

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

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Thursday, 23rd January 2025

Dear Councillor

CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 3rd February, 2025 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

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- **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, 3rd February, 2025 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	5 - 9
	To consider the minutes of the last meeting held on 18 th November 2024.	
5.	List of Key Decisions and Items to be Considered in Private	10 - 14
	<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>	
6.	Unreasonable Behaviour Policy	15 - 55
7.	The Electrical Safety Policy	56 - 73
8.	The Gas and Heating Compliance Policy	74 - 92

- | | | |
|-----|---|-----------|
| 9. | Review of Effectiveness of Council's Waste Collection and Disposal Education - (Post Scrutiny Monitoring Update) | 93 - 110 |
| 10. | Customer Services Scrutiny Committee Work Programme 2024/25 | 111 - 117 |

PART B - INFORMAL

- | | | |
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| 11. | Review Work | |
|-----|--------------------|--|

Agenda Item 4

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, 18th November 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Donna Hales in the Chair

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

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Steve Brunt (Strategic Director of Services), Sarah Kay (Assistant Director of Planning and Planning Policy), Neil Oxby (Principal Planning Policy Officer), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer), Thomas Dunne-Wragg (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting was Councillor Sandra Peake, Portfolio Holder for Housing (to Minute No. CS36-24/25), and observing was Councillor Jane Yates, Junior Portfolio Holder for Health & Wellbeing.

CS30-24/25 APOLOGIES FOR ABSENCE

An apology for absence was received on behalf of Councillor Amanda Davis.

CS31-24/25 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS32-24/25 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS33-24/25 MINUTES

Moved by Councillor Rita Turner and seconded by Councillor Phil Smith

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 16th September 2024 be approved as a true and correct record.

CS34-24/25 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

The Committee considered the List of Key Decisions and Items.

CUSTOMER SERVICES SCRUTINY COMMITTEE

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

CS35-24/25 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2024/25 – 1ST JULY 2024 TO 30TH SEPTEMBER 2024

The Customer Service, Complaints & Standards Manager presented the report to the Committee.

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

The data in the report for Quarter 2 2024/25 included:

- Revenues incoming calls answered within 20 seconds (target 70% – achieved 87%);
- Benefits incoming calls answered within 20 seconds (target 80% – achieved 94%);
- Contact Centres incoming calls answered within 20 seconds (target 80% – achieved 77%);
- Contact Centres incoming emails acknowledged within one working day (target 100% – achieved 100%);
- Contact Centres live chat answered within 20 seconds (target 90% - achieved 88%);
- Corporate Telephone Standard calls answered corporately within 20 seconds cumulatively (target 90% - achieved 92%).

The Contact Centres had achieved 77% of calls answered within 20 seconds, and not the target of 80%, due to staff shortages in the department. Staff had subsequently been recruited and were in training.

For Compliments received in Quarter 2 2024/25, 18 were received. For Comments, 11 were received. For Complaints Stage One, 99 were received. For MP Enquiries, 1 was received. For Complaints Stage Two, 2 were received. For Ombudsman Complaints, 3 were received but none were investigated (insufficient evidence of fault).

Appendix 3 detailed the Compliments, Comments, Complaints, and MP Enquiries received for Quarter 2 2024/25.

The report also detailed the Service Improvements identified for Quarter 2 2024/25.

It was noted that Customer Services would be providing the Housing Team more information on complaints as required by regulators.

An update of Code of Practices would be provided at the following Committee meeting.

A member of the public acting in a vexatious manner would soon be discussed by the Senior Leadership Team.

CUSTOMER SERVICES SCRUTINY COMMITTEE

The Chair thanked the Customer Services Team for the comprehensive report.

Moved by Councillor Vicky Waplington and seconded by Councillor Phil Smith
RESOLVED that the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

Approved by Councillor Mary Dooley, Portfolio Holder for Health & Wellbeing

The Customer Standards and Complaints Officer left the meeting.

CS36-24/25 HOUSING STRATEGY 2024-2029: FINAL DRAFT

The Portfolio Holder for Housing presented the report to the Committee.

The Council's current Housing Strategy 2021-24 (the 'Strategy') was due to expire in 2024 and a revised Strategy was required. It was proposed to run the incoming Strategy from 2024-2029 to ensure it covered the Council Plan 2024-28 and permitted the incoming Council of 2027 to formulate their own Council Plan.

The Council's outgoing Strategy had identified the following key strategic housing priorities to address highlighted challenges:

- Key Priority 1 – Providing Good Quality Housing;
- Key Priority 2 – Enabling Housing Growth; and,
- Key Priority 3 – Supporting Vulnerable and Disadvantaged People.

For the incoming Strategy, these corporate priorities would be carried forward with a fourth Key Priority added:

- Key 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.

Attached as Appendix 1 was the proposed Housing Strategy 2024-2029.

Attached as Appendix 2 was the results from a public consultation (56 respondents). The results of which were:

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	94%

It was noted a limited response from Parish Councils was received, and responses were not received from all District Wards.

The incoming Strategy would deliver the 10 Housing initiatives in the Corporate Plan and officers had agreed 11 broad outcomes.

CUSTOMER SERVICES SCRUTINY COMMITTEE

The incoming Strategy formed part of the Council's Budget and Policy Framework and was considered a key strategic driver for the future of the District.

Following Council adoption of the incoming Strategy, officers would develop the Action Plan and identify the core delivery team.

The Portfolio Holder for Housing informed this was the final report of the incoming Strategy to the Committee. The Housing Team were seeking final comments and/or suggested amendments prior to consideration of the Executive and Council.

A Member noted this was a comprehensive report.

The Portfolio Holder for Housing informed if Members had any questions, to let the Housing Team know.

The Chair thanked the Portfolio Holder for Housing for presenting the report.

Moved by Councillor Phil Smith and seconded by Councillor Vicky Wappington

RESOLVED 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 Councillor Sandra Peake, Portfolio Holder for Housing

CS37-24/25 TENANCY STRATEGY

The Housing Strategy and Development Officer presented the report to the Committee.

The Tenancy Strategy was adopted in 2013 and last reviewed in 2018; it was due for further renewal. It outlined the Council's position on the following:

- Affordable Rent;
- Flexible Fixed term Tenancies;
- Discharge of Homelessness Duty by offer of accommodation in the private rented sector;
- Mutual exchanges; and,
- Succession Rights.

Under review, amendments had been identified. Key wording included:

- 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 was responsible for implementation and how the Strategy would be monitored/updated;
- Expectations of Registered Providers; and,
- A glossary of terms.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Attached at Appendix 1 was a revised draft of the Tenancy Strategy 2024-2029. This considered the changes in legislation and sought to learn from best practice elsewhere. Attached at Appendix 2 was the current Tenant Strategy 2018 for comparison.

Moved by Councillor Rita Turner and seconded by Councillor Louise Fox

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

Approved by Councillor Sandra Peake, Portfolio Holder for Housing

CS38-24/25 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2024/25

The Scrutiny Officer presented the Work Programme attached at Appendix 1 (a fluid document where items could be added and removed at the Committee's request).

It was noted a Review of Effectiveness of Council's Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update) would be provided at the next meeting.

An informal Joint Committee meeting with the Local Growth Scrutiny Committee would also be taking place in relation to The Arc's security.

The Housing Strategy and Development Officer informed, due to a delay, the Housing Team's Domestic Violence Policy would be presented to the Committee at its next meeting.

Moved by Councillor Rita Turner and seconded by Councillor Vicky Waplington

RESOLVED that the work programme be noted.

The formal part of the meeting concluded at 10:19 hours and Members then met as a working party to continue their review work. The working party concluded at 11:35 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

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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: 23rd December 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 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.

↴ 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
Aquisition of land and property	Executive	27th Jan 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.	Fully exempt
Roseland Park and Crematorium - update on project progress 13	Executive	27th Jan 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.	Fully exempt
Bolsover Homes Alder Close development	Executive	27th Jan 2025	Report of the Portfolio Holder for Growth	Katie Walters, Property Services Manager	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
Lease of 3 / 4 Vernon Street, Shirebrook	Executive	27th Jan 2025	Report of the Portfolio Holder for Growth	Lorri Darby, Developments and Contracts Officer	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
Feasibility Study for Green Skills Hub	Executive	27th Jan 2025	Report of the Portfolio Holder for Growth	Chris Fridington, Director Devolution & Development	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open

**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 3rd February 2025

Policy and Procedure on the Management of Unreasonable Complaints or Customers (Draft)

Report of the Chair of the Customer Services Manager

Classification	This report is Public
Contact Officer	Lesley Botham – Customer Services Manager

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the Draft Policy and Procedure on the Management of Unreasonable Complaints or Customers. Committee’s comments will be considered prior to Executive approval of the policy.

REPORT DETAILS

1. Background

1.1 This policy and procedure is aimed at providing a framework:

- To identify what might be classed as an unreasonable complaint or contact from a customer;
- To manage the Council’s limited resources to help ensure that customer have access to our limited resources to help ensure that customers have access to our limited resources in a way which is proportionate to the issues being raised and the need for other customer to be able to access these limited resources;
- To set out openly how we deal with unreasonable complaints or customers. What steps we will take if action is required and who can authorise these actions;
- Which we can provide to customer where this policy and procedure is applied so that the customer can understand the process. This may help to manage the customers’ expectations and behaviour.

1.2 The council aims to deal with complaints and customers in a way which is fair and impartial. On occasion customers may behave unreasonably or make unreasonable complaints. Unreasonable customers or complaints can hinder the proper consideration of their cases and may delay consideration of other

customers' cases. Unreasonable complaints or customers can have significant resource implications for the Council.

2. Details of Proposal or Information

- 2.1 Customers may sometimes act out of character at times of anxiety or distress and/or their conduct may relate to a disability. Reasonable allowances should be made for such factors. Ultimately, however, the council does not expect its staff to suffer behaviour or complaints by customers which is/are unreasonable in content, tone or persistence. In appropriate circumstances the Council will take proportionate action to protect the wellbeing of its staff, members and contractors and also the integrity of its processes and limited resources.
- 2.2 If the Council considers that any unreasonable conduct or complaint is or might be related to a disability, or because the customer's first language is not English, the Service Director should be consulted for advice and assistance to manage the issues arising under this policy and procedure where appropriate.
- 2.2 When considering this policy and procedure the Council will also have regard to other relevant policies and procedures operated by the Council which may include:
- Customer Service Code of Practice and Standards
 - Complaints, Comments and Compliments Policy
 - Equality and Diversity Policy
 - Physical aggressive customer behaviour – Violent Incident Report Form, for inclusion on the Employee Protection Register (EPR).

When this policy is engaged it shall take precedence over these policies in the event of any uncertainty as to different processes to be applied.

- 2.3 It is to be emphasised that this document is a framework. It is not intended to be prescriptive since it is recognised that in those rare situations where customers behave unreasonably or make unreasonable complaints such that this policy and procedure is or might be engaged, each case will need to be considered on its own facts.
- 2.4 This policy and procedure has been drafted with regard to the Local Government and Social Care Ombudsman's and Housing Ombudsman current guidance note on managing unreasonable complainant behaviour.
- 2.5 It is anticipated that this policy will be invoked in only a very small number of cases.
- 2.6 Further details can be found in the report in **Appendix 1**.

3. Reasons for Recommendation

- 3.1 To note the development of the Policy and Procedure on the Management of Unreasonable Complaints or Customers.

3.2 To provide Members the opportunity to give comments for consideration as part of the development of the Policy.

4 Alternative Options and Reasons for Rejection

4.1 None.

RECOMMENDATION(S)

1. That Members review the attached Policy and Procedure on the Management of Unreasonable Complaints or Customers and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

Approved by Councillor Mary Dooley, Portfolio Holder for Customer Services

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None for this report.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None for this report.		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None for this report.		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
<u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.		
Details:		

N/A

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p> <p>Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p> <p>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.</p> <p>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.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>All <input type="checkbox"/></p>
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<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p>Leader <input type="checkbox"/> 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"/></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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Links to Council Ambition: Customers, Economy, Environment, Housing

Customers

DOCUMENT INFORMATION:

Appendix No	Title
1	Policy and Procedure on the Management of Unreasonable Complaints or Customers.
2	Zero Tolerance and Standards Letter.
3	Compliments, Comments and Complaints Policy - April 2024.

