advised they have been patient, understand and have gone above and beyond for them.	Housing	4
	2	Unknown	Customer thanked the Homeless Triage Officer for the very efficient and speedy work to get their mum rehoused. The support and care taken in the housing application it a tribute to all of you		
			Customer thanked the Housing Innovations Team who went over and above to ensure the Housing Services all came back following efforts to patch servers.		

Q2 Compliments 2024/25					
	1	Whitwell	Customer stated the Community Enforcement Rangers are superheroes and have changed their life forever giving them faith and trust in others using safe and secure items. They also tidied up their garden for them and left them with tears of joy through their positivity, they deserve a medal and have made a massive positive impact in their life.		
	1	Barlborough	Customer wanted to thank Dragonfly Repairs and Inspector for a brilliant job they had done and they were professional and friendly.	Housing Repairs and Maintenance	7
	1	Blackwell	Thanked and complimented the Repairs Co-ordinator, they are pleased repair jobs are getting sorted.		
	1	Bolsover	Customer thanked the two Repairs Operatives as they had been brilliant.		
	1	Clowne	Customer thanked the Repairs Operative who was very polite, efficient and pleasant.		
	1	Creswell	Customer would like to thank the Repairs Operative who attended their property for an electrical check, they were very polite and efficient.		
	2	Tibshelf	Customer complimented the two Repairs Operatives that have recently carried out work at their property. The customer described the operative who fixed their toilet as a brilliant worker who was clean and tidy and did a very good job. The operative who fitted a shower cubicle was clean, tidy and their work was excellent. The customer has stated they are two of the best workers for the Council.		
			The customer stated that the Council's Contractor's Operatives were polite and respectful and it impressed the resident that shoe covers were worn.		
	1	Newton	Customer thanked the Principal Benefits and Technical Officer for their email and for taking the time to explain the situation to them.	Revenues	3
	1	Pinxton	Customer thanked the Senior Revenues Office for their information regarding the Householder Support Fund and that this has taken a big weight off their mind.		

Q2 Compliments 2024/25					
	1	Tibshelf	Customer thanked the Senior Revenues Officer for being very helpful in helping them complete a form. The customer said they were a credit to their job and it was great for them to help.	Street Scene	2
	1	Clowne	Customer thanked a Refuse Operative who found their phone and ensured it was returned to the right person.		
	1	South Normanton	Thanked the Grounds Maintenance Team for carrying out works to the South Normanton churchyard.		
Total compliments for August 2024. Split by department					18
Total compliments for August 2024.					18
Sep-24	1	Bolsover	The Customer has advised that the Customer Advisors are always so friendly and helpful.	Customer Services	5
	1	Newton	Customer wanted to thank Customer Services and Dragonfly Repairs for being so helpful, their gate post was fixed the day after it was reported.		
	1	Out of Area -Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	1	Shirebrook	Thanked a Customer Advisor for being very efficient and having a lovely manner.		
	1	South Normanton	Customer wanted to thank the Customer Advisor and Community Enforcement Ranger for their efficient help with the issue they reported, they are extremely grateful.	Economic Development	1
	1	Unknown	The Chair of the Scrutiny Committee stated the work completed by the Economic Development Team to deliver projects with funding was very impressive and members agreed their success should be congratulated.		
	1	Bolsover	The customer thanked the pest control team for putting their mind at ease with the rat infestation. Everything was discussed in detail and they were very knowledgeable. Their manner and respect for my property on each visit should not go unnoticed.	Environmental Health	2

Q2 Compliments 2024/25					
	1	Shirebrook	Customer wants to say a big thankyou to pest controller. They got the job done quickly and efficiently yesterday. There are no more wasps! They were friendly and very helpful, with a lovely manner.		
	1	Bolsover	Customer thanked two Careline Wardens who helped with their medical emergency, they also returned the next day to check they were ok. They are very grateful for the service and cannot thank the wardens enough for their help which may have saved their life.	Housing	10
	1	Clowne	Customer wanted to give a big thank you to the Housing Options Team, the Careline and Independent Living Manager and all the staff that supported the customers 'amazing' move.		
	1	New Houghton	Customer wanted to thank the Community Enforcement Ranger for their help and advice which they are grateful for.		
	1	Newton	Thanked the Housing Options Officer for all their help. They have been outstanding and the customer really appreciates everything that has been done for them.		
	1	Out of Area - Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	1	Pinxton	Thanked the Housing Needs Assistant for meeting the customers' needs		
	1	Shirebrook	Thanked the Rent Officer for all their help in providing proof of address by sending out the rent statement		
	1	South Normanton	Customer wanted to thank the Customer Advisor and Community Enforcement Ranger for their efficient help with the issue they reported, they are extremely grateful.		
	2	Unknown	The customer thanked the housing team for all their help as it really meant a lot and they are extremely grateful.		
			Customer is grateful for all of the help they have received and is happy to have this chance of a safe place to live.		

Q2 Compliments 2024/25					
	1	Bolsover	Customer has stated that Repairs Operatives always do a great job.	Housing Repairs and Maintenance	6
	1	Creswell	Customer would like to thank the Senior Repairs Co-ordinator and the Contractors 2 Repair Operatives for sorting out the problem with the shower.		
	2	Newton	Customer wanted to advise how happy they were with the efficient service provided to them and say thank you. Their gutter was fixed and grass trimmed the same week it was reported.		
			Customer wanted to thank Customer Services and Dragonfly Repairs for being so helpful, their gate post was fixed the day after it was reported.		
	1	Out of Area -Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	1	Whaley Thorns	The Customer thanked Dragonfly Repairs Team for the brickwork repairs to their property, it has made a difference to them and they are very grateful.		
	1	Unknown	Customer complimented how easy it had been to get everything set up e.g. customer bins, council tax. They found the self-service website simple to navigate and comprehensive. They have also found it to be easy to speak with Officers and everyone has been professional, friendly and extremely helpful.	ICT	1
	1	Alfreton	Customer wanted to thank Communications for the videos posted on You Tube. Wishes this also could have been done at their previous Council	Partnerships and Transformation	1
	1	Unknown	Thanked the Planner for their support in Planning Application processes and decisions.	Planning	1
	3	Bolsover	Customer has thanked the Revenues and Benefits Manager for their help.	Revenues	7
			Thanked the Principal Billing and Recovery Officer for their help and advised they were very grateful.		

Q2 Compliments 2024/25					
			Has thanked the Principal Billing and Recovery Officer for their help following Household Support.		
	1	New Houghton	Customer feels overwhelmed with the help provided by the Benefits Team.		
	1	South Normanton	Advised that the Benefits Officer they corresponded with was so helpful, empathetic, caring and understanding and they are so grateful for the teams help.		
	2	Unknown	Customer complimented how easy it had been to get everything set up e.g. customer bins, council tax. They found the self-service website simple to navigate and comprehensive. They have also found it to be easy to speak with Officers and everyone has been professional, friendly and extremely helpful.		
			Thanked the Senior Revenues Officer for their help sorting a liability which had been a struggle with a previous tenant.		
	1	Bolsover	Advised the Waste Promotions Officer had been great in keeping regular contact and updating them regarding the bin presentation point.	Street Scene	5
	1	Newton	Customer wanted to advise how happy they were with the efficient service provided to them and say thank you. Their gutter was fixed and grass trimmed the same week it was reported.		
	1	Out of Area -Tapton	Customer would like to compliment Bolsover District Council and their policies. The customer likes that the Council offers a face to face service for residents, how the housing stock is managed (including repairs, getting void properties ready and new builds) and how the refuse service is in house.		
	2	Unknown	Complimented the top quality job the Grounds Maintenance Team have done when mowing the sports ground and that it is often commented on. They take their hat off to them as they've done a brilliant job.		

Q2 Compliments 2024/25					
			Customer complimented how easy it had been to get everything set up e.g. customer bins, council tax. They found the self-service website simple to navigate and comprehensive. They have also found it to be easy to speak with Officers and everyone has been professional, friendly and extremely helpful.		
Total compliments for September 2024. Split by department					39
Total compliments for September 2024.					31

Total compliments for Q2 2024-2025. Split by department					83
Total compliments for Q2 2024-2025.					74

Appendix 3 (B) Comments by Department 01/07/24 – 30/09/24

Please note that some comments were for 2 or more departments.

Q2 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jul-24	1	Out of Area - Mansfield Woodhouse	Comments regarding the housing application process and policy and how the customer feels that Bolsover Council just look after their own residents.	Housing	1
	1	Unknown	Customer wanted to comment anonymously on two Dragonfly vehicles for the department to investigate.	Repairs	1
Total comments for July 2024. Split by department					2
Total comments for July 2024.					2
Total comments for August 2024. Split by department					0
Total comments for August 2024.					0
Sep-24	1	Unknown	Customer thinks the satisfaction survey needs improvements and has suggested changes.	Customer Services	1
	1	Bolsover	Customer would like the Environmental Health Department to check MOT / Insurance before leaving stickers on car windscreens regarding abandonment.	Environmental Health	1
	1	Shirebrook	Customer has received an email from the Planning Department and they believe information to be incorrect.	Planning	1
Total comments for September 2024. Split by department					3
Total comments for September 2024.					3
Total comments for Q2 2024-2025. Split by department					5
Total comments for Q2 2024-2025.					5

APPENDIX 3 (C) – Stage 1 Complaints by Department 01/07/24 – 30/09/24

Please note that some Stage One complaints were for 2 or more departments.

Q2 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jul-24	1	Clowne	Customer has complained concerning letters being received about an arrangement being defaulted due to technical issues with the payment Kiosk at Clowne CC	Customer Services	1
	1	South Normanton	Customer has complained about the attitude of one of the Election Team staff members	Elections	1
	1	Shirebrook	Customer is still experiencing a noise nuisance following their initial complaint to the Council where further action was taken. Following this no further updates have been received or progress made.	Environmental Health	1
	2	Clowne	Customer has complained that the Rangers have not been providing updates about an ongoing issues next door	Housing	9
			Customer has complained regarding a Council employee entering the customers property without knocking		
	1	Creswell	Customer has complained regarding the way the housing application has been dealt with		
	2	Shirebrook	Customer is still experiencing a noise nuisance following their initial complaint to the Council where further action was taken. Following this no further updates have been received or progress made.		
			Customer has complained regarding an emergency repair and the attitude of one of the Central Control Operators		
	1	South Normanton	Customer has not received the decision of their Housing Application appeal and it has been the 56 days specified.		
	3	Whitwell	Customer complained regarding their application for Householder Support Fund, Discretionary Housing Payments and Housing Benefit. They are also unhappy with the condition of the property when they took over the tenancy.		
			Customer disagrees with the Council allowing their neighbour to install CCTV and has also made reports to the Council which have resulted in no action.		

Q2 Stage 1 Complaints 2024/25					
			Customer has complained regarding bidding on properties		
	1	Shirebrook	Customer has complained regarding an emergency repair and the attitude of one of the Central Control Operators	Housing Repairs and Maintenance	3
	1	Tibshelf	Customer has complained regarding the smoke alarm being out of date and the appointment being scheduled on the wrong date		
	1	Whitwell	Customer complained regarding their application for Householder Support Fund, Discretionary Housing Payments and Housing Benefit. They are also unhappy with the condition of the property when they took over the tenancy.		
	1	Pleasley	Customer was advised there was no refunds for swimming lessons being cancelled however was informed it was 30 days cancellation previously.	Leisure	3
	2	Unknown	Customer not happy about the usage of the disabled parking at The Arc on a weekend.		
			Customer is unhappy with their child's swimming lessons. They feel there is an inconsistency and that the competency log is not being used. They also raise concerns if all the teachers are qualified.		
	1	Clowne	Customer is unhappy as nobody was able to answer their Planning Enforcement query due to annual leave.	Planning	2
	1	Hardstoft	Customer has complained about the planning procedure for a development of a property in Hardstoft		
	1	Bolsover	Customer has complained concerning the installation that was fitted by Property Services which were never connected.	Property Services	2
	1	Unknown	Customer not happy about the usage of the disabled parking at The Arc on a weekend.		
	1	Blackwell	Customer has complained about receiving a court letter.	Revenues	5
	1	Clowne	Customer has complained concerning letters being received about an arrangement being defaulted due to technical issues with the payment Kiosk at Clowne CC		
	1	Pinxton	Customer has complained regarding the NNDR Department not replying to customers correspondence.		
	2	Tibshelf	Customer has complained about business rates relief.		

Q2 Stage 1 Complaints 2024/25					
			Customer has complained about the behaviour of a Senior Benefits Officer and the length of time to be given a decision.	Street Scene	16
	2	Barlborough	Customer has received no communication from the Grounds Maintenance Department since their report.		
			Customer has complained regarding their bins being missed and not being returned to correct location.		
	5	Bolsover	Customer has complained that Grounds Maintenance are not responding		
			Customer reported an issue with a tree last year to the Grounds Maintenance Team but hasn't received a response despite several chase ups.		
			Customers was delivered a regular sized bin instead of an extra capacity one which they had ordered 7 weeks prior.		
			Customers assisted bin collection has been missed on several occasions.		
			Customer has complained about still not receiving the burgundy bin which was ordered on the 10th May 2024		
	4	Clowne	Customers bin is being left at the bottom of their road instead of being returned to the correct location. This has already been reported as a service request.		
			Customer reported the grass verges and hedgerows to their property are very overgrown and has not heard back.		
			Customer has alleged the Refuse Team have dropped a bag of glass on the road and they have damaged their tyre because of it.		
			Customer has complained because they have been advised that they can't have an additional green bin		
	1	Pinxton	Customer has been chasing their replacement bin order for several months.		
	1	Tibshelf	Customer has complained their black bin has not yet been replaced.		
	1	Whaley Thorns	Customer has complained about the state of the garden at the side of their property		
	2	Whitwell	Customers hedge has been sprayed with chemicals by the Grounds Maintenance Team and they are concerned the hedge may be dying.		

Q2 Stage 1 Complaints 2024/25					
			Customers green bin was not collected due to the compostable bags used; however, they are stated as accepted on the Council's website and calendar.		
Total Stage 1's for July 2024. Split by department					43
Total Stage 1's for July 2024.					38
Aug-24	1	Clowne	Customer is unhappy with the TMO not dealing with issues with the neighbours. They are also unhappy that their back door keys did not fit	Customer Services	4
	1	South Normanton	Customer has complained that a Customer Advisor did not put through their missed bin report and therefore their bin has missed the mop up round.		
	1	Unknown	Customer has complained regarding their homeless application and a Customer Advisor.		
	1	Whaley	Customer is unhappy with actions of a Customer Advisor.		
	1	South Normanton	Customer was unhappy with an Environmental Health Officers attitude.	Environmental Health	1
	1	Clowne	Customer is unhappy with the TMO not dealing with issues with the neighbours. They are also unhappy that their back door keys did not fit	Housing	4
	1	Shirebrook	Customer is unhappy with the Housing Options team contacting via phone rather than email which put them in a dangerous situation		
	1	Unknown	Customer has complained regarding their homeless application and a Customer Advisor.		
	1	Whitwell	Customer is unhappy that a Housing Officer visited unannounced.		
	2	Creswell	Customer is unhappy with the wet room floor	Housing Repairs and Maintenance	4
			Customer has complained regarding damage caused by the Council's Contractor		
	2	Pinxton	Customer has alleged the Repairs Operatives attended the property but did not complete any work.		
			Customer has contacted the Council to no avail regarding a neighbouring Council properties dangerous wall that needs replacing.		
	1	Clowne	Customer has complained to the Planning department regarding sharing details for a Planning Application.	Planning	3
	1	Hardstoft	Customer has made a complaint regarding a Planning Application which they have concerns about regarding a boundary.		

Q2 Stage 1 Complaints 2024/25					
	1	Pleasley	Customer has complained to the planning department regarding an ongoing planning application and a document that was removed from the public access.	Revenues	3
	1	Clowne	Customer has received an arrangement letter which they did not agree to and they believe they have paid all arrears.		
	1	Shirebrook	Customer was informed they were eligible for a Council Tax discount and refund, after several months the customer was informed a mistake had been made and they owed money.		
	1	Unknown	Customer has complained about poor communication from the Planning department and their bill being passed to enforcement agents.		
	1	Blackwell	Customer is unhappy that a BDC worker disclosed their name, a breach of the Data Protection Act	Street Scene	10
	3	Bolsover	Customer is not happy they have not received their bins after 6 weeks.		
			Customer is a social worker and complained regarding their clients assisted bin collections.		
			Customer is not happy their green bin hasn't been collected on a few occasions and it was missed on the mop up round.		
	1	Clowne	Customers bin has been missed three times this year.		
	2	Pinxton	Customers black bin is being continually missed and then collected on the mop up round.		
			Customer has reported the lack of maintenance at a churchyard for several months but the issue persists.		
	1	Shirebrook	Customer is not happy that the Customer Advisor did not put through their missed bin report correctly resulting in their bin not being collected on the mop up round.		
	1	South Normanton	Customer made a request for their road to be cleaned due to a liquid spillage. This has still not been completed.		
	1	Whaley Thorns	Customer has made several enquiries to Grounds Maintenance regarding their assisted garden not being cut but has not received a response.		
Total Stage 1's for August 2024. Split by department					29

Q2 Stage 1 Complaints 2024/25					
Total Stage 1's for August 2024.					27
Sep-24	1	Hodthorpe	Customer did not present their bin so they were informed side waste would be collected on the next collection, however it was not.	Customer Services	1
	1	Bramley Vale	Customer complained about receiving a rent arrears letter the day before the rent payment needed to be paid	Housing	5
	1	Clowne	Customer has complained that the Community Enforcement Rangers are not following the policies online		
	1	Out of Area - Hasland	Customer has complained regarding administrative issues which led to their Housing Application being rejected.		
	1	Shirebrook	Customer has reported that a Warden refused to call an ambulance and dealt with a situation incorrectly.		
	1	Whitwell	Customer is not happy about the behaviour of the Community Enforcement Rangers		
	4	Bolsover	The customer is not happy with the actions taken or information given by the Repairs Inspector.	Housing Repairs and Maintenance	9
			Customer is not happy with the standard of repairs carried out by the Council.		
			Customer is not happy with the repair that has been carried out with the pointing of the roof		
			Customer disputes that an operative attended their property to inspect their roof.		
	2	Bramley Vale	Customer is not happy how they were spoken to by the Inspector		
			Customer is not happy that they have not received any communication regarding the electrical testing.		
	1	Shirebrook	Repairs team did not attend the scheduled appointment and no explanation provided		
	1	Tibshelf	Customer reported a repair a while ago and it has still not been fixed.		
	1	Whitwell	Customer is unhappy with the Council's Contractor as they did not pick up all pieces of glass.		

Q2 Stage 1 Complaints 2024/25					
	1	Tibshelf	Customer is not happy with the state of the playground at Lincoln Street Tibshelf	Leisure	1
	2	Clowne	The communal boiler been intermittent when producing heating or hot water.	Property Services	2
			The communal hot water has been intermittent for over a week.		
	1	Clowne	Customer has complained about issues they have had with the Revenues Department and Officers and how this has affected their current arrears.	Revenues	2
	1	Pinxton	Customer has complained that a Revenues Officer did not carry out their request.		
	3	Bolsover	Customers bins keep being missed.	Street Scene	14
			Customer requested the assisted garden service 2 years ago and has heard nothing since.		
			Customer doesn't know what colour bin to be put out each week as the bin men seem to choose whose bin to empty and what colour, Black bin has not been emptied since they moved in.		
	1	Clowne	Numerous missed bins, mainly the burgundy bin		
	3	Creswell	Customers green bin keeps getting missed		
			Customer is not happy that the hedges are not being maintained and the lack of communication from the ground maintenance team.		
			Customer is not happy that their back garden hasn't been cut and the way they were spoken to by the Grounds Maintenance Team		
	1	Elmton	Accidental damage caused by the bin lorry which was not reported.		
	1	New Houghton	Green bin disappeared following collection and wants to complain about having to pay for a replacement.		
	1	Out of area - Huthwaite	Customer is not happy with the way the churchyard looks after the grass is cut.		
	1	Shirebrook	Customer is on assisted gardening and has requested that the grass and hedges on the front and back garden can be cut. This has been reported several times.		
	2	South Normanton	Customer has complained that they have still not received their replacement burgundy bin lid		

Q2 Stage 1 Complaints 2024/25					
			Customer has complained that the green Bin Crew are not emptying bins careful resulting in waste spillage and damaged bins.		
	1	Whitwell	Customer has complained the Refuse Team did not return their call.		
Total Stage 1's for September 2024. Split by department					34
Total Stage 1's for September 2024.					34

Total Stage 1 Complaints for Q2 2024-2025. Split by department					106
Total Stage 1 Complaints for Q2 2024-2025.					99

Appendix 3 (D) MP Enquiries by Department 01/07/24 – 30/09/24

Q2 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Total MP Enquiries for July 2024. Split by department					0
Total MP Enquiries for July 2024.					0
Aug-24	1	Unknown	Customer has stated a farm is spreading raw sewage and the smell is very bad.	Environmental Health	1
Total MP Enquiries for August 2024. Split by department					1
Total MP Enquiries for August 2024.					1
Total MP Enquiries for September 2024. Split by department					0
Total MP Enquiries for September 2024.					0
Total MP Enquiries for Q2 2024-2025. Split by department					1
Total MP Enquiries for Q2 2024-2025.					1

Appendix 3 (E) Stage 2 Complaints by Department 01/07/24 – 30/09/24

Please note that some Stage Two complaints were for 2 or more departments.