Background Papers

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



**POLICY AND PROCEDURE ON THE
MANAGEMENT OF UNREASONABLE
COMPLAINTS OR CUSTOMERS**

October 2025

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

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

CONTROL SHEET FOR - Management of Unreasonable Complaints or Customers

Policy Details	Comments/Confirmation (To be updated as the document progresses)
Policy Title	Management of Unreasonable Complaints or Customers Policy
Current Status – i.e., first draft, version or final	Draft
Policy author	Customer Service, Standards and Complaints Manager
Location of Policy	Internet, Eric and S:Drive
Member route for approval	Scrutiny Committee, Executive
Cabinet Member	Portfolio for Customer Services
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	
Final policy approval route i.e. Executive/ Council/ Planning Committee	Scrutiny Committee Executive & SLT
Date policy approved	
Date policy due for review (Max three years)	
Date policy forwarded to include on website if applicable to public	

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DRAFT

1.0 Introduction

1.1 This policy and procedure is aimed at providing a framework:

- (i) To identify what might be classed as an unreasonable complaint or contact from a customer;
- (ii) To manage the Council's limited resources to help ensure that customer have access to our limited resources to help ensure that customers have access to our limited resources in a way which is proportionate to the issues being raised and the need for other customer to be able to access these limited resources;
- (iii) To set out openly how we deal with unreasonable complaints or customers. What steps we will take if action is required and who can authorise these actions;
- (iv) Which we can provide to customer where this policy and procedure is applied so that the customer can understand the process. This may help to manage the customers' expectations and behaviour.

1.2 The council aims to deal with complaints and customers in a way which is fair and impartial. On occasion customers may behave unreasonably or make unreasonable complaints. Unreasonable customers or complaints can hinder the proper consideration of their cases and may delay consideration of other customers' cases. Unreasonable complaints or customers can have significant resource implications for the Council.

1.3 Customers may sometimes act out of character at times of anxiety or distress and/or their conduct may relate to a disability. Reasonable allowances should be made for such factors. Ultimately, however, the council does not expect its staff to suffer behaviour or complaints by customers which is/are unreasonable in content, tone or persistence. In appropriate circumstances the Council will take proportionate action to protect the wellbeing of its staff, members and contractors and also the integrity of its processes and limited resources.

1.4 If the Council considers that any unreasonable conduct or complaint is or might be related to a disability, or because the customer's first language is not English, the Service Director should be consulted for advice and assistance to manage the issues arising under this policy and procedure where appropriate.

1.5 When considering this policy and procedure the Council will also have regard to other relevant policies and procedures operated by the Council which may include:

- Customer Service Code of Practice and Standards – [add link](#)
- [Complaints, Comments and Compliments Policy](#)
- [Equality and Diversity Policy](#)

- Physical aggressive customer behaviour – Violent Incident Report Form, for inclusion on the Employee Protection Register (EPR).

When this policy is engaged it shall take precedence over these policies in the event of any uncertainty as to different processes to be applied.

- 1.6 It is to be emphasised that this document is a framework. It is not intended to be prescriptive since it is recognised that in those rare situations where customers behave unreasonably or make unreasonable complaints such that this policy and procedure is or might be engaged, each case will need to be considered on its own facts.
- 1.7 This policy and procedure has been drafted with regard to the Local Government and Social Care Ombudsman's and Housing Ombudsman current guidance note on managing unreasonable complainant behaviour.
- 1.8 It is anticipated that this policy will be invoked in only a very small number of cases.

2.0 **Unreasonable Complaints or Customers**

- 2.1 There is no single definition of an unreasonable complaint or customer. Each case must be judged on its merits.
- 2.2 An unreasonable customer may pursue a justified complaint or concern but in an inappropriate way. Alternatively, they may pursue a complaint which has no substance or which has previously been addressed in which case the complaint might be judged to be unreasonable. The concept of 'unreasonableness' is typically identified by a customer conducting themselves in such a manner as to hinder the Council's consideration of their own or other people's complaints and by the customer conducting themselves in such a manner as to place a disproportionate demand on the Council's resources. The conduct of an unreasonable customer may cause a disproportionate or unjustified level of disruption, irritation, stress or distress to Council staff or the Council's contractors / partners.
- 2.3 Whilst each case will ultimately turn on its own facts this policy and procedure may be engaged by one or two isolated unreasonable incidents or a build-up of incidents or behaviour over time which amount to unreasonable conduct. The focus is whether in all of the circumstances the complaint and/or customer are unreasonable. Examples of the sort of customer complaint and/or conduct which might be covered by this policy and procedure include (but are not limited to):
- Refusing to specify the grounds of a complaint despite offers of help.
 - Making a complaint or complaints which have no proper grounds.
 - Unreasonably frequent or lengthy contacts and/or repetitive information

- Pursuing a complaint only to annoy or disrupt or for reasons that are not identified or are not obvious.
- Refusing to co-operate with the complaints investigation process but still wanting the complaint to be resolved.
- Making unjustified complaints about staff who are dealing with issues and trying to have them replaced.
- Refusing to accept that issues are not within the remit of the Council's Complaints, Comments and Compliments Procedure despite having been provided with information about the procedure's scope.
- Insisting on the complaint being dealt with in ways which are incompatible with the Complaints, Comments and Compliments procedure or with good practice (for example insisting that there should be no written record of a complaint or aspects of a complaint).
- Electronically recording meetings and conversations without the prior knowledge and consent of the other person involved.
- Where a complainant pursues a disproportionately large number of complaints with the Council.
- Where a complainant pursues a 'scatter gun' approach of approaching multiple external organisations with parallel complaints about the Council.
- Unreasonably repeating complaints which have previously been addressed (and as part of that perhaps seeking to add minor or immaterial additions to earlier complaints after the event as a basis for seeking to reopen investigations).
- Obstructing reasonable access for council staff (or agents) to tenanted properties or insisting upon unreasonable conditions for access.
- Persistently seeking to complain about matters that occurred outside of the one year time period usually allowed for the investigation of complaints without good reason.
- Acting towards staff or Council contractors or partners in a manner which causes or is likely to cause them nuisance, annoyance, harassment or distress or behaving in a discriminatory manner.
- Persisting in conduct which the customer has been told is unreasonable.
- Changing the basis of the complaint as an investigation proceeds.
- Denying or changing statements they made at an earlier stage.
- Introducing trivial or irrelevant information at a later stage.
- Raising many detailed but unimportant questions, insisting they are all answered.
- Submitting falsified documents.
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints.
- Refusing to accept a decision; repeatedly arguing points with no new evidence.

3.0 **Managing Contact**

- 3.1 The Council operates policies and procedures which have proved effective when dealing with customers. This policy and procedure for the management of unreasonable complaints or customers will be used only where the Council's day to day policies are unable to resolve the issues arising and where the complaint and/or the customer are deemed to be unreasonable.
- 3.2 If an officer of the Council considers that a complaint and/or customer are unreasonable they should discuss their concerns, and the reasons for their concerns, with a member of the Customer Service and Standards Manager or Senior Manager.
- 3.3 The Service Manager may determine that the complaint and/or customer are unreasonable and that it is proportionate to issue a warning to the customer under this policy and procedure. The officer who determines that a warning shall be issued will write to the customer concerned within 3 working days of that determination setting out (appendix 1- Letter template):
- (i) why their complaint or conduct has been considered unreasonable.
 - (ii) that this policy and procedure has been invoked.
 - (iii) that a warning is being given to them under paragraph 3.3 of this policy and procedure.
 - (iv) what the customer is being asked to do to address the concerns raised.
 - (v) a request for the customer to consider the letter and amend their complaint or conduct (as appropriate).
 - (vi) the actions which may be taken by the Council if the concerns raised are not addressed adequately (this will include informing the customer of the power of the Council to impose a restriction or restrictions on contact with the Council, the fact that any restriction(s) may be applied for a specified time period and how any restriction(s) might enable any continuing complaint or information request to be managed within the complaints policy or such other policy as is relevant).
 - (vii) an opportunity for the customer to write to the author of the letter to respond to the warning if he / she has proposals to address the Council's concerns and avoid further escalation.
 - (viii) details of the customers right to complain to the Local Government Ombudsman or Housing Ombudsman about the engagement of this policy and procedure and/or any determinations made pursuant to it.

The customer should be sent a copy of this policy and procedure, or a link to the policy.

The circumstances of the complaint might mean that a warning under this policy is not appropriate, for example (but not limited to) where there have been previous warnings given in relation to the behaviour, or in the event of behaviour by the complainant causing serious distress.

If a person, through unreasonable behaviour, presents a risk or threats of physical violence, then consideration should also be given to including their details on the **Employee Protection Register**.

3.4 Single Point of Contact by Agreement:

Sometimes it is useful for both the customer and the Council to agree a single point of contact for the customer. This can ensure the named officer builds knowledge of the needs and behaviour of the customer, helps to ensure continuity and build trust. It can continue as long as both consider it appropriate. This voluntary process is outside the unreasonable complaints policy.

4. Habitual or Vexatious Complainants

4.1 For the purpose of this policy the following definition will be used:

The repeated and/or obsessive pursuit of

- Unreasonable complaints and/or unrealistic outcomes.
- Reasonable complaints in an unreasonable manner.

4.2 Where complaints have been identified as habitual or vexatious in accordance with the criteria below, the Assistant Director for complaints management or their representative, following discussions with the relevant service Director/Assistant Director, will take a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time, usually twelve months but this is not prescriptive, before being reviewed. Operational aspects for handling habitual or vexatious complainants will be covered in the supporting procedures.

4.3 Where individuals, or individuals acting on behalf of another individual or group, are submitting multiple or lengthy requests for information or complaints in relation to the same subject matter to the Council, the Assistant Director with responsibility for Customer Services will have the option to take a report to SLT using the evidence collated from all the individuals involved, in order to prevent duplicating or prolonging the evidence gathering process.

4.4 The Assistant Director of Customer Services or their representative will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken.

4.5 Senior Managers will need to inform and seek advice from the Customer Service Manager or Customer Standards and Complaints Officer regarding potential habitual or vexatious complaints, which have not progressed to a

Stage Two complaint and as such fall outside the control of, and therefore knowledge of, the Customer Service department.

- 4.6 Once a complainant has been determined to be habitual or vexatious, their status will be kept under review and monitored by the Assistant Director or their representative, with reports being taken to SLT as required. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.
- 4.7 Our experience has shown that the behaviour of some customers considered vexatious can fluctuate greatly. Following any SLT decision that has determined a customer as habitual or vexatious, SLT may confer delegated powers to the Assistant Director responsible for complaints management or their representative, in cases to amend the conditions in the interest of the service where prompt action may be required at short notice. In such cases the Assistant Director responsible for complaints management or their representative will put monitoring measures in place and make a decision in line with this policy.
- 4.8 Once the 'appropriate length of time' has expired, normal contact with the customer can be resumed. However, should the customer revert to their previous behaviour, the Council reserves the right to determine their behaviour as vexatious again without the need for further monitoring or submission of a report to SLT.

Criteria for Determining Habitual or Vexatious Complainants

- 4.9 Complainants or anyone deemed to be acting on their behalf may be considered to be vexatious or persistent if one or more of the following applies where previous or current contact with them shows that they meet two or more of the following criteria:

Where complainants are:

- Refusing to specify the grounds of a complaint, despite offers of assistance.
- Refusing to co-operate with the complaint's investigation process.
- Refusing to accept that certain issues are not within the scope of a complaint's procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a late stage.
- Raising numerous, detailed but unimportant questions; insisting that they are answered.

- Acting individually or on behalf of a group, submitting numerous or lengthy requests for information or complaints in relation to the same subject or where the Council has received similar complaints or requests for information from the complainant themselves previously on the same issue.
- Covertly recording meetings and conversations.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach, pursuing parallel complaints on the same issue with a variety of other organisations.
- Making excessive demands on the time and resources of staff with lengthy telephone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints.
- Refusing to accept the decision, repeatedly arguing points with no new evidence.
- Harassing verbally or otherwise seeking to intimidate employees dealing with their complaint, including the use of foul, abusive or racist language, which will be reported to the appropriate authority.
- Threatening or using physical violence towards employees. The Employee Protection Guidance (available on the Council's Intranet) provides guidance and procedures on how to report such incidents.
- Insisting on pursuing unjustified complaints and/or unrealistic outcomes to legitimate complaints or taking actions that are out of proportion to the nature of the complaint, even when the complaints procedure has been exhausted.
- Demonstrating behaviour which has a significant and disproportionate adverse effect on the Councils resources.

The Habitual/ Vexatious complaints handling process Options for Dealing with Habitual or Vexatious Complainants

4.10 The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named Officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.

3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a habitual or vexatious complainant and as such the Council does not intend to engage in further correspondence dealing with the complaint.
4. Inform the complainant that in extreme circumstances the Council will seek legal advice on habitual or vexatious complaints and this may lead to legal action being taken against the complainant as the Council has a duty to protect both the Council's reputation and its employees.
5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered habitual and/or vexatious, while seeking advice or guidance from its solicitor or other relevant agencies, such as the Local Government & Social Care Ombudsman or External Auditor.
6. If a person, through habitual or vexatious behaviour, presents a risk or threats of physical violence, then consideration should be given to including their details on the **Employee Protection Register**.