Q2 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jul-24	1	Creswell	Customer does not feel the response provided clarity or reassurance on the concerns and problems raised regarding the Pest Control issue due to an untidy garden.	Environmental Health	1
	1	Bolsover	Customer has disputed their Stage 1 response and has raised their complaint to a Stage 2. Complaint is regarding the Council's treatment of the individual and welfare repairs.	Housing	4
	1	Creswell	Customer does not feel the response provided clarity or reassurance on the concerns and problems raised regarding the Pest Control issue due to an untidy garden.		
	2	Whitwell	Customer has escalated their complaint to a Stage 2. They are not happy with all of the responses given in their Stage 1 regarding Council Officers attending their property.		
			Customer would like to escalate their complaint to a Stage 2 regarding antisocial behaviour.		
	1	Bolsover	Customer has disputed their Stage 1 response and has raised their complaint to a Stage 2. Complaint is regarding the Council's treatment of the individual and welfare repairs.	Housing Repairs and Maintenance	3
	1	Clowne	Customer remains unhappy with the Council and the response.		
	1	Whitwell	Customer has escalated their complaint to a Stage 2. They are not happy with all of the responses given in their Stage 1 regarding Council Officers attending their property.		
	1	Pinxton	Customer does not feel the response resolved the complaint	Revenues	1

Q2 Stage 2 Complaints 2024/25					
	1	Bolsover	Customer has disputed their Stage 1 response and has raised their complaint to a Stage 2. Complaint is regarding the Council's treatment of the individual and welfare repairs.	Street Scene	2
	1	Clowne	Customer remains unhappy with the Council and the response.		
Total Stage 2's for July 2024. Split by department					11
Total Stage 2's for July 2024.					6
Aug-24	1	Hardstoft	Customer has advised they remain unhappy with the Stage 1 response as they want the department to read all of the available documents, including emails, pertaining to the proposed development and realise that due diligence had not been taken during the process of passing the plans.	Planning	2
	1	Pleasley	Customer does not feel that all their points have been addressed.		
	1	Clowne	Customer has advised they remain unhappy with the Stage 1 response as they do not believe it makes sense or the information is correct.	Revenues	2
	1	Tibshelf	Customer feels that the Stage 1 response has some inaccuracies and all points have not been addressed and therefore has raised their complaint regarding business rate reliefs for small businesses to a Stage 2.		
	1	Pinxton	Customer has spoken to the Grounds Maintenance Manager but is still not happy with the response provided. The customer has contacted Grounds Maintenance Team for 10 months regarding a churchyard being overgrown and unmaintained.	Street Scene	1
Total Stage 2's for August 2024. Split by department					5
Total Stage 2's for August 2024.					5

Q2 Stage 2 Complaints 2024/25					
Sep-24	1	Clowne	Customer is not happy with the stage 1 response and feels that the Council should be doing more to address the harassment issues	Housing	1
	1	Unknown	Customer has requested an FOI Internal Review of their FOI Request regarding a new Crematorium in Shirebrook.	Performance	1
	1	Clowne	Customer remains unhappy as they feel they have been treated badly by Revenues Officers.	Revenues	2
	1	Pinxton	Customer remains unhappy with actions taken by Council Tax Officers.		
Total Stage 2's for September 2024. Split by department					4
Total Stage 2's for September 2024.					4
Total Stage 2's for Q2 2024-2025. Split by department					20
Total Stage 2's for Q2 2024-2025.					15

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 18th November 2024

Housing Strategy 2024-2029

Report of the Portfolio Holder for Housing

Classification	This report is Public
Report By	Victoria Dawson, Assistant Director – Housing Management Sarah Kay, Assistant Director – Planning and Planning Policy
Contact Officer	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 outcome of the consultation on the proposed Housing Strategy 2024-2029.
- To receive Member oversight of the final draft prior to submission to Executive and Council.

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 July 2024, the teams have been working on the proposed content based on the existing wider policy framework, gathering district profile data and have commissioned the Local Housing Needs Assessment jointly with Chesterfield Borough Council. The Assessment will consider the overall need for housing, the need for different types of homes and the need for different groups within the local community including affordable housing.

2.3 Attached at Appendix 1 is the proposed Housing Strategy 2024-2029.

2.4 Within the new Strategy 2024-2029 we 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.

2.5 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 working 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.

2.6 The Strategy will deliver the 10 Housing initiatives in the Corporate Plan and officers have agreed 11 broad outcomes for the Strategy, all of which are discussed in more detail in the document attached at Appendix 1.

2.7 During the live window for the public consultation, the survey was circulated to the following stakeholders and featured as a main link on the Council website:

- Circulation to tenant email addresses, where held
- Circulation to Parishes – including 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 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.

- 2.8 When looking at the results of the public consultation, respondents were mostly in favour of the suggested priorities and outcomes.

There were 56 respondents in total with 50% of respondents owner occupiers, 20% council tenants, and 14 % private tenants. A limited response was received from parish councils. Responses were not received from all of the District's wards.

Attached at Appendix 2 is the full set of results including questions asked and the full range of responses.

There was agreement with the four priorities (calculated by adding together strongly agree + agree results), although 'Enabling Housing Growth' was lower than the others:

Priority 1 – Providing Good Quality Housing	89%
Priority 2 – Enabling Housing Growth	61%
Priority 3 – Supporting Vulnerable and Disadvantaged People	80%
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	94%

There was strong agreement with the 11 outcomes proposed ranging from 'Increased housing supply to meet local housing needs' (77%) to 'Residents living independently for longer' (94%).

Respondents were also asked to rank areas for action across the four priorities. Ranking questions calculate the average ranking for each answer choice so you can determine which answer choice was most preferred overall. The answer choice with the largest average ranking is the most preferred choice.

The average ranking is calculated as follows, where:

- w = weight of ranked position
- x = response count for answer choice
- $x_1w_1 + x_2w_2 + x_3w_3 \dots x_nw_n$ / Total response count

Delivery under each of the four priorities has been ranked as follows:

Priority 1:

- Providing homes that meet the Decent Homes Standard
- Bolsover Homes Programme – building new council housing
- Ensuring we meet the Regulator's revised Consumer Standards
- Increasing council stock through private developers
- Tenant Engagement
- Carbon reduction within council housing stock

Priority 2:

- The need for homes
- Contributing towards affordable housing needs

- Supporting infrastructure for new homes
- Long-term empty homes
- Needs of specific groups

Priority 3:

- Reducing homelessness and rough sleeping
- Allocating housing to those most vulnerable
- Support to Care Leavers
- Support to Armed Forces personnel
- Bolsover Lifeline Services
- Working in partnership with Derbyshire County Council and health partners
- Supported Housing Innovation Programme (SHIP)

Priority 4:

- Disabled facilities grants and adaptations
- Private rented sector
- Private Sector stock condition
- Private sector - Owner Occupiers

When analysing the additional comments submitted in the free text question, the following themes appear most often:

- Consideration of infrastructure required for new developments
- Ensuring a balance between the availability of council housing across the District – perceived there is more in the north
- Greater options available for those over 50 and under 60 where an applicant would not qualify for a bungalow/older persons housing
- More provision of bungalows – both council and private
- Set of local target for all new estates to meet EPC level B as a minimum
- Concerns over potential development suggested by the Creswell Growth Plan and whether the settlement can cope with more development.
- For tenants - more options for solar power and 'green' heating
- Ability to access the housing register

2.9 Outstanding actions from the Housing Strategy 2021-24, have been taken into consideration as part of the development process for the replacement strategy.

2.10 The Government has undertaken a consultation, which closed on 24th September, on potential changes to the National Planning Policy Framework (NPPF). This included amendments to the calculation of the local housing need conducted using the standard method, which is the starting point for establishing a housing requirement for an area. As part of the consultation, draft local housing need figures for all local planning authorities were produced utilising the proposed changes to the standard method. For Bolsover District, a draft local housing need of 404 dwellings per annum was identified. This is significantly more than the current Local Plan requirement of 272 dwellings per annum. If the proposed changes to the standard method are implemented, there will be implications for the local housing need requirement set out in the proposed Housing Strategy.

- 2.11 The Local Housing Needs Assessment has been extended to reflect the implications arising from the proposed changes to the standard method set out in the NPPF consultation. The initial evidence from the Assessment is that there remains a high level of need for affordable housing with an emphasis rented affordable housing rather than affordable home ownership.

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 review the proposed strategy attached and the outcome of the public consultation and provide comment/suggested amendments prior to submission to Executive and Council.

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

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

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

Links to Council Aims: Customers, Economy, Environment and Housing.
The Strategy links to all the corporate aims: <ul style="list-style-type: none">• 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.	Proposed Housing Strategy 2024-2029
2.	Public consultation results

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>

Rpttemplate/BDC/040222



Housing Strategy 2024-29



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
- **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



Contents

1	Introduction	6
2	District Profile	7
3	National and local policy context	9
	National Legislation and Policy	9
	Local Policy	10
4	Council vision for housing in Bolsover District	11
5	Achieving our Housing Strategy: Priorities and outcomes	13
6	Priority 1 – Providing Good Quality Housing	15
	Bolsover Homes Programme – building new council housing	15
	Increasing Council stock through private developers	15
	Providing homes that meet the Decent Homes Standard	16
	Ensuring we meet the Regulators revised Consumer Standards	17
	Carbon reduction within Council housing stock	17
	Tenant Engagement	18
	What has been achieved already	19
	How will we deliver this – our corporate priority initiatives	19
7	Priority 2 – Enabling Housing Growth	20
	The need for homes	21
	Contributing towards affordable housing needs	24
	Needs of specific groups	25
	Supporting infrastructure for new homes	26
	Long Term Empty Homes	26
	What has been achieved already	28
	How will we deliver this – our corporate priority initiatives	28
8	Priority 3 – Supporting Vulnerable and Disadvantaged People	29
	Reducing Homelessness and Rough Sleeping	29
	Bolsover Lifeline Services	30
	Working in partnership with Derbyshire County Council and health partners	31
	Allocating housing to those most vulnerable	32
	Support to Care Leavers	32
	Support to Armed Forces personnel	32
	Supported Housing Innovation Programme (SHIP)	33
	What has been achieved already	33
	How will we deliver this – our corporate priority initiatives	34

9	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	35
	Private Sector Stock Condition	35
	Private Rented Sector	36
	Private Sector – Owner Occupiers.	36
	Disabled Facilities Grants and Adaptations.	37
	What has been achieved already:	38
	How will we deliver this – our corporate priority initiatives:	39
10	Monitoring Arrangements and Action Plan	40
	Monitoring the Housing Strategy.	40
	Reviewing the Housing Strategy	40
	Figure 1: Local Plan for Bolsover Strategic Site Allocations for Homes and Bolsover Growth Plan Locations	23
	Table 1: Long Term Empty Homes (LTEH) Bolsover District Council and neighbouring councils.	27
	Table 2: Current Homelessness Statistics for Bolsover District	30



1 Introduction

- 1.1 A decent affordable home is important as it provides a safe and stable environment, which can have a substantial impact on people's lives and their health and wellbeing. As the local housing authority, Bolsover District Council works to meet our resident housing needs covering a wide range of aspects from facilitating the delivery of new homes to overseeing housing standards within the District.
- 1.2 As a core aspect that runs through our work, housing crosses over with other key policy areas including health, economic development, climate change and safe and sustainable communities. The Housing Strategy is reflective of our Corporate Plan, Bolsover District: The Future 2024-2028, and the development framework of the Local Plan for Bolsover District to 2033, which sets out where new homes will come forward in the District and provides for affordable housing to be delivered through the market.
- 1.3 The Housing Strategy is a high-level document with an Action Plan which sets out how our priorities will be achieved. This enables us to respond effectively to new legislation, to changes in national policy, and to local issues as they arise.
- 1.4 The Housing Strategy focuses on delivery under the following key priorities for the period from 2024-2029:
 - **Priority 1** – Providing Good Quality Housing,
 - **Priority 2** – Enabling Housing Growth,
 - **Priority 3** – Supporting 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.
- 1.5 There will be crossovers between these priorities as they are interlinked and meeting these the priorities will also facilitate places that will reduce health inequalities, respond to climate change, and enhance biodiversity.



2 District Profile

- 2.1 Bolsover District covers an area of 160.3 square kilometres and sits in the north-east area of Derbyshire. Whilst many settlements in the District date from early times, it was during the 19th century that population grew, and settlements expanded based on the needs of agriculture and coal mining. As recorded in the Census 2021 Parish population figures, the District comprises the two small towns of Bolsover (12,071) and Shirebrook (11,744), two emerging towns of South Normanton (10,140) and Clowne (8,428) and villages of a range of sizes. The rest of the District is predominantly rural. The towns and villages provide a range of facilities and services as well as local job opportunities.
- 2.2 The M1 motorway is an important transport link with junctions 28, 29, 29a and 30 being located within the District or close to the District boundary. The Robin Hood Railway Line provides connectivity and accessibility to the towns and other communities between Worksop and Nottingham.
- 2.3 The District includes important historic visitor attractions including Bolsover Castle, Hardwick Hall, and Creswell Crags as well as attractive countryside.

2.4 Key facts in relation to our population and housing are set out below.

- Population 80,270. (Census 2021)
- The population grew between 2011 to 2021 by 5.8% (East Midlands 7.7%). (Census 2021)
- Between 2011 and 2021 there has been an increase of 17.5% in people aged 65 years in Bolsover District. (Census 2021)
- Number of Households 35,261. (Census 2021)
- The Government estimates that 300,000 new homes are required in England per annum. At a local level, the Council currently needs to secure a minimum of 272 homes per annum. (Bolsover Local Plan)
- 214,898 homes per annum is the average number of homes delivered in England over the past 10 years (Published 29 November 2023, 2013-14 to 2022-23). At District level, 1,906 homes (gross) have been built in Bolsover District to 31 March 2024 from when the Local Plan was adopted in 2020, including 279 affordable homes (gross). (Bolsover District Council)
- In Bolsover District:
 - The percentage of households who own their homes fell from 67.0% to 66.0% between 2011 to 2021.
 - 17.2% of households rented privately in 2021, up from 13.0% in 2011.



Population
80,270



population
growth between
2011 and 2021



- 16.3% of households lived in socially rented housing in 2021 compared to 18.2% in 2011. (Census 2021)
- The average house price in Bolsover District was £181,000 in April 2024 (provisional). (Office for National Statistics).
- Private rents rose to an average of £614 in May 2024, an annual increase of 6.4% from £578 in May 2023. (Office for National Statistics)
- Housing affordability ratios identify that an employee in Bolsover District could expect to spend 5.52 times their annual earnings buying a home in 2023 compared to 2.80 times their salary in 2000. (Office for National Statistics)
- In 2021, we worked in partnership with Homes England to pilot their low-cost affordable homes for sale, as 'First Homes' product. A total of 12 properties were developed in Shirebrook for local and key workers who were first time buyers at a 30% discount. (Bolsover District Council)
- As of 2023, there were 716 long-term empty homes in Bolsover District (empty for more than six months). (Ministry of Housing, Communities & Local Government, Council Tax Statistics, Table 615, 02/10/2023)
- There are 5,015 District Council owned homes as of 30th June 2024. (Bolsover District Council)
- 22 Private Registered Providers provide 1173 rental homes across the district, as of 2023. (Regulator for Social Housing – Registered Provider social housing by local authority area (Statistical Data Return and Local Authority Data Return) 2023)
- There are 369 applicants on the Council's housing register, with 600 suspended applications pending further information, as of mid-July 2024. Due to the introduction of a revised Allocations Policy, this is a – 82.4% change on 2023/24 when 2,094 were on the list (as of 31 March 2023), of which over 70% required a 1-bedroom property. (Bolsover District Council)
- Under the right to buy legislation the Council sold 18 houses in 2023/24. This is in comparison to 46 in 2022/23 and 41 in 2021/22. (Local Authority Housing Statistics)
- Number of Council housing allocations for 2023/24 was 364. This compares to 372 in 2022/23 and 351 in 2021/22. (Local Authority Housing Statistics)
- Numbers presenting as homeless in 2023/24 – a total of 656 cases, which is a 38% increase on 2022/23 (476). (Bolsover District Council)
- There has been a 380% increase in the use of the Council's temporary accommodation from 5 households in 2022/23 to 24 households in 2023/24. The Council currently has 11 units. (Bolsover District Council)



**Number of
households
35,261**



**5,015
Council
homes**



3 National and local policy context

National Legislation and Policy

- Housing Act 1985
- Housing Act 1996
- Planning and Compulsory Purchase Act 2004
- Welfare Reform Act 2012
- Health and Social Care Act 2014
- The Welfare and Reform Act 2016
- The Town and Country Planning (General Permitted Development) (England) Order 2015
- Self-build and Custom Housebuilding Act 2015
- Housing and Planning Act 2016
- The Housing White Paper 2017 "Fixing our broken housing market"
- The Homeless Reduction Act 2017
- Homes fit for Human Habitation Act 2018
- The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018
- Tenant Fees Act 2019
- Social Housing Regulation Act 2023
- Levelling Up and Regeneration Act 2023
- National Planning Policy Framework and Planning Practice Guidance

Local Policy

- Derbyshire All Age Accommodation Strategy 2023-2035
- Derbyshire Health and Wellbeing Strategy
- Bolsover District: The Future 2024-2028
- Local Plan for Bolsover District 2020
- 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 2019 and evidence base
- Bolsover District Council Tenancy Strategy 2024
- Bolsover District Council Allocations Policy 2024



4 Council vision for housing in Bolsover District

4.1 As stated in our Corporate Plan 'Bolsover District: The Future 2024-2028' the Council's vision in relation to housing is:

“ Deliver social and private sector housing growth.”

The development and delivery of this strategy satisfies target HOU 01: Preparing and adopting a new Housing Strategy by October 2024.

4.2 We have agreed five priority areas for delivery which we will aim to accomplish through this Housing Strategy:

- 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.

4.3 Specifically in relation to new Council homes, we will continue with our Bolsover Homes programme by building new council properties where there is an identified demand, and it meets the needs of the local community.

4.4 To support the private sector, we have adopted a new Private Sector Housing Strategy to help us work with landlords to improve the condition and quality of properties and develop good management practices, with the aim of reducing homelessness. In addition, the Private Sector Housing Strategy aims to support homeowners to ensure their homes remain energy efficient in line with current living standards, and that homeowners can stay in their own homes for longer, by utilising disabled facilities grants (DFGs), where required.



4.5 On a wider scale the Housing Strategy links to the Bolsover Place Programme which has been built on the foundations of consultation findings with key stakeholders. The priorities of the new programme are focussed on The 'Big Idea' of 'Bolsover; confidently embracing its wider experience' which is the emotive, call to action for the place. This is alongside the accompanying themes:

- we've made it our business to reach out
- experience our great value, living location
- your visitor experience, all packaged up

Through this place led new approach, the programme will provide those moving to a property in the area with a Welcome Pack celebrating the area as a great place to live, work, visit and be educated.



5 Achieving our Housing Strategy: Priorities and outcomes

5.1 Whilst we are proud of our achievements under the previous Housing Strategy 2021-24, as detailed in the sections below, we know there is more to be done. We have existing strategies in place that help to define the priority areas for delivery, and we have also commissioned research into the condition of local housing and an assessment of local housing needs.

5.2 This work underpins the four priorities identified for this Housing Strategy, and our vision for housing as outlined in our Corporate Plan 'Bolsover District: The Future 2024-2028':

- **Priority 1 – Providing Good Quality Housing**

This covers building more council housing and being a decent landlord.

- **Priority 2 – Enabling Housing Growth**

This covers all strategic housing growth and working with the East Midlands Combined County Authority in this area.

- **Priority 3 – Supporting Vulnerable and Disadvantaged People**

This covers 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 covers 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.



- 5.3 The Housing Strategy is accompanied by an Action Plan which sets out what we hope to achieve and by when. The Action Plan will be agreed with partners and will be used to monitor progress over the period 2024-2029.
- 5.4 The outcomes that will be achieved through this Housing Strategy are:
- Increased housing supply to meet local housing needs.
 - Compliance with the Regulator's consumer standards for social landlords.
 - Improved property condition across the private sector.
 - Improved management standards across the private rented sector.
 - Improved energy efficiency of homes.
 - Increased number of properties meeting EPC C rating in both Council and private housing stock.
 - Reduced number of properties with a category 1 hazard.
 - Increased supply of high-quality affordable housing.
 - Residents living independently for longer.
 - Residents with additional or complex needs being able to access the required housing and support.
 - Reduced numbers of empty homes across the District.



6 Priority 1 – Providing Good Quality Housing

- 6.1 As the core social landlord for Bolsover District, we are obliged to ensure that our housing stock meets the standards required by the Regular of Social Housing's Consumer Standards and the government's Decent Homes Standard. The Decent Homes Standard has played a key role in setting the minimum standards that social homes are required to meet since the early 2000s, and it is expected that this will be reviewed and updated during the life of this Housing Strategy.

Bolsover Homes Programme – building new council housing

- 6.2 In July 2020, we approved to spend £36.2 million on delivering the Bolsover Homes programme. This followed on from the success of B@Home which started in 2015 and saw us build over 100 properties ranging from flats, bungalows and family homes in Creswell, Bolsover, Blackwell, Shirebrook and Tibshelf. The aim was to initially build approximately 200 properties by 2024 and as of end of June 2024 we have built 122 properties.
- 6.3 Under the new Corporate Plan – Bolsover District: The Future, there is a new target to deliver a further 200 homes by March 2028. We will deliver this via our company Dragonfly Development Ltd. Planned developments due to complete in the life of this Housing Strategy include:
- Woburn House and Woburn Close – due for completion 2026
 - Alder Close, Shirebrook
 - Mill Lane, Bolsover
- 6.4 Our next round of building will see properties built to Nationally Described Space Standards, with improved insulation to meet new Building Regulations having energy supplied either via air source heat pumps or PV panels which supports our net zero target. Features will include electric vehicle charging points, bat boxes, and hedgehog highways. We will also continue to review end user suitability e.g. consideration given to open plan and traditional internal layouts to suit end users.

Increasing Council stock through private developers

- 6.5 It is not always possible for us to build new stock across all parts of the District, this very much depends on the land available to us. To ensure that local housing needs are still being addressed, we seek to purchase additional properties from private developments to ensure our stock levels can meet local demand. Over the last four years we have secured 37 properties and will continue to seek to add to our stock where required through working with private developers.

Providing homes that meet the Decent Homes Standard

6.6 The Social Housing (Regulation) Act 2023 received Royal Assent in July 2023 and has introduced significant changes to the Social Housing Sector. It was introduced to improve the quality of social housing for tenants by tightening the regulations imposed on the social housing sector. As a result of the Act, the Regulator has published a new set of consumer standards. The four standards are effective from 1st April 2024, and all Registered Providers will be expected to meet these:

1. The Safety and Quality Standard
2. The Transparency, Influence and Accountability Standard
3. The Neighbourhood and Community Standard
4. The Tenancy Standard

6.7 The Safety and Quality Standard requires that Registered Providers know the condition of their stock. Registered Providers must have an accurate record at an individual property level of the condition of their homes. In addition, this information must be kept up to date.

6.8 The Social Housing (Regulation) Act 2023 also introduced "Awaab's Law". This will introduce two key requirements, the implementation of a specific timeframe and procedures for addressing hazards in the home and an implied term with the social housing tenancy agreements that Registered Providers comply with those requirements. It is proposed that Awaab's Law is applied to all the Housing Health and Safety Rating System (HHSRS) and not just damp and mould. It is further imperative that the Council has accurate data regarding its housing stock and the Energy Performance Certificate (EPC) ratings.

We are also awaiting revised national guidance through the work reviewing the Decent Homes Standard, and the release of a revised national standard.

6.9 While we regularly complete works across our properties either via repairs or to turnaround void properties prior to re-letting, there are still tenants who do not engage regularly with us which reduces our knowledge both of their property condition and their needs as a tenant. The last Council stock condition survey was carried out in 2014 and approximately 70% of internal surveys and 100% of external surveys were completed. Where access was not granted, assumptions were made using similar local properties. Due to its age, the stock condition database has become unreliable and in need of refresh.

6.10 Moving forward, we are due to complete a full stock condition survey by April 2025 to renew our stock data and to refresh our contact across all our tenants. A 100% stock condition survey means we will have access to every property, providing valuable opportunity to capture up to date and accurate data about tenants and their households in terms of any vulnerabilities that the Council needs to be aware of and respond to. It is proposed the survey will capture the following information:

1. Physical Stock Control Survey to facilitate a 30-year investment programme.

2. Energy performance and EPCs to be completed for all properties.
3. HHSRS assessment with emphasis on damp and mould assessment.
4. Tenant validation.
5. Decent Homes Standard assessment which can inform an assessment of stock viability.
6. Safeguarding issues (vulnerability of tenants, hoarding issues, untidy properties).
7. Photographs to be provided.

6.11 This will enable us to ensure our annual maintenance programmes are based on robust data. Once the full survey is complete, we will move towards a rolling annual inspection programme covering 1000 properties per year to ensure our stock data remains robust and that tenants can continue to live in safe, well-maintained homes.

Ensuring we meet the Regulators revised Consumer Standards

6.12 As mentioned above the four revised standards become statutory from 1st April 2024. As a Council we were one of the first to be inspected under the new rules and received a grade C2 in August 2024. We are now working with the Regulators to deliver our improvement plan, based on the Regulators judgment and recommendations.

Carbon reduction within Council housing stock

6.13 Our aim is that all council-owned stock will meet EPC C rating where possible. As of our return in 2023/24, 52% properties met this standard. As part of the planned stock condition survey in 2024/25, every property will be assessed and the EPC rating verified. As a result of the survey, we will develop revised maintenance programmes and where required stock refurbishment works to ensure properties meet the expected standards in terms of energy efficiency, due to current utility costs.



Tenant Engagement

6.14 Through our current Tenant Engagement Strategy 2023-2026, we have devised a wide range of options for tenants to get involved with, to help us evaluate our services and make improvements.

We recognise that tenant engagement can lead to positive outcomes for residents, communities and the Council as landlord. We believe that tenant engagement should be at the heart of everything we do, and our Tenant Engagement Strategy seeks to offer a range of options to support and enhance tenants to be actively involved. Our tenant scrutiny is led by our Challenge and Change Group and at a strategic level we have tenants engaged in our Housing Liaison Board (HLB) which reviews policy and service changes as well as regular performance and complaints information.

6.15 At a more operational level we have the Repairs Action Network Team (RANT) and several tenants who provide editorial support reviewing documents prior to publication. Each of our Independent Living Schemes also run weekly events as well as more structured engagement sessions.

6.16 We monitor delivery of our action plans with our involved tenants at our HLB meetings, who help us to prioritise new areas of development. During the life of this Housing Strategy that will include refreshing our Tenant Engagement Strategy.

We aim to use a variety of communication methods to ensure our services and published information is fully accessible:

- Tenancy Agreement
- Tenants Handbook
- Tenants Annual Report
- Bolsover Homes Newsletter
- Individual Letters
- Council Website
- Social Media
- Tenants Menu of Opportunity





What has been achieved already:

- Over the life of the last Housing Strategy 2021-2024 we have built 103 properties via the Bolsover Homes programme, and since the start of the programme 122 in total.
- A total of 37 properties have been added to council stock through s.106 purchases from private developers.
- All new properties now include an EV charging point as standard.
- We are constantly seeking to use new technologies which has included building 19 units to the platinum level of the Sustainable Homes standard using modern methods of construction (MCC) and installing air source heat pump in properties that are off grid.
- Installation of 9 air-source heat pumps to off-grid properties at Whaley Common.
- Completion of safe and warm works at 4 Independent Living Schemes with Jubilee Court, Pinxton due for handover early 2025, and the final site at Woburn Close, Blackwell due for completion in 2026.
- Adoption of a new Tenant Engagement Strategy in September 2023 to ensure tenants are at the heart of everything we deliver.

How will we deliver this – our corporate priority initiatives:

- HOU2.** Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.
- HOU3.** 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.
- HOU4.** Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
- HOU5.** 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.

7 Priority 2 – Enabling Housing Growth

- 7.1 We are committed to meeting the housing needs of our residents with access to good quality housing that promotes their independence and well-being. We place a substantial emphasis on enabling housing growth, taking a proactive approach to housing delivery. We will take forward and develop plans to deliver more homes, including more affordable homes, working with partners over the next five years.

The delivery of new housing not only meets local housing needs, including contributing towards affordable housing, but also facilitates economic growth¹ and job opportunities. This arises not just from direct jobs in construction, but also jobs arising in the supply chain and from indirect jobs through the spending from the new households.

- 7.2 The Mayor of the newly created East Midlands Combined County Authority has powers to improve the supply and quality of housing and to facilitate the regeneration of the East Midlands. We will take advantage of the potential opportunities to access funding or other support to delivery our housing growth priorities together with supporting infrastructure, improvements to the local environment, and the formation of inclusive places.
- 7.3 Dragonfly Development Ltd, a wholly owned council company, has been set out to meet a variety of objectives including “to provide a mechanism for the Council to directly deliver its construction programme for both social housing, private housing and commercial projects.” Dragonfly Development Ltd. aspires to increase the supply, quality, and range of housing across a range of tenures to meet the needs of the growing population and support economic growth in the district.

¹ The Economic Footprint of House Building in England and Wales, July 2018, Lichfields & Home Builders Federation.





The need for homes

7.4 It is acknowledged that residents can have concerns regarding new housing development, but there is a need for new homes which arises from a variety of sources. A rising population means that new households will be formed which require housing. The need for new homes is also influenced by other aspects such as increased life expectancies, changing lifestyles, living in unsuitable accommodations and affordability pressures, which can result in people being unable to access housing they need. The population of Bolsover District has increased by around 5.8% between 2011 and 2021, rising from 75,866 to 80,273. Over the same time period, the number of households have increased by around 7.5%, rising from 32,801 to 35,262.

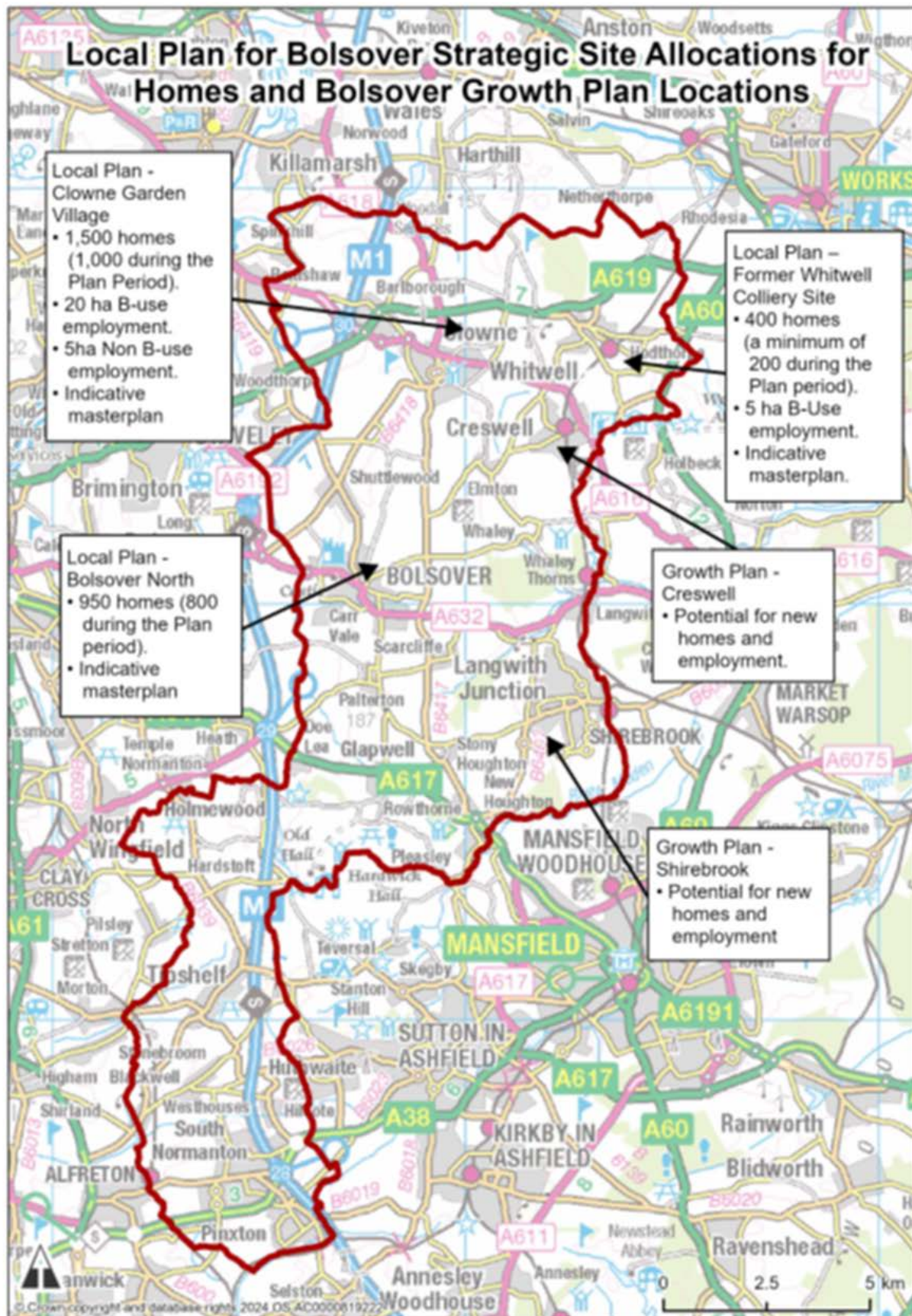
Housing need varies between different groups within the local community. This includes those who require affordable housing, housing for families, for older people, people with disabilities, travellers, people who rent their homes, and people wishing to commission or build their own homes. To understand and respond to housing issues and needs we will update the evidence through a Local Housing Needs Assessment on a periodic basis.

7.5 The Local Plan for Bolsover, March 2020, sets the spatial framework for the District. This includes the future need for housing and jobs, the supporting infrastructure and the conservation and enhancement of the natural and historic environment. The Local Plan identifies a minimum housing need of 272 new homes per annum. Of this requirement, for development of 25 or more dwellings 10% of the dwellings should be affordable housing. Since the Local Plan's adoption in March 2020 to 31st March 2024, 1,906 homes (gross) have been brought forward of which, 279 home (gross) were affordable homes. This has provided 818 homes above the Local Plan minimum requirement of 272 homes per annum.

- 7.6 We have ambitious plans to meet future housing needs and co-ordinate growth in sustainable locations with an emphasis on the towns and larger villages in the District. Strategic sites meeting future housing needs are identified in the Local Plan at Bolsover North, Clowne Garden Village and the Former Whitwell Colliery Site. Additional work is being undertaken regarding potential future sites through the Council's Growth Plans at Shirebrook and Creswell (See Figure 1). Ensuring new development in these areas will make a significant contribution towards achieving the Local Plan housing target of bringing forward a minimum of 5,168 homes by 2033 as well as contributing towards future employment opportunities through both building new homes and economic development.
- 7.7 Sustainable living and enhancing the natural environment are key considerations at all stages of planning, delivery, and occupation of homes. We will update our Successful Places Supplementary Planning Document and bring forward a design code for Bolsover District consistent with the principles set out in the National Design Guide and National Model Design Code. Future housing development will be required to meet the biodiversity net gain obligations, which aims to ensure that the natural environment is left in a measurable better state than prior to any development being undertaken.



Figure 1: Local Plan for Bolsover Strategic Site Allocations for Homes and Bolsover Growth Plan Locations
(Source: Bolsover District Council)



Contributing towards affordable housing needs

- 7.8 Affordable housing takes a variety of forms. It is identified by the government² as including homes for sale or rent and is for people whose needs are not met by the private market. The Government's National Planning Policy Framework (NPPF) defines the types of affordable housing as "Affordable Housing for Rent and Affordable Housing for Sale".
- 7.9 From 1st April 2020, shortly after the Local Plan was adopted, to 31st March 2024, 279 (gross) affordable homes have come forward to meet local needs. We will support applications for residential development which delivers affordable housing for local people, and which meet Local Plan policies. The government preferred form of affordable housing is "First Homes" a form of discounted market sales housing. From past evidence and from evidence from neighbouring authorities the issue for Bolsover District is likely to be access to capital (for deposit, legal costs and stamp duty) together with mortgage restrictions, for example temporary employment, rather than the cost of a property. The evidence from the Local Housing Need Assessment will be utilised to determine what form of affordable housing tenure is appropriate to meet local housing needs of specific groups.
- 7.10 Registered providers are important to the delivery of affordable housing. We will work in partnership with registered providers to:
- understand their requirements and funding;
 - support site identification and funding options/opportunities (for example grants and Section 106 monies) in line with council policies.

2 Fact Sheet 9: What is affordable housing? Homes England. Published 2 November 2023.



Needs of specific groups

- 7.11 We will utilise the Local Housing Needs Assessment evidence to understand the housing needs of specific groups. Our population is ageing. From the 2021 Census the number of people aged 65 has increased as a proportion of the population in this age group from 18% to 20% and projections identify future increases in this age group going into the future. Most older people will continue to live independently in their own homes or to do so with a minimum of support. Nevertheless, an ageing population means that the number of people with disabilities is likely to increase. It would also indicate that there will be a rising need for housing units with care (e.g. extra-care) and possibly a need for additional nursing and residential care bedspaces.
- 7.12 A further implication is that with an aging population and a growth in those people with disabilities there is likely to be an increased requirement for dwellings to meet Building Regulations³ M4(2) standards and a proportion to be M4(3)(A). The government have proposed to mandate the M4(2) requirement in building regulations as a minimum standard, leaving the current M4(1) standard to apply by exception only when M4(2) is impractical and unachievable. However, to date this has not been implemented.
- 7.13 We will consider the implications and evidence from the Local Housing Needs Assessment to understand the future housing needs of an older population; supporting and encouraging the provision of housing for older people under the Local Plan for Bolsover District, Policy LC3: Type and Mix of Housing and work with partners, to consider the supported and specialist accommodation that is required to meet the future housing needs of the older population.
- 7.14 Self-build and custom house building are terms commonly used to describe a home that is built to the design and specifications of the person who will live there – the occupant⁴. The government places a substantial emphasis on providing greater opportunity for those wishing to pursue bespoke housing outside of traditional build options. In this context, we will support those wishing to develop custom and self-build homes by undertaking a review of the Council's planning approach to custom and self-build and considering custom and self-build when reviewing any disposal programmes.
- 7.15 A requirement of national planning policy is for local planning authorities to make their own assessment of the needs for travellers' sites. The Derby, Derbyshire, Peak District National Park Authority and East Staffordshire Gypsy and Traveller Accommodation Assessment Update 2020-2040 (completed in July 2023) identifies that currently, the need for gypsy and traveller sites to the end of the Local Plan period of 2033 is being met. However, for Travelling Showpeople there is a shortage of plots to 2033. It is anticipated that this shortfall in plots will be met through the Local Plan criteria-based policies which enable plots to come forward in the appropriate circumstances

3 The Building Regulation 2010 Access to and use of building Approved Document M.

4 The Prime Minister's Independent Review to Develop a Plan for a Major Scale-Up of Self Commissioning New Homes – Across all Tenures – to Boost Capacity and Overall Housing Supply, 2021. The Bacon Review.

within the District. To meet future needs we will update the travellers needs assessment on a regular basis and where required, enable pitches or plots to come forward to meet future needs in appropriate locations in accordance with local planning policies.

Supporting infrastructure for new homes

- 7.16 A key element of meeting housing need is the provision of support infrastructure, which may include but not limited to, utility services, transport, schools, open space, community and health facilities and leisure services. The District Council's and the County Council's Annual Infrastructure Funding Statements identifies infrastructure contribution receiving by the respective authorities and where those contributions have been utilised.
- 7.17 The Local Plan and its supporting infrastructure delivery plan sets out policies so that when development is brought forward there is investment to improve the capacity of existing services and to accommodate new facilities. Consequently, it is important for us to work cohesively with other organisations to draw on and influence investment strategies and infrastructure programmes. To achieve this we will negotiate planning obligations under Section 106 of the Town and Country Planning Act 1990 based on local and national planning policies, to meet infrastructure requirements arising through a proposed development when planning consent is granted. We will work with other parties in the public and private sector to ensure that up-to-date information on infrastructure requirements is identified through a review of the Infrastructure Delivery Plan on a regular basis. Furthermore, we monitor sums received through planning contributions and their relevant dates, working with partners and stakeholders to deliver the required infrastructure.

Long Term Empty Homes

- 7.18 Homes can be vacant for a short period of time, especially if they are undergoing repair or are mid-sale. To be classed as a 'long-term empty' a home must be liable for council tax and to have been unfurnished and not lived in for over six months. However, there are several exemptions in relation to council tax such as the owner being in care, or the property being subject to probate. Table 1 sets out the number of long-term empty homes in Bolsover District and neighbouring councils.



Table 1: Long Term Empty Homes (LTEH) Bolsover District Council and neighbouring councils

(Source: Action on Empty Homes From Government's official data on long-term empty homes)

	LTEH 2022	LTEH 2023	Second Homes 2022	Second Homes 2023	Stock 2023	1 in every 'x' homes are LTEH/ Second Homes
Bolsover	637	716	86	81	38,323	48
Amber Valley	778	833	257	319	60,181	52
Chesterfield	531	676	163	182	50,891	59
North East Derbyshire	540	626	180	168	48,293	61
Ashfield	428	459	226	278	57,509	78
Bassetlaw	683	882	213	228	56,398	51
Mansfield	517	623	67	64	51,105	74
Rotherham	1,081	1,179	433	445	121,075	75

7.19 Long term empty properties are a wasted resource and bringing them back into use has a number of benefits for our residents and businesses including:

- Contributing towards meeting the needs of local people for a home.
- Improving housing conditions.
- Having a positive impact on the local environment and neighbourhood and potentially reduces crime and anti-social behaviour.
- Providing a better living environment and potentially improved property values.

7.20 Encouraging and facilitating the return to use of an empty property can be a lengthy and time-consuming process. There is no single or simple solution. In order to bring empty homes in the District, we will adopt a number of actions including:

1. Encourage owners to bring empty homes back into use and deter owners from leaving them empty through the introduction of the Council Tax premium for empty properties.
2. Maintain accurate information about the number of long-term empty properties including contact details through sharing data between Teams and using appropriate third parties to identify owners of long-term empty properties.

3. Explore what incentives/scheme could be introduced to facilitate bring empty home back into use including:
 - The potential for a new bespoke product to provide repayable grant assistance to first time buyers to purchase long-term empty homes at the lower end of the market.
 - The potential to act as guarantor on a mortgage to support first time buyers to buy a property and secure repayable grant to undertake improvements.
 - The option to lease empty homes and improve them. These properties would be operated on the private rented market to recoup our investment.
4. As a final resort, to be proactive through enforcement action where owners will not bring a property back into use.

What has been achieved already:

- Delivered 1,474 homes (net) from March 2020 to March 2023. This has provided 658 homes above the Local Plan minimum requirement of 272 homes per annum.
- From 1st April 2020 to 31st March 2023 secured 221 affordable homes to meet local needs.
- Created Dragonfly Development Ltd, as a wholly-owned company.
- The Derby, Derbyshire, Peak District National Park Authority and East Staffordshire Gypsy and Traveller Accommodation Assessment Update 2020-2040 (completed in July 2023) identifies that currently, the need for gypsy and traveller sites to the end of the Local Plan period of 2033 is being met.