The habitual/ vexatious complaint handling process

Habitual/ Vexatious complaint	
Description	Multiple complaints or requests for information about the same* issue (s) which have previously been investigated or answered fully and may have been issued a warning under paragraph 3 of this policy and procedure
Who by	A customer to any member of staff /officer of the Council/Contractor
Action	To be passed to the Complaints and Standards Manager or CSCO for administration, monitoring and reporting purposes cccadmin@bolsover.gov.uk Submit a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time.

***Please note:** Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints.

5. Responsibility for Implementation

The Director responsible for complaints management

- 5.1 The Director responsible for complaints management will oversee the implementation of this policy. The Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

Directors / Assistant Directors

- 5.2 Responsible for reviewing Internal Review complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

The Monitoring Officer

- 5.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

Senior Managers and Departmental Complaints Contacts:

- 5.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

Complaints Investigator:

- 5.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-

ordinating all aspects of the response to the customer. This will include preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

All staff:

- 5.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and procedure and how to handle complaints at the frontline stage. They should also be aware of who they should refer a complaint to in case they are not able to personally handle the matter.

The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:

- 5.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

Appendix 1

Letter Template

Direct Line: 01246 242424
Please ask for: [ComplaintsOfficer]
Our Ref: BDC-[CaseNo]
e-mail: CCAdmin@bolsover.gov.uk
Date: [TodaysDate]

[ComplainantsName]
[ComplainantsAddress1]
[ComplainantsAddress2]
[ComplainantsAddress3]

Dear [ComplainantsName]

Re: Bolsover District Council's Customer Service Code of Practice and Standards Policy - Zero Tolerance.

I am emailing you with regards to your recent contact with the Council. *Add Date/Method of Contact/Department*

I must advise you that the Council operates a zero tolerance towards unreasonable behaviour and would like to inform you of the Customer Service Standards & Code of Practice (please see attached).

The Council's Customer Service Standards & Code of Practice sets out the promises that Council Officers make to customers (page 7), which includes being welcoming and courteous and polite, fair and respectful to our customers. Within this standard the Council also request that our customers are courteous and respectful to Council Officers in return. I must advise you that any verbal threats or abuse towards Council Officers may lead to restrictions being put in place to access Council Services.

The Council has a duty to make reasonable adjustments to its services for individuals put at a disadvantage due to their disability compared with others who are not disabled. Please contact the Customer Standards and Complaints Officer if you wish to discuss reasonable adjustments.

I hope this explains the Council's position and you take this opportunity to modify your behaviour so that you can continue to have a positive relationship with this Council in future.

Yours sincerely

Direct Line: 01246 242424
Please ask for: Alice Willoughby
Our Ref: BDC-[CaseNo]
e-mail: CCAdmin@bolsover.gov.uk
Date: [TodaysDate]

[ComplainantsName]
[ComplainantsAddress1]
[ComplainantsAddress2]
[ComplainantsAddress3]

Dear [ComplainantsName]

Re: Bolsover District Council's Customer Service Code of Practice and Standards Policy - Zero Tolerance.

I am emailing you with regards to your recent contact with the Council. *Add Date/Method of Contact/Department*

I must advise you that the Council operates a zero tolerance towards unreasonable behaviour and would like to inform you of the Customer Service Standards & Code of Practice (please see attached).

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I hope this explains the Council's position and you take this opportunity to modify your behaviour so that you can continue to have a positive relationship with this Council in future.

Yours sincerely

Customer Standards and Complaints Manager

Compliments, Comments and Complaints Policy

April 2024

Equalities Statement

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

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

Access for All statement

This document is available in a clear and accessible format for all residents. You can request this document or information in another format such as **large print** or **language** or contact us by:

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

CONTROL SHEET FOR Compliments, Comments and Complaints Policy

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Compliments, Comments and Complaints Policy
Current status – i.e., first draft, version 2 or final version	Final Version
Policy author	Customer Standards and Complaints Officer
Location of policy – i.e., L-drive, shared drive	Internet and Extranet
Member route for approval	Scrutiny Committee Executive
Cabinet Member (if applicable)	Portfolio Holder for Customer Services
Equality Impact Assessment approval date	Carried out on the procedure, the policy has been reviewed to comply with legislation
Partnership involvement (if applicable)	Not applicable
Final policy approval route i.e. Executive/ Council /Planning Committee	Scrutiny Committee Executive & SLT
Date policy approved	April 2024
Date policy due for review (maximum three years)	April 2027
Date policy forwarded to include on Extranet and Internet if applicable to the public	

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1. Introduction

1.1 This policy reflects Bolsover District Council's (BDC) commitment to valuing compliments, comments and complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery using effective procedures and by creating a positive complaints culture and to conduct thorough, impartial and fair investigation of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

1.2 This policy is intended to represent a practical means by which BDC can demonstrate its determination to manage the compliments, comments and complaints process effectively for the benefit of the customer and BDC.

1.3 The policy is to enable Officers to work within the standards and criteria which will ensure a consistent approach for customers of the Council.

1.4 It is important that the policy is 'owned' by Elected Members as their role as leaders in the community brings them into frequent contact with residents who make compliments, comments and complaints to the Council.

1.5 The policy determines a standardised and centralised approach to handling complaints which follows the statutory requirements of the Local Government and Social Care Ombudsman (LGSCO) Complaints Handling Code and the Housing Ombudsman Complaints Handling Code 2024. The policy aims to help us respond to complaints effectively, fairly and quickly. Complaints are not viewed as negative feedback and are instead used to identify changes needed and drive service improvements. It demonstrates a clear escalation process and ensures that complaints are investigated by an Officer other than those involved in the original complaint, avoiding any conflicts of interest.

1.6 This policy sets out the framework for handling compliments, comments and complaints that:

- Sets out a definition for compliments, comments and complaints and service requests that can be clearly communicated to both customers and employees.
- Establishes clear minimum service standards that are capable of being monitored and reported.
- Is responsive to the needs of our customers.
- Is transparent, accessible and easy to understand for both employees and customers.
- Reflects best practice.
- Helps the Council to learn from customer feedback to improve services.

It does not include the operational aspects for handling compliments, comments and complaints, this will be covered in the supporting procedure.

2. Scope

2.1 This policy applies to all Council employees.

2.2 The policy applies to all customers of the Council, with the exception of:

- Derbyshire Building Control Partnership, covering Derbyshire.
- The Internal Audit Consortium hosted by Chesterfield Borough Council.

These organisations operate their own complaints policies and procedures.

Organisations contracted to provide any services, for example waste services, debt collection services, emergency repairs services etc., on behalf of the Council will be required to comply with this policy. This includes recording and responding to complaints, providing Council Officers with information as requested and providing assistance in connection with further investigations as appropriate. It will be the responsibility of each Manager to ensure that this is agreed as part of contractual arrangements and included in the contract.

Certain types of complaints fall outside the scope of this policy, these are listed under section 4.8.

3. Principles of the Policy

3.1 For the purpose of this policy the following definitions will be used:

A compliment is an expression of satisfaction concerning a function or service provided by the Council.
A comment is a suggestion or idea about how a function or service provided by the Council could be improved.
A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals.
A service request is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

3.2 Anyone who receives, requests or is affected by our services can make a compliment, comment or complaint. If a customer is unable or reluctant to make a complaint on their own, we will accept complaints brought by third parties as long as the customer has given their express personal consent. All satisfaction surveys give details on how an individual may complain.

3.3 The Council's approach to receiving compliments, comments and complaints is designed to be as inclusive as possible. Compliments, comments and complaints can be raised through multiple channels and with any member of staff. Although the policy has been developed to meet our statutory requirements, an Equality Impact Assessment has been carried out on the procedure, to ensure there are no barriers for anyone making a compliment, comment or complaint because of race, colour, ethnicity or national origins, religion and belief, gender, sexual orientation or marital status, disability or age. Customers who do not have English as a first

language may need help with interpretation and translation services, and other customers may have specific needs that we will seek to address to ensure easy access to the procedure. We will make reasonable adjustments to our service and provide appropriate support to those customers who require it, including providing a response to customers in the format they require, for instance, large print, audio recordings etc. Records are kept for any reasonable adjustments which have been agreed. For Housing related complaints, a record is also kept for any disabilities an individual has disclosed. All agreed reasonable adjustments are kept under active review.

3.4 Complaints give us valuable information we can use to improve customer satisfaction. Our complaints handling procedure will enable us to address a customer's dissatisfaction and may also prevent the same problems that led to the complaint from happening again. For our staff, compliments, comments and complaints provide a first-hand account of the customer's view and experience and can highlight concerns we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.

3.5 The procedure supporting this policy will ensure that the Council is able to gain meaningful information from the analysis of issues raised through compliments, comments and complaints. Information for monitoring purposes will be monitored and reported to the appropriate Officer and Elected Member groups and customers on a regular basis.

3.6 The effectiveness of the policy and its application will be reviewed through internal and external satisfaction surveys and reported to the appropriate Officer and Elected Member groups. Liaison with other local authorities and the Ombudsman Services will help ensure that current best practice continues to be reflected within the policy and supporting procedures.

3.7 We reserve the right to deal with service requests initially before they are reported as complaints. Where a complaint is made following a service request the individual will be asked if they wish to then make a complaint.

4. Statement

FRAMEWORK FOR MANAGING COMPLIMENTS, COMMENTS AND COMPLAINTS

A form has been developed to capture compliments, comments and complaints, although they can also be submitted by other means.

COMPLIMENTS

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

In addition to the form, customers may also make their compliment verbally or in writing by letter, e-mail or Social Media (Twitter, Instagram or YouTube).

4.1 A central record of written compliments will be maintained by the Customer Standards and Complaints Officer (CSCO) for the management of compliments for monitoring purposes.

4.2 Whilst pleasing to receive, compliments will not receive an acknowledgement in writing. An electronic copy of the compliment will be forwarded by the CSCO to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.3 Information on written compliments will be reported on a regular basis for monitoring and review purposes.

The compliments handling process

Compliment	
Description	Satisfaction concerning a function or service provided by the Council verbally or in writing
Who by	A customer to any member of staff or Elected Member
Action	To be passed to the Customer Standards and Complaints Officer for the management of complaints for administration, monitoring and reporting purposes

COMMENTS

A comment is a suggestion or idea about how a function or service provided by the Council could be improved.

In addition to the form, customers may also make their comment in writing, by letter / e-mail or Social Media (Twitter, Instagram or YouTube).

4.4 A central record of written comments will be maintained by the CSCO responsible for the management of complaints for monitoring purposes.

4.5 An electronic copy of the comment will be forwarded by the CSCO responsible for the management of complaints to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.6 All written comments will receive a written acknowledgement within five working days thanking the customer and advising that their suggestion has been forwarded to the relevant department for their information and consideration. The department may choose to contact the customer further with feedback, if appropriate.

4.7 Information on written comments will be reported on a regular basis for monitoring and review purposes.

The comments handling process

Comment	
Description	A suggestion or idea about how a function or service provided by the Council could be improved
Who by	A customer to any member of staff

Action	To be passed to the Customer Standards and Complaints Officer responsible for the management of complaints for administration, monitoring and reporting purposes
---------------	--

COMPLAINTS

A **complaint** is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals.

An individual does not need to use the word 'complaint' for it to be treated as such. Where a resident expresses dissatisfaction the organisation will give them a choice to make a complaint.

Complaints must be accepted unless there are valid reasons not to do so. If we decide to not accept a complaint evidence and reasoning will be given and each case will be considered on its own merits. We will consider the individual circumstances of each complaint.

Complaints will be accepted if they are referred to us within 12 months of the issue occurring, or the individual becoming aware of the issue. We reserve the right to apply discretion to complaints made outside the time limit where there are good reasons to do so.

In addition to the form, customers may make their complaint verbally or in writing, by letter or email. Customers wishing to make a complaint via Social Media (Twitter, Instagram or YouTube) are signposted to the electronic complaint form, as most complaints received via social media are unstructured and contain too little detail to enable them to be processed fully.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Treatment by or attitude of a member of staff
- Disagreement with the way a decision has been administered, though not the decision itself, where the customer cannot use another procedure (for example an appeal) to resolve the matter.
- The organisation's failure to follow the appropriate administrative process.

4.8 Certain types of complaint fall outside of the scope of this policy and need to be dealt with through other mechanisms, these include:

- (1) Grievances by existing, or former, employees about their employment. These need to be referred to the Human Resources Department to consider under their policies and procedures.
- (2) Issues for which statutory appeal bodies or tribunals have been established, for example, The Tribunals Service (for Benefit appeals), The Planning Inspectorate (for Planning appeals).

- (3) Complaints which amount to a disagreement with the Council about its decision rather than the way the decision has been administered (e.g., the level of the Council Tax, allocating council properties in accordance with its policy).
- (4) Complaints regarding a decision made by the Council when exercising its regulatory powers (e.g., licensing, serving notices) or undertaking its statutory duties (e.g., making a decision on a homelessness claim) unless the complaint relates to the way the matter has been administered.
- (5) Matters, which are or could reasonably be expected to be the subject of court or tribunal proceedings.
- (6) Complaints which amount to a disagreement with or refusal to accept a rule of law which the Council is applying.
- (7) Complaints about Elected Member's conduct. These are handled by the Monitoring Officer.
- (8) Complaints which amount to a request for service e.g., noise nuisance or fly tipping or missed bin collections which will be classified as service requests, which is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision. Unless it relates to how the Council is administering the request for service.
- (9) Complaints which constitute an allegation of fraud and/or corruption will need to be dealt with under the Whistle Blowers Policy, these are handled by the Monitoring Officer.
- (10) Complaints which constitute a hate incident will need to be dealt with under the procedures covering the reporting of hate incidents, please refer to the Council's Hate Crime and Incident Reporting and Guidance.
- (11) Complaints naming officers need to be assessed by the CSCO for action and may be directed to the Human Resources Department to consider whether they need to be dealt with under their procedures or dealt with within the complaints procedure.
- (12) Dissatisfaction with the organisation's policy. Although the Council recognises that service users make complaints that are disagreements with local or national policies, these will be dealt with as 'comments'.
- (13) Complaints which have been investigated and been through the complaints system fully.
- (14) Complaints which are being or have been dealt with by the Local Government & Social Care Ombudsman or Housing Ombudsman.
- (15) Complaints which amount to a petition. Whilst the Council welcomes petitions, these are handled by the Council's Governance Section under the Council's Petition Schemes.
- (16) Complaints about the conduct of an election, which is the responsibility of the Returning Officer, rather than an administrative function of the Council. District Council electoral registration will fall within scope of the policy. Complaints about these need to be assessed by the CSCO and the Monitoring Officer for relevant action.

(17) Compensation claims. These are handled by the Council's Finance Department and the Council's Insurers, however complaints about how the claim has been handled by staff will fall within the scope of the policy.

(18) The issue giving rise to the complaint occurred over twelve months ago or the complainant has been aware of the issue for over twelve months. The Council will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.

(19) Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.

4.9 The Council will adopt a two stage complaint process as follows:

Stage One – Response within 10 working days (maximum 10 day extension)
Stage Two – Response within 20 working days (maximum 20 day extension)

Complaints about responses to Freedom of Information requests will be reviewed in line with stage Two of the complaint process - **20 working days**.

MP Enquiries which meet the definition of a complaint, will be asked to confirm whether they wish to raise a complaint. MP's will be asked whether they wish to represent the complainant through the process (consent required) or if they are raising the concern on the individual's behalf. They can be copied into the response, if requested.

Both Stage One and Stage Two complaints must be **acknowledged and logged within 5 working days** of the complaint being received. This acknowledgement will contain the 'complaint definition' where we will set out our understanding of the complaint, the outcomes we believe the individual is seeking. Clarification will be sought for any aspect of the complaint which is unclear and we will clarify and be clear on what aspects we are and are not responsible for.

Stage One complaints will be responded to within 10 working days from the date the complaint has been acknowledged. Stage Two complaints will be responded to within 20 working days from the date the complaint has been acknowledged.

Extension to timescales are decided depending on the complexity of the complaint, individuals are informed of any extensions as well as an expected timescale for a response. Extensions must be no more than 10 working days for Stage One or 20 working days for Stage Two without good reason and the reason(s) must be clearly explained to the individual. When an individual is informed about an extension, they will be provided with the contact details of the relevant Ombudsman (LGSCO or HO).

An individual must escalate a complaint to Stage Two within 20 working days of the Stage One response being sent. The Council will consider the individual circumstances of each complaint and apply discretion to complaints not escalated within this period where there are good reasons to do so.

4.10 The process, managed centrally by the CSCO, will provide a clear complaints system for both customers and employees. As well as providing clarity, it will ensure that all written complaints are handled by one department ensuring a consistent approach to customer service and efficient working practices through the removal of duplication e.g., customer sending in multiple letters regarding the same complaint and/or customer receiving more than one letter from the Council as their complaint related to more than one department.

The complaints handling process

The process aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. It provides two opportunities to resolve complaints internally:

- Stage One
- Stage Two

Stage	Stage One	Stage Two	Ombudsman
	Internal		External
Description	Initial complaint.	Complaint - for issues that have not been resolved at stage one or require an internal review or for a Freedom of Information (FOI) Stage two response. This may be a review on the adequacy of the stage one response as well as any new and relevant information not previously considered.	Written complaint to Ombudsman - for issues that remain unresolved by the Council.
Who by	By Departmental Managers or the Designated Officer for complaints within the Department (using the response template provided and a response to be sent to the complainant by the CSCO.	By the Departmental Manager or Assistant/Service Director and/or reviewed by an Assistant/Service Director or a Senior Officer. FOI Stage two complaints will be reviewed by the Information, Engagement and Performance Manager or representative responsible for this function. Complaints will not be responded to by the same person who considered the complaint at Stage one. Response to be sent by the CSCO.	By the CSCO /Customer Service Manager and reviewed by the Assistant/Service Director.

Action	A response given to the complainant addressing all the issues within the complaint within 10 working days . Maximum extension of 10 working days without good reason.	A written response* to be sent to the complainant addressing all the issues within the complaint within 20 working days . Maximum extension of 20 working days without good reason.	A written response to be sent to the Ombudsman addressing all the issues within the complaint within the Ombudsman's statutory timescale .
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* Please note it is **mandatory** for responses to refer customers to the Local Government & Social Care Ombudsman/ Housing Ombudsman's Service for those wishing to escalate their complaint.

Responses

Complaint responses must be sent to the individual when the answer to the complaint is known and not when outstanding actions required to address the complaint are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the individual.

All points raised in the complaint definition must be raised in the response providing clear reasons for any decisions, referencing relevant policies, law and good practice where appropriate.

If additional complaints are raised during an investigation, these must be incorporated into the Stage One response if they are related, and the Stage One response has not been issued. Where the response has been issued, the new issues are unrelated to the issues being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.

The following will be confirmed if a response is given in writing to the individuals at completion of each below stage:

- the complaint stage
- the complaint definition
- the decision of the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions; and
- details on how to escalate the matter to Stage Two if the individual is not satisfied with the response (Stage One) OR details of how to escalate the matter to the relevant ombudsman service (LGSCO/HO) if the individual remains dissatisfied (Stage Two).

Remedies for a complaint

4.11 There are two important reasons for having an effective complaints system – to provide a remedy and to improve services.

It is important to ascertain early on in the complaints process what outcome the customer is looking for i.e., what would be a suitable remedy. Whilst the proposed remedy may not always be reasonable and/or achievable it ensures that the Council knows early on what would be a

satisfactory outcome for the customer. (This is included in the compliments, comments and complaints form).

Any remedy offered must reflect the impact on the individual as a result of any fault identified. Remedies must be clearly set out advising what will happen and by when, in agreement with the individual where appropriate. Any proposed remedy should be followed through to completion. Where a proposed remedy cannot be delivered, the individual will be informed of reasons for this, provided with details of any alternative remedy and reminded of their right to complaint to the Ombudsman.

Remedies can include:

- An apology which would normally be appropriate and adequate, but not in all circumstances. Other remedies will be considered where appropriate in addition to an apology.
- An explanation as to why a situation arose and to help the customer understand.
- An assurance that the same thing will not happen again (and monitored to make sure that it does not).
- Action that can be taken to put things right and where appropriate a change of procedure will be implemented to prevent further difficulties of a similar kind either for the individual customer or for customers generally. Any outstanding actions will be tracked and actioned promptly with appropriate updates provided to the individual.
- Financial compensation should always be an option, even though it may only be relevant in a few cases. Financial compensation should not be seen as an alternative to putting things right.
- Changing policies, procedures or practices.
- Reconsidering or changing a decision.

(1) The guiding principle must be that as far as possible the customer is put in the position that he/she would have been in had things not gone wrong.

(2) Customers need to know what remedies to a complaint are available and this is covered generally in publicity material for the compliments, comments and complaints system.

(3) Where a complaint is found to be justified after investigation, at either stage, the process which has caused the complaint needs to be reviewed by the relevant officer.

(4) For Stage One complaints a consideration of appropriate remedies will be requested from the relevant departmental contact as part of the complaint investigation process.

(5) For Stage Two complaints a consideration of appropriate remedies will be undertaken by the Customer Service Manager or CSCO, with the relevant Assistant Director, or equivalent, with a recommendation to the Chief Executive Officer for approval.

(6) Section 92 of the Local Government Act 2000 confirms that Councils are empowered to remedy injustice arising from maladministration where the complaint is made only to the Council and not to the Local Government & Social Care Ombudsman.

(7) In cases where the Council's own investigations find maladministration and injustice, this will be reported in the annual report to the Executive and in cases where the Council's own investigations recommend a compensation payment as a remedy to a complaint then a report recommending this action will need to be taken to the Executive. Any financial recommendations requiring a decision will be made by the Monitoring Officer following consultation with the Head of Paid Service Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

The Role of the Ombudsman

4.12 The Local Government & Social Care Ombudsman (LGSCO) was created by Part III of the Local Government Act 1974 to provide independent, impartial and prompt investigation and resolution of complaints of injustice caused through maladministration. The Council is within the jurisdiction of the Commission for Local Administration, which is also known as the Local Government & Social Care Ombudsman.

4.13 Additionally, Bolsover District Council is within the jurisdiction of the Housing Ombudsman , which was set up by law on 1st April 2013 and which covers all housing associations and local authorities, The Housing Ombudsman considers complaints about leasehold services, moving to a property (transfer applications that are outside Housing Act 1996 Part 6), rent and service charges, occupancy rights, tenant behaviour and estate management.

4.14 This policy follows both the Housing Ombudsman Complaints Handling Code 2024 and the Local Government & Social Care Ombudsman (LGSCO) Complaints Handling Code 2024; parts of this policy follow the principals set out in these Codes. Both Ombudsman's have a duty to monitor our compliance with the code of practice it has issued. Where an Ombudsman finds an organisation has deviated from the complaint handling code in policy or practice it may use its powers to put matters right and ensure compliance with the complaint handling code. If an organisation does not comply with the complaint handling code it must provide a detailed explanation for non-compliance in its self-assessment. Section 5.5 sets out how the Ombudsman intends to monitor compliance of the complaint handling codes.

4.15 In most cases, before the LGSCO and Housing Ombudsman will investigate a complaint, the Council will be given an opportunity to respond to the complaint in accordance with its procedures and provide its final response.

4.16 Customers choosing to make a complaint to either Ombudsman, after going through the Council's complaint process, will be investigated as an 'ordinary' complaint. A copy of the complaint will also be sent to the CSCO. All correspondence to and from the LGSCO or Housing

Ombudsman will be handled by the CSCO or the Customer Standards and Complaints Manager.

4.17 The Ombudsman will notify the Council in writing of its findings when it has concluded its investigation. Any financial recommendations requiring a decision will be made by the Monitoring Officer under delegated powers following consultation with the Head of Paid Service, the Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

4.18 Where the Ombudsman records a decision of maladministration and/or injustice then the necessary arrangements will be made in accordance with the Ombudsman's instructions.

4.19 The Monitoring Officer has a duty to make a statutory report to the Executive annually in respect of maladministration where the Ombudsman has investigated and found maladministration and injustice on the part of the authority.

4.20 The definition of 'maladministration' is very wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statements
- Inadequate liaison
- Inadequate consultation
- Broken promises

4.21 There is no fixed definition of injustice but it can include:

- Hurt feelings, distress, worry, or inconvenience
- Loss of right or amenity
- Not receiving a service
- Financial loss or unnecessary expense
- Time and trouble in pursuing a justified complaint

4.22 In cases of maladministration the Council should try to identify all those affected and offer a suitable remedy. There may be a few cases where identifying others who may have suffered would be such an enormous task that it would affect the Council's day-to-day operation or the Council's ability to put right a failure that was the main cause of the maladministration. In these cases, it would be better to improve the service and to stop the maladministration happening again.

4.23 The Council should always consider whether maladministration or failing to meet a standard has caused worry and distress to the service user and whether this needs to be taken into account when deciding on the right remedy. The Council should also provide a remedy if the complaint has been handled in a way that is itself maladministration.