How will we deliver this – our corporate priority initiatives:

- HOU6.** 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.
- HOU7.** Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs
- HOU8.** Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.



8 Priority 3 – Supporting Vulnerable and Disadvantaged People

- 8.1 This priority area covers all aspects related to homelessness, supported housing and partnership working to deliver solutions to the district's most 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.

Reducing Homelessness and Rough Sleeping

- 8.2 The Bolsover Homelessness and Rough Sleeping Strategy 2022–2027 was approved in December 2022 and seeks to build upon a multi-agency response that was seen during the pandemic, to continue this, to prevent and reduce homelessness. The five-year Homelessness and Rough Sleeping Strategy was developed in partnership with all Derbyshire district and borough councils as well as Derbyshire County Council. It outlines four clear strategic priorities:

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.

Delivery of the Homelessness and Rough Sleeping Strategy is supported by a jointly funded Homelessness Special Projects Officer, and a countywide steering group.

- 8.3 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.
- 8.4 We have identified the following four planned activities for delivering actions within the Homelessness and Rough Sleeping Strategy in line with the Council's Ambition:
- Following consultation with private landlords, develop a comprehensive and attractive countrywide 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.

8.5 Over the last 12 months, the Council has seen a significant increase in the numbers presenting as homeless. This has been a result of an increase in domestic abuse cases, a rise in s.21 evictions by private sector landlords, and the impact of the current cost of living leading to a higher number of households facing financial crisis. There are currently 140 homeless cases open to Bolsover District Council (as of end of July 2024). The table below shows the increase in workload over the last 3 years:

Table 2: Current Homelessness Statistics for Bolsover District

(Source: Bolsover District Council)

	2021/22	2022/23	2023/24	2024/25 Q1 Apr-Jun	Projected demand 2024/25
Homeless Applications (duties owed)	238	298	315	109	436
Housing Advice Approaches (triage only)	86	174	338	192	768
Total Approaches (homeless, housing advice, not homeless)	324	476	656	302	1208
New Housing Applications	1088	1845	2095	516	2000+

Bolsover Lifeline Services

8.6 Bolsover Lifeline Services is an alarm monitoring and response service that supports residents to live independently whilst having access to help in the event of an emergency. The service is available to anyone, whether they live in their own home or are a Council tenant.

The two different levels of response means that the service can be tailored to the needs of the individual. The 'Warden Response Service' is a full monitoring and emergency response service 24-hours a day 365 days a year. The 'Family First Response' is a monitor only service, where we will ensure we contact a nominated individual or the emergency services.

8.7 Officers have been focussed on growing the service over recent years given the increasing rise in the number of older people within the District. In 2022/23 there were a total of 113 new customer installs, compared with 194 new installs in 2023/24 – that is a 58% increase in new service users. Officers continue to work across teams within the Housing Service and

across the Council, to ensure those residents and tenants with a change in circumstances that would benefit from the service are approached. Sign up is also encouraged as part of all allocations of new Council tenancies where appropriate.

Working in partnership with Derbyshire County Council and health partners

- 8.8 To ensure wider coordinated delivery, we are part of a countywide steering group to deliver the Derbyshire All Age Adult's Housing, Accommodation and Support Strategy 2023–2035. This countywide commissioning strategy and delivery plan builds on previous accommodation strategies, combining the housing needs of our older residents and working age adults. It focusses on and outlines the increasing demand for accommodation, including a range of housing options such as housing with support, housing with care, residential and nursing care. Independent living is Derbyshire's preferred option.
- 8.9 Derbyshire's strategic vision incorporates the views of our residents who tell us that they wish to move into their own supported tenancies or remain living in their existing homes. We know that we have an increasing number of people wanting accommodation which is designed or is tailored to their needs: level access, wider doorways, robust fittings, low windows, sturdy walls and ceilings.
- 8.10 We know that accommodation tailored to people with care and support needs is unevenly dispersed across the county: some areas have under provision of some types of accommodation; other areas have an overprovision. Within Bolsover District there is ample provision of supported living accommodation; the area also has good existing provision of age designated housing for older people. However, there is an identified need for the following:
- More affordable retirement living properties
 - More specialised nursing care for people with dementia and complex needs
 - Smaller enhanced care or extra care schemes.
 - A modest need for 'care ready' retirement housing for rent
- 8.11 To ensure there is a coordinated approach with health partners, we are part of the Bolsover and North East Derbyshire Place Alliance Group, where officers are able to liaise with partners from across health and social care to tackle the wider detriments to our resident's health and wellbeing.
- 8.12 The Derbyshire Health and Wellbeing Strategy contains a priority to 'Support our vulnerable populations to live in well-planned and healthy homes' and recognises that older people in Derbyshire have increased housing, accommodation, and support needs. In order to enable older



and vulnerable people to live independently for longer, the Health and Wellbeing Board will work to join up planning, housing, and health systems by empowering existing partnerships to work seamlessly together.

Allocating housing to those most vulnerable

- 8.13 It is a legal requirement for us to have an Allocations Policy which explains how we allocate our houses. Council housing within the District is an extremely limited resource and demand significantly outstrips supply. In 2023-2024 we had approximately 380 properties that became available but 2,500 people on our housing register.

The last full review of the Allocations Policy was undertaken in 2019, with this being formally adopted in April 2020. This moved away from a points-based system to a band system. In late 2023 a revised policy was consulted on for a period of eight weeks. The new policy became effective from 29 April 2024.

The updated Allocations Policy ensures that those who have the greatest need for housing, get the greatest priority. The policy review does mean that some households who do not have a housing need are no longer eligible to access social housing via our housing register.


Support to Care Leavers

- 8.14 The revised Allocations Policy for 2024 maintains being a care leaver as a priority criteria for housing. Partnership working continues with Derbyshire County Council and the Council remains signed up to the Countywide care leavers offer. Some Derbyshire authorities have extended their Council Tax discount offer and this is something the Council will be investigating further.

More recently the Council have developed a hot-desk link with the Leaving Care team and now have regular on-site contact with the lead officer for the District.

Support to Armed Forces personnel

- 8.15 The revised Allocations Policy for 2024 still incorporates armed forces personnel and veterans as meeting priority criteria. For direct contact with the Council via Customer Services, there is a set option (4) for those customers ringing 01246 242424, where we provide specific support and can register army personnel and veterans on our database to ensure they are kept update of local services and assistance. We have 80 residents registered currently for news updates, however, there have been no new additions to the database in 2023-24, and only 3 were added in 2022-23.
- 8.16 Support extends beyond Housing Services to the wider Council. Customer Services have further supported the links between housing and health by highlighting the number of veterans requesting information around access to leisure services. As a result the Council have now enabled discounted rates for veterans. We now also have a lead Councillor with responsibility for the Armed Forces Community and support the Royal British legion with their Poppy sales prior to remembrance. Anecdotally, we are aware there are higher numbers of veterans within the Chesterfield and North East Derbyshire areas.

- 
- 8.17 The Council operates a cross-service Armed Forces Community Action Plan, which is currently under review. This links into wider delivery by the Derbyshire Covenant Partnership, and other regional and national networks, to ensure a joined-up approach is in place to support the Armed Forces Community.

Supported Housing Innovation Programme (SHIP)

- 8.18 We are currently part of the national SHIP programme for 2022-2025. The aim of the programme operating locally within Derbyshire and Staffordshire Moorlands is to drive up quality of accommodation and support and improve oversight in supported housing in the locality, as well as to share learning on what works. Participating local authorities agree to collaborate and share learning with each other, and with other non-participating local authorities, to maximise the effectiveness of the programme.

- 8.19 Local audits show that supported accommodation continues to grow in size and cost and in most cases is not managed in terms of quality of support or accommodation, and whilst the Regulator of Social Housing regulates certain aspects of provision it does not provide an in-depth assessment of service provision or standards. The Revenue and Benefits team assess whether a service provider is providing adequate care and support and how much rent they are entitled to by navigating a complex set of outdated legislation.

Most providers provide excellent care and support and are much needed services, however, there does remain some element of poor-quality support and accommodation and no consistency in service provision.

- 8.20 At a local level, SHIP is delivered within the Bolsover District by the Supported Accommodation and Review Team (SART). This is a joint team with Chesterfield Borough Council, North East Derbyshire District Council, and Amber Valley Borough Council.

As part of the local programme every area is covered by a dedicated officer completing on-site visits and assessments of each provider reviewing both the condition of the property and the quality of the support/care provided. This data is then being collated and monitored as part of the national programme reporting. The aim is that the data will shape delivery under the anticipated local Supported Housing Strategy which will be required as a result of the Supported Housing (Regulatory Oversight) Act 2023.

What has been achieved already:

- **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. 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.
- **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.
- **Derbyshire Homelessness Charter** – developed as part of the countywide strategic approach, the Charter has been published on Street Support Derbyshire and serves as a reference point for the vision and values we wish to uphold in partnership working across the county.
- **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.

How will we deliver this – our corporate priority initiatives:

- HOU10.** Deliver the actions within the Council's Homelessness Strategy by December 2027.



9 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

- 9.1 A safe, warm, and secure home underpins people's ability to build a better quality of life and enables people to maintain independence. Living where you can afford and having security in knowing you will not be 'kicked out' at a moment's notice helps people to put down roots and have a stable base, a sense of community, and belonging. We want to make sure that homes in the private sector, whether owned or privately rented, are safe, well-managed, and well maintained.

Private Sector Stock Condition

- 9.2 Owner occupied and privately rented properties make up over 83.3% of homes in Bolsover District. Many homes in the private sector in Bolsover District are in poor condition. 45.8% of all private sector properties do not meet EPC C, and 16.3% of owner-occupied homes and 18.6% of private rented homes fail the Decent Homes Standard for having a category 1 hazard, which poses a serious and immediate risk to a person's health and as part of this Housing Strategy, we commit to increasing the awareness of landlords of the Decent Homes Standard as well as more information on potential funding.

- 9.3 Landlords must ensure that their rental property meets Minimum Energy Efficiency Standards (MEES). This means by law properties must have an energy performance certificate (EPC) rating of “E” or above. Improving EPC ratings are better for the environment and better for all residents, in terms of the cost of heating and warmer homes.
- 9.4 We know that 65.7% of private rented homes and 53% of owner-occupied homes do not currently meet EPC C and we are planning to undertake research to better understand the plans of landlords and owners to improve the EPC rating of their properties and the support that may be required. We will then develop an intervention strategy on the support we can provide. This will be complemented by a further private sector stock condition survey to measure the impact of our approach.

Private Rented Sector

- 9.5 Homes to buy have become increasingly unaffordable, and median property prices are now 9.3⁵ times the median income levels, which has contributed to a major expansion in private renting. Consequently, rents in the private rented sector have also risen substantially, and households on lower income are spending up to 44% of their income on rents. For median income households, this figure is 51.8%. The private rented sector now provides homes for an increasingly diverse range of households and those reliant on Local Housing Allowance are being squeezed out of the market. In 2022, only 1.7% of homes to rent on Zoopla were within Local Housing Allowance levels.
- 9.6 Within our new Private Sector Housing Strategy, we have a range of objectives identified to ensure that all private housing should meet at least the minimum standards that comply with the legislative standards ensuring that the property does not cause a physical hazard or nuisance to residents and the local neighbourhood.
- 9.7 We have increased our enforcement work tackling local landlords who continue to disregard their duties and responsibilities towards their tenants. We are working across all tenures and with all partners to reduce the risks of damp and mould in our homes and all homes in the District and make sure that cases are being investigated fully. We want to increase awareness of the rights and responsibilities of tenants so that they can make more informed decisions about moving into a new home or discussing issues with landlords.
- 9.8 To help improve the private rented sector, we have worked in partnership with DASH (Decent and Safe Homes) Services since 2005. DASH is a nationwide scheme that encourages and rewards good property standards and management practice in the private rented sector. The loss of private sector tenancy is a significant reason for homelessness in Bolsover District.

Private Sector – Owner Occupiers

- 9.9 Whilst the private rented sector has grown, the owner-occupied sector has reduced in size from 69% of all households to 65.9% between 2001 and 2021.

5 Evidence Base for Private Sector Housing Strategy, July 2023

The stock condition survey 2019 confirmed in some markets over 21.7% of owner-occupied homes fail the Decent Homes Standard.

- 9.10 The most vulnerable residents are those least likely to reach out for support and assistance when things go wrong. This is especially so for owner-occupiers who may not consider that we can support them where they are coping with significant disrepair or squalid living conditions that they are unable to rectify themselves.
- 9.11 Whilst many homeowners want to remain living in their home, others will want to move. One of the barriers for older households to move is trying to negotiate the purchase chain whilst trying to find the right home for their future, and in parallel to sell their current home. These issues can prevent many moves. We will explore the impact this has on vulnerable older people and consider potential solutions which may include bridging loans for owners to move in a timeframe that works for them and to enable them to find the 'right' property, which may encourage more people to make the move.

We will explore the potential of enabling owners to utilise the equity in their homes and move to a more suitable property by developing shared ownership products.

Disabled Facilities Grants and Adaptations

- 9.12 The delivery of grants and adaptations is a result of partnership working with our colleagues in environmental health, social services and public health. We offer a comprehensive adaptations service, futureproofing existing housing stock with relatively low-cost adaptations such as small ramps, grab or handrails, small steps to entrances, or moving power sockets. These are low-cost solutions to enable older people or people with a disability or complex housing needs to remain living independently.



- 9.13 When we undertake adaptations, we will take an integrated approach and ensure that homes are safe. If additional work is required, we will undertake that so that residents can truly benefit from the adaptations they need.
- 9.14 It is often simpler for owner occupiers to access adaptations. As the owner of the property, they have the choice to have adaptations undertaken. This is not the case for tenants and ensuring that tenants living in the private rented sector are aware of these adaptations and that landlords are supportive of having them installed in their properties is essential. We know from experience that landlords may not understand tenants' longer-term needs and may not wish to adapt property. As well as promoting adaptations to owner occupiers, we will be supporting older people or people with a disability or complex needs in the private rented sector.

What has been achieved already:

- Adoption of the first Private Sector Housing Strategy for the area in April 2024.
- In the year 2022/23 delivered 64 mandatory DFGs. This work is essential in allowing people to remain in their own homes in safety and with dignity.
- Delivered a pilot stairlift recycling project in partnership with Derbyshire County Council. The project enables stairlifts to be installed much sooner and as they are on loan to the customer; they are removed when no longer needed and then installed in whole or in part to other customers in need, hence the recycling element.
- Delivered the well-established community outreach service that provides help and support in financial matters, maximising income, and helping to improve overall health and wellbeing. The service has experienced increased demand because of the cost-of-living crisis and continues to help people remain in their own home and to access housing which is affordable and meets their needs. Over the past three financial years the service has handled an increasing number of service requests, evidencing the increased demand for additional support provided to our residents. In 2020/21 there were 438 requests for service but in 2022/23 there were 777. Demand has remained constant in 2023/24, with 703 service requests.





- Undertaken a project to promote the Minimum Energy Efficiency Standards (MEES) (using Government funding) contacting all landlords with non-compliant EPCs. Half of all those landlords contacted achieved a higher EPC rating following our intervention.
- Enforcement action taken against landlords whose properties do not comply with legislative standards. In one case, enforcement was pursued to such an extent that it resulted in a landlord being sentenced to 10 months in prison. This demonstrates the zero-tolerance approach giving a strong message to landlords.
- Set up the Supported Accommodation Review Team (SART) to ensure the standard of support, quality of accommodation and value for money of supported accommodation in the District, primary in the private sector.

How will we deliver this – our corporate priority initiatives:

HOU9. Develop strategies to support the private rented sector in supporting the Council in its duties.

10 Monitoring Arrangements and Action Plan

Monitoring the Housing Strategy

- 10.1 The Action Plans supporting this Strategy will be monitored on an annual basis, with an annual report to Scrutiny and Executive.

Reviewing the Housing Strategy

- 10.2 The Housing Strategy will be reviewed every year as part of monitoring delivery of the Action Plan, with a full review and revision after five years. This will ensure the Strategy covers the lifespan of the current Corporate Plan and takes the Council beyond the next local election. The Strategy may be reviewed more or less frequently than this as a result of changes in legislation, changes in the Council's corporate vision or as a result of monitoring outcomes.
- 10.3 Minor changes which make no significant difference to service provision will be made to the document under delegated authority by the Assistant Director of Housing Management and Enforcement, or the Assistant Director of Planning and Policy as required, in consultation with the Portfolio Holder for Housing.

Lead:

- BDC Housing Strategy team

Officers with responsibility:

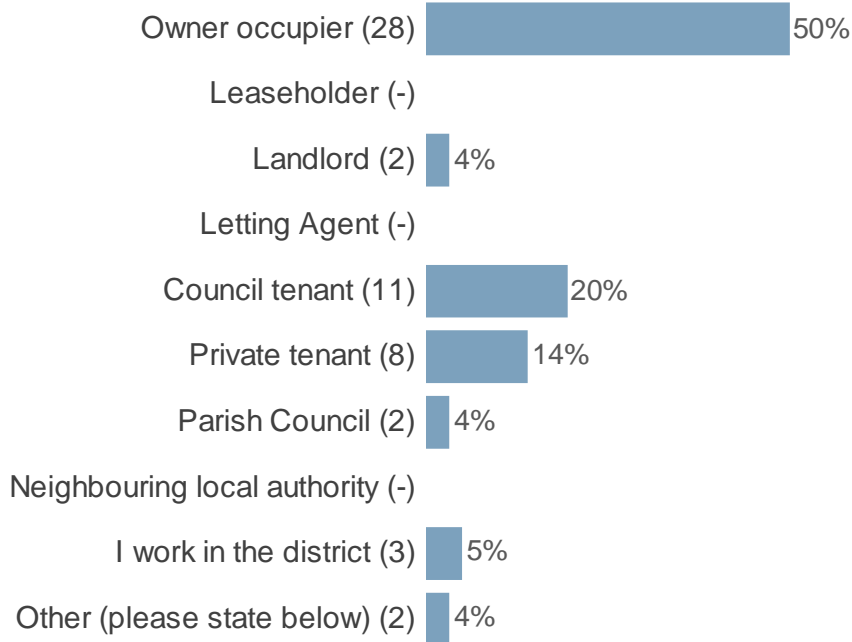
- Assistant Director of Housing Management and Enforcement
- Assistant Director of Planning and Planning Policy
- Housing Services Manager
- Housing Options Manager
- Housing Strategy and Development Officer
- Service Manager (Environmental Health)
- Planning Policy and Housing Strategy Manager
- Principal Planning Policy Officer

2024 Housing Strategy

This report was generated on 02/10/24. Overall 56 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.