4.24 Supporting procedures will explain fully the operational matters concerning complaints from the Ombudsman.

The Regulators Code and complaints about local authority regulatory services

4.25 The Regulators Code came into force on 6th April 2014. Local authorities and fire authorities are under a statutory duty to have regard to the Code in developing the principles and policies which guide their regulatory activities.

4.26 The Regulator's Code aims to improve the way regulation is delivered at the front line. It sets out a clear framework for transparent and accountable regulatory delivery and establishes clear principles for how local authorities should interact with those they are regulating. The Code is underpinned by the statutory principles of good regulation, which provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.

4.27 The Better Regulation Delivery Office (BRDO) and Local Government & Social Care Ombudsman are encouraging those delivering local regulatory services and managing corporate complaints to co-operate in ensuring their processes are transparent and easier for businesses. Guidelines in the Regulator's Code state that Regulators should:

- carry out their activities in a way that supports those they regulate to comply and grow.
- provide simple and straightforward ways to engage with those they regulate and hear their views.
- base their regulatory activities on risk.
- share information about compliance and risk.
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
- ensure that their approach to their regulatory activities is transparent.

Anonymous Complaints

4.28 Some customers may elect to remain anonymous when reporting complaints. For verbal complaint reporting (Stage One) the employee dealing with the telephone call or face-to-face contact needs to explain the restrictions this may cause in trying to resolve the matter as we will be unable to provide feedback, provide a service or request further information at a later date.

4.29 Anonymous complaints received in writing (Stage One) will be managed centrally by the CSCO and sent to the Departmental contact to administer.

5. Learning from Feedback, Training for Employees and Reporting to the Ombudsman

5.1 It is important that customers and other stakeholders are aware of the compliments, comments and complaints process and how to use it. Senior management will review the information gathered from complaints regularly and consider whether our services could be improved or internal policies and procedures updated.

We will:

- Use complaints data to identify the root cause of complaints.
- Take action to reduce the risk of recurrence.
- Record the details of corrective action in the complaints file, and
- Review complaints performance reports to improve service delivery.

Where we have identified the need for service improvement:

- The action needed to improve services must be authorised.
- An officer should be designated the 'owner' of the issue, with responsibility for ensuring the action is taken.
- A target date will be set for the action to be taken.
- The designated individual must follow up to ensure that the action is taken within the agreed timescale.
- Performance in the service area should be monitored to ensure that the issue has been resolved.
- We will ensure that staff learn from complaints.

5.2 Publicity and complaints performance information

- Poster for display in Council buildings
- Compliments, comments and complaints forms
- Council's publication
- Information on the Council's website
- Information in service booklets.

We will also report on our performance in handling complaints regularly and publish this information on the Council's website.

5.3 It is also essential that the Council knows whether the compliments, comments and complaints system, especially the complaints element, is working. The CSCO will undertake customer satisfaction surveys to establish the level of satisfaction.

5.4 It is also important that employees receive training regarding the procedure and ongoing training and development is available. Some people will need more support and employees will need to offer assistance in accordance with the Customer Service – Code of Practice and Standards. Maintaining confidentiality is important in complaints handling. It includes maintaining the customer's confidentiality and explaining to them the importance of confidentiality generally. We must always bear in mind Data Protection legislation/ General Data Protection Regulations, as well as internal policies on confidentiality and the use of customers' information.

5.5 Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge for the Housing Ombudsman, which must include:

- a) An annual self-assessment against the Housing Ombudsman Complaint Handling Code.
- b) A qualitative and quantitative analysis of the complaint handling performance.
- c) Any findings of non-compliance with this Code by the Ombudsman.
- d) Service improvements made as a result of learning from complaints.
- e) Any annual report about our performance from the Ombudsman.

- f) Any other relevant reports or publications produced by the Ombudsman in relation to our work.

The Annual Complaints Performance and Service Improvement Report will be reported to our governing body and published on the section of our website relating to complaints. The governing bodies response to the report will be published alongside this.

6. Responsibility for Implementation

The Assistant Director responsible for complaints management

6.1 The Assistant Director responsible for complaints management will oversee the implementation of this policy. The Assistant Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Assistant Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

Assistant Directors / Service Directors

6.2 Responsible for reviewing Stage Two complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

The Monitoring Officer

6.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

Senior Managers and Departmental Complaints Contacts:

6.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

Complaints Investigator:

6.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-ordinating all aspects of the response to the customer. This will include

preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

All staff:

6.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and procedure and how to refer complaints to the CSCO. They should also be aware of who they should refer a complaint to in case they are not able to personally handle the matter.

The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:

6.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

Member Responsible for Complaints (MRC):

6.8 A member of the executive body appointed to have lead responsibility for complaints to support a positive complaint handling culture. The MRC is responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance.



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 3rd February 2025

Electrical Compliance Policy

Report of the Assistant Director Housing Management

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

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the Electrical Compliance Policy. Committee’s comments will be considered prior to Executive approval of the policy.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing revised Consumer Standards were effective from 1st April 2024, and were designed to protect tenants and to ensure they receive high quality services.
- 1.2 The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales.
- 1.3 The "Big 6" compliance areas for housing are:
 - **Fire safety:** Ensuring properties are safe from fire
 - **Gas safety:** Ensuring properties are safe from gas
 - **Electrical safety:** Ensuring properties are safe from electrical hazards
 - **Lift safety:** Ensuring lifts are safe to use
 - **Asbestos management:** Ensuring properties are safe from asbestos
 - **Legionella:** Ensuring properties are safe from legionella bacteria

We report on compliance of all these areas as part of the annual Tenant Satisfaction Measures, and quarterly updates are provided to the Housing Liaison Board and Housing Stock Management Group.

2. Details of Proposal or Information

- 2.1 We have produced an Electrical Safety Policy which is attached at Appendix 1 This Policy explains the Councils legal obligations with regards to the servicing, maintenance, and repairs of Electrical Installations.
- 2.2 The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our qualified electricians and contractors will carry out five yearly electrical installation inspections and tests to all our homes.
- 2.3 The Policy also sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

3. Reasons for Recommendation

- 3.1 It is considered best practice to have a policy which sets out how the Council's approach to legislative compliance requirements.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Council's responsibilities and our approach to how we ensure compliance with these, as well as how we will use legal remedies contained within the tenancy agreement to gain access where needed to fulfil these legal obligations.

RECOMMENDATION(S)

- 1. That Members review the attached Electrical Compliance Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

Approved by Councillor Sandra Peake, Portfolio Holder for Housing

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details:</p> <p>There are no financial implications in the Report or arising from the proposed Electrical Compliance Policy</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>

<u>Legal (including Data Protection)</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: The Legal requirements are set out in the report. <div style="text-align: right;">On behalf of the Solicitor to the Council</div>		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no financial implications in the Report or arising from the proposed Electrical Compliance Policy <div style="text-align: right;">On behalf of the Head of Paid Service</div>		
<u>Equality and Diversity, and Consultation</u>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Details: 		
<u>Environment</u>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. Details: 		

DECISION INFORMATION:

<input checked="" type="checkbox"/> <i>Please indicate which threshold applies:</i>	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
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.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>

<p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>All <input type="checkbox"/></p>
--	--

<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p> Leader <input type="checkbox"/> 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 checked="" type="checkbox"/> </p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Housing Liaison Board</p>
--	--

<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Ambition: Housing Priority:</p> <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. ○ Building more, good quality, affordable housing, and being a decent landlord <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

DOCUMENT INFORMATION:

Appendix No	Title
1	Electrical Compliance Policy

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>



Electrical Safety Policy

2025-2028

DRAFT

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

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Electrical Safety Policy
Current status – i.e. first draft, version 2 or final version	First Draft
Policy author (post title only)	Assistant Director Housing Management
Location of policy (whilst in development)	
Relevant Cabinet Member (if applicable)	Cllr Sandra Peake
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	
Final policy approval route i.e. Executive/ Council	Executive
Date policy approved	
Date policy due for review (maximum three years)	
Date policy forwarded to Performance & Communications (to include on Extranet and Internet if applicable to the public)	

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1. Introduction

Bolsover District Council is responsible for repairs and maintenance to its homes, communal blocks, and other properties they own and manage, all of which will contain electrical installations, equipment, and portable appliances.

Dragonfly Management (Bolsover) Ltd “Dragonfly Management” is the Council’s wholly owned company who delivers the repairs and maintenance service on behalf of the Council, including servicing, maintenance and repairs of Electrical installations. Within this policy, “the Council” this includes the Housing Department and Dragonfly Management delivering their service to the Council.

2. Scope

This policy forms part of a wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within the Health and Safety Policy). It will be saved on the shared drive and distributed to all relevant members of staff.

This policy is written and covers all assets of Bolsover District Council that fall within Housing Revenue Accounting (HRA).

This policy is relevant to all employees, residents, contractors, stakeholders, and other persons who may work on, occupy, visit, or use premises owned or managed by The Council, or who may be affected by The Council’s activities or services.

The policy should be used by all to ensure they understand the obligations placed upon The Council and Dragonfly Management Limited to maintain a safe environment for residents and employees, within the home of each resident, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory.

3. Principles

The key objective of this policy is to ensure The Council, Dragonfly Board, the Council’s Senior Leadership Team (SLT), Dragonfly’s Senior Leadership Team (SLT), employees, partners, and residents are clear on their legal and regulatory electrical safety obligations. This policy provides the framework that staff and partners will operate within to meet these obligations.

4 Roles and Responsibility for Implementation

The Council has overall responsibility for the management of electrical safety for its HRA assets and ensuring full compliance with legislation and regulatory standards. The Council will formally approve this policy and review it every three years (or sooner if there is a change in legislation or regulation).

Dragonfly Management has operational management and delivery responsibility for electrical safety.

For assurance that this policy is operating effectively in practice, Dragonfly Management will provide the Council via bi monthly reporting at Housing Stock Monitoring Group meetings performance information on its gas/heating safety performance and non-compliance. Further performance management reporting will be presented to the Council quarterly as Council Plan Targets Performance and Dragonfly key performance indicators.

The Council's Housing Management team will provide support where gaining access to properties is difficult and will assist as necessary.

5. Legislation, Guidance and Regulatory Standards

Legislation – Principal legislation applicable to this policy is as follows:

- Housing Act 2004
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- Electricity at Work Regulations 1989
- Electrical Equipment (Safety) Regulations 2016.

This policy also operates within the context of additional legislation (see Appendix 1).

Guidance and codes of practice – The principal guidance and codes of practice applicable to this policy are:

- INDG236 - Maintaining portable electrical equipment in low-risk environments (as amended 2013).
- IET Wiring Regulations British Standard 7671:2018 as amended (18th edition).
- Code of Practice for the Management of Electrotechnical Care in Social Housing (Electrical Safety Roundtable) January 2019.
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (IET) 2020 (5th edition).

Regulatory standards – The Council must ensure that it complies with the Regulator of Social Housing’s regulatory framework and consumer standards for social housing in England; the Safety & Quality Standard is the primary one applicable to this policy.

Sanctions – Failure to discharge responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under any of the principal legislation listed in Section 4.1; and via a regulatory notice from the Regulator of Social Housing.

6. Obligations

The Housing Act 2004 requires that properties are free from Category 1HHSRS hazards; this includes electrical hazards.

The Landlord and Tenant Act 1985 and the Homes (Fitness for Human Habitation) Act 2018 place duties on landlords to ensure that electrical installations in rented properties are:

- Safe when a tenancy begins.
- Maintained in a safe condition throughout the tenancy so the property is fit for habitation.

To comply with these duties, electrical installations are required to be periodically inspected and tested. There is no legal requirement setting out how frequently we must carry out inspections and tests in domestic properties, however the government is consulting on introducing mandatory checks on electrical installations for social housing at least every five years.

Best practice guidance from the Electrical Safety Council and from BS7671:2018 as amended, recommends that electrical installations are tested at intervals of no longer than five years from the previous inspection. This guidance also states that any deviation from a five-year interval should be at the recommendation of a competent NICEIC qualified (or equivalent) person and should be backed up by sound evidence to support the recommendation.

All electrical installations should be inspected and tested prior to the commencement of any new tenancies. This means that tests should be carried out whilst properties are void and whenever mutual exchanges and transfers take place. A satisfactory Electrical Installation Condition Report (EICR) or Installation Certificate (where a property has received a complete rewire) must be recorded upon commencement of a new tenancy.

The Electricity at Work Regulations 1989 places duties on employers that all electrical installations and appliances within the workplace are safe and that only competent persons work on the electrical installations, systems, and equipment.

The Electrical Equipment (Safety) Regulations 2016 requires landlords to ensure that any electrical appliances provided as part of a tenancy are safe when first supplied.

7. Statement of Intent

The Council acknowledges and accepts its responsibilities with regards to electrical safety under the legislation and regulations, as outlined in Section 5. The Council will, via Dragonfly Management;

- Ensure that all these electrical installations are in a safe and satisfactory condition by undertaking the necessary electrical inspections, testing and repairs with accompanying reports or certification confirming the compliance of the installation.
- Ensure that a full electrical installation inspection and test is undertaken upon a change of tenancy or as recommended by previous reports or regulation guidance. This will be evidenced through a satisfactory EICR.
- Install, test, and replace (as required) battery and mains operated smoke, heat and carbon monoxide detectors.
- Operate a robust process if there is difficulty gaining access to a property to carry out the electrical safety check or remediation works. The Council will use the legal remedies available within the terms of the tenancy agreement, lease or license, and controlled access for expired EICRs. This is provided the appropriate procedures have been followed, a recommendation is made by the Assistant Director of Housing Management (The Council) and approval given by the Director of Construction (Dragonfly). Where resident vulnerability issues are known or identified, The Council will ensure to safeguard the wellbeing of the resident.
- Ensure that there is a robust process in place for the management of immediately dangerous situations identified from the electrical safety check.
- Operate effective contract management arrangements with the contractors responsible for delivering the service, including; ensuring contracts/service level agreements are in place, conducting client-led performance meetings and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- Operate measures to identify, manage and/or mitigate risks related to electrical equipment in the properties we are responsible for.
- Establish and maintain a risk assessment do for electrical safety management and operations, setting out key electrical safety risks and appropriate mitigations.
- To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement and refurbishment works.

- Ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to electrical safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

8. Programmes

The Council will carry out a programme of five yearly electrical installation inspections and tests to all domestic properties, communal blocks, and other properties (unless the competent person recommends an earlier next test date) that fall within the HRA portfolio. This will include the issuing of a new satisfactory EICR.

Where an unsatisfactory certificate is produced due to remedial works required, the relevant works must be undertaken a satisfactory EICR issued. The date of the inspection and test is driven from the anniversary date of the most recent EICR.

New builds and rewires – All new builds, and all properties which have had a rewire, will receive an electrical installation certificate and require testing 5 years after the date of installation, and every five years thereafter, or at change of tenancy.

9. Follow-up Work

Dragonfly Management Limited will endeavour to repair all Code 1 (C1) and Code 2 (C2) defects identified by an electrical installation inspection and test at the time of the check, to produce a satisfactory EICR. Where this is not possible, we will make the installation safe and return to complete the required remediation works within 28 days where reasonably practicable to ensure a satisfactory EICR is produced.

Where any C1 and C2 defects have been repaired, they will be recorded on the satisfactory EICR deeming the installation satisfactory to provide an audit of the work completed.

Dragonfly Management Limited will review all Code 3 (C3) and Further Investigations (FI's) observations and determine the most appropriate course of action.

10. Data and Records

The Council will maintain a core asset register of all properties it owns or manages, with component/attribute data against each property to show electrical safety testing and inspection requirements.

The Council will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from the electrical safety programme and the programme remains up to date.

The Council will maintain accurate records, against each property it owns or manages, of the following:

- Inspection dates;
- EICRs;
- Minor Electrical Works Certificates and Building Regulation Part P notifications associated with remedial works; and
- Electrical Installation Certificates.

The Council will hold these in its management system.

The Council will keep all records and data for a minimum of ten years. The Council will keep at least the two most recent EICR records or certificates outlined within section

Dragonfly Management Limited will have robust processes and controls in place to maintain appropriate levels of security for all electrical safety related data.

11. Resident Engagement

The Council consider good communication essential in the effective delivery of electrical safety programmes, and therefore will ensure we undertake regular communication with tenants to support their understanding of electrical safety.

This will assist in maximising access to carry out electrical inspections, encourage and support tenants to report any concerns about electrical safety, and help to engage with vulnerable and hard to reach tenants.

The Council will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on its website.

12. Competent Persons

The Electrical Supervisors (Dragonfly Management Limited) will demonstrate competence by experience and hold the relevant Vocationally Recognised Qualification (VRQ).

The Electrical Supervisors (Dragonfly Management Limited), who have lead responsibility for operational delivery, will maintain Approved Electrical Contractor Accreditation with the National Inspection Council for Electrical Inspection Contracting (NICEIC), or equivalent, for all areas of electrical inspection, testing, installation, and repair works that they undertake.

Only suitably competent NICEIC (or equivalent) electrical contractors and operatives will undertake electrical works on our behalf.

The Council will check that contractors hold the relevant qualifications and accreditations when procured, and thereafter on an annual basis; The Council will evidence these checks and each contractor's certification appropriately.

13. Training

The Council will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic electrical safety awareness training; and on the job training for those delivering the electrical safety programme, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

14. Performance Reporting

The Council will report robust key performance indicator (KPI) measures for electrical safety that follow the principles set out in the Tenant Satisfaction Measures (TSMs) which came in to force 01 April 2023. Although electrical safety is not specifically covered by these measures, The Council will adopt the same approach to ensure consistency with other compliance areas and ensure all dwellings at risk are accounted for.

Performance will be reported internally to The Council, Dragonfly Board and SLT on a quarterly basis. Dragonfly Management Limited will engage with tenants and develop its approach / systems to report on a regular basis. The position reported will be based on the following criteria:

Electrical Safety Checks: Proportion of homes for which all required electrical safety checks have been carried out.

The reported percentage will include all units which require electrical safety checks within a property as well as those served by communal equipment. This ensures that all individual dwellings that may be at risk because of any non-compliance are identified, including those within a communal block that share an electrical source.

The Council will also report the following:

Data – the total number of:

- Properties requiring an EICR – split by category (domestic and communal)
- Properties (domestic and communal) with a satisfactory and in date EICR;
- Properties (domestic and communal) without a satisfactory and in date EICR;
- Overdue electrical remedial works for both domestic and communal

- Properties due to be inspected and tested within the next 30 days; and
- Overdue follow-up works/actions arising from the inspection programme.

Narrative - an explanation of the:

- Current position;
- Corrective action required;
- Anticipated impact of corrective action; and
- Any mitigation of risk to tenants
- Progress with completion of follow-up works

15. Quality Assurance

Internally, Dragonfly Management Limited, will review 100% of contractor's EICRs and other records / certificates to ensure compliance. Post inspection will also be undertaken on a minimum of 5% of completed contractor works.

16. Significant Non-Compliance and Escalation

The Councils definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident was identified, or of a Council or Dragonfly employee or agent becoming aware of it.

Any non-compliance issue identified at an operational level will be formally reported to the Electrical Supervisor (Dragonfly Management) in the first instance, who will agree an appropriate course of corrective action with the Compliance Manager (Dragonfly Management) and report details of the same to the SLT at Dragonfly and the Council.

In cases of serious non-compliance, The Council will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

Appendix 1 - Additional Legislation

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Health and Safety at Work Act 1974
- The Occupiers' Liability Act 1984
- Workplace (Health Safety and Welfare) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Corporate Manslaughter and Homicide Act 2007
- Building Regulations 2010 (England and Wales) - Part P
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction, Design and Management Regulations 2015
- Data Protection Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulation 2022

Glossary

This glossary defines key terms used throughout this policy:

- **EICR:** Electrical Installation Condition Report - a formal document that is produced following an assessment of the electrical installation within a property (domestic or communal). It must be carried out by an experienced qualified electrician or approved contractor.
- **NICEIC:** National Inspection Council for Electrical Installation Contracting – an organisation which regulates the training and work of electrical contractors in the UK. The NICEIC is one of several providers given Government approval to offer Competent Person Schemes to oversee electrical work within the electrical industry.
- **RIDDOR** - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 3rd February 2025

Gas and Heating Compliance Policy

Report of the Assistant Director Housing Management

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

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the Gas and Heating Compliance Policy. Committee’s comments will be considered prior to Executive approval of the policy.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing revised Consumer Standards were effective from 1st April 2024, and were designed to protect tenants and to ensure they receive high quality services.
- 1.2 The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales.
- 1.3 The "Big 6" compliance areas for housing are:
 - **Fire safety:** Ensuring properties are safe from fire
 - **Gas safety:** Ensuring properties are safe from gas
 - **Electrical safety:** Ensuring properties are safe from electrical hazards
 - **Lift safety:** Ensuring lifts are safe to use
 - **Asbestos management:** Ensuring properties are safe from asbestos
 - **Legionella:** Ensuring properties are safe from legionella bacteria

We report on compliance of all these areas as part of the annual Tenant Satisfaction Measures, and quarterly updates are provided to the Housing Liaison Board and Housing Stock Management Group.

2. Details of Proposal or Information

- 2.1 We have produced a Gas and Heating Compliance Safety Policy which is attached at Appendix 1. This Policy explains the Councils legal obligations with regards to the installation and maintenance of gas appliances in Council Homes, as well as our responsibility for heating systems.
- 2.2 The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our gas safe accredited operatives and contractors we will carry out annual gas safety checks to our homes.
- 2.3 This Policy also sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

3. Reasons for Recommendation

- 3.1 It is considered best practice to have a policy which sets out how the Council's approach to legislative compliance requirements.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Council's responsibilities and our approach to how we ensure compliance with these, as well as how we will use legal remedies contained within the tenancy agreement to gain access where needed to fulfil these legal obligations.

RECOMMENDATION(S)

- 1. That Members review the attached Gas and Heating Compliance Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

Approved by Councillor Sandra Peake, Portfolio Holder for Housing

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details:</p> <p>There are no financial implications in the Report or arising from the proposed Gas and Heating Compliance Policy.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
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Legal (including Data Protection) Yes No

Details:

The Legal requirements are set out in the report.

On behalf of the Solicitor to the Council

Staffing Yes No

Details:

There are no financial implications in the Report or arising from the proposed Gas and Heating Compliance Policy

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation Yes No

(Please speak to the Equality and Diversity Officer for advice)

Details:

Environment Yes No

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

Details:

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

Yes No

<p>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.</p>	<p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p>
<p>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.</p>	<p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p>
<p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>All <input type="checkbox"/></p>

<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>Leader <input type="checkbox"/> 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 checked="" type="checkbox"/></p>	<p>Housing Liaison Board</p>

<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Ambition: Housing Priority:</p> <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. ○ Building more, good quality, affordable housing, and being a decent landlord <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

Links to Council Ambition: Customers, Economy, Environment, Housing

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DOCUMENT INFORMATION:

Appendix No	Title
1	Gas and Heating Compliance Policy

Background Papers

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

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DECEMBER 2024



Gas and Heating Compliance Policy

2025-2028

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

CONTROL SHEET FOR Gas and Heating Compliance Policy

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Gas and Heating Compliance Policy
Current status – i.e. first draft, version 2 or final version	First Draft
Policy author (post title only)	Assistant Director Housing Management
Location of policy (whilst in development)	
Relevant Cabinet Member (if applicable)	Cllr Sandra Peake
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	
Final policy approval route i.e. Executive/ Council	Executive
Date policy approved	
Date policy due for review (maximum three years)	
Date policy forwarded to Performance & Communications (to include on Extranet and Internet if applicable to the public)	

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DRAFT

1. Introduction

Bolsover District Council is responsible for the maintenance and repairs to its homes, communal blocks, and other properties they own and manage many of which will contain gas installations and appliances.

The Gas Safety (Installation and Use) Regulations 1998 (as amended) specifically deal with the installation, maintenance and use of gas appliances, fittings and flues in domestic properties and certain commercial premises to ensure they remain safe.

The Council is also responsible for maintaining other types of heating systems to ensure that all heating appliances provided for residents are safe. These include ground source heat pumps/ solid fuel/ solar thermal/ electrical heating systems.

Dragonfly Management (Bolsover) Ltd "Dragonfly Management" is the Council's wholly owned company who delivers the repairs and maintenance service on behalf of the Council, including servicing, maintenance and repairs of these heating appliances. Within this policy, "the Council" this includes the Housing Department and Dragonfly Management delivering their service to the Council.

The key objective of this policy is to ensure The Council, Dragonfly Board, the Council's Senior Leadership Team (SLT), Dragonfly' Senior Leadership Team (SLT), employees, partners, and residents are clear on their legal and regulatory gas/heating safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.

This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

2. Scope

This policy is relevant to all employees, residents, contractors, stakeholders, and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.

The policy should be used by all to ensure they understand the obligations placed upon The Council and Dragonfly Management to maintain a safe environment for residents and employees, within the home of each resident, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory.

3. Principles

The Council is committed to maintaining the housing stock to the highest standard and aims to provide a good service to all tenants.

The overall aim of the Gas and Heating Compliance Policy is to contribute to the efficient and effective management and maintenance of the Council's housing stock. It will assist in ensuring the Council provides well maintained properties and ensure that expenditure is managed effectively.