We would like to hear from people who live and work in the Bolsover area. Which of the following best describes you:

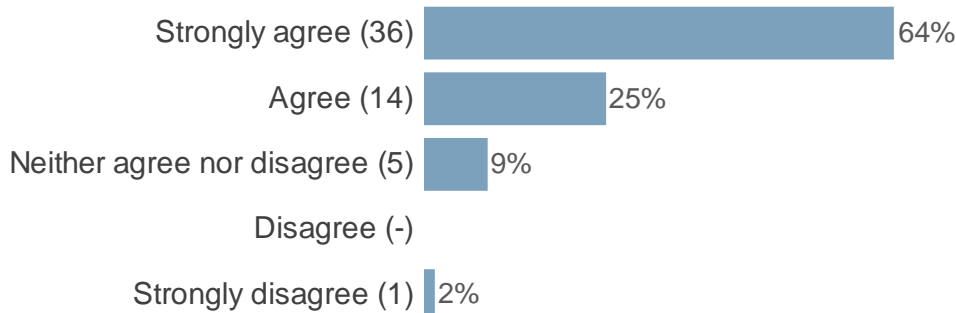


Box 1

County council

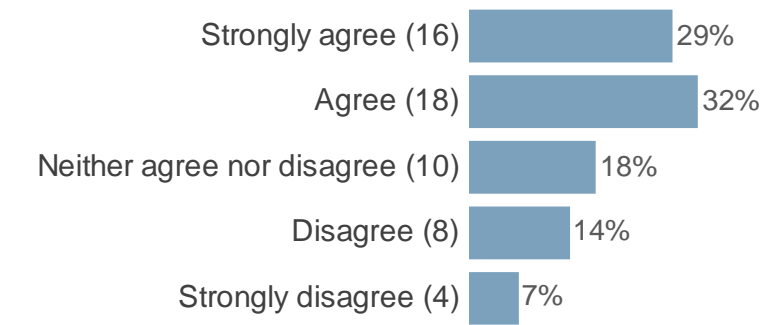
Housing association

How strongly do you agree or disagree with the priorities of the proposed Housing Strategy for the next five years: **(1. Providing good quality housing)**

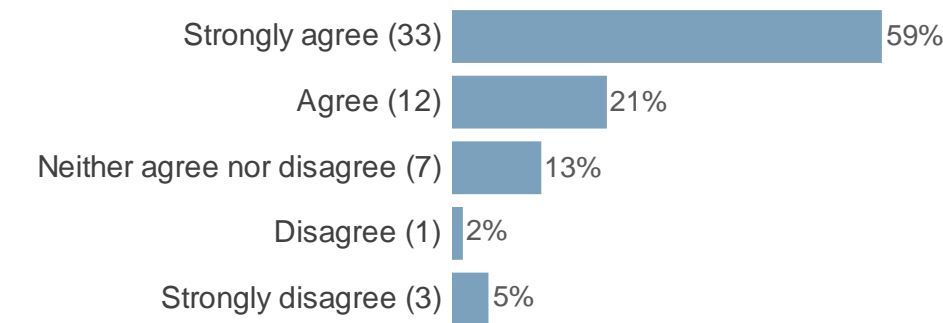


2024 Housing Strategy

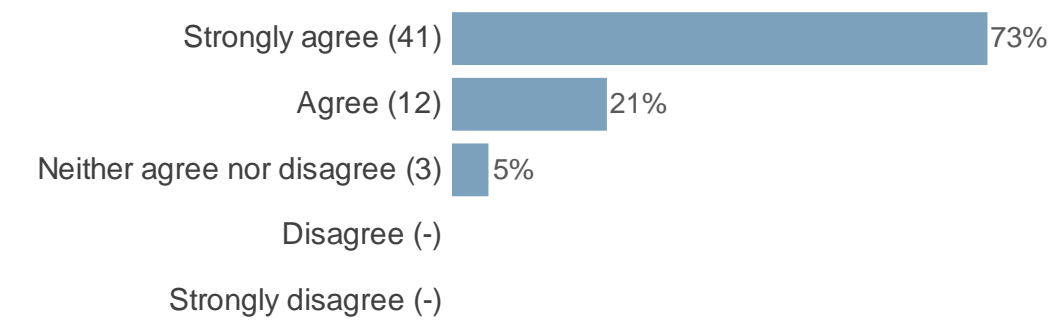
How strongly do you agree or disagree with the priorities of the proposed Housing Strategy for the next five years: **(2. Enabling housing growth)**



How strongly do you agree or disagree with the priorities of the proposed Housing Strategy for the next five years: **(3. Supporting vulnerable and disadvantaged people)**

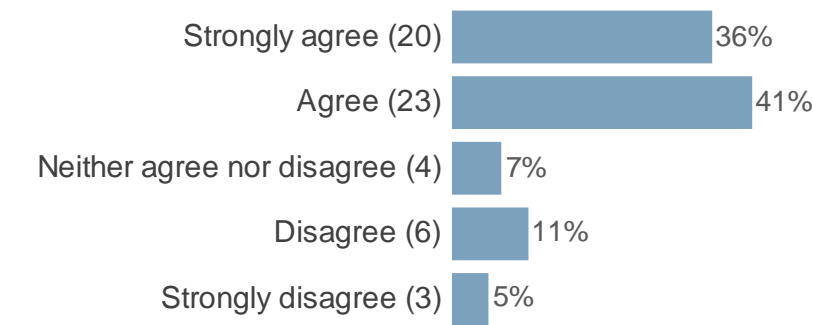


How strongly do you agree or disagree with the priorities of the proposed Housing Strategy for the next five years: **(4. Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all)**

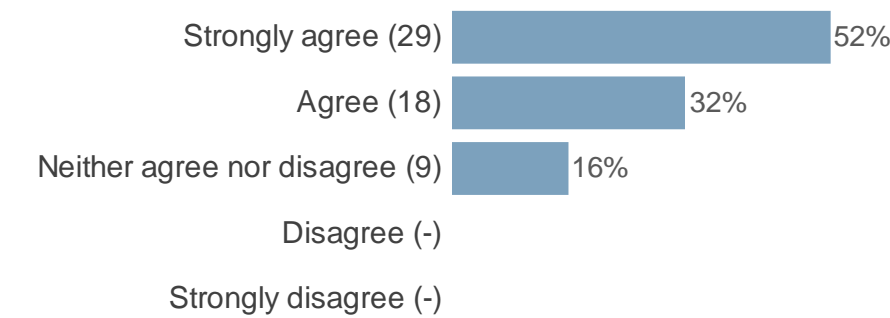


2024 Housing Strategy

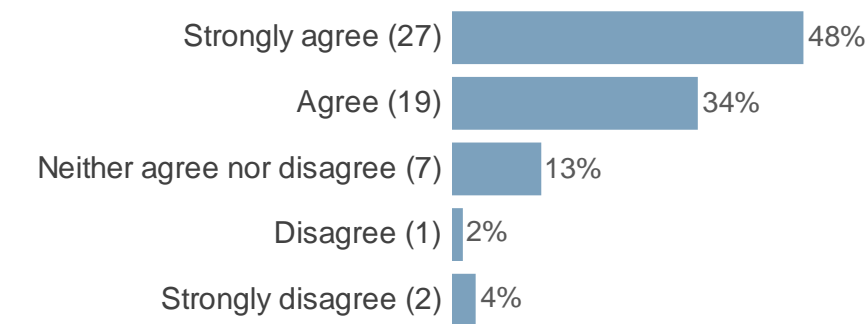
How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (1. Increased housing supply to meet local housing needs)



How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (2. Compliance with the Regulator's consumer standards for social landlords)

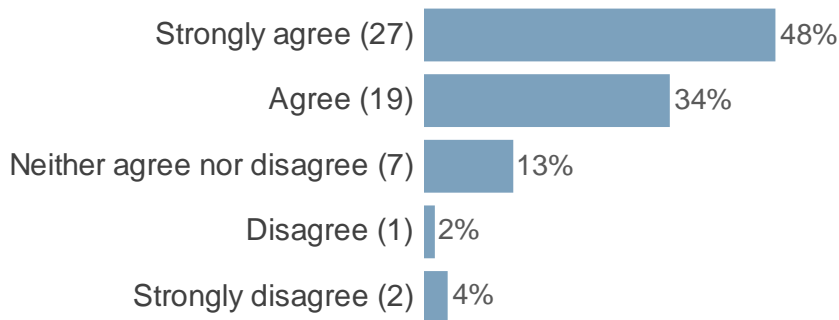


How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (3. Improved property condition across the private sector)

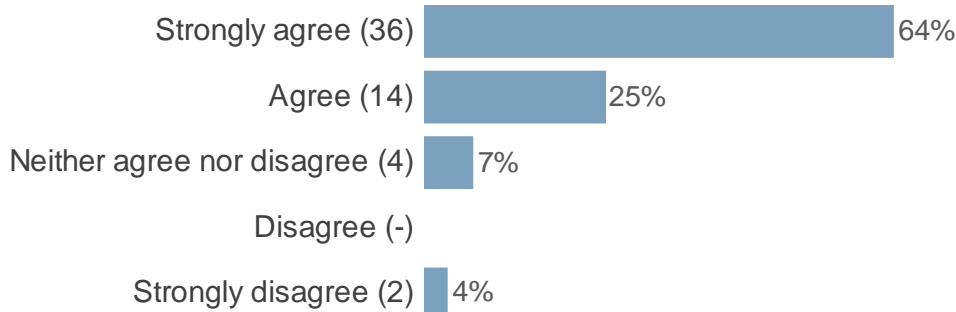


2024 Housing Strategy

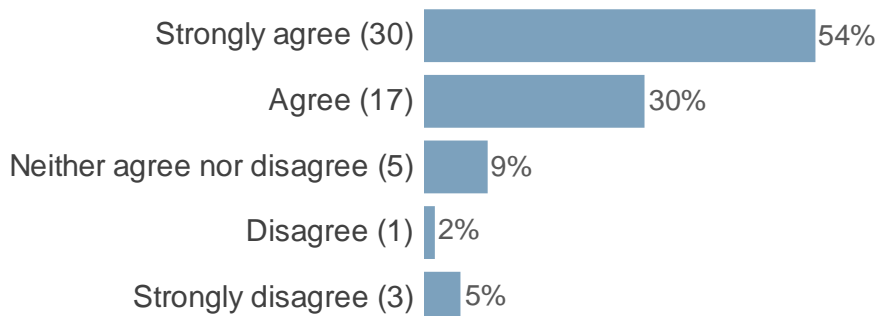
How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (4. Improved management standards across the private rented sector)



How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (5. Improved energy efficiency of homes)

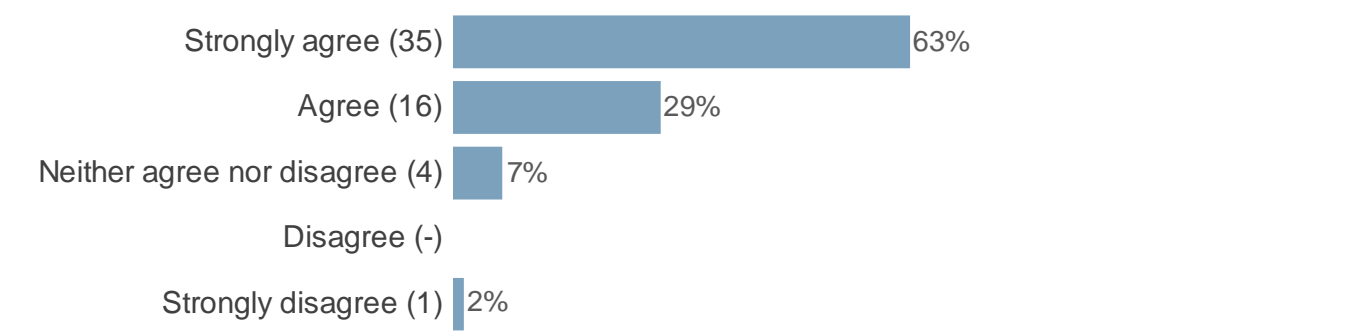


How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (6. Increased number of properties meeting EPC C rating in both council and private housing stock)

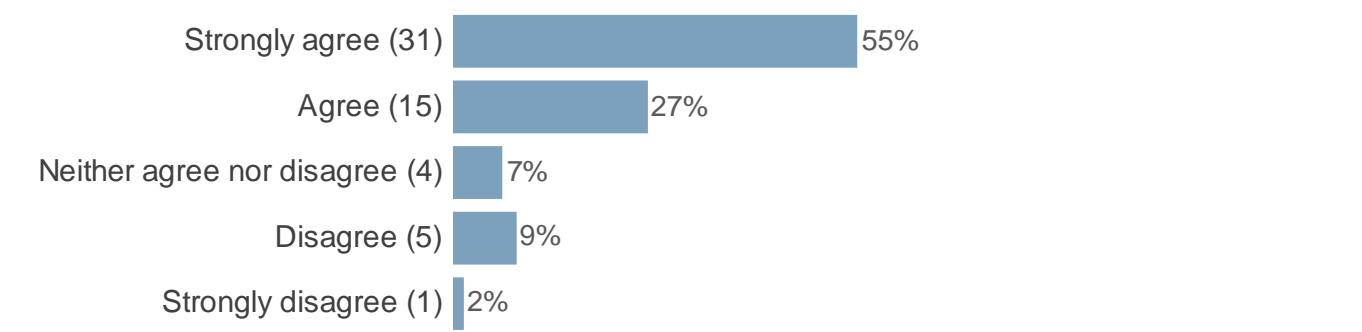


2024 Housing Strategy

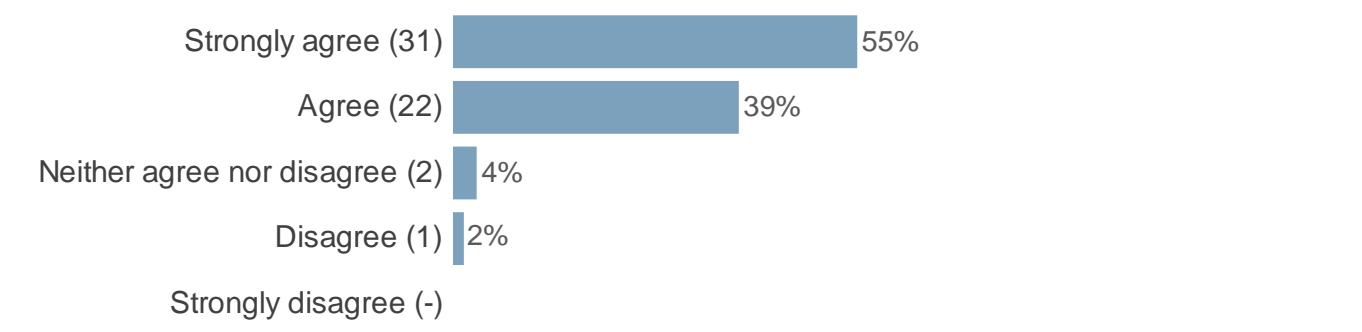
How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (7. Reduced number of properties with a category 1 hazard (A serious and immediate risk to a person’s health))



How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (8. Increased supply of high-quality affordable housing)

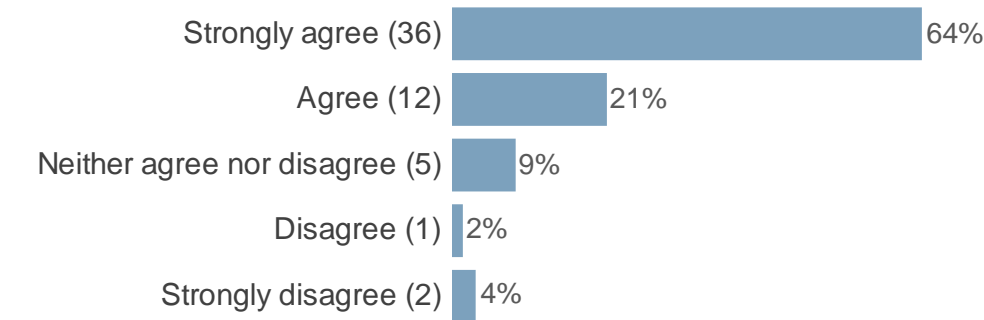


How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (9. Residents living independently for longer)

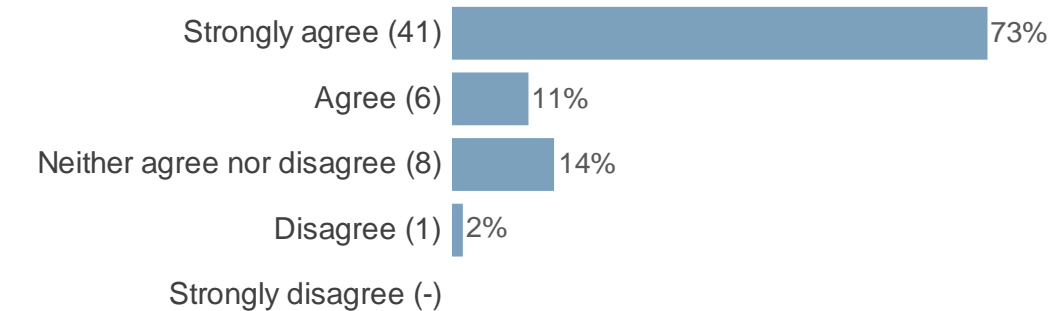


2024 Housing Strategy

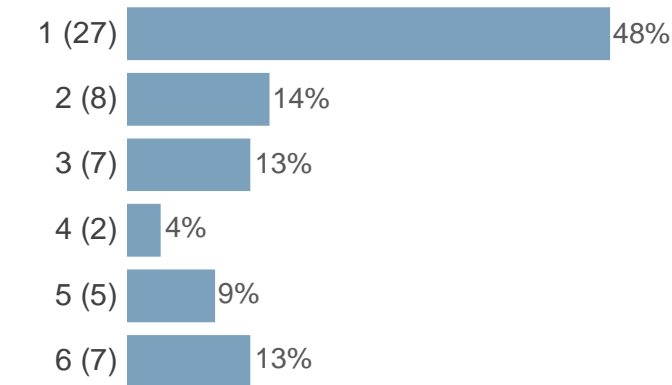
How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (10. Residents with additional/complex needs being able to access the required housing and support)



How strongly do you agree with the following key outcomes identified to be achieved by the Strategy? (11. Reduced numbers of empty homes across the district)

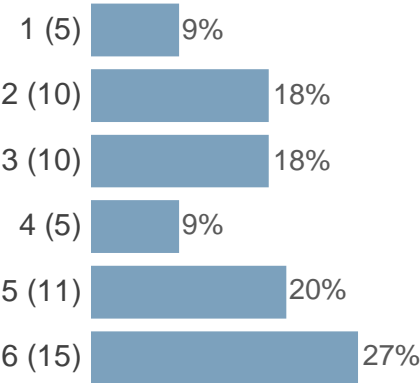


In what priority order would you address the following issues with 1 being most important: (1. Bolsover Homes Programme – building new council housing)

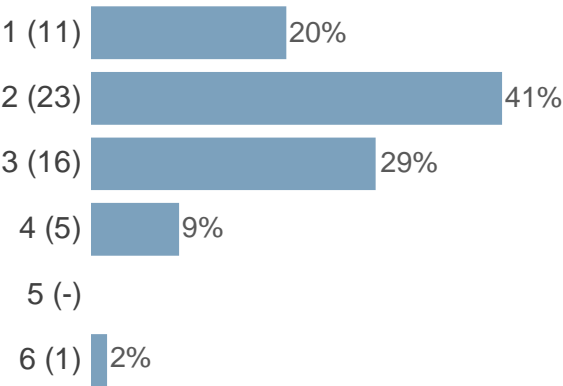


2024 Housing Strategy

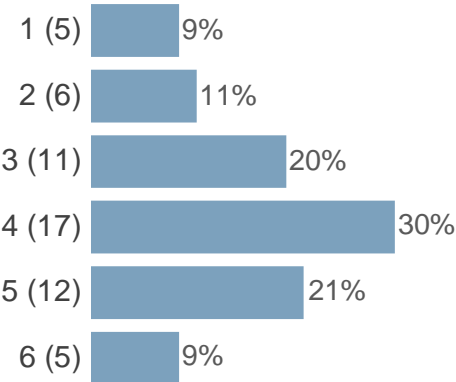
In what priority order would you address the following issues with 1 being most important: (2. Increasing council stock through private developers)



In what priority order would you address the following issues with 1 being most important: (3. Providing homes that meet the Decent Homes Standard)

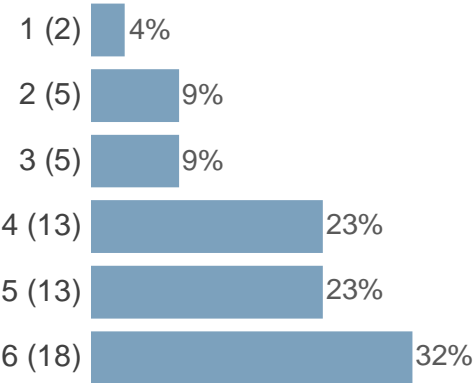


In what priority order would you address the following issues with 1 being most important: (4. Ensuring we meet the Regulator's revised Consumer Standards)

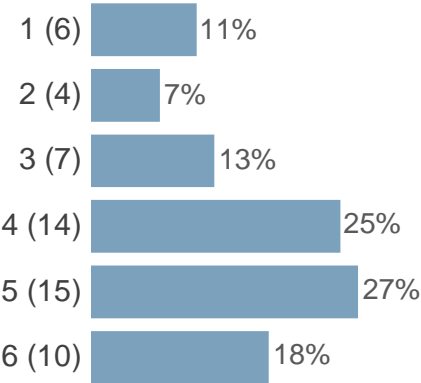


2024 Housing Strategy

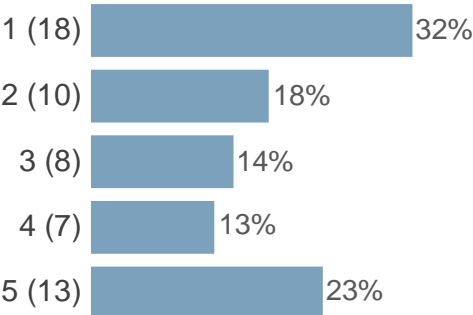
In what priority order would you address the following issues with 1 being most important: (5. Carbon reduction within council housing stock)



In what priority order would you address the following issues with 1 being most important: (6. Tenant Enagement)

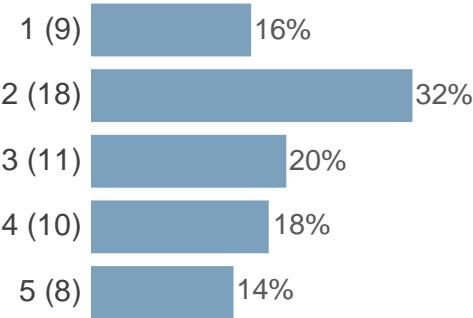


In what priority order would you address the following issues with 1 being most important: (1. The need for homes)

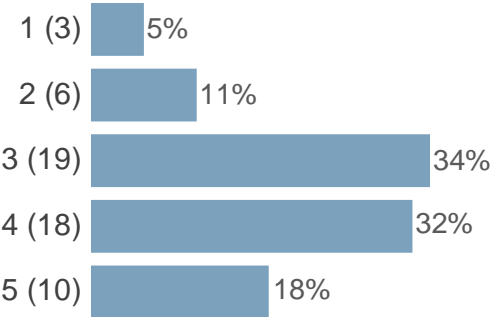


2024 Housing Strategy

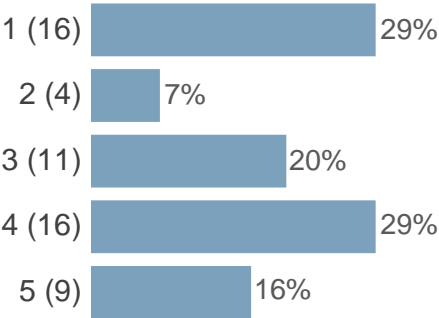
In what priority order would you address the following issues with 1 being most important: (2. Contributing towards affordable housing needs)



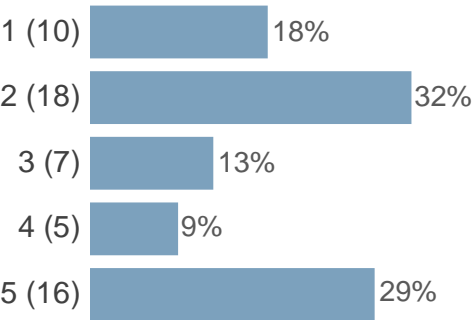
In what priority order would you address the following issues with 1 being most important: (3. Needs of specific groups)