4. Responsibility for Implementation

The Council has overall responsibility for the management of gas and heating safety for all HRA buildings, and ensuring full compliance with legislation and regulatory standards. The Council will formally approve this policy and review it every three years (or sooner if there is a change in legislation or regulation).

Dragonfly Management has operational management and delivery responsibility for gas and heating safety.

For assurance that this policy is operating effectively in practice, Dragonfly Management will provide the Council via bi monthly reporting at Housing Stock Monitoring Group meetings performance information on its gas/heating safety performance and non-compliance. Further performance management reporting will be presented to the Council quarterly as Council Plan Targets Performance and Dragonfly key performance indicators.

The Council's Housing Management team will provide support where gaining access to properties is difficult and will assist as necessary.

5. Legislation, Guidance and Regulatory Standards

Legislation - The principal legislation applicable to this policy is:

- The Gas Safety (Installation and Use) Regulations 1998 as amended (hereafter referred to as the Gas Safety Regulations). We have a legal obligation under Part F, Regulation 36 of the legislation (Duties of Landlords) and we are the 'Landlord' for the purposes of the legislation.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 which came into effect from 1 October 2022.
- This policy also operates within the context of additional legislation (see Appendix 1).

Approved Code of Practice (ACoP) - The ACoP applicable to this policy is:

- ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (5th edition 2018).

Guidance – The principal guidance applicable to this policy is:

- INDG285 - 'A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance (3rd Edition 2018).

Regulatory standards – The Council must ensure it complies with the Regulator of Social Housing’s regulatory framework and consumer standards for social housing in England; the Safety & Quality Standard is the primary one applicable to this policy, including the tenants satisfaction measure, management information BS01 Gas Safety Checks.

Sanctions – Failure to discharge responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under the Gas Safety Regulations; and via a regulatory notice from the Regulator of Social Housing

6. Obligations

The Gas Safety Regulations impose duties on landlords to protect residents in their homes. The main landlord duties are set out in Regulation 36 and require landlords to:

- Ensure gas fittings and flues are maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer’s instructions. If these are not available it is recommended that they are serviced annually, unless advised otherwise by a Gas Safe registered engineer.
- Ensure the annual safety check is carried out on each gas appliance and flue within 12 months of the previous safety check.
- Have all installation, maintenance and safety checks carried out by a Gas Safe registered engineer.
- Keep a record of each safety check for at least two years (until at least two further gas safety checks have been carried out).
- Issue a copy of the latest safety check record to existing residents within 28 days of the check being completed, or prior to any new resident moving in.
- Display a copy of the latest safety check record in a common area of a building where the gas appliance serves a communal heating system to multiple homes.
- Ensure that no gas fitting of a type that would contravene Regulation 30 (for example, certain gas fires and instantaneous water heaters) is fitted in any room occupied, or to be occupied, as sleeping accommodation after the Regulations came into force. This includes any room converted into such accommodation after that time.

These obligations apply to all gas heating systems.

Other heating types – Although there is no legal requirement to do so, The Council via Dragonfly Management will carry out safety checks to properties with the other heating types, solid fuel, air source heat pumps, ground source heat pump, heat interface units.

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, which came into effect from 1 October 2022, require social landlords to:

- Install smoke alarm on every storey with living accommodation.
- Install carbon monoxide alarms in any rooms used as living accommodation with a fixed combustion appliance (excluding gas cookers).

Repair or replace faulty alarms as soon as reasonably practicable.

7. Statement of intent

The Council acknowledges and accepts its responsibilities under the Gas Safety Regulations and Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 as outlined in Section 5 and all other duties set out in relevant legislation. The Council via Dragonfly Management will undertake the following;

- Carry out an annual gas safety check to all properties with a gas supply, irrespective of whether the gas is connected or not.
- Ensure that copies of all landlord's gas safety records (LGSRs)/certificates are provided to residents or displayed in a common area within 28 days of completion.
- Cap off gas supplies to all properties when the property becomes void. This will be completed by the end of the next working day.
- Cap off gas supplies to all new build properties upon receipt of keys at handover from the contractor/developer to us.
- Ensure that gas safety checks are carried out within 3 working days of the commencement of a new tenancy, subject to the tenant confirming energy supply in place, (void or new build properties), mutual exchange and/or transfer, and that the resident receives a copy of the LGSR
- Ensure a gas safety check is carried out following the installation of a new gas boiler or gas fire by tenant's approved Gas Safe contractor and obtain a gas safety certificate to confirm the necessary checks have been completed. The safety check will include: a gas soundness test of the carcass; gas working pressures being taken; a visual inspection of the meter installation; and a visual inspection, including the safe working operation, on all other gas appliances and associated flues within a property.
- Carry out a five-point visual check of resident owned appliances, The visual safety check (location; flueing; ventilation; signs of distress; and stable and secure) will be done on gas cookers. Where appliances are found to be faulty these will be disconnected, and a warning notice issued.
- Carry out a safety check out on completion of any repair and/or refurbishment works to occupied or void properties where works may have affected any gas fittings, appliances, or flues.
- Install, test, and arrange any remedial work (as required) battery operated and/or hard-wired smoke alarms and carbon monoxide detectors as part of the annual gas safety check (or at void stage).
- Carry out an annual gas safety check to all properties where the gas supply has been capped at the request of the resident, to ensure the supply has not been reconnected by the resident. At the same time, we will check on the resident's wellbeing and assess whether the lack of gas heating is adversely affecting the condition of the property.

- Remove any open flue gas appliances found in any rooms that are being used as bedrooms or for sleeping will be removed.
- Ensure that there is a robust process in place for the management of immediately dangerous situations identified from the gas/heating safety check.
- The Council will operate a robust process if there is difficulty gaining access to a property to carry out the gas/heating safety check or remediation works. The Council will use the legal remedies available within the terms of the tenancy agreement, lease, or license. This is provided the appropriate procedures have been followed, a recommendation is made by the Assistant Director of Housing Management (The Council) and approval given by the Director of Construction (Dragonfly). Where resident vulnerability issues are known or identified, The Council will ensure to safeguard the wellbeing of the resident.
- Operate effective contract management arrangements with the contractors responsible for delivering the service, including; ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- Ensure that all replacements, modifications and installations of gas appliances and heating systems within our properties will comply with all elements of Building Regulations, Part J Combustion Appliances and Fuel Storage Systems.
- To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place in respect of all repairs to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement works and refurbishment projects.
- To comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002, The Council will consider the safety of workspaces and plant/boiler rooms of residential blocks that fall within scope of the legislation.
- Ensure there is a robust process in place to investigate and manage all RIDDOR notifications submitted to the HSE in relation to gas and heating safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

8. Programmes

Domestic properties – The Council will carry out a programme of annual gas safety checks to all domestic properties it owns or manages; the check will be completed within 12 months from the date of the previous LGSR/certificate.

The Council will carry out an annual safety check to all solid fuel appliances and a chimney sweep once a year Tenants own appliances e.g. wood burners are the responsibility of the tenant.

The Council will carry out safety checks to properties with, air source heat pumps in accordance with the manufacturer's recommendations.

Communal blocks and other properties – The Council will carry out a programme of annual gas safety checks and services to all communal blocks and other properties (Independent Living Schemes), where there is a legal obligation to do so; these will be completed within 12 months from the date of the previous LGSR/certificate. The Council will ensure there is a robust process in place for the management of any follow-up works required following the completion of a gas/heating safety check (where the work cannot be completed at the time of the check).

Any newly identified appliances will be added to the relevant servicing programme and remain on said programme until The Council instructs its removal e.g., if the tenant has not been granted permission for the installation of the appliance.

9. Data and Records

The Council will maintain a core asset register of all properties we own and/or manage, with component/attribute data against each property to show gas/heating safety check requirements.

The Council will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from gas/heating safety programmes and the programme remains up to date.

The Council will hold gas/heating safety check dates and safety check records against each property we own or manage. The Council will hold the dates of the safety checks and safety check records in its management systems.

The Council will ensure the Gas Safe registered engineer records the details of all appliances and other equipment which is served by the gas/heating supply in every domestic property, communal block, or other property.

The Council will keep all completed safety check records, warning notices and remedial work records for at least two years and will have robust processes and controls in place to maintain appropriate levels of security for all its data and records.

10. Resident Engagement

The Council consider good communication essential in the effective delivery of gas and heating safety programmes, therefore we will ensure we undertake regular communication with tenants to support them in their understanding of gas and heating safety.

This will assist in maximising access to carry out gas safety checks, encourage and support tenants to report any concerns about gas and heating safety, and help engage with vulnerable and hard to reach tenants.

The Council will share information clearly and transparently and will ensure that information is available to tenants via regular publications and information on our website.

11. Competent Persons

The Gas Supervisor will demonstrate competence through experience and be Gas Safe Registered.

All operatives/engineers (internal or external) will maintain Gas Safe accreditation for all areas of gasworks that they undertake and will be members of the Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS).

Only suitably competent Gas Safe accredited contractors will undertake works to gas fittings, appliances, and flues.

Only suitably competent HETAS accredited contractors will undertake works to solid fuel fittings, appliances, and flues.

Only individuals/organisations with a Microgeneration Certification Scheme accreditation (MCS) will undertake works on ground source heat pumps and Air source heat pumps. Only suitably competent NICEIC (or equivalent) electrical contractors and operatives will undertake servicing and repairs to electrical heating systems.

The Council will check our contractors hold the relevant qualifications and accreditations when procured, and thereafter on an annual basis; and will evidence these checks and each contractor's certification appropriately.

12. Training

The Council will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic gas and heating safety awareness training; and on the job training for those delivering the programme of gas and heating safety checks, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

13. Performance Reporting

The Council through Dragonfly Management will report robust key performance indicator (KPI) measures for gas/heating safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came in to force 01 April 2023. Performance must be reported to the Regulator on an annual basis; however, Dragonfly Management will report internally to The Council, Dragonfly Board and SLT on a regular basis. The Council will engage with customers and develop our approach / systems to report to them on a regular basis. The relevant TSM for Gas Safety is defined as follows:

BS01 – Gas Safety Checks: Proportion of homes for which all required gas safety checks have been carried out.

The reported percentage will include all dwellings which require gas safety checks within the block as well as those served by communal equipment. This ensures that all individual dwellings that may be at risk because of any non-compliance are identified, including those within a communal block that share a gas heating source. The completion of remedial works is not included.

The Council will also report the following:

Data – the total number of:

- Properties –
- Properties with a valid and in date LGSR
- Properties requiring a LGSR Properties without a valid and in date LGSR – broken down by how long since the last LGSR (under 3 months, 3-6 months, 6-12 months and 12months +)
- Properties where the gas supply is capped
- Properties where the gas supply has been capped for over 3 months
- Overdue follow-up works/actions arising from the programme.

Narrative - an explanation of the:

- Current position;
- Corrective action required;
- Anticipated impact of corrective action; and
- Any mitigation of risk to tenants
- Progress with completion of follow-up works

14. Quality Assurance

Internally, Dragonfly Management Limited, will undertake 100% desktop audits of all LGSRs/certificates. Post inspections are completed on 2% of all completed works.

The Council's Audit team will carry out an independent audit of gas/heating safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

15. Significant Non-Compliance and Escalation

Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident was identified, or of a Council or Dragonfly Management employee or agent becoming aware of it.

Any non-compliance issue identified at an operational level will be formally reported to the Gas Supervisor (Dragonfly Management) in the first instance, who will agree an appropriate course of corrective action with the Compliance Manager (Dragonfly Management) and a senior officer within the Councils Housing Management Team. A report detailing the same to be presented to the SLT of Dragonfly and the Council.

In cases of serious non-compliance The Council will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

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Appendix 1 - Additional Legislation

This policy also operates within the context of the following legislation:

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Occupiers' Liability Act 1984
- Workplace (Health, Safety and Welfare) Regulations 1992
- Pipelines Safety Regulations 1996
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Gas Safety (Management) Regulations 1996 (as amended)
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Pressure Equipment (Safety) Regulations 2016
- Pressure Systems Safety Regulations 2000
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- Housing Act 2004
- Building Regulations 2010 (England and Wales)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018

Glossary

This glossary defines key terms used throughout this policy:

- **Gas Safe Register:** the official list of gas engineers who are qualified to work legally on gas appliances.
- **LGSR:** Landlord's Gas Safety Record – a certificate containing the results of the annual safety check carried out on gas appliances and flues.
- **RIDDOR:** Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- **NICEC:** National Inspection for Electrical Installations Contracting

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee 3rd February 2025

Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post-Scrutiny Monitoring (Interim Report)

Report of the Chair of Customer Services Scrutiny Committee

Classification	This report is Public
Contact Officer	Thomas Dunne-Wragg, Scrutiny Officer

PURPOSE/SUMMARY OF REPORT

- To present the Interim Report assessing progress against the recommendations to date for the Review of Effectiveness of Council’s Waste Collection and Disposal Education

REPORT DETAILS

1. Background

- 1.1 The Customer Services Scrutiny Committee agreed to undertake a review of effectiveness of the Council’s waste collection and disposal education as part of the 2023-24 Work Programme.
- 1.2 The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Authority through contamination charges. Committee Members believed that the main cause of this issue was due to residents not knowing how to use their bins correctly and effectively.

2. Details of Proposal or Information

- 2.1 The Committee put together eleven recommendations, as outlined in the appendices, which will hopefully ensure that the Council’s approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates by way of increased resident participation.
- 2.2 This report acknowledges progress to date by Officers implementing the recommendations.
- 2.3 To date two out eleven recommendations have been achieved, seven are on track and will hopefully be completed within the original target date and two have

been extended due to additional planning and consultations that are required to achieve the recommendations.

3. Reasons for Recommendation

- 3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.
- 3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.
- 3.3 Members must review progress on the approved recommendations. A progress report is submitted at six and twelve months' intervals, with any exceptions to expected delivery highlighted.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations.
- 4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

RECOMMENDATION(S)

- 1. That Scrutiny Members note the progress against the review recommendations.
- 2. That Scrutiny Members acknowledge any exceptions to delivery and clarify the additional action required by the service.
- 3. That Scrutiny 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.

Approved by Councillor Anne Clarke, Portfolio Holder for Environment

IMPLICATIONS:

Finance and Risk Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None from this report. Suggested action for the service can be contained within existing budgets.
On behalf of the Section 151 Officer

<p><u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: None from this report.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>
<p><u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Details: Under Public Sector Bodies Accessibility Regulations 2018, the Council has a duty to ensure its website is 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements</p>
<p><u>Environment</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Details: The review supports the Corporate Ambition of 'Environment' and the Priority of 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same by increasing rates of recycling across the District'. The review indirectly supports the Corporate Target ENV03: Achieve a combined recycling and composting rate of 65% by 2035, as well as the Corporate Target SS05: To reduce the amount of residual household waste disposed of by way of landfill annually.</p>

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p>	
<p>Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>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.</p>	<p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p>
<p>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.</p>	<p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p>

District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All <input type="checkbox"/>
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Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i> If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i> Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader <input type="checkbox"/> 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 <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
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Links to Council Ambition: Customers, Economy, Environment, Housing
The review supports the Corporate Ambition of 'Environment'.

DOCUMENT INFORMATION:

Appendix No	Title
1	Appendix 1 - Executive Response to Review of Effectiveness of Council's Waste Collection and Disposal Education
2	Appendix 2 - Post Scrutiny Monitoring Report - Review of Effectiveness of Council's Waste Collection and Disposal Education

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>

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC23-24 1.1 97	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	July 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to	Educate young people on the process, importance, and methods of recycling. Encourage a	July 2025	Strategic Director of Services in consultation with:	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	promote recycling education.	culture of recycling across the District.		Recycling Promoter			
CSSC23-24 1.4 88	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with: Communications, Marketing and Design Manager Recycling Promoter	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish	Encourage a culture of recycling across the District and educate young people on the importance of recycling.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter Partnership Policy Officer Communications, Marketing and Design Manager	Partnership Officer time	The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnership Team and the Improvement Officer via the Youth Council.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	notice boards and magazines).						
CSSC23-24 1.6 66	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across	Encourage a culture of recycling across the District and educate	January 2025	Communications, Marketing and Design Manager in consultation with:	Officer time	The Communications, Marketing and Design Manager has confirmed that this	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
100	the District on the electronic bulletin boards in the four main market towns.	residents on the correct way to use their bins.		Recycling Promoter		recommendation is possible and can be implemented easily. Due to the fast rotation of the bulletin boards the educational information on the boards must be simple and easy to consume in a short space of time e.g., pictures like the burgundy bin diagram.	
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.	To provide regular waste disposal education to residents who have subscribed to the service.	January 2025	Recycling Promoter in consultation with: Communications Officer Communications, Marketing and Design Manager	Officer time	The Communications team have confirmed that if the Recycling Education Officer can provide them with regular content, the team can circulate weekly E-Newsletters for the residents who are subscribed to this service.	Recommendation Approved.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and	To provide an available replacement	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
101	uploads an accessible PDF of the calendar on the Council's website.	bin calendar that residents can find online and can print if their copy has been damaged/ misplaced.				has confirmed that this recommendation is possible and can potentially be implemented by June. In the meantime, the Communications Team has updated the website to include accessible digital bin calendars for residents to access and some more information on what can and cannot go in burgundy bins.	
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through	To improve the Council's communication services with residents and improve education on waste disposal.	January 2029	Communications, Marketing and Design Manager	Officer time Budget	The Assistant Director of ICT does not think that Bolsover has the capacity to build and run a successful app right now based on the multiple systems the Council is currently running. However, the Communications,	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
102	benchmarking and comparing business processes and performance metrics.					Marketing and Design Manager agrees that the consideration of an app can still be a possibility for the Council in the future as a long-term goal when there are more capable system updates available; the Council can research how other councils run their app systems.	
CSSC23-24 1.11	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Encourage residents to think carefully on what they should put in each bin and educate residents on the correct way to use their burgundy bin.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter	Officer time	The Strategic Director of Services is keen to decrease rates of contamination and agrees that reinforcing the bin refusal policy in section 3.17 of the Waste Collection Policy will be an effective way to achieve this. He has also suggested adding the website link to the policy.	Recommendation Approved.

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Effectiveness of Council's Waste Collection and Disposal Education					
Timescale of Review:	July 2023 – July 2024		Post-Monitoring Period:	12 months commencing May July. Interim report due February 2025.		
Date agreed by Scrutiny:	July 2024		Date agreed by Executive:	July 2024		
Total No. of Recommendations and Sub Recommendations	Achieved	2	On track	7	Extended	2
	Achieved (Behind target)	0	Overdue	0	Alert	0

Key Achievements:

- Published recycling-related content in InTouch magazine, including features on green bins, food waste, and clothing recycling.
- Successfully aired educational segments on Bolsover TV, covering topics like damaged bins and recycling statistics.
- Launched a bi-weekly e-newsletter that includes regular waste disposal education for residents.
- Uploaded the burgundy bin diagram to the Council's website and introduced an A-Z guide on recyclable items.
- Created animated recycling adverts for digital screens in market towns to promote recycling awareness.

Reasons for non-implementation of Recommendations:

- The redesign of the bin calendar and recycling guide is still under discussion with the new Assistant Director of Streetscene, leading to a reassessment of the design approach and a delayed timeline.
- Additional planning and consultations are required for several recommendations.
- Educational materials are still being finalised, with design and content undergoing review to ensure accessibility and clarity.
- Few schools have responded to offers for recycling education visits, hindering outreach effort.

103

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.1 104	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Communications Marketing and Design Manager	July 2025		On track	Officer time	<p><u>INTERIM REPORT</u></p> <p>In July 2024, the Communications department published an article about the green bins and provided information on the weekly food waste collections. The October edition featured a full-page diagram outlining the items that can be placed in the burgundy bin, as well as a campaign promoting clothing recycling.</p> <p>In the January 2025 edition, a new advert will focus on plastic recycling, alongside banner adverts highlighting additional items that can be recycled in the burgundy bin.</p>
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through	Communications Marketing and Design Manager	January 2025		On track	Officer time	<p><u>INTERIM REPORT</u></p> <p>On 13th December 2024, Bolsover TV aired a segment explaining the process for handling damaged bins. In September's episode, an</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	social media, on a regular basis.						educational clip was included to raise awareness about clothing recycling. The November edition included a promotion for the newly introduced brown bin caddies, as well as a detailed feature on recycling rates and statistics.
GSSC23-24 905 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.	Strategic Director of Services in consultation with: Recycling Promoter	July 2025		On track	Partnership Officer time	<u>INTERIM REPORT</u> The recycling promoter has emailed all schools across the District to remind them that the Council is able to visit schools to provide recycling education. By June 2024 the Recycling Promoter had 2 responses out of all schools across the District – the Council continues to struggle to get into schools but progress is being made.
CSSC23-24 1.4	That the Council promotes the educational waste disposal video by resending it to	Strategic Director of Services in	July 2025		On track	Partnership Officer time	<u>INTERIM REPORT</u> The educational video has been sent to all schools across the

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
106	schools, after school clubs and community youth groups, to be shown to young people.	consultation with: Communications Marketing and Design Manager Recycling Promoter					<p>District. Over the summer the Recycling Promoter had two responses out of all schools across the District regarding making visits to schools.</p> <p>The Council has also developed another video educating the process of how old bins are recycled when they are replaced which can be shown in schools.</p> <p>Additionally, the Communications Team will launch a weekly video series on YouTube, explaining what can be recycled in burgundy bins. They will also encourage viewers to submit questions, with the aim of addressing them in future videos.</p>
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The	Strategic Director of Services in consultation with: Recycling Promoter	July 2025		On track	Partnership Officer time	<p><u>INTERIM REPORT</u></p> <p>The Council has been In touch with HW Martin on how they can support the Council with this project. The progress on the project is still ongoing and in the early stages.</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).	Partnership Policy Officer Communications Marketing and Design Manager					
CSSC23-24 6 107	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	Communications Marketing and Design Manager	January 2025	October 2024	Achieved	Officer time	<u>INTERIM REPORT</u> The burgundy bin diagram has been uploaded to the Council website. Additionally, the Communications team has introduced an A-Z guide on recyclable items.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.7 108	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.	Communications Marketing and Design Manager in consultation with: Recycling Promoter	January 2025 (initial date) July 2025 (Extended date)		Extended	Officer time	<u>INTERIM REPORT</u> The burgundy bin diagram was deemed too thin and therefore not used. Instead, animated adverts have been created for display on digital screens in the Market Towns. These adverts encourage recycling and provide information on the types of products that can be recycled, such as the materials glass and metal can be turned into.
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly e-newsletter service for residents.	Recycling Promoter in consultation with: Communications Officer Communications Marketing and Design Manager	January 2025		Achieved	Officer time	<u>INTERIM REPORT</u> Regular waste disposal education has been included in the - newsletter for residents, published every two weeks by the Communications Team since 21st October 2024.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an	Communications Marketing and Design Manager	January 2025 (initial date)		Extended	Officer time	<u>INTERIM REPORT</u> Discussions regarding the redesign of the bin calendar and recycling

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	accessible PDF of the calendar on the Council's website.		July 2025 (Extended date)				guide booklet are currently ongoing with the newly appointed Assistant Director of Streetscene. As a result, the target date for completion has been extended to allow for further planning and input.
CSSC23-24 1.10 609	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.	Communications Marketing and Design Manager	January 2029		On track	Officer time Budget	<u>INTERIM REPORT</u> This has not yet been initiated, as priority has been given to other recommendations and their respective target dates.sc

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.11 110	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Strategic Director of Services in consultation with: Recycling Promoter	July 2025		On track	Officer time	<u>INTERIM REPORT</u> Bin hangers have been produced and are being distributed by the Recycling Promoter as needed, in accordance with Section 3.17 of the Council's Waste Collection Policy. The Recycling Promoter has also been visiting households where the Burgundy bin collection was delayed due to contamination.



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 3rd February 2025

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(S)

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

Approved by Councillor Duncan McGregor, Portfolio Holder for Corporate Performance and Governance

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None from this report.
On behalf of the Section 151 Officer
<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Details:

None from this report.

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation

Yes

No

Details:

None from this report.

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:

None from this report.

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

Yes

No

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.

(a)

(b)

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.

(a)

(b)

District Wards Significantly Affected:

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

Please state below which wards are affected or tick **All** if all wards are affected:

All

<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? (<i>decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer</i>)</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Consultation carried out: (this is any consultation carried out prior to the report being presented for approval)</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	

Links to Council Ambition: Customers, Economy, Environment, Housing
All

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Services Scrutiny Committee Work Programme 2024/25

Background Papers
<p>(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).</p>

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 115	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

Date of Meeting	Items for Agenda		Lead 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
		<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 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"> • Unreasonable Behaviour Policy 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • The Electrical Safety Policy 	Assistant Director Housing Management and Enforcement
		<ul style="list-style-type: none"> • The Gas and Heating Compliance Policy 	Assistant Director Housing Management and Enforcement
		<ul style="list-style-type: none"> • Review of Effectiveness of Council’s Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update) 	Scrutiny Officer

Date of Meeting	Items for Agenda		Lead 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"> Domestic Abuse Policy 	Assistant Director Housing Management and Enforcement
		<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