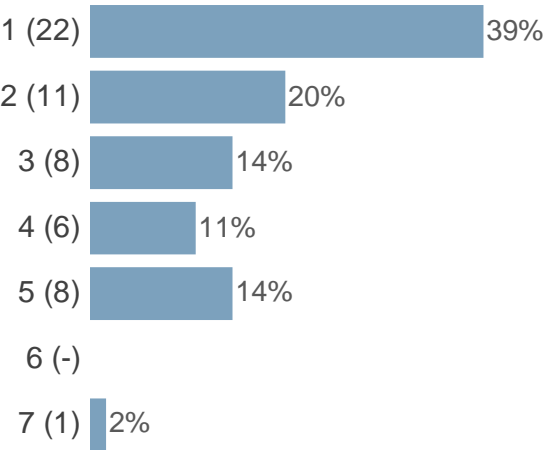
In what priority order would you address the following issues with 1 being most important: (4. Supporting infrastructure for new homes)



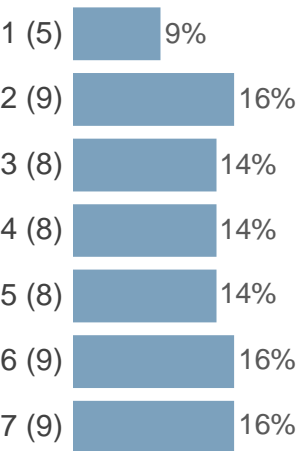
In what priority order would you address the following issues with 1 being most important: (5. Long-term empty homes)



In what priority order would you address the following issues with 1 being the most important: (1. Reducing homelessness and rough sleeping)

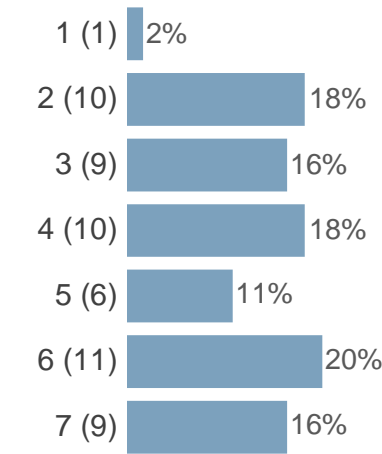


In what priority order would you address the following issues with 1 being the most important: (2. Bolsover Lifeline Services)

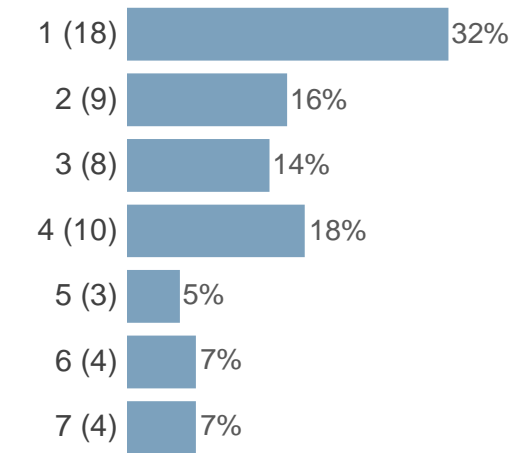


2024 Housing Strategy

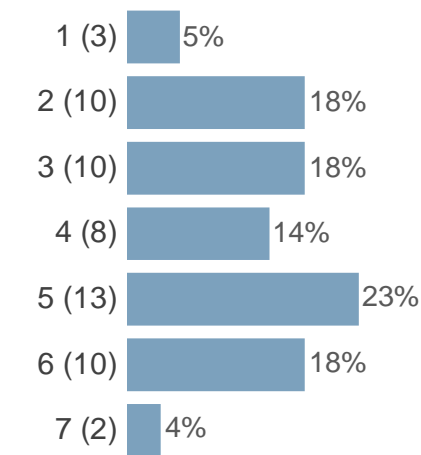
In what priority order would you address the following issues with 1 being the most important: (3. Working in partnership with Derbyshire County Council and health partners)



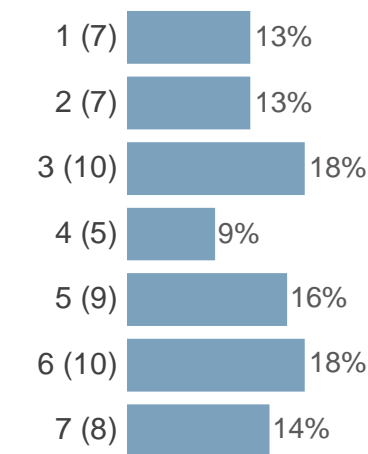
In what priority order would you address the following issues with 1 being the most important: (4. Allocating housing to those most vulnerable)



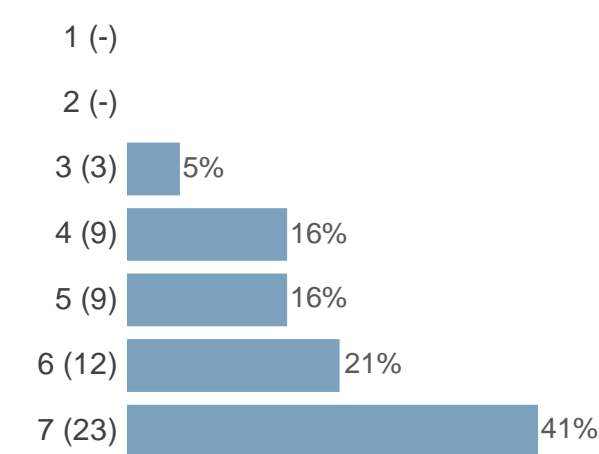
In what priority order would you address the following issues with 1 being the most important: (5. Support to Care Leavers)



In what priority order would you address the following issues with 1 being the most important: (6. Support to Armed Forces personnel)

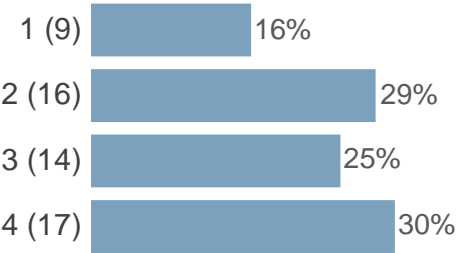


In what priority order would you address the following issues with 1 being the most important: (7. Supported Housing Innovation Programme (SHIP))

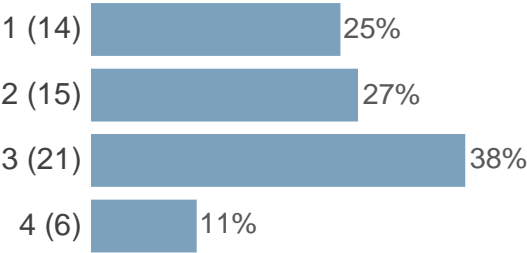


2024 Housing Strategy

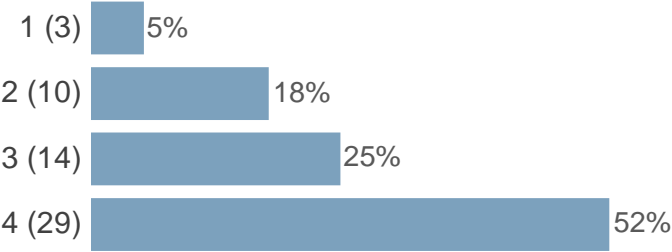
In what priority order would you address the following issues with 1 being the most important: (1. Private Sector stock condition)



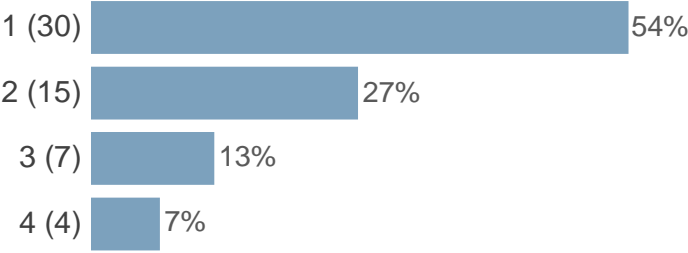
In what priority order would you address the following issues with 1 being the most important: (2. Private rented sector)



In what priority order would you address the following issues with 1 being the most important: (3. Private sector - Owner Occupiers)



In what priority order would you address the following issues with 1 being the most important: (4. Disabled facilities grants and adaptations)



2024 Housing Strategy

Do you have any additional comments to make on the objectives and/or on the strategy as a whole? (2000 characters maximum)

First need to sort out the condition of social housing before pointing fingers at private landlords

My mum has been in her house for over 40 years, in this time hardly anything has been updated, the walls are crumbling and there is black mould everywhere, it's disgusting

I agree that housing stock needs to be increased. However, it is important to utilise existing housing stock and ensuring they are fit for purpose. New housing should also be affordable and not sold as 'buy to let' properties. New housing should only be built in areas where there is a need in terms of employment opportunities. For example, the new housing development for Creswell is not in an area where there are a lot of available jobs are available. I would argue that building housing rarely attracts new employment. For example, the new housing development of Model Walk, Creswell has failed to attract new businesses into the area (in fact, shops have closed). Any new housing would only serve to increase the strain on local infrastructure, such as schools, roads, and medical facilities.

Certain people seem to not fit into any suitable category. Single male/female for example. If you are over 50 but under 60 your choice and chance of housing is unbelievably poor. Certain areas of the Bolsover district are very limited with housing needs for these people. For example if you live in and work in the north of the district that's fine. However if you want to live in the south of the district (South Normanton) area properties for this age category are virtually non existent.

Work in partnership with other organisations to address the number of private rented properties across the District that fall way short of acceptable to let standards, and swift, workable policy/procedures put in place for the public to report negligent landlords and defective properties

Scope and ambition is impressive. Partnership working important to ensure efficient use of resources / people Exploration of 'new products' will be interesting - possibly bridging loans for moving; help to move offer; loans for home improvements; shared ownership; any potential for BDC to get involved in the private rented sector with mix of affordable and market rent retirement properties? Potential revenue stream / lessens pressure on older private renters re concerns over S21 evictions / need for adaptations

Infrastructure to support new builds in area, doctors, shops etc

More bungalows need.

Ensure you have health services. Public transport to hospitals and sufficient capacity on local schools before any new houses are built. People first housing second.

I do think with the cost of heating etc the council should be putting solar panels or better heating systems for tenants. Also some properties still have outside toilets and they need making useable. Having bare brick is really cold so people don't use them.

Prioritising the application of homes to specific groups.

Please create the infrastructure before building any more homes in Creswell. The roads are poor and not designed for extra traffic, there is limited shops and parking, the schools, dentists and doctors cannot cope now. Creswell is a medium size village, stop attempting to steal, agricultural land to build on.

Housing should be being built on brown belt land only. All new houses built should be fitted with solar panels as standard & be a minimum of B rated. Infrastructure should be in place before planning permission is granted, doctors, dentist, school places & decent road networks within the area. There should be green spaces for mental health & well being available to all. Council properties should be prioritised to family's with relatives within the area & not offered to any person who has been evicted due to antisocial behaviour.

Stop bringing outsiders and immigrants into the area, stop putting Africans ahead of the English.

2024 Housing Strategy

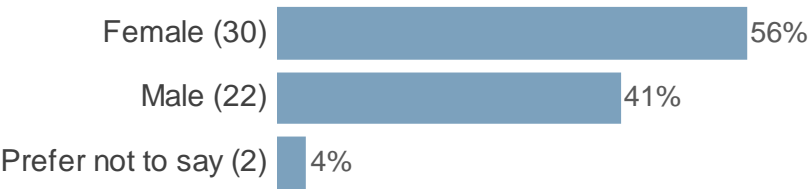
Do you have any additional comments to make on the objectives and/or on the strategy as a whole? (2000 characters maximum)

- There seems to be a massive imbalance in council housing in the Bolsover district. I have been on the council list for around 6 months. I would estimate that around 80% of housing availability is in the north of the district (Bolsover, Shirebrook, Clowne areas). For me wanting to live in the South of the district for work and family reasons there is very limited availability. I am almost 60 years old and my choices are a flat or a 1 bedroom bungalow. These are a very rare commodity in the South of the district. I think it should be looked into and a fairer share of the housing stock should be supplied by building more in this area.
- Not at this point
- Having a disabled husband who struggles to climb out stairs and being told we no longer qualify to go on the housing register is complete shambles! His OT told him he may need a bungalow, the council dismissed this
- If more properties left empty were given to Councils to refurbish it would help to reduce the waiting lists. Also a change in the bidding procedure seems outdated and only causes criticism of authorities who try to provide adequate provision for prospective tennant, especially those requiring a roof over their heads urgently
- Please, please focus on developing the infrastructure of and around Bolsover before investing in more housing. The community would support more housing of all kinds if there was only the road structures, schools, doctors/dental facilities, shops and leisure facilities to support the increasing number of homes being built and/or becoming available in our area.
- A few loaded questions,infrastructure of roads, medical dental facilitiesand schools before you think about building anymore houses,
- It important to improve the homes you already have and not just renew them when someone moves out. Along with prioritising homeless, vulnerable, disabled and families for quality housing I believe the people who already live in a council home should have quality housing that is not mouldy and depressing. It has a negative impact on all aspects of health. For example I believe my home needs repointing or damp work done on the outside because it's an old building, I have lived here 13 years and nothing has ever been done to maintain or improve the structure except new facia and guttering .Also better quality workmanship from the repairs teams, who just don't seem to care and do slapdash rush jobs
- More support for controlling anti social neighbours
- All new estates should be marked on BfHL assessment and should gain minimum B at EPC and high level in new HEM assessment

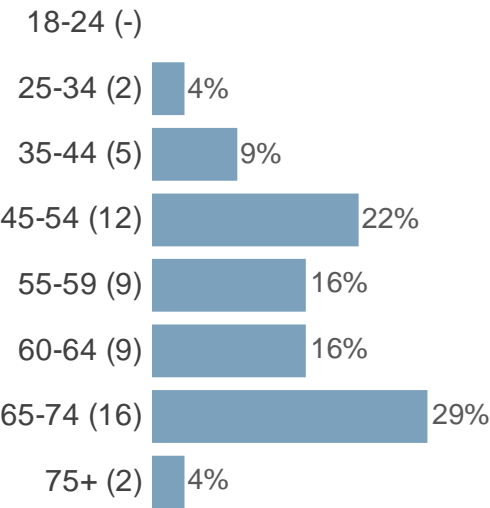
Would you like to receive further information from us on the Strategy or be involved in the delivery? (This could involve attendance at a landlord meeting, completing a questionnaire or being part of a working group)



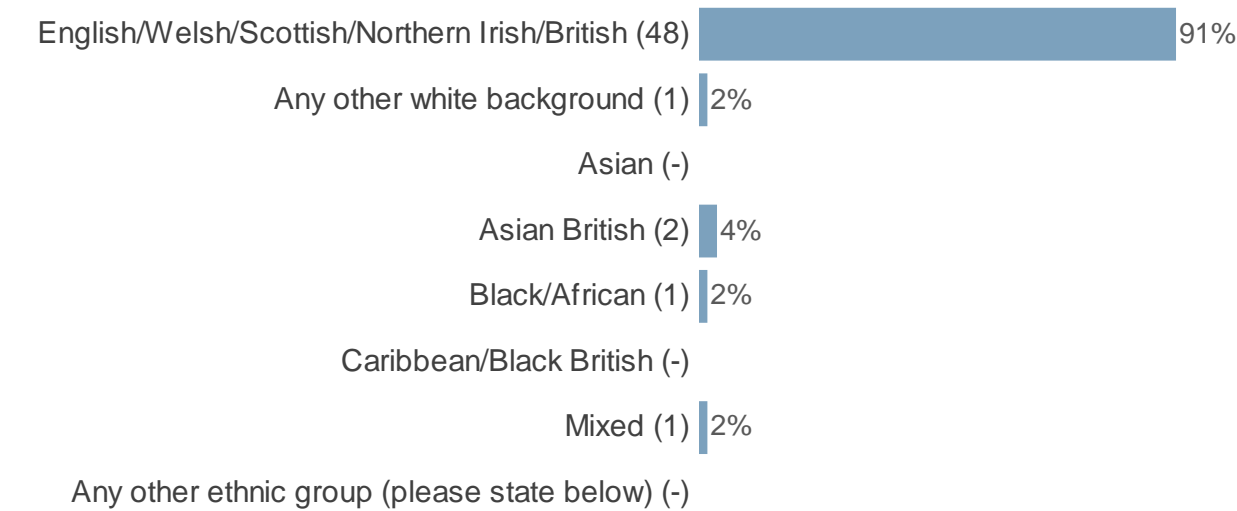
Are you:



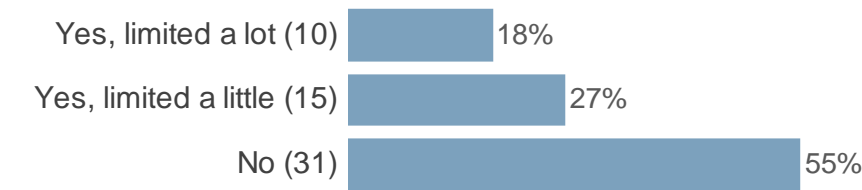
What is your age group?



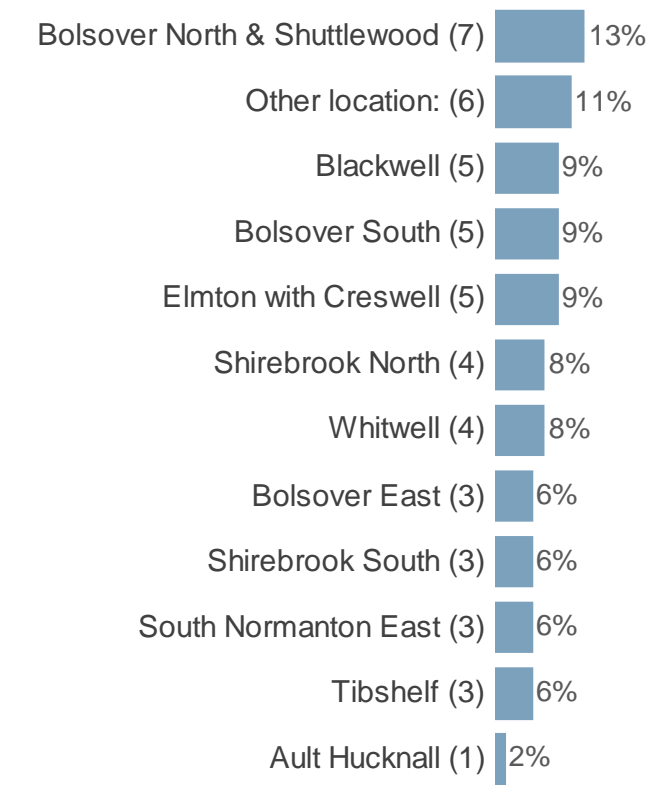
How would you describe your ethnic group?



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:



Derbyshire

Glapwell

Pilsley

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 18th November 2024

Tenancy Strategy 2024-2029

Report of the Portfolio Holder for Housing

Classification	This report is Public
Report By	Victoria Dawson, Assistant Director – Housing Management Joanne Wilson, Housing Strategy and Development Officer

PURPOSE / SUMMARY OF REPORT

- To inform Scrutiny of the proposed amendments to the Tenancy Strategy, which was last approved in 2018.
- To receive Member oversight of the final draft prior to submission to Executive and Council.

REPORT DETAILS

1. Background

- 1.1 The Localism Act 2011 placed a new duty on local housing authorities to prepare and publish a tenancy strategy; these provisions came into force on 15 January 2012. The strategy must set out the matters to which Registered Providers of social housing are to have regard in formulating their tenancy policies. These tenancy policies will explain how Registered Providers (RPs) intend to implement the range of new flexibilities introduced through the Localism Act 2011.
- 1.2 The Council adopted its Tenancy Strategy in January 2013, reviewed in 2018, and it is now due for further renewal. A desk top review of the strategy has taken place.
- 1.3 The Tenancy Strategy provides a framework for how social rented housing is provided in the district, it also links with the Housing Allocations Policy and Homelessness Code of Guidance and outlines the Council's position on the following social housing reforms:
 - Affordable Rent
 - Flexible Fixed term Tenancies
 - Discharge of Homelessness Duty by offer of accommodation in the private rented sector
 - Mutual exchanges

- Succession Rights.
- 1.4 Under review, amendments have been identified to keep in line with current legislation and local changes, key wording includes;
- Changes to Mutual Exchange as a result of the Social Housing (Regulation) Act 2023 and revised Consumer Regulations by Regulator of Social Housing
 - Greater clarity on the scope of the Tenancy Strategy and the national and local legislative framework
 - Updated Principles as a result of changes to the Council's Corporate Plan
 - Clarification as to who is responsible for implementation and how the Strategy will be monitored/updated
 - Expectations of Registered Providers
 - A glossary of terms

Furthermore, the statistical data embedded in the Strategy has been updated.

2. Details of Proposal or Information

- 2.1 The Council's outgoing Tenancy Strategy was adopted in 2018, and as such, is due for renewal. This is timely due to the enactment of the launch of the Regulator for Social Housing's new Consumer Standards in April 2024. In particular this required further clarity to the expectations in relation to 'mutual exchange.'
- 2.2 The attached revised draft (appendix 1) takes account of these legislative changes and seeks to learn from best practice elsewhere by providing further detail and clarification of the various terminology and parameters that Registered Providers must adhere to.
- 2.3 The amendments are quoting legislation and bringing up to date the statistical data.
- 2.4 Attached at appendix 2 for reference is the previous version, so Members can see the changes made. Due to the volume of changes, which include reformatting, it was felt a 'track-changed' document may prove less readable.
- 2.5 Registered Providers holding stock within the District have been consulted as part of the process and given the opportunity to comment on the revised draft.
- 2.6 The Equality Impact Assessment (EIA) was completed in January 2013 when the Strategy was adopted, an updated EIA will be completed as part of the review.

3. Reasons for Recommendation

- 3.1 The Council is required to produce a Tenancy Strategy as per the Localism Act 2011, and to keep said document under regular review.
- 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 An alternative option would be not to review the Tenancy Strategy, however as the current strategy is outdated, this option was rejected due to the fact that the Council would not be fulfilling its legal duty.

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the proposed amendments to the Tenancy Strategy and provide feedback where necessary.

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: Not to have a Tenancy Strategy would be illegal under the Localism Act 2011.

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: No direct environmental implications from this document, as it relates to tenancy management rather than the physical homes.

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

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

District Wards Significantly Affected	None, this is aimed at registered providers to inform them of what the Council is doing with regards to tenancies and affordable rents etc., and what the Council expects from the registered providers.
<p>Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	<p>Details: Relevant Portfolio holder and SLT members consulted as part of refresh. Draft sent to all RPs within stock in the District for comment.</p>

Links to Council Aims: Customers, Economy, Environment and Housing.
<p>The Tenancy Strategy will support the delivery of the following elements of the Council Corporate Plan Bolsover District: The Future 2024-2028 Ambition 2024-2028:</p> <p>Aim: Our Customers by providing excellent and accessible services Priorities:</p> <ul style="list-style-type: none"> Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people Improving the customer experience and removing barriers to accessing information and services <p>Aim: Our Housing by delivering social and private sector housing growth Priorities:</p> <ul style="list-style-type: none"> 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

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

- | |
|--|
| <ul style="list-style-type: none">• 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 |
|--|

DOCUMENT INFORMATION

Appendix No	Title
1.	Tenancy Strategy 2024-2029
2.	Tenancy Strategy 2018

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>
--

Rpttemplate/BDC/040222



Tenancy Strategy

2024-2029

Equalities Statement

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

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

Access for All statement

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

- **Phone** – [01246 242424](tel:01246242424)
- **Email** – enquiries@bolsover.gov.uk
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with [Sign Solutions](#), you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) via textphone or app on **0800 500 888** - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

CONTROL SHEET FOR TENANCY STRATEGY

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Tenancy Strategy
Current status – i.e. first draft, version 2 or final version	V3 amended draft 2024-2029 Past versions: V1 January 2013 V2 May 2018
Policy author (post title only)	Housing Strategy and Development officer
Location of policy (whilst in development)	S drive
Relevant Cabinet Member (if applicable)	Cllr S. Peake/ Cllr J. Tait
Equality Impact Assessment approval date	18th December 2012
Partnership involvement (if applicable)	Consultation with Registered Providers
Final policy approval route i.e. Executive/ Council	Scrutiny/ Executive
Date policy approved	
Date policy due for review (maximum three years)	2029
Date policy forwarded to Performance & Communications teams (to include on ERIC, and website if applicable to the public)	

Contents

1. Introduction.....	5
2. Scope.....	6
2.1 National legislative framework	6
2.2 Local policy framework	7
3. Principles	9
4. Statement	10
4.1 Objective.....	10
4.2 Local Context – Housing Stock within the District	10
4.3 Social Housing Reforms and Guidance for Registered Providers ..	12
4.3.1 Affordable Rent.....	13
4.3.2 Fixed Term Tenancies	13
4.3.3 Review and Renewal of Fixed Term Tenancies	14
4.3.4 Discharge of the homelessness duty through the private rented sector.....	15
4.3.5 Housing Register and Allocations	16
4.3.6 Mutual Exchanges	16
4.3.7 Succession	17
5. Responsibility for Implementation	19
5.1 Monitoring the Tenancy Strategy	19
5.2 Reviewing of the Tenancy Strategy	19
5.3 Registered Provider Tenancy Policies	19
6. Glossary of terms	21
7. Appendices	22
7.1 Tenancy Types	22
7.2 Current social stock owners operating in the District as of March 2023	22

1. Introduction

- 1.1 The aim of the Tenancy Strategy is to provide guidance to Registered Providers on the type of tenancies the Council wish to see operating in the District.
- 1.2 The Localism Act 2011 placed a duty on local housing authorities to prepare and publish a Tenancy Strategy for their area. These provisions came into force on 15 January 2012. The Strategy must set out the matters to which Registered Providers (RPs) of social housing are to have regard in formulating their own tenancy policies including:
- The kinds of tenancies they grant,
 - The circumstances in which they will grant a tenancy of a particular kind,
 - Where they grant tenancies for a certain term, the lengths of the term, and
 - The circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy.
- 1.3 These RP tenancy policies will explain how each organisation operating in the District intends to implement the range of tenancy options introduced through social housing reforms.
- 1.4 This Tenancy Strategy is the third Strategy for Bolsover District Council and replaces the Tenancy Strategy 2018-21. The Strategy links with our Homelessness and Rough Sleeping Strategy 2022-2027 and Allocations Policy 2020-2023 in terms of providing a framework for how social rented housing is provided in the District.

2. Scope

2.1 National legislative framework

Localism Act 2011

The Localism Act introduced a fundamental reform of the social housing tenure; the principal reforms were:

- That Registered Providers can offer Fixed Term Tenancies of a minimum of five years, or in exceptional circumstances for a minimum fixed term of no less than two years, in addition to any probationary tenancy period
- Increased flexibility for Councils to set their own Allocations Policies to meet local needs and circumstances
- The ability for Councils to place homeless households in suitable Private Rented Sector housing
- New social housing developments to include Affordable Rent model with rents of up to 80% market rent on new homes and the ability to convert vacant Social Rent homes to Affordable Rent
- Registered Providers being required to adopt and publish a Tenancy Policy
- Councils being required to consult on, adopt and publish a Tenancy Strategy
- The introduction of Affordable Rents and Fixed Term Tenancies has implications for tenants who wish to Mutual Exchange
- Changes to the rights of Succession has limited those able to succeed to a Tenancy on the death of the tenant

Since the introduction of the Localism Act 2011 several other pieces of legislation have been enacted that impact on the tenancy offer that can be offered by local authorities and registered providers.

Housing and Planning Act 2016

The Housing and Planning Act 2016 legislation sought to introduce fixed term tenancies for new local authority tenancies (with a small number of exceptions). By 2018 the Government stated that provision to end local authorities powers to offer lifetimes tenancies will not be enacted 'at this time.' If the Government changes position, then a full review of the tenancy strategy will be required.

Homelessness Reduction Act 2017

The Homelessness Reduction Act 2017 added two new duties to the original statutory rehousing duty:

- A duty to prevent homelessness
- A duty to relieve homelessness

The legislation extends entitlements to help, places a renewed focus on the prevention of homelessness and local joint working, and has the potential to provide more client-focussed, personalised statutory homelessness services.

Secure Tenancies (Victims of Domestic Abuse) Act 2018

The Secure Tenancies (Victims of Domestic Abuse) Act 2018 supports victims of domestic abuse in social housing to leave their abusive situation. The Act requires local authorities, when re-housing an existing lifetime social tenant, or offering them a new sole tenancy in their own home, to grant a new lifetime tenancy if the local authority is satisfied that the tenant or a member of their household has been a victim of domestic abuse and the new tenancy is granted in connection with that abuse.

Regulator for Social Housing

We expect Registered Providers in the area to ensure they have regard to and comply with the Consumer Standards as set by the Regulator, and ensure processes are in place to enable compliance with any subsequent amendments to the Standards.

Registered Providers of social housing should have due regard to the framework provided by this Strategy when formulating their own tenancy policies. This is necessary to ensure that we provide the best housing options and outcomes for the residents of Bolsover.

2.2 Local policy framework

The Council's own policy on its tenancy offer is contained within the Allocations Policy

Allocations Policy 2024-2027

Secure Tenancies

Unless an applicant has been accepted as homeless, all applicants who are allocated properties will be offered secure tenancies. In some circumstances applicants who are being assessed under the Homeless Reduction Act requirements may be offered a non-secure tenancy.

Short Term Non-Secure Tenancies

Within Bolsover these are used for our temporary accommodation within the first 56 days of a homeless application (under s.188) and referred to as an occupancy agreement (an excluded license). These will only be used for applicants where the Council has a duty under the Homeless Reduction Act to either provide accommodation whilst the claim is investigated, or a duty to secure accommodation for a period to give time for the applicant to make their own arrangements. These will only be used in complex cases and

where there is no alternative. After 56 days, a decision must be made on a homeless application if a customer is owed a main duty, they become a 'non-secure tenant'.

Band A – Urgent priority statutory housing need to move:

These are applicants that are owed a statutory award of 'reasonable preference' but whom the Council also believes should also be awarded 'additional preference' based on their very urgent housing need.

Band B – High priority statutory housing need to move:

This band consists of applicants that are owed a statutory award of 'reasonable preference' under the policy and have been awarded band B priority based on their assessed high housing need.

Band C – Lower priority statutory housing need to move:

This band consists of:

- a) applicants with a statutory need but that need is assessed as being lower than Band B
- b) Applicants over the age of 60 without a statutory housing need and who are not homeowners and are willing to consider accepting a tenancy for older person housing only in the district.

3. Principles

The production of a Tenancy Strategy is a legal requirement placed on local housing authorities by the Localism Act, the Tenancy Strategy will support the delivery of the following elements of the Council Corporate Plan Bolsover District: The Future 2024-2028 Ambition 2024-2028:

Aim: Our **Customers** by providing excellent and accessible services

Priorities:

- Promoting equality, diversity and inclusion, and supporting and involving vulnerable and disadvantaged people
- Improving the customer experience and removing barriers to accessing information and services

Aim: Our **Housing** by delivering social and private sector housing growth

Priorities:

- 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
- 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

The Tenancy Strategy will also further support the delivery of the priorities in the Council's Housing Strategy 2024-2029:

- Priority 1 – Providing Good Quality Housing,
- Priority 2 – Enabling Housing Growth,
- Priority 3 – Supporting 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.

The original version of this strategy was developed through consultation with Registered Providers and partner local authorities. This included a scoping questionnaire to all RPs, face to face consultation at the bi-annual sub-regional Registered Provider Forum, and through circulation of the strategy for comment. Subsequent updates to the Strategy have aimed to reflect changes in national and local policy, refresh local housing stock data and update on changes to responsibility for implementation. Appropriate consultation will be carried out prior to subsequent updates to the Strategy.

4. Statement

4.1 Objective

The overall objective of this Tenancy Strategy is to ensure that our Registered Provider (RP) partners work with us to deliver neighbourhoods that are sustainable and provide our residents with settled and stable homes.

4.2 Local Context – Housing Stock within the District

There are 5,013 homes owned by the Council, and 1,271 rented homes owned by Registered Providers. This equates to approximately 16.2%% of the total number of households in the District.

	Number
Total dwellings (Sept 2024) Source: BDC Council Tax records	38,812
Local Authority social housing stock (September 2024) Source: BDC Housing Management records/Local Authority Housing Statistics	5013
Register Provider Social Housing stock (March 2023) Source: Regulator of Social Housing	1,271

Social housing is not evenly spread across the District, with housing stock in some areas containing a proportion of social housing which is amongst the highest levels in England.

A snapshot of the housing register taken on the 30 September 2024 shows that there were 432 applicants registered for social housing in Bolsover and during the period 2023/24, 372 local authority dwellings were let.

Number of applicants on the Housing Register and Number of Lets

	Number
Number of applicants on the housing register (September 2024) Source: BDC Housing Management records	432
Number of local authority lets (2023/24) Source: Local Authority Housing Statistics 2023/24	372

The Allocations Policy was reviewed during 2023 as a result of increased service demand to ensure those in most need are given greatest priority. Under the previous Allocations Policy, the vast majority of the waiting list

consisted of households who did not have an urgent or high priority need. Under the new Policy, in force from April 2024, the Council now operates with three bands

Housing Register Banding

Banding Priority	Number of Applicants
Band A – Urgent need for rehousing	23
Band B – High need for rehousing	169
Band C – Some need for rehousing	240

Source: BDC Housing Management records, September 2024

The numbers qualifying for Band B (High need) has tripled since the last Tenancy Strategy review, and is likely reflective of the current cost of living crisis affecting the country since the Covid-19 pandemic as well as the increased medical needs of our aging population in the District increasing the need for suitable housing.

The numbers qualifying for Band A has also seen a significant increase, due to an increase in homelessness and statutory duties the council owes as a result of this.

Previous Housing Needs, Market and Affordability Studies carried out for the Council in 2011 and 2017, found there to be a substantial need for affordable homes in Bolsover. This need arises not so much as a result of the level of house prices in the District, which are generally much lower than in the region and nationally but as a result of low income levels.

Average House Prices

Bolsover District	East Midlands	England
£182,100	£276,200	£310,000

Source: Hometrack October 2024; ONS August 2024

The following table shows the difference in rental costs between the different forms of tenure. The difference between social rents, affordable rents and private rents increases with the size of the property. For the local authority rates this is the average rent across all stock (general needs and supported housing).

Weekly Rental Prices in Bolsover District (£)

	Average Private Rent	Average Private Affordable Rent (80%)	Average LHA Rate (Apr 2024) **
1-bed	122.00	98.00	102.99
2-bed	159.00	127.00	123.70
3-bed	183.00	146.00	136.35
4-bed	253.00	202.00	191.02

Source: Hometrack October 2024; Local Housing Allowance Rates 2024/25

***Mean average across both Chesterfield and North Nottingham Broad Rental Market Areas*

	Average LA Rent – General Needs (Social Rent)	Average LA Rent – General Needs (Affordable Rent)	Average PRP Rent – General needs (Social Rent)	Average PRP Rent – General Needs (Affordable Rent)
1-bed	69.65	89.46	80.13	95.35
2-bed	80.97	109.23	92.48	102.83
3-bed	89.38	126.35	103.85	110.92
4-bed	94.60	175.01	117.99	166.85

Source: SDR/LADR 2023

	Average LA Rent – Supported Housing/ Housing for older people (Social Rent)	Average LA Rent – Supported Housing/ Housing for older people (Affordable Rent)	Average PRP Rent – Supported Housing/ Housing for older people (Social Rent)	Average PRP Rent – Supported Housing/ Housing for older people (Affordable Rent)
1-bed	74.07	-	106.50	-
2-bed	85.44	106.62	98.68	-
3-bed	102.59	132.69	100.00	-
4-bed	-	-	-	-

Source: SDR/LADR 2023

4.3 Social Housing Reforms and Guidance for Registered Providers

The Government has introduced a number of reforms to allocations and social housing tenure that offer new flexibilities to social landlords. The following sections provide guidance to Registered Providers with stock within Bolsover District, and set out the Council's position in relation to the reforms.

4.3.1 *Affordable Rent*

Since April 2012 local authorities and RPs have been able to let properties on an affordable rent basis. Affordable Rent was introduced as the model for financing new social homes in the Homes and Community Agency's Affordable Homes Programme 2011-2015, since then the Government has launched the Affordable Homes Programme for 2016–21, and the Affordable Homes Programme 2021-2026. Affordable Rents can be set at up to 80 per cent of market rates and are included in the definition of affordable housing. All new grant-funded homes should be let at an Affordable Rent, and RPs are also able to convert a proportion of their existing stock from social to affordable rent when they are re-let. The additional income generated by affordable rent is to be used for reinvestment in new affordable housing. Existing tenants who remain in their existing homes will not be affected by affordable rents unless they transfer to another property which is let at an affordable rent.

Affordability must be considered when setting affordable rents and RPs should be mindful of the low income levels within Bolsover District. For example, 80 per cent of market rent in the more expensive parts of the District, such as Bolsover, could make affordable rents too expensive for those on a low income. Evidence shows that the larger the property, the wider the gap between social and private rents, and this should also be borne in mind when setting the rent level. Reference should always be made to income levels within the District.

Conversions of social rented properties to affordable rent by RPs should be carried out with care, taking into account the above points and also the tenure mix within the area concerned.

4.3.2 *Fixed Term Tenancies*

Under the revised Tenancy Standard, Registered Providers have the option of offering tenancies for a fixed period of time instead of the traditional lifetime tenancies. These fixed term tenancies are known as flexible tenancies. Registered Providers will be able to determine the length of tenancy that they offer to new tenants, however the Government has specified that the minimum period of a fixed term tenancy should be at least five years, except in exceptional circumstances. Details of a Registered Provider's position in relation to fixed term tenancies must be set out in their tenancy policy. Existing tenants will not be affected by this change, unless they move to a property let on a flexible tenancy.

The aim of this reform is to ensure that those in greatest housing need can access social housing, and that if a tenant's circumstances change and they become able to access private housing, they can move on and free up a social rented property for others.

The Council will not be using fixed term tenancies for their own housing stock due to concerns that the sustainability of communities will be adversely

affected, and that tenants will not have the opportunity of a settled and secure home.

If Registered Providers decide to use fixed term tenancies, they should have regard to the following points:

- Tenancies of five years should be the minimum length of a fixed term. Shorter tenancies (minimum two years) must be restricted to exceptional circumstances only.
- Vulnerable people in need of settled or stable accommodation, where their situation is unlikely to change, should be granted life time tenancies. As a minimum this would include households containing someone over 60 years of age, or people with a long- term medical or welfare need for secure accommodation, adapted of specialist.
- In order to provide a settled and stable home it is expected that households with dependent children will be granted fixed term tenancies which are longer than the minimum 5 year period and which last at least until the youngest child leaves full time education. This includes households which contain children over the age of 16 who remain in full time education.
- Fixed term tenancies should not generally be used to control rent arrears or anti-social behaviour; the normal possession grounds should be used to tackle these issues.

4.3.3 Review and Renewal of Fixed Term Tenancies

Any Registered Provider introducing fixed term tenancies must have published review criteria and procedure. Registered Providers are asked to have regard to the following points:

- When carrying out a tenancy review there should be a presumption of renewal of the tenancy on terms at least equivalent to that which are currently held, unless the specified reasons for not granting another tenancy are met. RPs should show good reason for not renewing a fixed term tenancy, and these reasons should be clearly explained to the tenant.
- At least six months' notice must be given to the tenant before the tenancy is due to end. The tenant should be advised of their right to request a review of the proposal and of the time within which this request needs to be made.
- During the review, consideration should be given to the availability of other suitable and affordable housing in the area.

- During the review, consideration should be given to the employment of the tenant or members of the household, especially if they are employed locally. If a member of the household is responsible for the care of a family member, this should also be borne in mind.
- Where a new tenancy is not being offered, advice and assistance should be given to the tenant at the earliest opportunity to help them to find suitable alternative accommodation. This includes the landlord assisting the tenant to explore their housing options, including home ownership, private rented housing, or a more suitable social rented home. The local authority should be notified as soon as possible if homelessness could potentially arise, but it is expected that the Registered Provider will take all steps necessary to avoid this outcome.

Bolsover District Council recognises that there are certain circumstances in which it would be unreasonable to expect a household to move. The Council therefore expects our Registered Provider partners to allow a tenancy to continue if any of the following apply, irrespective of whether this was the case when the previous tenancy was issued:

- The tenant or a member of their household is suffering from a terminal illness.
- The tenant or a member of their household has a disability, verified by occupational therapy or community care assessments.
- The tenant has children attending a local school or college.
- The tenant is a foster carer and the tenancy needs to continue to enable them to fulfil this role.
- The tenant is a care leaver and is still receiving support from social care, or a form of tenancy support.
- The tenant is otherwise vulnerable (within the definition of vulnerable as used in homelessness legislation).

4.3.4 Discharge of the homelessness duty through the private rented sector

The Localism Act 2011 allows a local authority to discharge its homelessness duty by making an offer of accommodation in the private rented sector; the Homeless Reduction Act 2017 and the Homeless Code of Guidance states that under the 'relief duty' the Local Authority is required to help people who are homeless to secure accommodation, this can be in the private sector with a minimum 6 months tenancy. However, local authorities are to have regard to the suitability of accommodation in line with the *Homelessness (Suitability of Accommodation) (England) Order 2012*, and that the property's minimum requirements are adhered to in respect of health

and safety and that the Landlord is a fit and proper person to act in that capacity.

Bolsover District Council welcomes the flexibility to make better use of good quality private rented sector accommodation, and will consider this new power on a case by case basis. The Council has a history of successfully using private rented accommodation to prevent homelessness and re-house homeless households, and through the Landlord Accreditation Scheme it has good relationships with private sector landlords within the District. We will continue to work with landlords in the private rented sector (PRS) to provide accommodation for applicants who are homeless, encouraging landlords to become accredited, ensuring properties are suitable, and rent payments are affordable.

4.3.5 Housing Register and Allocations

The Localism Act introduced new freedoms for local authorities to determine how they allocate social housing. Local authorities can now set their own priorities for allocations taking into account local needs and objectives, whilst continuing to give priority to those households in the reasonable preference categories.

When reviewing its Allocations Policy, Bolsover District Council will consider the flexibilities provided by the Act and their suitability for meeting the housing needs of the District's residents.

4.3.6 Mutual Exchanges

The introduction of Affordable Rents and Fixed Term Tenancies has implications for tenants who wish to exercise their right to Mutual Exchange. Although there are some protections for existing tenants in certain circumstances these protections are not universal.

The Localism Act 2011 created a new mechanism for Mutual Exchanges to protect certain lifetime tenants following the introduction of Fixed Term Tenancies.

Assured Lifetime and Secure Lifetime tenants who were granted their Tenancy prior to 1 April 2012, whereby if they exchange with a tenant on a Fixed Term Tenancy, then a new Tenancy is issued to each and the tenant is granted another assured Tenancy.

The Fixed Term Tenant is granted a new Tenancy but there is no particular provision regarding its status so it will be a matter for the Registered Provider to decide what type of Tenancy to offer.

The legislation will only apply in a limited number of cases, but Registered Providers should ensure that, whatever the legal mechanism for Mutual Exchange, tenants are aware of the implications, including any changes in

secure or assured status, any change in rent level between social and Affordable Rent, any change in service charges, and any gain or loss of the Right to Buy, Preserved Right to Buy, or Tenancy Right to Acquire.

In line with the Regulator of Social Housing Tenancy Standard:

- Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.
- Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.
- Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.
- Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges.

The Council supports greater mobility in the social housing sector as a means of tackling under-occupancy, overcrowding and unemployment. The Council subscribes to an online mutual exchange scheme – [Homeswapper](#) – to enable mobility within the sector. The Council expects all registered providers operating in Bolsover to have signed up to a national mutual exchange scheme as required by the Regulator of Social Housing.

The Council expects that wherever possible, tenants moving through the scheme would be able to enjoy the same security of tenure and rent model in their new property. However, the Council also recognises that this will not be possible in all cases, particularly where voluntary moves are made to housing which has been designated as Affordable Rent as part of a contract with Homes England.

4.3.7 *Succession*

The Localism Act 2011 introduced changes to the statutory regime for Succession to a Tenancy when a tenant dies.

Under the Localism Act 2011, Secure Tenancies which started after 1 April 2012 are limited to the Succession of spouses or civil partners who occupy the property as their only or principal home at the time of the tenant's death can automatically succeed to the tenancy.

It remains that there can only be 1 Succession and that when 1 joint tenant dies this counts as 1 Succession.

Also alternative properties can be offered for the succession to free up family accommodation or to make best use of housing stock. However, following the death of a tenant if there is someone residing in the home, as his or her principal residence, who is not entitled to succeed, the landlord should:

- provide housing options advice and assistance to that person,
- make sure that their Policies protect the interests of vulnerable people, and
- where appropriate offer alternative accommodation of a size that meets that person's needs.

Local authorities and Registered Providers are able to include additional contractual succession rights within their tenancy terms if they wish to do so. The Council has chosen to give all new tenants the same succession rights as those who were tenants prior to the introduction on the Localism Act. This means the right of succession applies to family members as well as spouses and civil partners. While this is the Council's preferred approach, we cannot enforce Registered Providers in the area to also take this approach.

5. Responsibility for Implementation

5.1 Monitoring the Tenancy Strategy

We will consider the content of the Tenancy Strategy and the effect on tenants in the District by collecting data on:

- the number of social and affordable rent properties in the District, and the level of rent charged;
- homelessness offers in the private rented sector;
- housing market changes and affordability;
- rent levels across different tenures; and
- the impact of welfare reforms.

5.2 Reviewing of the Tenancy Strategy

The Tenancy Strategy will be reviewed at least every five years in line with the requirements of the Localism Act 2011. The Strategy may be reviewed more frequently than this as a result of changes in legislation (including benefit entitlement), monitoring and further consultation.

Minor changes which make no significant difference to service provision will be made to the document under delegated authority by the Assistant Director of Housing Management in consultation with the Portfolio Holder for Housing.

Lead	BDC Housing Strategy
Others with responsibility	Assistant Director of Housing Management Housing Services Manager Housing Options Manager Housing Strategy and Development Officer Registered Provider partners

5.3 Registered Provider Tenancy Policies

The tenancy policies produced by Registered Providers will be found on their website, or on application.

Please contact Strategic Housing at Bolsover District Council for contact details of Registered Providers with stock in the District using housing.strategy@bolsover.gov.uk

The Council expects that registered providers will have due regard to this Strategy in developing their own Tenancy Policies and through their Policy will contribute to the Council's vision for the District. The Council particularly expects that those registered providers seeking support from the Council regarding Section 106 Affordable Housing submissions, applications for

grant funding from Homes England or making applications to the Council for grant funding will meet the requirements of this Strategy.

Registered provider tenancy policies must set out:

- The type of tenancies they will grant.
- Where they grant tenancies for a fixed term, the length of those terms.
- The circumstances in which they will grant tenancies of a particular type.
- Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.
- The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or a different property.
- The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.
- Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.
- The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.
- Their policy on mutual exchange.
- Their policy on granting discretionary succession rights.

To ensure consistency between local authority and registered provider tenants, the Council encourages registered providers to adopt the statutory provisions applicable to local authorities on the review of the decision to seek possession¹. In all cases, under the current Tenancy Standard, registered providers must set out the process to appeal or complain about the length of fixed term tenancy offered, the type of tenancy offered and against a decision not to grant another tenancy on the expiry of the fixed term.

¹ <http://www.legislation.gov.uk/ukpga/2011/20/section/154/enacted>

6. Glossary of terms

Affordable rent – Rented housing provided by Local Authorities and Private Registered Providers of social housing to households that are eligible for social rented housing. Affordable rent is subject to rent controls that require a rent of no more than 80% of the local market rent.

Fixed term tenancy / Flexible tenancy – A tenancy which runs for a fixed period of time and is reviewed, and either a new fixed term tenancy granted or terminated, at the end of the fixed term.

Secure tenancy – A secure tenancy means the tenant can keep their home for as long as they want unless there is a legal reason for the landlord to repossess the home.

Social Rented tenancies- Offered by Local Authorities as secure tenancies and registered providers of social housing as assured tenancies. Tenancies are lifetime tenancies. If the household keeps to the terms of the tenancy agreement, they can remain in the property.

7. Appendices

7.1 Tenancy Types

Potential tenancy/rent products registered providers can offer:

	Traditional tenancy (secure or assured)	Fixed term tenancy
Social rent	<p>Local authority – secure tenancy.</p> <p>Registered provider – assured periodic tenancy let at a social rent.</p>	<p>Local authority – flexible tenancy let at a social rent.</p> <p>Registered provider – fixed term assured shorthold tenancy let at social rent.</p>
Affordable rent	<p>Local authority – secure tenancy let at an affordable rent.</p> <p>Registered provider – assured periodic tenancy let at an affordable rent.</p>	<p>Local authority – flexible tenancy let at affordable rent.</p> <p>Registered provider – fixed term assured shorthold tenancy let at affordable rent.</p>

7.2 Current social stock owners operating in the District as of March 2023

Bolsover District Council
 Acis Group Limited
 Action Housing and Support Limited
 Bespoke Supportive Tenancies Ltd
 Care Housing Association Limited
 EMH Housing and Regeneration Limited
 Framework Housing Association
 Futures Homescape Limited
 Golden Lane Housing Limited
 Heylo Housing Registered Provider Limited
 Home Group Limited
 Housing 21
 Inclusion Housing Community Interest Company
 Paragon Asra Housing Limited
 Park Properties Ltd.
 Place for People Homes Limited
 Places for People Living+ Limited
 Platform Housing Limited
 Progress Housing Association Limited
 South Yorkshire Housing Association Limited

OFFICIAL

The Guinness Partnership Limited
The Riverside Group Limited
Together Housing Association Limited
Trident Housing Association Limited

Tenancy Strategy

**(Bolsover District Council's Strategic
Tenancy Policy)**

May 2018



CONTROL SHEET FOR TENANCY STRATEGY

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Tenancy Strategy
Current status – i.e. first draft, version 2 or final version	Final version 2018 update
Policy author	Joint Housing Policy and Intelligence Officer
Location of policy – i.e. L-drive, shared drive	S drive
Member route for approval	Cllr. M Dooley
Cabinet Member (if applicable)	
Equality Impact Assessment approval date	18th December 2012
Partnership involvement (if applicable)	North East Derbyshire DC and Chesterfield BC
Final policy approval route i.e. Executive/ Council /Planning Committee	Executive
Date policy approved	
Date policy due for review (maximum three years)	May 2021
Date policy forwarded to Strategy and Performance (to include on Intranet and Internet if applicable to the public)	June 2018

Contents

1. Introduction.....	4
2. Scope	4
3. Principles.....	4
4. Statement	4
5. Local Context.....	5
5.1 Housing Stock within the district.....	5
5.2 Social Housing Reforms and Guidance for Registered Providers	6
5.2.1 Affordable Rent.....	6
5.2.2 Flexible Tenancies.....	7
5.2.3 Review and Renewal of Fixed Term Tenancies	8
5.2.4 Discharge of the homelessness duty through the private rented sector.....	9
5.2.5 Housing Register and Allocations.....	10
5.2.6 Succession	10
5.3 Monitoring and Reviewing the Tenancy Strategy	11
5.3.1 Monitoring the Tenancy Strategy	11
5.3.2 Reviewing of the Tenancy Strategy	11
5.4 Registered Provider Tenancy Policies.....	11
6. Responsibility for Implementation.....	11

1. Introduction

The Localism Act 2011 placed a duty on local housing authorities to prepare and publish a tenancy strategy for their area. The strategy must set out the matters to which Registered Providers (RPs) of social housing are to have regard in formulating their own tenancy policies. These tenancy policies will explain how Registered Providers intend to implement the range of new flexibilities introduced through the recent social housing reforms.

2. Scope

Registered Providers of social housing should have due regard to the framework provided by this strategy when formulating their own tenancy policies. This is necessary to ensure that we provide the best housing options and outcomes for the residents of Bolsover.

3. Principles

Although the production of a tenancy strategy is a legal requirement placed on local housing authorities by the Localism Act, the tenancy strategy will support the delivery of the Council's corporate priorities:

- Supporting vulnerable and disadvantaged people
- Providing good quality council housing where people choose to live
- Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth

This strategy was developed through consultation with Registered Providers and partner local authorities. This included a scoping questionnaire to all RPs, face to face consultation at the bi-annual sub-regional Registered Provider Forum, and through circulation of the strategy for comment.

4. Statement

4.1 Objective

The overall objective of this tenancy strategy is to ensure that our Registered Provider (RP) partners work with us to deliver neighbourhoods that are sustainable and provide our residents with settled and stable homes.

5. Local Context

5.1 Housing Stock within the district

There are 5,088 homes owned by the Council, and 1,080 rented homes owned by Registered Providers. This equates to 17.5% of the total number of households in the district.

	Number
Total dwellings (Oct 2017) Source: BDC records	35,737
Local Authority social housing stock (April 2018) Source: BDC records	5088
Register Provider Social Housing stock (April 2016) Source: Department for Communities and Local Government	1,080

A snapshot of the housing register taken on the 1st April 2017 showed that there were 1,093 applicants registered for social housing in Bolsover and during the period 2016/17 413 local authority dwellings were let.

Number of applicants on the Housing Register and Number of Let

	Number
Number of applicants on the housing register (April 2017)	1,093
Number of local authority lets (2016/17)	413

Source: BDC records

Social housing is not evenly spread across the district, with housing stock in some areas containing a proportion of social housing which is amongst the highest levels in England.

A snapshot of the lettings information at April 2017, suggests that the existing social housing stock is not under pressure. The vast majority of the waiting list consists of households who do not have an urgent or high priority need.

Housing Register Banding

Banding Priority	Number of Applicants
Band A – Urgent need for rehousing	0
Band B – High need for rehousing	51
Band C – Some need for rehousing	855
Band D – Low need for rehousing	187

Source: BDC records

A Housing Needs, Market and Affordability Study was carried out for the council by GL Hearn and jgconsulting in 2011 and has since been updated in October 2017. The assessment found there to be a substantial need for affordable homes in Bolsover. This need arises not so much as a result of the level of house prices in the district, which are generally much lower than in the region and nationally but as a result of low income levels.

Average House Prices

Bolsover District	East Midlands	England
£124,000	£173,450	£227,950

Source: ONS June 2017

The following table shows the difference in rental costs between the different forms of tenure. The difference between social rents and affordable and private rents increases with the size of the property.

Weekly Rental Prices in Bolsover District

	Average LA Rent	Average RP Rent	Average Private Rent	Affordable Rent (80%)	Average LHA Rate (Apr 2018)
1-bed	72.00	76.40	100.00	80.00	80.55
2-bed	78.00	88.70	107.00	86.00	97.81
3-bed	83.00	98.50	115.00	92.00	113.92

Source: Hometrack Jan 2018 & Local Authority Housing Statistics 2017

5.2 Social Housing Reforms and Guidance for Registered Providers

The Government has introduced a number of reforms to allocations and social housing tenure that offer new flexibilities to social landlords. The following sections provide guidance to Registered Providers with stock within Bolsover District, and set out the Council's position in relation to the reforms.

5.2.1 Affordable Rent

Since April 2012 local authorities and RPs have been able to let properties on an affordable rent basis. Affordable Rent was introduced as the model for financing new social homes in the Homes and Community Agency's Affordable Homes Programme 2011-2015, since then the Government has launched the Affordable Homes Programme for 2016–21. Affordable Rents can be set at up to 80 per cent of market rates and are included in the definition of affordable housing. All new grant-funded homes should be let at an Affordable

Rent, and RPs are also able to convert a proportion of their existing stock from social to affordable rent when they are re-let. The additional income generated by affordable rent is to be used for reinvestment in new affordable housing. Existing tenants who remain in their existing homes will not be affected by affordable rents unless they transfer to another property which is let at an affordable rent.

Affordability must be considered when setting affordable rents and RPs should be mindful of the low income levels within Bolsover District. For example, 80 per cent of market rent in the more expensive parts of the district, such as Bolsover, could make affordable rents too expensive for those on a low income. Evidence shows that the larger the property, the wider the gap between social and private rents, and this should also be borne in mind when setting the rent level. Reference should always be made to income levels within the District.

Conversions of social rented properties to affordable rent by RPs should be carried out with care, taking into account the above points and also the tenure mix within the area concerned.

5.2.2 Flexible Tenancies

Under the revised Tenancy Standard, Registered Providers have the option of offering tenancies for a fixed period of time instead of the traditional lifetime tenancies. These new fixed term tenancies are known as flexible tenancies. Registered Providers will be able to determine the length of tenancy that they offer to new tenants, however the Government has specified that the minimum period of a fixed term tenancy should be at least five years, except in exceptional circumstances. Details of a Registered Provider's position in relation to fixed term tenancies must be set out in their tenancy policy. Existing tenants will not be affected by this change, unless they move to a property let on a flexible tenancy.

The aim of this reform is to ensure that those in greatest housing need can access social housing, and that if a tenant's circumstances change and they become able to access private housing, they can move on and free up a social rented property for others.

The Council will not be using fixed term tenancies for their own housing stock due to concerns that the sustainability of communities will be adversely affected, and that tenants will not have the opportunity of a settled and secure home.

If Registered Providers decide to use fixed term tenancies they should have regard to the following points.

- Tenancies of five years should be the minimum length of a fixed term. Shorter tenancies must be restricted to exceptional circumstances only.

- Vulnerable people in need of settled or stable accommodation, where their situation is unlikely to change, should be granted life time tenancies. As a minimum this would include households containing someone over 60 years of age, or people with a long-term medical or welfare need for secure accommodation, adapted of specialist.
- In order to provide a settled and stable home it is expected that households with dependent children will be granted fixed term tenancies which are longer than the minimum 5 year period and which last at least until the youngest child leaves full time education. This includes households which contain children over the age of 16 who remain in full time education.
- Fixed term tenancies should not generally be used to control rent arrears or anti-social behaviour; the normal possession grounds should be used to tackle these issues.

5.2.3 Review and Renewal of Fixed Term Tenancies

Any Registered Provider introducing fixed term tenancies must have published review criteria and procedure. Registered Providers are asked to have regard to the following points.

- When carrying out a tenancy review there should be a presumption of renewal of the tenancy on terms at least equivalent to that which are currently held, unless the specified reasons for not granting another tenancy are met. RPs should show good reason for not renewing a fixed term tenancy, and these reasons should be clearly explained to the tenant.
- At least six months notice must be given to the tenant before the tenancy is due to end. The tenant should be advised of their right to request a review of the proposal and of the time within which this request needs to be made.
- During the review, consideration should be given to the availability of other suitable and affordable housing in the area.
- During the review, consideration should be given to the employment of the tenant or members of the household, especially if they are employed locally. If a member of the household is responsible for the care of a family member, this should also be borne in mind.
- Where a new tenancy is not being offered, advice and assistance should be given to the tenant at the earliest opportunity to help them to find suitable alternative

accommodation. This includes the landlord assisting the tenant to explore their housing options, including home ownership, private rented housing, or a more suitable social rented home. The local authority should be notified as soon as possible if homelessness could potentially arise, but it is expected that the Registered Provider will take all steps necessary to avoid this outcome.

Bolsover District Council recognises that there are certain circumstances in which it would be unreasonable to expect a household to move. The Council therefore expects our Registered Provider partners to allow a tenancy to continue if any of the following apply, irrespective of whether this was the case when the previous tenancy was issued.

- The tenant or a member of their household is suffering from a terminal illness.
- The tenant or a member of their household has a disability, verified by occupational therapy or community care assessments.
- The tenant has children attending a local school or college.
- The tenant is a foster carer and the tenancy needs to continue to enable them to fulfil this role.
- The tenant is a care leaver and is still receiving support from social care, or a form of tenancy support.
- The tenant is otherwise vulnerable (within the definition of vulnerable as used in homelessness legislation).

5.2.4 Discharge of the homelessness duty through the private rented sector

The Localism Act 2011 allows a local authority to discharge its homelessness duty by making an offer of accommodation in the private rented sector; the Homeless Reduction Act 2017 and the Homeless Code of Guidance states that under the 'relief duty' the Local Authority is required to help people who are homeless to secure accommodation, this can be in the private sector with a minimum 6 months tenancy. However local authorities are to have regard to the suitability of accommodation in line with the Homelessness (Suitability of Accommodation) (England) Order 2012, and that the property's minimum requirements are adhered to in respect of health and safety and that the Landlord is a fit and proper person to act in that capacity.

Bolsover District Council welcomes the flexibility to make better use of good quality private rented sector accommodation, and will consider this new power on a case by case basis. The Council has a history of successfully using private rented accommodation to prevent homelessness and re-house homeless households, and through the Landlord Accreditation Scheme it has good relationships with private sector landlords within the district. We will continue to work with landlords in the private rented sector to provide accommodation for applicants who are homeless, encouraging landlords to become accredited, ensuring properties are suitable, and rent payments are affordable.

5.2.5 Housing Register and Allocations

The Localism Act introduced new freedoms for local authorities to determine how they allocate social housing. Local authorities can now set their own priorities for allocations taking into account local needs and objectives, whilst continuing to give priority to those households in the reasonable preference categories.

When reviewing its allocations and lettings policy, Bolsover District Council will consider the new freedoms provided by the Act and their suitability for meeting the housing needs of the district's residents.

5.2.6 Succession

Government have made changes to succession rights on new tenancies so that only the spouse or civil partner who occupies the property as their only or principal home at the time of the tenant's death can automatically succeed to the tenancy, and the tenancy can only be passed on once. Also alternative properties can be offered for the succession to free up family accommodation or make best use of housing stock. Local authorities and Registered Providers are able to include additional contractual succession rights within their tenancy terms if they wish to do so.

The Council has chosen to give all new tenants the same succession rights as those who were tenants prior to the introduction on the Localism Act. This means the right of succession applies to family members as well as spouses and civil partners.

5.3 Monitoring and Reviewing the Tenancy Strategy

5.3.1 Monitoring the Tenancy Strategy

We will consider the content of the Tenancy Strategy and the effect on tenants in the district by collecting data on:

- the number of fixed term tenancies issued, their duration and type of household;
- the number of affordable rent properties in the district, and the level of rent charged;
- homelessness offers in the private rented sector;
- housing market changes and affordability;
- rent levels across different tenures; and
- the impact of welfare reforms.

5.3.2 Reviewing of the Tenancy Strategy

The Tenancy Strategy will be reviewed at least every five years in line with the requirements of the Localism Act 2011. The Strategy may be reviewed more frequently than this as a result of monitoring and further consultation.

5.4 Registered Provider Tenancy Policies

The tenancy policies produced by Registered Providers will be found on their website, or on application.

Please contact Strategic Housing at Bolsover District Council for contact details of Registered Providers with stock in the district.

6. Responsibility for Implementation

Lead	BDC Housing Strategy
Others with responsibility	Joint Head of Housing and Community Safety BDC Housing Needs Manager BDC Housing Enforcement Manager Registered Provider partners

Bolsover District Council

Meeting of Customer Services Scrutiny Committee on 18th November 2024

Customer Services Scrutiny Committee Work Programme 2024/25

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	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

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

Links to Council Ambition: Customers, Economy and Environment.

All

DOCUMENT INFORMATION

Appendix No	Title
1.	CSSC Work Programme 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 157	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1st January 2024 to 31st March 2024 and Annual Summary 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Housing Ombudsman Self-Assessment Report - Verbal Update 	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Bolsover Tenants Challenge and Change Group - Review of The Voids Process 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Agreement of Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
15 July 2024	Part A – Formal	<ul style="list-style-type: none"> Housing Strategy 2024-2029: Consultation Draft 	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> Homelessness and Rough Sleeping Strategy 2022-2027: Monitoring Update 	Housing Options Manager/ Housing Strategy and Development Officer
		<ul style="list-style-type: none"> Review of Effectiveness of Council's Waste Collection and Disposal Education 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
16 September 2024	Part A – Formal	<ul style="list-style-type: none"> LG&SCO and Housing Ombudsman Annual Report 2023/24 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1st April 2024 to 30th June 2024 	Customer Services, Standards and Complaints Manager

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Review of Members ICT & Support and ICT Service Delivery: Interim Report – (Post Scrutiny Monitoring Update) 	Scrutiny Officer
		<ul style="list-style-type: none"> Review of Effectiveness of Council's Waste Collection and Disposal Education – Executive Response 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
18 November 2024	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2024/25 – 1st July 2024 to 30th September 2024 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Housing Strategy 2024-2029: Final Draft 	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> Tenancy Strategy 	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
3 February 2025	Part A – Formal	<ul style="list-style-type: none"> Review of Effectiveness of Council's Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
31 March 2025	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2023/24 – 1st October 2024 to 31st December 2024 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer