

The Arc  
High Street  
Clowne  
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To: Chair & Members of the Customer  
Services Scrutiny Committee

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Thursday, 20<sup>th</sup> March 2025

Dear Councillor

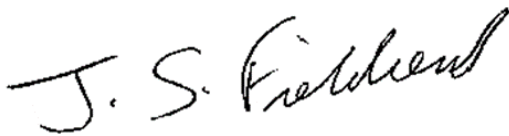
**CUSTOMER SERVICES SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 31<sup>st</sup> March, 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**

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

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

**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

***Monday, 31<sup>st</sup> March, 2025 at 10:00 hours taking place in the Council Chamber, The Arc,  
Clowne***

<b>Item No.</b>		<b>Page No.(s)</b>
	<b><u>PART A - FORMAL</u></b>	
<b>1.</b>	<b>Apologies for Absence</b>	
<b>2.</b>	<b>Urgent Items of Business</b>  To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
<b>3.</b>	<b>Declarations of Interest</b>  Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:  a) any business on the agenda; b) any urgent additional items to be considered; c) any matters arising out of those items;  and if appropriate, withdraw from the meeting at the relevant time.	
<b>4.</b>	<b>Minutes</b>  To consider the minutes of the last meeting held on the 3 <sup>rd</sup> February 2025.	<b>5 - 12</b>
<b>5.</b>	<b>List of Key Decisions and Items to be Considered in Private</b>  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	<b>13 - 17</b>
<b>6.</b>	<b>Customer Service Standards and Compliments, Comments and Complaints Report 2023/24 - 1st October 2024 to 31st December 2024</b>	<b>18 - 50</b>
<b>7.</b>	<b>Housing Domestic Abuse Policy 2025-2028</b>	<b>51 - 76</b>

- |    |   |         |
|----|---|---------|
| 8. | <b>Review of Members ICT &amp; Support and ICT Service Delivery:<br/>Final Report - (Post Scrutiny Monitoring Update)</b> | 77 - 90 |
| 9. | <b>Customer Services Scrutiny Committee Work Programme<br/>2024/25</b>  | 91 - 97 |

**PART B - INFORMAL**

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

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 3<sup>rd</sup> February 2025 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Rita Turner in the Chair

Councillors Amanda Davis, Louise Fox, Phil Smith and Vicky Waplington.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Mark Giles (Assistant Director for Streetscene, Community Safety and Enforcement), Thomas Dunne-Wragg (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting, observing, was Councillor Donna Hales, Deputy Leader of the Council.

### **CS39-24/25      APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Deborah Watson.

### **CS40-24/25      URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS41-24/25      DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS42-24/25      MINUTES**

To a question on minute number CS36-24/25 (Housing Strategy 2024-2029: Final Draft), the Assistant Director of Housing Management & Enforcement informed it was intended to provide feedback on this at the next meeting.

Moved by Councillor Phil Smith and seconded by Councillor Vicky Waplington

**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 18<sup>th</sup> November 2024 be approved as a true and correct record.

### **CS43-24/25      LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

The Committee considered the updated List of Key Decisions and Items provided at the meeting.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

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

### **CS44-24/25      UNREASONABLE BEHAVIOUR POLICY**

The Customer Services Manager presented the report to the Committee.

The draft policy and procedure was aimed at providing the following 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 customers had access to limited resources in a proportionate way to the issues being raised;
- To set out openly how the Council handled unreasonable complaints or customers (what steps would be taken if action was required and who could authorise such actions);
- Which the Council could provide to customers where this policy and procedure was applied so that customers could understand the process (this may help manage individual expectations and behaviours).

The Council aimed to deal with complaints and customers in a way which was fair and impartial. On occasion, customers could behave unreasonably or make unreasonable complaints.

Unreasonable customers or complaints could hinder the proper consideration of their cases and could delay consideration of other cases. They could also have significant resource implications for the Council.

The Council did not expect staff to suffer behaviour or complaints by customers which was / were unreasonable in content, tone or persistence. In appropriate circumstances, the Council would take proportionate action to protect the wellbeing of staff, Members and contractors, and the integrity of its processes and limited resources.

When considering the draft policy and procedure, the Council had regard to other relevant policies and procedures including:

- The Customer Service Code of Practice and Standards;
- The Complaints, Comments and Compliments Policy;
- The Equality and Diversity Policy;
- The Physical aggressive customer behaviour – Violent Incident Report Form, for inclusion on the Employee Protection Register (EPR).

However, it was noted customers might act out of character due to factors outside of their and / or the Council's control (e.g., feeling anxious, facing relationship breakdown, experiencing financial difficulties, etc.). While it was important to protect staff, it was equally important to consider what customers might be facing.

It was reiterated the draft policy and procedure was a framework and not intended to be prescriptive (in rare situations customers could behave unreasonably or make unreasonable complaints – each case would need to be considered on its own facts).

## CUSTOMER SERVICES SCRUTINY COMMITTEE

It was anticipated the policy would be invoked in only 'extreme' cases. The draft policy and procedure framework was attached at Appendix 1.

The Deputy Leader of the Council was pleased to see the Committee had been ahead of the curve regarding staff and Member safety, sharing the policy fit in well with the Committee's current review work on security at The Arc.

A Member noted the framework would have been very difficult to write to ensure staff were protected and customers (who might be in a situation out of their control) were equally given the benefit of the doubt.

The Customer Services Manager informed the Information, Engagement and Performance Manager had approved the draft template letter from an equalities perspective, and the Health & Safety Manager and Service Managers Forum had been consulted as part of the development of the framework.

The main telephonic recorded message would be updated to incorporate a message reflecting the policy (i.e. to treat staff with courtesy and respect when spoken to).

A Member noted the framework was very good and comprehensive; it had been correct to consider any reasonable adjustment that could be made for some customers experiencing challenging situations.

Moved by Councillor Phil Smith and seconded by Councillor Louise Fox

**RESOLVED** 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

*The Customer Services Manager left the meeting.*

## CS45-24/25 THE ELECTRICAL SAFETY POLICY

The Assistant Director of Housing Management & Enforcement presented the first report of two policies to the Committee.

The Safety and Quality Standard required landlords to provide good quality homes and landlord services to tenants. The main compliance areas were:

- 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.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

The Council reported on the compliance of all the above areas as part of the annual Tenant Satisfaction Measures. Quarterly updates were then provided to the Housing Liaison Board and Housing Stock Management Group.

The produced Electrical Safety Policy 2025-2028 (the 'Policy') was attached at Appendix 1.

The Policy went into detail on how the Council would meet legal obligations (e.g., qualified electricians and contractors would carry out five yearly electrical installation inspections and tests to all Council owned properties).

The Policy also set out how the Council would monitor and report on the performance of the legal requirements, including an escalation process for when there was noncompliance.

To a question on the six main compliance areas and the lack of a policy focussing on damp / mould, the Assistant Director of Housing Management & Enforcement informed such a policy was being drafted – Awaab's Law would also ensure when instances of damp / mould were reported, all social and private landlords would need to legally respond within a new defined timeframe.

The draft policy on this matter would be brought to a future meeting.

The Assistant Director of Housing Management & Enforcement reiterated that for the six main compliance areas, Gas and Electrical safety was what tenants were most aware of and so these were the policies currently prioritised.

To a question on the management of asbestos in Council owned properties, the Assistant Director of Housing Management & Enforcement explained legislation was already in place and that for any property which became void (available), a full asbestos survey investigation would take place.

Following the meeting, it was confirmed by the Assistant Director of Housing Management that if asbestos was found, deemed to be in a poor condition and / or was affecting the works required to get the property to a lettable standard, it was removed by the Council's approved contractor (European Asbestos). This was then recorded on an Asbestos portal managed by the Health and Safety team.

A brief discussion on the liability of work when it needed to be undertaken was held. The Assistant Director of Housing Management & Enforcement informed, post meeting, that the Council was responsible for ensuring compliance, but necessary checks would be managed by Dragonfly Management (Bolsover) Ltd. (work could subcontracted by them to trained and competent contractors with the necessary certificates then provided).

Moved by Councillor Phil Smith and seconded by Councillor Vicky Waplington

**RESOLVED** 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



## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

### **CS46-24/25      THE GAS AND HEATING COMPLIANCE POLICY**

The Assistant Director of Housing Management & Enforcement presented the report to the Committee.

As explained in the previous item, the Safety and Quality Standard required landlords to provide good quality homes and landlord services to tenants.

The produced Gas and Heating Compliance Policy 2025-2028 (the 'Policy') was attached at Appendix 1.

While not necessary, the Policy would also include other heating systems like air source heat pumps and solid fuel boilers.

The Council, via Dragonfly Management (Bolsover) Ltd., would undertake duties including:

- Carrying out an annual gas safety check to all properties with a gas supply, irrespective of whether the gas was connected or not;
- Ensuring that copies of all landlord's gas safety records (LGSRs) / certificates were provided to residents or displayed in a common area within 28 days of completion; and,
- Capping off gas supplies to all properties when the property become void. This would be completed by the end of the next working day.

The Policy went into further detail on how the Council would meet the legal obligations (e.g., qualified electricians and contractors would carry out five yearly electrical installation inspections and tests to all Council owned properties).

The Policy also set out how the Council would monitor and report on the performance of the legal requirements as exemplified above, including an escalation process for when there was noncompliance (to ensure the safety of residents).

The Council reported on the compliance of all the above areas as part of the annual Tenant Satisfaction Measures. Quarterly updates were provided to the Housing Liaison Board and Housing Stock Management Group.

To a question on the checks being carried out every 12 months, the Assistant Director of Housing Management & Enforcement explained the Council would always attempt to organise and carry out checks with 2 months spare (to enable enforcement measures if required). This tended to result in the Council carrying out these checks at around the 11 month mark.

To a question on the noncompliance of tenants, the Assistant Director of Housing Management & Enforcement informed that for 2023/24, the Council had achieved 99.1% compliance. When inspections had not been carried out within 12 months, the Council had to show the regulator what it intended to do to correct this (this was why checks were now organised with 2 months spare).

For the tenants where injunctions had to be repeatedly utilised every year, instead of seeking injunctions every time, the Council would seek an injunction to allow access for this reason for a longer period to prevent repeated applications and costs. Any tenant

## CUSTOMER SERVICES SCRUTINY COMMITTEE

who failed to allow access after an injunction would be found in contempt of court.

The Assistant Director of Housing Management & Enforcement was optimistic that for 2024/25, the Council would achieve 100% compliance.

Moved by Councillor Vicky Waplington and seconded by Councillor Phil Smith

**RESOLVED** 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

*The Assistant Director of Housing Management & Enforcement left the meeting.*

### **CS47-24/25      REVIEW OF EFFECTIVENESS OF COUNCIL'S WASTE COLLECTION AND DISPOSAL EDUCATION - (POST SCRUTINY MONITORING UPDATE)**

The Scrutiny Officer presented the report to the Committee.

The Committee had agreed to undertake a Review of Effectiveness of the Council's Waste Collection and Disposal Education (the 'Review') as part of the 2023/24 Work Programme.

This was the first 6 month interim report after submission to the Executive.

Attached at Appendix 1 was the Executive's response to the Review. Attached at Appendix 2 was the Post Scrutiny Monitoring Report.

The Committee had put together 11 recommendations: 2 had been completed; 2 extended to achieve; and 7 were on track.

Key achievements included:

- Publishing recycling-related content in InTouch magazine (including features on green bins, food waste, and clothing recycling);
- Successfully airing educational segments on Bolsover TV (covering topics like damaged bins and recycling statistics);
- Launching a bi-weekly e-newsletter that included regular waste disposal education for residents;
- Uploading the burgundy bin diagram to the Council's website and introducing an A-Z guide on recyclable items; and,
- Creating animated recycling adverts for digital screens in market towns (to promote recycling awareness).

The reasons for the non-implementation of recommendations included:

- The redesign of the bin calendar and recycling guide was still under discussion with the new Assistant Director for Streetscene, Community Safety and

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Enforcement (leading to a reassessment of the design approach and a delayed timeline);

- Additional planning and consultations were required for several recommendations;
- Educational materials were still being finalised (with design and content undergoing review to ensure accessibility and clarity); and,
- Few schools had responded to offers for recycling education visits (hindering outreach efforts).

A further report would be provided in 6 months.

A Member stated the progress made was really positive. To a question on the efforts to attend schools, the Assistant Director for Streetscene, Community Safety and Enforcement noted other local authorities were experiencing the same issue with schools' time availability.

The Deputy Leader shared she was pleased the Assistant Director for Streetscene, Community Safety and Enforcement had been recruited and that while the leaflet designs had certainly improved, she felt they also possibly remained too busy. The Assistant Director for Streetscene, Community Safety and Enforcement agreed to coordinate with the Scrutiny Officer to see if further improvements to the leaflets could be made.

To a question on the future food waste bins being deployed in 2026, the Assistant Director for Streetscene, Community Safety and Enforcement informed that the food waste collection vehicles would arrive later in 2025 and that this already meant the Council was ahead of many other local authorities.

New documentation would be provided to inform customers of the new legislation – the Council would likely be able to hit the ground running when food waste started being collected.

To a further question on ensuring the correct disposal of food waste, the Assistant Director for Streetscene, Community Safety and Enforcement informed the enforcement of correct food waste disposal was being investigated. However, enforcement was costly in time and resources – it was better to educate and persuade customers first with documentation that was easy to understand.

To a question on the input of customers in the creation of the new documentation, the Deputy Leader noted legibility and style was important – the Council had multiple customer focus groups and one of these could be utilised to review the documentation.

The Committee briefly discussed the need to persuade customers on why it was important to collect food waste from both environmental and financial perspectives. It was also important to ensure customers knew the collection of food waste had been mandated by the UK National Government.

Finally, it was also important to use all the Council's communication channels to inform customers of the new recycling regime (e.g., Bolsover TV, InTouch magazine, etc.).

To a suggestion on quantifying the financial benefits of correct food waste collection, the Scrutiny Officer informed the Council's Communications team were working on such articles and going further than the Committees recommendations – customers could be as informed as the Council could hope to achieve.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Moved by Councillor Amanda Davis and seconded by Councillor Vicky Waplington

**RESOLVED** that: 1) Scrutiny Members note the progress against the review recommendations;

- 2) Scrutiny Members acknowledge any exceptions to delivery and clarify the additional action required by the service;
- 3) Scrutiny Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution;
- 4) 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

### **CS48-24/25      CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2024/25**

The Scrutiny Officer presented the Work Programme 2024/25 attached at Appendix 1.

One Committee meeting remained in 2024/25, and the Domestic Abuse Policy had been moved to that meeting.

Moved by Councillor Louise Fox and seconded by Councillor Amanda Davis

**RESOLVED** that the work programme be noted.

The formal part of the meeting concluded at 10:42 hours and Members then met as a working party to continue their review work. The working party concluded at 11:20 hours.



The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

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

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

**Published on: 13th March 2025**

## INTRODUCTION

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

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

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

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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.

51 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
UK Shared Prosperity Fund 2025/26	Chief Executive by way of Delegated Power	10th March 2025	Report of the Portfolio Holder for Leader of the Council	Chris Fridlington, Director Economic Development	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open
UK Shared Prosperity Fund 2025/26	Chief Executive by way of Delegated Power	10th March 2025	Report of the Portfolio Holder for Leader of the Council	Chris Fridlington, Director Economic Development	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 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.
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## **BOLSOVER DISTRICT COUNCIL**

### **Meeting of the Customer Services Scrutiny Committee on 31<sup>st</sup> March 2025**

### **Compliments, Comments and Complaints Report 24/25 1<sup>st</sup> October 2024 to 31<sup>st</sup> December 2024**

### **Report of the Portfolio Holder for Health & Wellbeing**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Lesley Botham Customer Service, Complaints & Standards Manager

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

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st October 2024 to 31st December 2024.
- To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

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### **REPORT DETAILS**

#### **1. Background**

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

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

##### **2.1 Customer Service Standards**

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

### 2.1.1 Revenues & Benefits (Appendix 1)

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

Revenues achieved **92%** for Q3.

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

Benefits achieved **96%** for Q3.

### 2.1.2 Contact Centres (Appendix 1)

#### Telephones

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

Contact Centres achieved **80%** for Q3 (**16,456** calls answered).

#### E-mails

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

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

For this reporting period, 1<sup>st</sup> October 2024 to 31<sup>st</sup> December 2024:

- **7349** email enquiries (in Q3) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- **100%** were acknowledged within one working day.
- **100%** were replied to in full within 8 working days with 23 emails over target 8 working days for Q3.

#### Live Chat

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

Contact Centres achieved **90%** for Q3 (580 chats answered out of 624).

#### Face to Face

Next Face to Face monitoring scheduled 13/05/25

### 2.1.3 Corporate Telephone Standard (Appendix 2)

**Target - 90% to be answered within 20 seconds.**

Appendix 2 shows the performance between 1<sup>st</sup> October 2024 and 31<sup>st</sup> December 2024 by quarterly period.

The report identifies Q3 **93%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is above standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Governance, Environmental Health and Health & Safety.

### **Target – 10% Unanswered Calls (Abandoned).**

Appendix 2 shows the performance between 1<sup>st</sup> October 2024 and 31<sup>st</sup> December 2024 by quarterly period. The report identifies Q3, **8%** of incoming calls direct to service areas are not being answered which is within the target, service areas not meeting target are highlighted on Appendix 2.

## **2.2 Compliments, Comments and Complaints**

### Compliments

Appendix 3 (A) shows the number of compliments received for the period by department. In total **84** compliments were received during Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2024. Compliments were received from customers who appreciated excellent service.

Go Active Customer Feedback Form  
Compliments recorded Q3 - **20**

### Comments

Appendix 3 (B) shows the number of written comments received for the period Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2024, **5** comments were received and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active Customer Feedback Form  
Comments and suggestions Q3 - **15**

### Complaints

#### Stage 1 Complaints

Appendix 3 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **58** stage 1 complaints Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2024 and **3** M.P. enquiry during this same period.

Customer Services have communicated with the MP's Office to ensure that they are able to signpost the constituent to the appropriate organisation and have provided them with the Complaints policy (for out of scope issues). This information has led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.

**100%** stage 1 complaints and **100%** M.P. enquiries were responded to within our customer service standard of 10 working days.

Go Active have removed the 'complaint' option on their Customer Feedback Forms to ensure all complaints are logged through the Complaints system so these can be monitored by the Complaints team.

### Stage 2 Complaints

Appendix 3 (E) shows the number of stage 2 complaints received for the period by department. These are complainants who have already made a stage 1 complaint and still feel dissatisfied. During this period **13** stage 2 complaints were received.

**100%** stage 2 complaints were responded to within our customer service standard of 20 working days.

### Ombudsman

**0** complaints have been received from the Ombudsman for Q3 1<sup>st</sup> October to 31<sup>st</sup> December 2024.

### Service Improvements

In April 2024, the Compliments, Comments and Complaints Policy was amended to reflect the Housing Ombudsman and Local Government Ombudsman new Complaint Handling Codes. Within this code, the Ombudsman has requested that the Council identifies and records service improvements as a result of complaints. The following service improvements have been identified in Q3:

Reference Number	Description	Improvement
7442 (Compliment)	Thanked the Grounds Maintenance team for clearing a walkway following a river bursting its banks.	The footpath has been checked on Derbyshire County Council's and Nottingham Council's mapping portal and neither show it as an adopted footpath. Given the established link for pedestrians the Grounds Maintenance team have added it to their pre-planned sweeping/cleansing programme.
7405 (Comment)	Customer would like the Council to consider allowing a few more weeks of the green bin collection due to	Next year the green bin collections are being extended by a week. Last collection for calendar A will be 21.11.25 and calendar B 14.11.25.

	the leaves falling late again this year.	
7424 (Comment)	Tenant has raised the importance of keeping tenants fully informed regarding what happens during appointments. Tenant made two repair appointments on one day that couldn't be carried out together but the tenant did not know that from information given.	Amended the gas safety check letter to advise that both gas and electric will need to be switched on and amended the electrical safety check letter to advise the electric will need to be switched off for a short period.
7444 (Comment)	Customer would like somebody from the Grounds Maintenance team to contact them regarding recent contact regarding dog waste on pavements they have reported on several occasions.	The Grounds Maintenance team will look to get additional dog waste signage put up and explore the possibility of extra enforcement along the road. Asked the area team to be more vigilant around the area to help remove any fouling as soon as possible.
BDC651477277 (Complaint)	Customer complained about the way the refuse lorry was driving and obstructing the road	The Refuse Driver has been asked to be more considerate in the future when parking to not obstruct roads.
7345 (Complaint)	Customer has complained regarding an appointment date error.	The system has been updated to ensure that all jobs are locked to a date and the specific Operative.
7351 (Complaint)	Customer is unhappy about the way a repair is being dealt with and is not happy with the communication.	The Repairs team must double check the appliance type in properties to ensure the correct Operatives and tools are taken to jobs.
BDC655400418 (Complaint)	Clear plastic bag of clothes and shoes presented with burgundy bin but not taken by the bin crew.	The Burgundy Bin Crew have been reminded of additional items they should be taking with the waste in the bin.
7366 (Complaint)	Customer has advised an invoice was sent to them in error and now payment has been taken from their account.	A checklist has been generated by the Property Services Team to follow when tenancies have changed. The Property Services Team have requested additional guidance and training from the Finance Team for using a new spreadsheet, the Finance Team have cascaded and implemented this with immediate effect.

7370 (Complaint)	Customer is not happy about being asked to leave the café at the Arc.	The Swimming Teacher has been reminded of appropriate behaviour at work.
BDC657421598 (Complaint)	Customer reported weeds from Council land coming into their property no action has been taken after 2 months.	Job tickets will present to the Contact Centre when the Grounds Maintenance team update the case notes which allow Customer Advisors to contact the customer with updates. This may be in cases where the Department haven't been able to make contact, passed to another authority, work has been assigned or a customer has requested information.
7375 (Complaint)	Customer has not had heating for several weeks despite making reports.	The Gas Engineer has been spoken with regarding the importance of informing the Office of any further works required.
7385 (Complaint)	Customer is not happy that they have received two reminder notices when they believe their account is in credit.	The Revenues Department will look at how their letters are addressed and see if the salutation can be altered.
BDC665869382 (Complaint)	Black bin was only half emptied.	Half emptied bins will now be offered on the mop up round as a gesture of goodwill but will be monitored in case of misuse to receive more collections.
7446 (Complaint)	Customer has complained regarding the Health and Safety policy for the leisure facilities	The H&S department have requested that the H&S Policy Statement is displayed in both leisure centres and a copy of the Policy is kept behind reception.
BDC669027876 (Complaint)	Customer has complained that the Refuse Crew did not clear up the contents on the bin that were spilt on collection.	The Streetscene Co-ordinator will ensure that all Refuse Crews have a brush and shovels on lorries.
7462 (Complaint)	Customer complained about the way the Repair Operator carried out the repair.	The Repairs Operative in question will be given further training procedures and expectations for customer services and working practices.
7463 (Complaint)	Customer is not happy they were given information regarding a grant and then heard nothing further.	The Housing Options Team must ensure that any landlord is contacted with updates/information if grants cannot be progressed.

7485 (Complaint)	The customer is not happy that they were advised to leave recycling outside on collection day until their bin had been delivered and it has not been collected. They are also unhappy with the attitude of the Customer Advisor they spoke with.	CIS scripts for new builds will be reviewed to ensure the information stated for the Customer Advisor is correct regarding the waste they can present.
7299 (Complaint)	Customer has advised they wish to escalate their complaint regarding the behaviour of the Community Enforcement Rangers	Changed the wording of the acknowledgement template that the Council is responsible for 'responding to' the points raised in the complaint for customers clarity.

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

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

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

- 4.1 None

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### **RECOMMENDATION(S)**

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

Approved by Councillor M Dooley, Portfolio holder for Health & Wellbeing

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### **IMPLICATIONS:**

<b><u>Finance and Risk</u></b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Details:</b>		
<p>Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.</p>		
On behalf of the Section 151 Officer		



<b><u>Legal (including Data Protection)</u></b>			Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Details:</b>				
<p>The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.</p>				
On behalf of the Solicitor to the Council				
<b><u>Staffing</u></b>				
Yes <input type="checkbox"/>			No <input checked="" type="checkbox"/>	
<b>Details:</b>				
<p>Not applicable as the report is to keep Elected Members informed.</p>				
On behalf of the Head of Paid Service				
<b><u>Equality and Diversity Impact and Consultation</u></b>			Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Details:</b>				
<p>Not applicable as the report is to keep Elected Members informed.</p>				
On behalf of the Information, Engagement and Performance Manager				
<b><u>Environment</u></b>				
Yes <input type="checkbox"/>			No <input checked="" type="checkbox"/>	
<p>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <i>(Please speak to Richard Winter, Climate Change Officer, for advice)</i></p>				
<b>Details:</b>				
<p>Any complaints linked to environmental issues are dealt with in line with our policies</p>				

## **DECISION INFORMATION**

<input type="checkbox"/> <b>Please indicate which threshold applies:</b>	
<b>Is the decision a Key Decision?</b> 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"/>
<b>Revenue (a)</b> Results in the Council making Revenue Savings of £75,000 or more or <b>(b)</b> Results in the Council incurring Revenue Expenditure of £75,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
<b>Capital (a)</b> Results in the Council making Capital Income of £150,000 or more or <b>(b)</b> Results in the Council incurring Capital Expenditure of £150,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
<b>District Wards Significantly Affected:</b> <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 <b>All</b> if all wards are affected:	All <input checked="" type="checkbox"/>
<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Consultation carried out:</b> <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Leader</b> <input type="checkbox"/> <b>Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	

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

**DOCUMENT INFORMATION:**

<b>Appendix No</b>	<b>Title</b>
1.	Customer Service Standards monitoring 01/10/24 to 31/12/24
2.	Telephony performance 01/10/24 to 31/12/24
3.	Compliments, Comments and Complaints:  A. Compliments by department 01/10/24 to 31/12/24  B. Comments by department 01/10/24 to 31/12/24  C. Stage 1 complaints 01/10/24 to 31/12/24  D. Stage 2 complaints by department 01/10/24 to 31/12/24  E. M.P Enquiries 01/10/24 to 31/12/24

<b>Background Papers</b>
<b><i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i></b>
<b>None</b>

DECEMBER 2024

APPENDIX 1 – Customer Service Standards Monitoring 01/10/24 – 31/12/24.

Key Customer Service Standards - Performance Monitoring - 2024/2025															
	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
Period	No. of Incoming Calls Answered (Direct Dial)	% of Calls Answered within 20 Seconds	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Live Chats Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
2024 Target		90%		80%	70%	80%		100%	100%		90%		100%		100%
April to June	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	100%	32	100%
Quarter 1 Cumulative	23,767	89%	19,337	72%	81%	95%	8,529	100%	100%	822	90%	86	96%	32	100%
July to September	22,243	92%	18,364	77%	87%	94%	8,383	100%	100%	737	89%	99	98%	1	100%
Quarter 2 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%
October to December	15,199	93%	16,456	80%	92%	96%	7,349	100%	100%	624	90%	58	100%	3	100%
Quarter 3 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%
January to March															
Quarter 4 Cumulative	46,010	91%	37,701	75%	84%	95%	16,912	100%	100%	1,559	90%	185	99%	33	100%

## APPENDIX 2 –Telephony Performance 01/10/24 – 31/12/24

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

[illegible]

2024/25 Q3 & Q4 Oct to Mar Unanswered Calls (Abandoned)	Q3						Q4					
Target – 90% to be answered within 20 seconds Target – 10%	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Department (by directorate)												
Services												
Services Director Executive, Governance, Customer Services & Partnerships	8	3	3	100%	5	63%						
Customer Services	105	93	86	92%	12	11%						
HR & Payroll	226	191	188	98%	35	15%						
Partnership Team	21	2	2	100%	19	90%						
Communications	93	86	86	100%	7	8%						
Executive												
Services Director Finance & Section 151 Officer	13	13	13	100%	0	0%						
Finance & Accountancy	72	66	65	98%	6	8%						
Revenues & Benefits	3453	3439	3181	92%	14	0%						
ICT	234	205	203	99%	29	12%						
Audit												
Services Director Corporate & Legal Services and Monitoring Officer	30	28	28	100%	2	7%						
Elections	111	92	88	95%	19	17%						
Governance	34	19	16	84%	15	44%						
Legal	6	4	4	100%	2	33%						
Procurement	39	33	32	96%	6	15%						
Performance & Improvement	34	28	28	100%	6	18%						
Scrutiny	32	24	22	91%	8	25%						
Total	4511	4326	4045	94%	185	4%	0	0	0	#DIV/0!	0	#DIV/0!

[illegible]



### Appendix 3 (A) Compliments by Department 01/10/24 – 31/12/24

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

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Nov-24	2	Clowne	Thanked the Customer Advisor for their politeness and swift action, they were very helpful.	Customer Services	5
			Thanked the Customer Standards and Complaints Officers for all their help with monitoring the ongoing issues with Property Services and for being a point of contact for any points the tenant wanted to raise.		
	1	Creswell	Thanked the Customer Advisor for being helpful and stated they were 10 out of 10.		
	1	South Normanton	Customer wished to thank everybody at the Council who has helped them during the rehoming process.		
	1	Whitwell	The Customer Advisor was very pleasant, polite and made the customers day.		
	1	Pleasley	Advised that the Pest Control Officer and Technical Support Officer had incredible customer service and were kind and empathetic.	Environmental Health	1
	1	Blackwell	Customer has thanked the Housing Department for helping them to arrange carpets being fitted, it's made such a difference, feels like a home and reduced heating bills. It's made a positive difference to the family's circumstances.	Housing	6
	1	Creswell	Customer thanked the Housing Services Manager for organising for the locks to be changed, they now feel safe again.		
	1	South Normanton	Customer wished to thank everybody at the Council who has helped them during the rehoming process.		
	3	Unknown	Thanked the Community Enforcement Rangers for attending their property they feel a lot safer now.		
			Customer has complimented the Housing Options Officer for all their help in getting them a home.		

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer has complimented the Housing Options Team and Housing Allocations Team for all their help in making them feel cared for and supported through their difficult journey.		
	3	Whitwell	Customer was really happy with the repairs that have been carried out over the last year, they think the Council and their contractors are fantastic.	Housing Repairs and Maintenance	3
			The Repairs Operative was friendly, polite, a good worker and understanding of their job.		
			Customer thanked the Repair Operatives who fixed their bathroom light and cleaned out the guttering, they are very appreciated.		
	1	Unknown	Customer believes the Legal Officer deserves positive recognition for their continued efforts and willingness to support everybody. Nothing is ever too much for them and they are always there with a wealth of knowledge and a warm and approachable nature. They have had such a positive impact on the customers team and helped them achieve so much. It is a pleasure to work alongside them and they are truly appreciated.	Legal	1
	2	Unknown	Thanked the Planner advising they are greatly indebted for the help and support provided.	Planning	2
			Thanked the Planner for all their help it is really appreciated.		
	2	South Normanton	Customer thanked everyone in the Benefits Team who have assisted them, they have all been very kind.	Revenues	5
			Customer has complimented the Senior Revenues Officer for all their help provided in getting the Council Tax disregard.		
	2	Unknown	Thanked the Senior Revenues Officer for their diligence, help and support.		
			Thanked the Senior Revenues Officer for their support during challenging times, they really appreciate it.		
	1	Whitwell	Thanked the Senior Revenues Officer for their help.		

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Clowne	Customer has complimented that the Refuse Crew carry out invaluable services and are always very pleasant with a smile and wave which the customer appreciates.	Street Scene	2
	1	Pinxton	Thanked the Road Sweeper for doing an amazing job.		
Total compliments for October 2024. Split by department					25
Total compliments for October 2024.					24
Nov-24	1	Unknown	Thanks received for the Communications, Marketing and Design Manager for their story 'Hero Council Officer saves dogs life' and all the information on Bolsover TV. The press work is miles in front of other local authorities.	Communications	1
	1	Barlborough	Customer wanted to thank a Customer Advisor for dealing with a Bulky Waste Collection enquiry in an efficient, professional and friendly way and for all the Customer Advisors for always providing excellent customer service.	Customer Services	5
	1	Clowne	Thanked the Customer Advisor that helped them complete a Housing Application, stated they were brilliant.		
	1	Creswell	Customer thanked a Customer Advisor who provided a 5 star service. The Customer Advisor called the customer to resend the email which they thought was very helpful.		
	1	Out of Area	Customer thanked the Customer Advisor and Complaints Officer for how quickly they worked together to try and resolve the issue, they were really impressed.		
	1	Unknown	Thanked the Customer Advisors for the job they do, advised it means a lot having them to those in need and its appreciated.		
	1	Bolsover	Thanked the Pest Control Officer who has been very helpful, informative, friendly and professional.	Environmental Health	1
	4	Unknown	The customer thanked the Housing Options Officer for all their help getting back into some accommodation, they appreciate it very much.	Housing	4

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer has thanked the Housing Options and Housing Allocations Team for all their help, they have made a stressful time much easier for the customer.		
			Customer wanted to thank Housing Options Team for how wonderful and amazing they were in helping get everything quickly together.		
			Customer wanted to thank the Temporary Accommodation Officer for making the customers stay great and even helping them with their next move.		
	1	Barlborough	Customer wanted to thank the amazing Repairs Operatives who fitted the new boiler, all of them were lovely and cleaned up after themselves leaving no mess.	Housing Repairs and Maintenance	7
	1	Blackwell	Customer thought the two Repairs Operatives did their job so well. They were brilliant, efficient, friendly and mindful of being in someone else's house.		
	1	Creswell	Customer was really impressed with the service received from two Repairs Operatives. They were really polite, friendly and professional.		
	2	Glapwell	Thanked the Repairs Operatives who did a fantastic job replacing their radiators. The customer was in the building trade all their life and knows a really good job when they see it.		
			Customer wanted to thank the Repairs Team for such an efficient service and was very happy with the work the Repairs Operative did and that they cleaned up after themselves.		
	1	New Houghton	Thanked the Repairs Operative who repaired their fence they did a very good job, was kind and very informative.		
	1	Pinxton	Customer wanted to thank the Repairs Department for their new outhouse floor.		
	1	Out of Area - Peterborough	Customer thanked the Planner for supporting them through their application.	Planning	5

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	4	Unknown	Customer thanked the Planner for all of their help.		
			Customer thanked the Principal Planner for their help and valuable time. The service received was extremely professional, efficient and the Officer went far and beyond to get the work done quickly.		
			Customer said the Principal Planner was a star and thanked them for turning the application around so quickly.		
			Customer thanked the Principal Planner for their help and valuable time and stated they were good at what they do. The service received was extremely professional, efficient and the Officer went far and beyond to get the work done quickly.		
	1	Shirebrook	Customer has thanked the Senior Revenues Officer for all their help with a matter.	Revenues	1
	1	Barlborough	Gave thanks to the Grounds Maintenance Team for works carried out, they customer states they did a great job, were friendly and really helpful.	Street Scene	8
	1	Bolsover	Thanked the Refuse Crew for attending as promised, they were very polite and thorough, also thanked the kind and polite Refuse Co-ordinator who solved their issue yesterday.		
	1	Clowne	Customer had a very informative chat with the knowledgeable Waste Promotions Officer. They turned something the customer believed was complex into plain English and made the customer feel better.		
	1	Elmton	Wanted to compliment a Refuse Operative they see regularly who is very kind. They came to check all was ok when they saw the front door had been left open and another time offered to help carry shopping when the resident was struggling.		
	1	Pinxton	Customer thanked the Grounds Maintenance Team who have done a brilliant job of cutting down a tree and leaving the area tidy.		

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	2	South Normanton	Thanked the Street Cleansing Operatives for doing a great job. Also thanked the Grounds Maintenance Team for taking a proactive approach considering this area for the future.		
			Customer wanted to thank the bin men for taking the bin off the drive and always going above and beyond. Nothing but praise for the bin men!		
	1	Whitwell Common	Complimented the Refuse Crew who are always quick and efficient. Also complimented the Grounds Maintenance Team for how they deal with the fly tipping as this is carried out well and efficiently.		
Total compliments for November 2024. Split by department					32
Total compliments for November 2024.					32
Dec-24	1	Unknown	Thanked the Communications Team for their support using the digital screens, which were an enormous help.	Communications	1
	1	Hodthorpe	Wanted to feedback that several Customer Advisors have been very helpful.	Customer Services	1
	1	Bolsover	Customer wanted to state that an Environmental Health Officer has been very proactive in pursuing those responsible for fly tipping.	Environmental Health	1
	1	Blackwell	Customer passed on their thanks for the professional and amazing service they received from the Housing Allocations Assistant.	Housing	4
	2	Bolsover	Customer thanked everybody who looked after and helped their mum. The felt safe with their pendant on.		
			Customer has given thank you gifts for 3 Community Enforcement Rangers and an Antisocial Behaviour (ASB) Officer for their help in an ASB case.		
	1	Unknown	Customer thanked the Housing Services Manager for being very helpful throughout their enquiries.		
1	Clowne	Customer wanted to thank the Repairs Teams efficiency for attending their repair one day after it was reported.	Housing Repairs and Maintenance	5	

Q3 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	2	Creswell	Customer wanted to pass on their appreciation to the Repairs Operative who repaired a leak at their property. They did a fantastic job, worked very hard and there was no mess.		
			Wanted to say a big thanks to the Repairs Team who have been so prompt with their small repair.		
	1	Glapwell	Customer wanted to sing the Repair Operatives praises, they did an amazing job, were very professional and was a lovely person.		
	1	Langwith	Customer advised the Repairs Operative who has visited their property on a few occasions is always polite, good at their job and cleans up after themselves.		
	1	Creswell	Customer thanked the two Engineers who came to unblock the drain, they did very well.	Property Services	1
	1	New Houghton	Thanked the Senior Revenues Officer for their help and said they had been an absolute star.	Revenues	4
	3	Unknown	Has thanked the Senior Revenues Officer for their efforts and time to deal with their issue, they are beyond grateful to them.		
			Customer thanked the Senior Revenues Officer with all their help dealing with Small Business Rates Relief.		
	2	Blackwell	Customer thanked the Senior Revenues Officer with their help dealing with Business Rates Relief.	Street Scene	11
			Customer wanted to advise the Grounds Maintenance Team clearing their neighbours garden and cutting the hedge are doing a fantastic job.		
	1	Bolsover	Thanked the Grounds Maintenance Team for the lovely job they have done on their hedges and garden today, they are really grateful. Everything has been swept and tidied up.		
			Wanted to thank the Refuse Team for the easy to use bulky waste collection facility. It is a fast and efficient service with a reasonable charge which is much easier than paying for a registered waste carrier.		

Q3 Compliments 2024/25								
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department			
	1	Clowne	Customer thanked two Grounds Maintenance Operatives who tended some conifer trees, exceeded expectations and were professional craftsman. They were also very polite and efficient.					
	1	Pleasley	Thanked the Grounds Maintenance Team for clearing a walkway following a river bursting its banks. Advised the work completed was outstanding and the area looks wonderful. Included their appreciation for the Council adding this area to the routine cleaning programme.					
	1	Shuttlewood	Thanked the Grounds Maintenance Team for being so prompt clearing the leaves this morning.					
	1	Tibshelf	Customer wanted to say they were very grateful for the Refuse Operative who came to their garden after they slipped and would like to thank them.					
	4	Unknown	Thanked the Grounds Maintenance Team for clearing a walkway following a river bursting its banks.					
			Customer thanked the Grounds Maintenance Operatives for doing a great job, making a real difference to the site and making it look much better.					
			Thanked the Grounds Maintenance Operatives for making the site look a lot better and for doing an amazing job.					
			Wanted to give a massive thank you to the Grounds Maintenance team who have done a brilliant job with cutting their fathers trees which will make their life much easier.					
	Total compliments for December 2024. Split by department					28		
	Total compliments for December 2024.					28		
Total compliments for Q3 2024-2025. Split by department					85			
Total compliments for Q3 2024-2025.					84			



### Appendix 3 (B) Comments by Department 01/10/24 – 31/12/24

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

Q3 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Total comments for October 2024. Split by department					0
Total comments for October 2024.					1
Nov-24	1	Hardstoft	Customer wanted to advise the Communications Team that the village of Hardstoft does not receive the InTouch magazine.	Communications	1
	1	Bramley Vale	Tenant has raised the importance of keeping tenants fully informed regarding what happens during appointments. Tenant made two repair appointments on one day that couldn't be carried out together but the tenant did not know that from information given.	Housing Repairs and Maintenance	1
	1	Pleasley	Customer would like the Council to consider allowing a few more weeks of the green bin collection due to the leaves falling late again this year.	Street Scene	1
Total comments for November 2024. Split by department					3
Total comments for November 2024.					3
Dec-24	1	Unknown	Customer feels that a customer should be informed of the investigation outcome following completion of an accident report form.	Health and Safety	1
	1	Bolsover	Customer would like somebody from the Grounds Maintenance team to contact them regarding recent contact regarding dog waste on pavements they have reported on several occasions.	Street Scene	1
Total comments for December 2024. Split by department					2
Total comments for December 2024.					2
Total comments for Q3 2024-2025. Split by department					5
Total comments for Q3 2024-2025.					5

# APPENDIX 3 (C) – Stage 1 Complaints by Department 01/10/24 – 31/12/24

Please note that some Stage 1 complaints were for 2 or more departments.

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-24	1	Out of Area - Alfreton	Customer is not happy with the way an Environmental Health disrepair claim has been handled.	Environmental Health	1
	1	Out of Area - Mansfield	Customer has advised an invoice was sent to them in error and now payment has been taken from their account.	Finance	2
	1	Whitwell	Customer is unhappy as a claim with the Council's insurance has not been resolved within 20 working days		
	1	Shirebrook	Customer is unhappy with the way the warden is treating a tenant	Housing	3
	1	Whaley Thorns	Customer is unhappy about the housing application being closed		
	1	Whitwell	Customer would like to raise a complaint regarding a decision made by the Council to install a fence between their property and the property next door.		
	1	Bramley Vale	The customer is unhappy with the behaviour of the contractors	Housing Repairs and Maintenance	10
	1	Clowne	The Council is unhappy that carbon monoxide was not detected sooner.		
	2	Creswell	Customer has complained regarding an appointment date error.		
			Customer is not happy with the standard of repair carried out by the Council's contractor.		
	1	Glapwell	Customer has not had heating for several weeks despite making reports.		
	3	Shirebrook	Customer complained because they were given the wrong timescales for a repair to their roof.		
			Customer is unhappy about the way a repair is being dealt with and is not happy with the communication		
			Customer has advised that they have lots of serious repairs which the Council are yet to complete.		
	1	South Normanton	Customer is not happy with the availability dates for an inspection.		

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	Customer would like to raise a complaint regarding a decision made by the Council to install a fence between their property and the property next door.		
	1	Out of Area - Essex	The customer is unhappy with the actions taken by the Council's Senior Valuer.	Legal	1
	1	Shuttlewood	Customer is not happy about being asked to leave the café at the Arc	Leisure	2
	1	Unknown	Customer is unhappy with their son's progress during swimming lessons.		
	1	Unknown	Customer has accused the Planning Department of misconduct.	Planning	1
	1	Bramley Vale	Fence was broken and not replaced properly following some work done on the tenant's property	Property Services	3
	1	Newton	The Council's former contractor did not attend planned appointments.		
	1	Out of Area - Mansfield	Customer has advised an invoice was sent to them in error and now payment has been taken from their account.		
	1	Out of Area - Oxfordshire	Customer has received a Council Tax bill for a property they have not owned in several years.	Revenues	2
	1	Unknown	Customer is not happy with the wording of the Council Tax reminder notices or the delivery timescale.		
	1	Barlborough	Customer is unhappy that the assisted bin collection is being returned 30 ft away from the gate where it is presented.	Street Scene	12
	2	Bolsover	States that a Council Officer was driving dangerously/.		
			Customer has made multiple reports their bin isn't being returned to its correct location.		
	2	Clowne	Customer reported weeds from Council land coming into their property no action has been taken after 2 months.		
			Extra recycling not taken with the collection of the burgundy bin		
	2	Creswell	Customer complained about the way the refuse lorry was driving and obstructing the road		
			The customer is unhappy with the green bin keep being missed		

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Glapwell	Customer ordered their new bins in August and still has not had these delivered despite them being chased.		
	1	Langwith Junction	Clear plastic bag of clothes and shoes presented with burgundy bin but not taken by the bin crew		
	2	South Normanton	Customer complained that their burgundy bin is not returned to the correct location.		
			Customer is unhappy that only a small amount of their excess recycling has been taken.		
	1	Tibshelf	Customers green bin has been missed on numerous occasions.		
Total Stage 1's for October 2024. Split by department					37
Total Stage 1's for October 2024.					35
Nov-24	1	Out of Area - Mansfield Woodhouse	Customer wishes to complain that the Housing Allocations Manager has not returned their telephone call.	Housing	2
	1	Shirebrook	Customer has requested a report from the Housing Allocations Team but has not received a response.		
	2	Clowne	Customer has complained about the swimming party guidelines.	Leisure	2
			Customer is not happy with the Leisure Officer's choice of wording.		
	1	Unknown	Customer has complained about a lack of health and safety measures at a Council car park.	Property Services	1
	1	Unknown	Customer is not happy that they have received two reminder notices when they believe their account is in credit.	Revenues	1
	2	Clowne	Customers bins keep being missed.	Street Scene	7
			Black bin was only half emptied.		
	1	Hodthorpe	Customer has an ongoing issue of their bins not being returned to the correct location.		
	1	Pinxton	Customer has complained that no action had been taken regarding their complaint against a commercial premises.		
2	South Normanton	Customer has disputed their bin was too heavy, they are not happy they have not received a visit or call from the Refuse Department.			

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customers has been advised that they must pay for a new black bin but they believe the bin went into the refuse lorry.		
	1	Whitwell	Customer is not happy they have to wait until the mop up round for their bins to be collected.		
Total Stage 1's for November 2024. Split by department					13
Total Stage 1's for November 2024.					13
Dec-24	1	Bolsover	The customer is not happy that they were advised to leave recycling outside on collection day until their bin had been delivered and it has not been collected. They are also unhappy with the attitude of the Customer Advisor they spoke with.	Customer Services	1
	1	Unknown	Customer wants to report that Dragonfly have breached a condition of their Planning Application which is destroying wildlife.	Environmental Health	1
	1	Unknown	Customer has complained regarding the Health and Safety policy for the leisure facilities	Health and Safety	1
	1	Unknown	Customer is not happy they were given information regarding a grant and then heard nothing further.	Housing	1
	1	Bolsover	Customer complained relating to the number of repairs logged regarding the leaking bath and the Plumbers have not resolved the issue.	Housing Repairs and Maintenance	2
	1	Langwith Junction	Customer complained about the way the Repair Operator carried out the repair.		
	1	Unknown	Customer has complained regarding the Health and Safety policy for the leisure facilities	Leisure	1
	1	Unknown	Customer wants to report that Dragonfly have breached a condition of their Planning Application which is destroying wildlife.	Planning	1
	1	Unknown	Customer wants to report that Dragonfly have breached a condition of their Planning Application which is destroying wildlife.	Property Services	1
	1	Unknown	Customer has complained regarding their communication with the Revenues Department.	Revenues	1
	2	Bolsover	Customers bins are frequently missed.	Street Scene	4

Q3 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			The customer is not happy that they were advised to leave recycling outside on collection day until their bin had been delivered and it has not been collected. They are also unhappy with the attitude of the Customer Advisor they spoke with.		
	1	Glapwell	Customer has complained that the Refuse Crew did not clear up the contents on the bin that were spilt on collection.		
	1	Hodthorpe	Customers bin has been missed on multiple occasions in the last couple of months.		
Total Stage 1's for December 2024. Split by department					14
Total Stage 1's for December 2024.					10
Total Stage 1 Complaints for Q3 2024-2025. Split by department					64
Total Stage 1 Complaints for Q3 2024-2025.					58

Appendix 3 (D) MP Enquiries by Department 01/10/24 – 31/12/24

Q3 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Total MP Enquiries for October 2024. Split by department					0
Total MP Enquiries for October 2024.					0
Nov-24	1	Bolsover	Customer would like an update on their reports regarding a noise nuisance from a business premises.	Environmental Health	3
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.		
	1	Scarcliffe	Customer advises their Council tenant neighbours smoking habits is causing them to have health concerns for their children.		
	1	Bolsover	Customer would like an update on their reports regarding a noise nuisance from a business premises.	Housing	3
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.		
	1	Scarcliffe	Customer advises their Council tenant neighbours smoking habits is causing them to have health concerns for their children.		
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.	Property Services	1
	1	Creswell	Customer would like a response to some suggestions made to reduce antisocial behaviour in Creswell.	Street Scene	1
Total MP Enquiries for November 2024. Split by department					8
Total MP Enquiries for November 2024.					3
Total MP Enquiries for December 2024. Split by department					0
Total MP Enquiries for December 2024.					0
Total MP Enquiries for Q3 2024-2025. Split by department					8
Total MP Enquiries for Q3 2024-2025.					3

### Appendix 3 (E) Stage 2 Complaints by Department 01/10/24 – 31/12/24

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

Q3 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-24	1	Bramley Vale	Customer has escalated their complaint to stage 2 regarding receiving a rent arrears letter the day before the rent payment needed to be paid	Housing	2
	1	Whitwell	Customer has advised they wish to escalate their complaint regarding the behaviour of the Community Enforcement Rangers		
	1	Newton	Customer has escalated their complaint as multiple appointments have been cancelled since their original complaint.	Housing Repairs and Maintenance	1
	1	Creswell	Customer would like to escalate their complaint to a Stage 2 regarding the Refuse Team not providing a good collection service as following 2 complaints their recycling side waste was not collected.	Street Scene	1
Total Stage 2's for October 2024. Split by department					4
Total Stage 2's for October 2024.					4
Nov-24	1	Out of Area - Alfreton	Customer has escalated their complaint to a Stage 2 as they feel their issues have been ignored regarding how the Environmental Health team have dealt with a disrepair claim.	Environmental Health	1
	1	Shirebrook	Customer remains dissatisfied as they do not agree with the Stage 1 response. Customer states that the Council promised to do repairs which were not completed and is not happy their Right to Buy does not reflect these repairs needed.	Housing	1



Q3 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer remains dissatisfied as they do not agree with the Stage 1 response. Customer states that the Council promised to do repairs which were not completed and is not happy their Right to Buy does not reflect these repairs needed.	Housing Repairs and Maintenance	1
	1	Unknown	Would like the Council to answer their queries regarding land ownership due to a court case which has used information supplied by the Council.	Legal	1
	1	Clowne	Customer would like to escalate to a stage 2 complaint as they remain unhappy with how they were spoken to.	Leisure	1
	2	Unknown	Customer has requested an FOI Internal Review of their FOI Request regarding an audio file.	Performance	2
			Customer has requested an FOI internal review as believes an exemption has been applied incorrectly on their FOI request regarding ICT contracts on data systems.		
	1	Barlborough	Customer has escalated their complaint regarding their bins being missed and not returned to their correct location. Despite two stage 1 complaints the situation continues.	Street Scene	1
Total Stage 2's for November 2024. Split by department					8
Total Stage 2's for November 2024.					7
Dec-24	1	Whitwell	Customer requested to escalate their complaint as they disagree with the Council's response and is unhappy works have begun.	Housing	2
	1	Shirebrook	The customer would like to escalate their complaint regarding the way their mother is being treated by wardens as they do not feel they have been listened to.		

Q3 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	Customer requested to escalate their complaint as they disagree with the Council's response and is unhappy works have begun.	Housing Repairs and Maintenance	1
Total Stage 2's for December 2024. Split by department					3
Total Stage 2's for December 2024.					2

Total Stage 2's for Q3 2024-2025. Split by department	15
Total Stage 2's for Q3 2024-2025.	13

## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 31<sup>st</sup> March 2025**

#### **Housing Domestic Abuse Policy**

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

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

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

- The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the proposed Housing Domestic Abuse Policy. Committee's comments will be considered prior to Executive approval of the policy.

#### **REPORT DETAILS**

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

- 1.1 The Social Housing (Regulation) Act 2023 received Royal Assent in July 2023, and has introduced significant changes to the Social Housing Sector. It was introduced in order to improve the quality of social housing for tenants by tightening the regulations imposed on the social housing sector.
- 1.2 The Act has given increased powers to the Regulator of Social Housing to carry out inspections of Local Authority Registered Housing Providers, at least every four years to ensure they are meeting the consumer standards. The Regulator also has the power to issue unlimited fines to those that fall below the prescribed standard; fines of which, are uninsurable.
- 1.3 The Regulator for Social Housing has after a period of consultation, published its new set of consumer standards and regulatory approach to deliver a “well-governed social housing sector” which provides quality homes and services for tenants. These four standards are effective from 1<sup>st</sup> April 2024, and all Registered Providers will be expected to meet these.
  1. The Safety and Quality Standard
  2. The Transparency, Influence and Accountability Standard
  3. The Neighbourhood and Community Standard
  4. The Tenancy Standard

- 1.4 The **Neighbourhood and Community Standard** requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes. It also sets out that all Registered Providers must have a policy for how they recognise and effectively respond to cases of Domestic Abuse

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

- 2.1 The proposed Domestic Abuse Policy set out how the Housing department, including Dragonfly Management acting on behalf of the Council, will tackle domestic abuse, support victims and survivors of domestic abuse and hold perpetrators to account.
- 2.2 We understand the serious and enduring impact which can be caused by domestic abuse. Therefore, identifying domestic abuse early and providing support to victims and survivors is a key priority for Housing. This will support us to prevent homelessness and improve the safety and wellbeing of residents.
- 2.3 The Policy explains the role of the Specialist Domestic Abuse Officer, who has expertise in this area and whose role is to work with and support victims and survivors of domestic abuse. It explains in detail and has an accompanying pathway flowchart as to how we will support Council tenants who are affected by Domestic Abuse. As well as how non-Council tenants approaching the Council for housing assistance due to domestic abuse are referred into the Housing Options Team for assistance.
- 2.4 The new policy does not propose any changes to the operational management of domestic abuse cases but does create a need for Domestic Abuse and Safeguarding training to be undertaken for some roles. This will include upon starting a position as well as regular training to ensure these skills and knowledge are maintained.
- 2.5 The Equality Impact Assessment (EIA) will be completed prior to formal approval and adoption of the Policy.

## **3. Reasons for Recommendation**

- 3.1 The Council is required to produce a Housing Domestic Abuse Policy under the revised Consumer Standards.

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

- 4.1 An alternative option would be not to adopt a Housing Domestic Abuse Policy, this is rejected due to the fact that the Council would not be fulfilling its regulatory requirements.

---

## **RECOMMENDATION(S)**

1. That the Customer Services Scrutiny Committee note the proposed Housing Domestic Abuse Policy and provide comments for consideration in its further development.

**IMPLICATIONS:**

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

**Details:** Whilst there are additional training requirements as a result of the adoption of this policy, this can be incorporated within existing corporate training and within the Housing Service training budgets.

On behalf of the Section 151 Officer

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

**Details:** It is a requirement of the Regulator for Social Housing to have a Housing Domestic Abuse Policy.

On behalf of the Solicitor to the Council

**Environment:**                            Yes ☒            No ☒

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

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

**Staffing:**            Yes ☐            No ☒

**Details:** whilst there are additional training requirements as a result of the adoption of this policy, this can be incorporated within existing corporate training and within the Housing Service training budgets.

On behalf of the Head of Paid Service

## DECISION INFORMATION

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

<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input checked="" type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input checked="" type="checkbox"/>	Details: Relevant Portfolio holder Housing Stock Management Group

<b>Links to Council Aims: Customers, Economy, Environment and Housing.</b>
<p>The Housing Domestic Abuse Policy will support the delivery of the following elements of the Council Corporate Plan Bolsover District: The Future 2024-2028 Ambition 2024-2028:</p> <p>Aim: Our <b>Housing</b> by delivering social and private sector housing growth</p> <p>Priorities:</p> <ul style="list-style-type: none"> <li>• Enabling Housing Growth by increasing the supply, quality and range of housing to meet the needs of the growing population Building more, good quality, affordable housing, and <b>being a decent landlord</b></li> <li>• 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</li> <li>• Preventing and responding to homelessness through early intervention and personalised solutions.</li> </ul>

DOCUMENT INFORMATION	
Appendix No	Title
1.	Housing Domestic Abuse Policy

<b>Background Papers</b>
--------------------------

*(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).*

Rpttemplate/BDC/040222



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

**CONTROL SHEET FOR HOUSING DOMESTIC ABUSE POLICY**

<b>Policy Details</b>	<b>Comments / Confirmation (To be updated as the document progresses)</b>
Policy title	Housing Domestic Abuse Policy
Current status – i.e. first draft, version 2 or final version	First draft v1
Policy author (post title only)	Housing Strategy and Development Officer
Location of policy (whilst in development)	S Drive
Relevant Cabinet Member (if applicable)	Portfolio Holder for Housing and Portfolio Holder for Growth
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	Safer Derbyshire, Housing Options team
Final policy approval route i.e. Executive/ Council	Tenants and Customers/ Scrutiny/ Executive
Date policy approved	
Date policy due for review (maximum three years)	2028
Date policy forwarded to Performance & Communications teams (to include on ERIC, and website if applicable to the public)	

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## 1. Introduction

Domestic abuse is a complex crime which anyone can be affected by. The impact of it can last a lifetime, very often, across generations. Tragically, it sometimes leads to the loss of life.

Domestic abuse remains high on the national agenda with the Domestic Abuse Act becoming law in April 2021, extending the definition of Domestic Abuse to include children as victims and survivors. The Government is committed to raising awareness and understanding about the devastating and lasting impact of domestic abuse, further improving the effectiveness of the justice system in providing protection for victims of domestic abuse and bringing perpetrators to justice, as well as strengthening the support for victims and survivors of abuse by statutory agencies.

## 2. Policy Scope

This policy sets out how the Housing department will tackle domestic abuse, support victims and survivors of domestic abuse and hold perpetrators to account.

Dragonfly Management (Bolsover) Ltd, the Council's wholly owned company delivers the repairs and maintenance service on behalf of the Council. This policy applies to Dragonfly officers.

We understand the serious and enduring impact which can be caused by domestic abuse. Therefore, identifying domestic abuse early and providing support to victims and survivors is a key priority for Housing. This will support us to prevent homelessness and improve the safety and wellbeing of residents.

### 2.1 Defining domestic abuse

Bolsover District Council (BDC) Housing department adopts the Government's definition of domestic abuse in the [Domestic Abuse Act \(2021\)](#) and by the Domestic Abuse Housing Alliance (DAHA):

*Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:*

- *Psychological / emotional – e.g. victim-blaming, name-calling, belittling*
- *Physical – e.g. hurting or threatening to hurt physically*
- *Sexual – e.g. forced to take part in unwanted, unsafe or degrading activity*

- *Economic – e.g. restricting finances / access to work, getting a victim into debt*
- *Coercive control – e.g. isolating, monitoring, threats, humiliation*

*The Act also recognises the impact of domestic abuse on those who are 'personally connected' and defines what is meant by this as:  
"...intimate partners, ex-partners, family members or individuals who share parental responsibility for a child."*

There is no requirement for the victim and perpetrator to live in the same household.

The Domestic Abuse Act 2021 recognises that a child who sees or hears, or experiences the effects of, domestic abuse and is related to the person being abused or the perpetrator is also to be regarded as a victim of domestic abuse.

Children living in households where domestic abuse occurs are recognised as victims of that abuse in their own right and our approach reflects this. The safety of all survivors is our priority, and we will inform statutory services where we believe that a child is harmed or at risk due to domestic violence.

We will also make appropriate safeguarding referrals in respect of any vulnerable adult who may also be impacted by the abuse.

### **3. Policy Principles**

#### **3.1 Our Vision**

The Council is committed to the shared vision for Derby and Derbyshire that everyone can live safe lives, without the threat or experience of domestic abuse because it is not tolerated by our residents or our organisations.

#### **3.2 Aims of Policy**

The aims of the policy are identified below:

- Protecting victims and survivors of domestic abuse and preventing homelessness by providing safe and secure accommodation to Bolsover District Council tenants and those who approach the district for housing assistance.
- Promote early intervention through staff training and raising awareness to tackle domestic abuse and prevent further abuse and facilitate the necessary help and support for victims and survivors and their children
- Working in partnership to hold perpetrators to account for their actions in a way that is prompt, decisive and proportionate, with a focus on

rehabilitation and maintaining the safety of the victim and survivor and their children;

- Support the delivery and embedment of DAHA's aims;

Our understanding of need and response to Domestic Abuse will be underpinned by:

- Listening to the voice of victims and survivors,
- Believing victims and survivors and acting protectively
- Learning from local Child Safeguarding Practice Reviews, Safeguarding Adult Reviews and Domestic Homicide Reviews and serious incidents.
- Recognising and responding to the pernicious emotional harm on individuals and communities that can lead to homicide or self-harm
- Empowering victims to make informed choices
- Challenging abusive behaviours of those causing harm
- Collaborating between agencies and with victims and survivors
- Understanding the under representation of certain groups in domestic and sexual abuse
- Being transparent in our decision making
- Being accountable to our communities
- Analysing available data, evidence, service standards and intelligence to improve our response
- Providing leadership to improve our co-operation, processes, maximising our resources and securing investment

A further driver to ensure we have a clear local policy in place is the Regulator of Social Housing's Consumer Standards. Under the Neighbourhood and Community Standard, outcome 1.4 relates to Domestic abuse. Registered providers of social housing must have a policy for how they recognise and effectively respond to cases of domestic abuse. Registered providers must also co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.

### 3.3 Bolsover Ambition 2024-2028

The Council's vision is to maximise our influence and opportunities within the East Midlands Combined County Authority to drive the continued delivery of excellent services, maximise local aspirations and drive economic prosperity for Bolsover District.

This Policy supports three of the four Aims of the Council's Ambition:

- Our **Customers** by providing excellent and accessible services
- Our **Housing** by delivering social and private sector housing growth

- *Building more, good quality, affordable housing, and being a decent landlord.*
- *Preventing and responding to homelessness through early intervention and personalised solutions.*
- Our **Environment** by protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity.
  - *Ensuring all areas, neighbourhoods, and streets in the district, irrespective of housing tenure or type, are places where people want to live, feel safe, and are proud to live.*

There remains a consistently high demand for services and support and an increasing number of repeat referrals. From April 2023 the Council is also recording the number of cases where there is an element of Stalking behaviour present. The Council employs a Specialist Domestic Abuse Officer to support cases identified by both Tenancy Management and Housing Options teams.

### 3.4 Chartered Institute of Housing ‘Make a Stand’

This policy is integral to Bolsover District Council’s pledge to the Chartered Institute of Housing ‘Make a Stand’ campaign with our commitment to:

- Put in place and embed a policy to support residents who are affected by domestic abuse.
- Make information about national and local domestic abuse support services available on our website and in other appropriate places so that they are easily accessible for all residents and staff.
- Put in place or amend a policy to support members of staff who may be experiencing domestic abuse.
- Appoint a Champion at a senior level at Bolsover District Council to own the activity we are doing to support people experiencing domestic abuse.

### 3.5 Derbyshire County Council (DCC)

DCC are the lead commissioner of services across the county and set the wider policy framework for the area within the Derby and Derbyshire Domestic and Sexual Abuse Strategy 2023 – 2026, and the Derby and Derbyshire Domestic Abuse Support in Accommodation Strategy 2021-2024.

Derbyshire currently has the following support services available within the county for victims of Domestic Abuse:

- Independent Domestic Violence Advisor (IDVA) - Dedicated support for high risk victims of domestic abuse.
- Outreach support – individual support for medium risk victims of domestic abuse e.g. Elm Foundation
- Victim Support –support to low risk victims of domestic abuse.

- Multi Agency Risk Assessment Conference (MARAC)
- Specialist Domestic Violence Courts (SDVC)
- Hadhari Nari – Black & Minority Ethnic (BME) specialist service
- Lesbian, Gay, Bisexual & Transgender (LGBT) services
- Children's services – commissioned by Derbyshire County Council to provide support to children experiencing domestic abuse.
- Derbyshire Domestic Abuse Helpline – 24 hour helpline
- Emergency accommodation for those fleeing domestic abuse.

## **4. Policy Statement and Service objectives**

### **4.1 Identifying Cases of Domestic Abuse**

People living in our council homes should not live in fear of violence or abuse. We will take seriously all incidents of domestic abuse; be they single or multiple in nature. We will treat reports of domestic abuse sensitively and confidentially.

Domestic abuse may come to the attention of staff through direct disclosures and by way of potential indicators such as a higher-than-average number of repairs, presenting as homeless or at risk of homelessness due to domestic abuse, abandoned properties, anti-social behaviour complaints and noise nuisance.

Housing and Dragonfly Management staff are well placed to recognise domestic abuse as abuse often takes place in the home environment. Housing staff should therefore be alert to recognise the signs and respond appropriately if someone experiencing abuse asks for advice and support.

The Housing department will raise awareness amongst staff and improve our ability to identify cases of abuse by:

- Providing training and briefings for all Housing and Dragonfly Management repairs staff on domestic abuse. This includes the mandatory domestic abuse training for all Bolsover District Council staff (via BDC Safeguarding training and DCC training on Domestic abuse);
- Ensuring all relevant housing staff will receive training on how to complete a 'DASH' Domestic Abuse Stalking and Honor based risk assessment and to make appropriate referrals following the assessment
- Ensuring all housing staff are familiar with the correct process for responding to victims and survivors who are at high risk of harm, including internal referrals to the Specialist Domestic Abuse Officer to make MARAC (Multi-agency Risk Assessment Conference) referrals
- Attending multi agency meetings to discuss cases of domestic abuse and to agree appropriate actions;



- Ensuring all housing staff are familiar with the correct process for making safeguarding referrals for children and adults at risk where appropriate;
- Dragonfly Management repairs administrators reviewing repairs case notes to identify red flag cases (e.g. damage to doors / windows and frequent lock changes), which may be potential indicators of domestic abuse or criminal damage. Repairs will alert Housing Management to conduct welfare checks on red flag cases;
- Maintenance staff and managers in Dragonfly Management repairs to identify households with a higher-than-average number and cost of repairs and alerting Housing Management to conduct welfare checks;
- Anti-social behaviour team investigating anti-social behaviour or noise complaints that may indicate domestic abuse and alerting Housing Management;
- Creating opportunities to disclose abuse during home visits or assessments either by Tenancy Management or Homeless Prevention. Prompting disclosure will only take place where it is safe to do so (e.g., where the suspected victim and survivor is alone);
- Investigating – through interviewing and asking questions - areas of concern and potential indicators of abuse within cases of people presenting either as homeless or at risk of being homeless (as a result of self-referral or otherwise), to the Homeless Prevention service.

There are multiple and complex barriers that may prevent someone from disclosing their abuse. We will believe all victims and survivors who make a disclosure and therefore will not ask for proof to evidence

## 4.2 Our Support to Council Tenants

The Council has a Specialist Domestic Abuse Officer, who has expertise in this area and whose role is to work with and support victims and survivors of domestic abuse. This post makes referrals to relevant organisations, signposts and supports.

Our support to those affected by domestic abuse will be sensitive to the needs of the individuals circumstances and be victim and survivor focused.

If a report of an incident of domestic abuse is received, staff should first and foremost find out if there is an immediate risk of harm to the individual. The police should be called on 999 if necessary.

Where there is no immediate risk of harm, we will contact the tenant within **48 hours** of receiving the report to discuss the options available to the tenant. The Specialist Domestic Abuse Officer, with consent, will follow the referral pathway determined (see appendices).

If an individual discloses domestic abuse to any member of staff, or a member of staff recognise signs of abuse, we will work together with the victim/survivor to discuss the situation within 48 hours the initial discussion.

We will support survivors of domestic abuse to remain in their home where it is safe to do so but we recognise that there may be instances where alternative accommodation has to be found either on a temporary or a permanent basis.

We will use budgeted resources to provide enhanced security measures in the home. This can include Door Chain, Window Alarms, Window restraining straps, Secure broken windows, Install smoke alarms and/or check existing smoke alarms, and Fireproof letterbox if there is a threat/risk of arson.

We recognise that some survivors of domestic abuse are reluctant to engage us in discussions over their housing situation. This can be for a variety of reasons, including because of fear of (and even love of and loyalty towards) the abuser, lack of knowledge about their options, and distrust of organisations such as the police and the council and having feelings of shame or failure. We will support as far as is reasonably practicable survivors of domestic abuse in seeking a safe and acceptable outcome.

We will support and encourage a survivor of domestic abuse to obtain legal advice on their options in respect of their tenancy. This could include supporting a tenant to end a joint tenancy if the survivor has fled the property, leaving the perpetrator in occupation still.

We will keep consistent, accurate and relevant records. We will share these with permission from the victim/survivor so they do not need to repeat the same information to multiple agencies.

We will work with agencies in their support of tenants in applying for domestic abuse injunctions (including non-molestation orders, restraining orders and occupation orders) where it is appropriate to do so.

We will take a survivor-oriented approach in cases of damage to the property as a result of acts of physical domestic abuse and in respect of the tenant's repairing obligations under our tenancy agreement.

We will aim to ensure we protect someone's security of tenure by granting new, sole tenancies to those wishing to remain in their home were they to end a joint tenancy.

#### **4.3 Support for victims and survivors who are not council tenants**

Non-council tenants approaching the council for housing assistance due to domestic abuse are referred into the Housing Options Team which will be able to assist where the applicant is:

- Eligible – eligibility for homelessness assistance depends on immigration and residence status
- Homeless or Threatened with Homelessness within 56 days

Following the introduction of the Domestic Abuse Act 2021, if an applicant is assessed as Eligible and Homeless as a result of domestic abuse, they will have Priority Need and will be owed a duty to secure temporary accommodation. Offers of accommodation must be safe, suitable and affordable.

All applicants who are Eligible and Homeless/Threatened with homelessness will be provided with a Housing Options Officer who will draw up a Personalised Housing Plan and will take reasonable steps to prevent or relieve homelessness. Under the Homelessness legislation, applicants that are accepted as having a full Homelessness Duty are required to remain in temporary accommodation until the Council secures suitable private rented accommodation or a home is secured through the Housing Register.

As part of the Personalised Housing Plan, the victim and survivor may be referred into specialist domestic abuse agencies, supported to secure emergency accommodation, given advice on sanctuary schemes and/or be signposted to legal advice.

#### **4.4 Perpetrators of domestic abuse**

Our primary concern and duty are for the safety of the victim/survivor and that of their child/children. We will discuss and agree taking action against the perpetrator to minimise any harm or consequence to their personal safety or housing security.

Domestic Abuse is a clear breach of our Tenancy Agreement which states at Section 6 Nuisance and Anti-Social behaviour. At 6.3 (g) *“You must make sure that you, your family, any other people living at your home, friends or visitors to your home do not engage in any form of domestic abuse, including but not limited to coercive or controlling behaviour, physical, sexual, financial or emotional abuse. Such behaviour is unacceptable and will not be tolerated regardless of gender or sexuality.”*

We will take into account the wishes of a survivor of domestic abuse when considering possession action against a perpetrator but we will take possession action against a tenant who has been convicted of an offence relating to domestic abuse.

We will take appropriate legal action against a perpetrator of domestic abuse and will work and co-operate with other organisations such as the police and social services.

#### **4.5 Information sharing and confidentiality**

Staff must treat all domestic abuse cases as confidential and should reassure the victim or survivor of this. Information will only be shared with other agencies with the consent of the victim or survivor and in accordance with the Data Protection Act (2018). Housing has a service level agreement with both Children's Services and Adult Social Care that outlines the procedure for information sharing, and staff should refer to this for guidance. Information must never be shared either directly or indirectly with the perpetrator as this may increase risk to the victim or survivor.

Consent to share information is not needed where there is a safeguarding concern because a person is at risk. Housing staff should notify the relevant safeguarding team and MARAC for cases assessed at being high risk of serious harm and homicide. Safeguarding referrals will be managed sensitively and we will consider the implications of further risk, particularly if family are identified as perpetrators.

Detailed records should be kept on all domestic abuse cases, including information on the outcome (including outcome for housing assistance, safeguarding and any other referrals) and reason for closing each case for monitoring purposes. Housing may also be required to share information with partner agencies (in accordance with the data protection and confidentiality policies).

## **5. Responsibility for Implementation**

### **5.1 Monitoring and Reviewing the Policy**

This policy will be reviewed at least every three years in line with the corporate policy framework. It may be reviewed more frequently as a result of changes in national legislation and local strategic direction.

### **5.2 Awareness and communication of the Policy**

We will use our website to raise awareness about domestic abuse and make clear that we take all reports of domestic abuse seriously, and our officers will always treat victims/survivors with respect and dignity and empower them to make informed decisions.

A copy of this policy will be available on the Councils website, along with clear contact details of who to contact to access help and support, including how to contact the Housing team for tenants and the Housing Options team for anyone at risk of homelessness, as well as links to other relevant support services.

### **5.3 Governance of the Derby and Derbyshire Partnership approach**

The Derby and Derbyshire Domestic and Sexual Abuse Partnership Board (DSA) will establish standing subgroups and structures to drive the work of the Board forward and will establish task and finish groups as required. This includes monitoring of the Domestic and Sexual Abuse Strategy 2023-2026 and the Domestic Abuse Support in Accommodation Strategy 2021-2024. The Council will engage with this structure as required.

Standing subgroups and structures:

- Perpetrators
- DA Best Practice
- DHR Action Plan Group
- Sexual Abuse Operational Group
- Domestic Abuse and Rape Scrutiny Panels
- Victims and Survivors Voice
- Communications and Awareness Raising

## **6. Glossary of terms**

### **Multi Agency Risk Assessment Conference (MARAC)**

MARAC is a multi-agency approach to managing cases of domestic abuse where the victim has been identified as being at high risk of serious harm or homicide. This is a group of highly skilled professionals is coordinated by the police and consists of representatives from the local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors

(IDVAs), probation and other specialists from the statutory and voluntary sector. MARACs were established across Derbyshire in September 2008.

DASH risk assessment

The domestic Abuse, Stalking and Honor based Violence (DASH) Risk Assessment has been used by the Police since 2009. This has been further developed and is used by all professional working with victims and survivors of domestic abuse. The risk assessment makes sure everyone asks the right questions and can accurately assess the level of risk. If the risk thresholds are met, cases are then referred to MARAC.

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## 7. Appendices

### 7.1 National Legislative Framework

- Domestic Abuse Act 2021
- Domestic Violence Disclosure Scheme (Clare's Law)
- Data Protection Act 2018 and General Data Protection Regulations
- Serious Crime Act 2015
- Anti-social Behaviour, Crime and Policing Act 2014
- Protection of Freedoms Act 2014
- Equality Act 2010
- Police and Justice Act 2006
- Child Safeguarding legislation including Children Act 2004
- The Children Act 2004
- Domestic Violence Crime and Victims Act 2004 (s9 implemented in 2011)
- Sexual Offences Act 2003
- Human Rights Act 1998
- Protection from Harassment Act 1997
- The Care Act 1996
- Housing Act 1988
- The Housing Act 1996
- The Family Law Act 1996
- Regulator of Social Housing Consumer Standards
  - Tenancy Standard
  - Neighbourhood and Community Standard

### 7.2 UK Legislation enabling prosecution and sanctions

Although domestic abuse now has a statutory definition, it is not a specific criminal offence. However, there are a number of offences that perpetrators can be prosecuted for depending on the specific acts, such as murder, rape, manslaughter, assault, criminal damage, harassment and threatening behaviour. There are also civil orders to protect people from harmful acts such as harassment, forced marriage and female genital mutilation.

More recent developments in UK legislation include:

- [Domestic Violence Disclosure Scheme \(Claire's Law\), 2014](#): A scheme allowing an individual to ask Police to check whether a new or existing partner has a violent past. A disclosure can be made by the Police if it is legal, proportionate, and necessary to do so.
- [Coercive Control Offence, 2015](#): Victims who experience coercive and controlling behaviour that stops short of serious physical violence, but amounts to extreme psychological and emotional abuse, can bring their perpetrators to justice.
- [Stalking Protections Orders, 2020](#): A civil order that protects victims from stalking, harassment and other unwanted contact.
- The Domestic Abuse Act 2021 introduced a new civil [Domestic Abuse Protection Notice \(DAPN\)](#) to provide immediate protection following a

domestic abuse incident, and a new civil [Domestic Abuse Protection Order \(DAPO\)](#) to provide flexible, longer-term protection for victims.

### 7.3 Local Policy Framework

- Bolsover District Council Domestic Abuse Policy
- [Bolsover District Council Rechargeable Repairs Policy](#)
- [Bolsover District Council Allocations Policy](#)
- Bolsover District Council Tenancy Agreement
- [Bolsover District Council Equalities Plan 2023-2027](#)
- [Bolsover District Council Anti-Social Behaviour Policy](#)
- [Bolsover District Council Safeguarding Policy and Procedures – Protecting Children and Adults at Risk, January 2024](#)
- [Bolsover Community Safety Partnership Plan 2023-2026](#)
- [Bolsover Homelessness and Rough Sleeping Strategy 2022-2027](#)
- [Derbyshire Homelessness and Rough Sleeping Strategy 2022-2027](#)
- [Derby and Derbyshire Domestic Abuse and Sexual Abuse Strategy 2023-2026](#)
- [Derby and Derbyshire Domestic Abuse Support in Accommodation Strategy 2021-2024](#)
- [Derby and Derbyshire Safeguarding Adults Board policy and procedures](#)
- [Derby and Derbyshire Safeguarding Adults Boards Practice Guidance](#)
- [Derbyshire Police and Crime Plan 2021-2025](#)
- Derbyshire Children's Services Service Plan Update, 2020/21
- Derbyshire Community Safety Agreement, 2020 - 2023
- Adult Social Care and Health Service Plan Update, 2020-2021
- Derbyshire Self-Harm and Suicide Prevention Strategic Framework
- Derbyshire Healthcare Trust Strategy Refresh, April 2021
- Joint Derby and Derbyshire Practice Guidance for responding to Adults and Child Victims of Modern Slavery

### 7.4 Partners of the Derby and Derbyshire Domestic and Sexual Abuse Partnership Board (DSA)

- Charities in the Voluntary Sector representing the interests of victims and survivors of domestic and sexual abuse, including children
- Crown Prosecution Service
- Derby and Derbyshire Safeguarding Children Partnership
- Derby and Derbyshire NHS Integrated Care Board (DDICB)
- Derby City Council
- Derbyshire Constabulary
- Derbyshire County Council
- Derbyshire District and Borough Councils Representatives
- Fire and Rescue Service
- Healthcare Representatives from Provider Services
- Housing Authorities



- National Probation Service
- NHS England
- Office of the Police and Crime Commissioner (OPCC)

## 7.5 Supporting projects

### Respect

Respect is the UK charity stopping perpetrators of domestic abuse. Respect was established to focus on perpetrators of domestic abuse, and this, including their vital work with young people who cause harm, remains their key priority. Alongside this work, they deliver expert support to male victims of domestic abuse. Everything they do is shaped and driven by their values: we are pioneering, collaborative, accountable, and respectful.

### The Changes project

The Changes project is aimed at standard and medium risk offenders of domestic abuse. It is a voluntary intervention for perpetrators of domestic abuse.

The safety of victims and children are paramount to the project. Through practical interventions, the programme aims to reduce a perpetrator's abusive behaviour and manage risk. It fills the void between a judicial sentence, a high risk and serial offender programme and the abuser who walks away without support and continues to offend.

The Changes project is for those who want to stop their use of violence or abuse and is delivered in a group or one to one setting in conjunction with a safety worker who will work with victims offering support and safety planning.

We accept referrals from a variety of sources, including self-referrals. Our referring criteria is as follows:

- Person is aged over 18
- Who is using violent and abusive behaviour to their partners/ex-partners
- Who has some recognition of their abusive behaviour and show some willingness to change it
- Person cannot be on bail or be currently under investigation.

The Changes project, is delivered by a partnership of three organisations:

- The Elm Foundation
- Crossroads Derbyshire
- Derbyshire WISH Domestic Abuse Services

Changes is delivered across Derbyshire and Derby City.

Referrals can be made either by contacting the Derbyshire Domestic Abuse Helpline on 08000 198 668 or emailing at [info@letsmakechanges.co.uk](mailto:info@letsmakechanges.co.uk)

### The 180° Project

The 180° Project is a service tailored specifically for high-risk, high-harm perpetrators of domestic abuse.

The service aligns to Respect standards and is designed to keep victims safe, including children, by promoting changes in attitudes and behaviour of those who genuinely want to stop being abusive towards intimate partners.

The project offers a varied programme of support, tailored to the individual and based on their needs and suitability assessment.

Participants will be supported to recognise the difference between a healthy and unhealthy relationship, take accountability for their behaviours and learn to identify safer ways to deal with their emotions and actions.

180° is developed for perpetrators that are willing to complete work, but do not show the level of acceptance of their abusive behaviour needed for a long-term behaviour change programme. Our aim is to move them to a place where they are able to accept their abusive behaviour and increase their motivation to change.

We believe domestic abuse is not acceptable or inevitable. As specialists working with perpetrators, we use a multi-agency approach to engage them to work through the cycle of change.

To deliver the service safely we have a specialist integrated safety support team (ISS). They work with the partners or ex-partners of perpetrators engaged with the service.

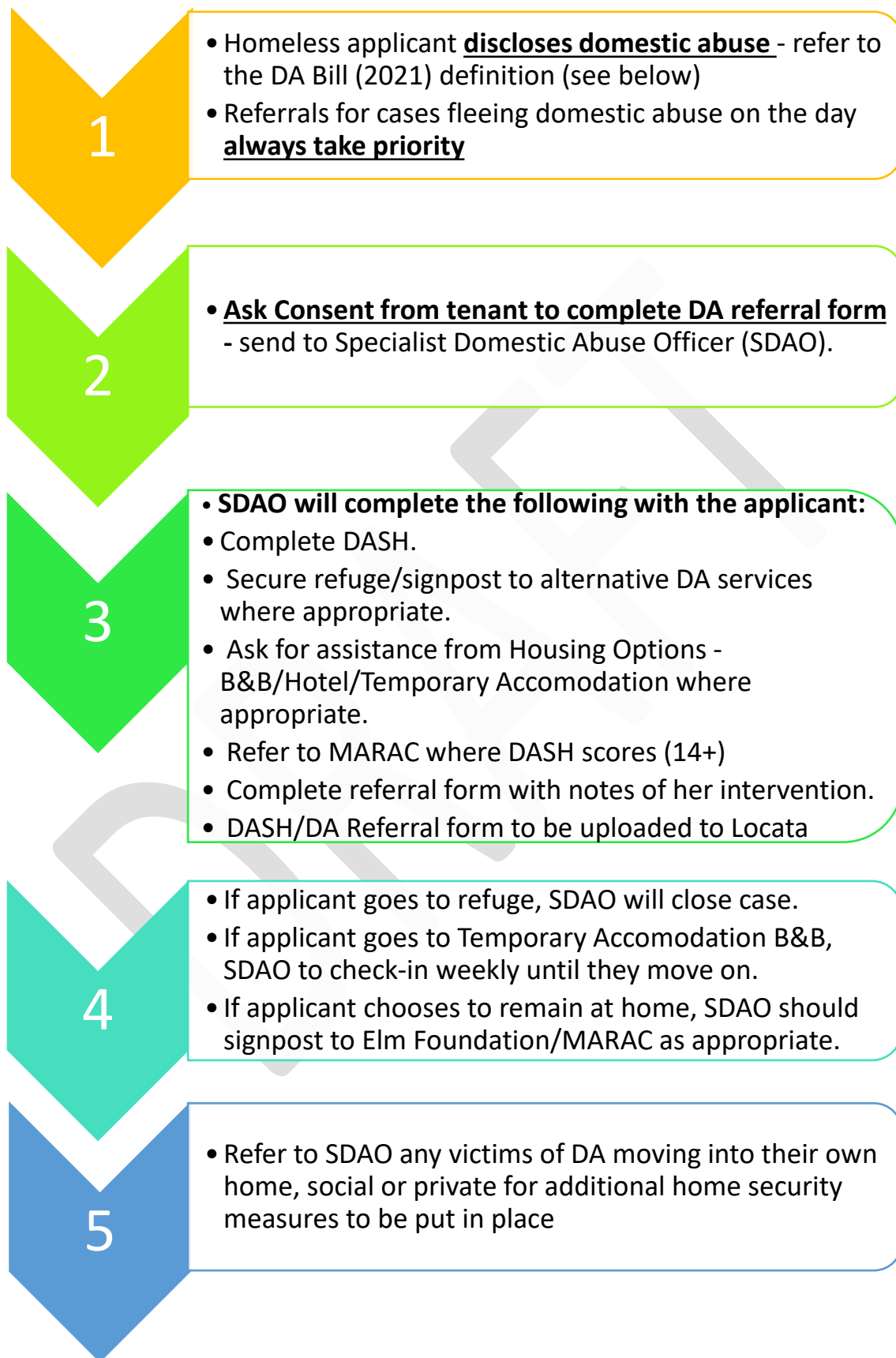
The ISS team complete regular check-ins and will offer a range of support which can include one-to-one contact, safety advice and information and signposting to other agencies. This is all in addition to helping them build a positive support network for themselves and their children.

If you need more information about the service or referral process, please contact the team:

Email [180derbyshire@findtheglow.org.uk](mailto:180derbyshire@findtheglow.org.uk)

Call 07974 608015

## 7.6 Homeless applicant pathway referral



## 7.7 Tenant Pathway Referral

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## **Bolsover District Council**

### **Meeting of the Customer Services Scrutiny Committee on 31<sup>st</sup> March 2025**

### **Review of Members ICT & Support and ICT Service Delivery – Post- Scrutiny Monitoring (Third Interim Report)**

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

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

## **PURPOSE/SUMMARY OF REPORT**

- To present the third Post-Scrutiny Monitoring Report assessing progress against the recommendations to date for the Review of Members ICT & Support and ICT Service Delivery to Customer Services Scrutiny Committee.

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## **REPORT DETAILS**

### **1. Background**

- 1.1 This review initially commenced during the 2020/21 municipal year, as a result of operational issues raised by the pandemic.
- 1.2 The initial aim of the review was:
- To ascertain the impact of the pandemic on ICT Service delivery and review the effectiveness of Member ICT equipment and support provision.

Once the review was re-started in 2022/23 the aim refocussed on Member ICT equipment and support.

- 1.3 The initial review period took place from November 2020 to March 2021. Members identified the following issues for investigation:

- Impact of the pandemic on ICT service delivery
- Member Connectivity
- Remote support for Member iPads
- Member ICT Equipment
- Support for Virtual Meetings
- Chamber ICT equipment

- 1.4 Once the review was recommenced, Members prioritised the following issues:

- Remote support for Member iPads
- Member ICT Equipment
- Member ICT Support
- Creation of a Member ICT Working Group
- Chamber/Meeting Room ICT equipment

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

- 2.1 The original review commenced during the pandemic. Members looked at a range of issues including:
- Impact of pandemic/remote working/support to onsite meetings on IT service delivery – focus was on compliance with SLA targets, impact on Servicedesk, capacity of service and impact on budgets
  - Member Connectivity – 3G/4G and WIFI
  - Remote support for Member iPads
  - Member ICT Equipment – queries raised around suitability of kit, ability to update, compatibility with documents
  - Support for Virtual Meetings – by Governance/ICT/Communications
  - Chamber ICT equipment i.e. microphones, cameras, facility to livestream/produce recording
- 2.2 Following the removal of the temporary legislation enabling remote/hybrid meetings to be held for social distancing, the issues relating to delivery of such meetings ceased and were not investigated further. Due to lobbying and consultation at a national level on possible changes to legislation around local government meetings (following the end of temporary legislation), and also for internal work on structure reviews (Governance Team), the review was paused while Members waited for updates. This also allowed Members to focus on other work. Furthermore, Members were aware of discussions at Member Development Working Group and did not want to duplicate work already in place with a scrutiny review.
- 2.3 Key issues that were not taken further during the initial review were as follows:
- Member connectivity
  - support for virtual meetings
  - impact of the pandemic/remote working on ICT service delivery
- 2.4 Following assessment of evidence in the original review phase Members agreed recommendations linked to the monitoring of ICT service delivery.
- 2.5 Towards the end of 2021/22 municipal year, Members acknowledged that there were still a number of issues remaining unresolved as well as new issues that now needed addressing. They agreed that pending duplication of any existing work, it should form part of the 2022/23 work programme. In the early part of the 2022/23 municipal year, Members became aware that there was no longer a risk of duplicating work by other Member groups and were keen to pick the review back up. Members were still concerned with the following:
- Remote support for iPads to enable easier updates
  - Member ICT equipment, Members ICT support
  - Chamber/meeting room ICT equipment

- Power supply within the Council Chamber
  - Creation of a Member IT Working Group
  - Accessibility of mod.gov
  - Access to the intranet
- 2.6 The Committee put together 13 recommendations which will hopefully assist the Council in improving equipment provision and support to Members and the operation of meeting spaces within a modern post-Covid environment.
- 2.8 This report acknowledges progress by Officers implementing the recommendations.
- 2.9 To date 12 out of 13 recommendations have been achieved. 7 were achieved within the target date, 5 have been completed behind schedule and 1 has been further extended.

### **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 note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in six and twelve months' time, 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.

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### **RECOMMENDATION(S)**

1. That Members note the progress against the review recommendations.
2. That Members acknowledge any exceptions to delivery and clarify the additional action required by the service.
3. That Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution.

4. That Officers continue to implement the recommendations and submit a further report in twelve months' time highlighting progress and any exceptions to delivery.

## **IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> There are a number of recommendations in the report that relate to further investigation of replacement ICT equipment, both personal and within meeting rooms, and improvements to WIFI provision. These will require additional investigation and further reports to Executive in due course in relation to the individual decisions. Depending on costs associated this may also require a tender process and agreement for additional budget allocations in the MTFP to be approved by Council.		
On behalf of the Section 151 Officer		
<b><u>Legal (including Data Protection)</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> 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		
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> Improvements to Members ICT equipment will hopefully in the long-term lead to a significant reduction in paper usage and a move to full usage of electronic committee papers. This will generate a carbon reduction in relation to paper usage and associated costs benefits.		
On behalf of the Head of Paid Service		
<b><u>Equality and Diversity, and Consultation</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> N/A		
<b><u>Environment</u></b> Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> Improvements to Members ICT equipment will hopefully in the long-term lead to a significant reduction in paper usage and a move to full usage of electronic committee papers. This will generate a carbon reduction in relation to paper usage and associated costs benefits.		



## **DECISION INFORMATION:**

<p><input checked="" type="checkbox"/> <b>Please indicate which threshold applies:</b></p> <p><b>Is the decision a Key Decision?</b> 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><b>Revenue (a)</b> Results in the Council making Revenue Savings of £75,000 or more or <b>(b)</b> Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p><b>Capital (a)</b> Results in the Council making Capital Income of £150,000 or more or <b>(b)</b> Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p><b>District Wards Significantly Affected:</b> <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 <b>All</b> 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 checked="" type="checkbox"/></p>
<p><b>Is the decision subject to Call-In?</b> <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><b>Consultation carried out:</b> <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 checked="" type="checkbox"/>   Executive <input type="checkbox"/>   SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/>   Members <input checked="" 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 checked="" type="checkbox"/>      No <input type="checkbox"/></p>

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

Customers: Improving customer contact and removing barriers to accessing information.

Environment: Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.

**DOCUMENT INFORMATION:**

Appendix No	Title
1	PSM Review of Members ICT & Support and ICT Service Delivery – INTERIM REPORT Response to Scrutiny Committee on implementation following scrutiny review

**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).***

## RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

<b>Title of Review:</b>	Review of Members ICT & Support and ICT Service Delivery		
<b>Timescale of Review:</b>	November 2020 – March 2021 (phase 1)  December 2022 – March 2023 (phase 2)	<b>Post-Monitoring Period:</b>	12 months commencing May 2023. Interim report due November 2023. Second interim report due September 2024. Third interim report due March 2025. Final report due March 2026.
<b>Date agreed by Scrutiny:</b>	March 2023	<b>Date agreed by Executive:</b>	April 2023
<b>Total No. of Recommendations and Sub Recommendations</b>	<b>Achieved</b> 7	<b>On track</b> 0	<b>Extended</b> 1
	<b>Achieved (Behind target)</b> 5	<b>Overdue</b> 0	<b>Alert</b> 0

### Key Achievements:

- 1.1 / 1.2 & 1.3 Key performance statistics monitored by the ICT services have been added to the quarterly performance report sent out to Members by the Information, Engagement and Performance Team.
- 1.6 Microsoft Teams has been made available to all Member devices.
- 1.6 Ipads can now be updated remotely, fingerprint unlock has been enabled, improved web filtering software.
- 1.8 ICT has been added to the agenda of the Members Development Group as of January 2024.
- 1.12 Providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this for every council meeting, but the Servicedesk is contactable over the phone between 8:00-17:30 and can schedule individual appointments as required.
- 1.9 has recently been achieved; a new AV system is being installed in the Council Chamber March 2025.

### Reasons for non-implementation of Recommendations:

- 1.5 has not made any progress to date.

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
84	CSSC22-23 1.1	Assistant Director for ICT  Information, Engagement & Performance Manager	July 2023 onwards	October 2023	Achieved	Officer time	<b><u>First Interim Nov 2023:</u></b> This will be added to the Q2 report sent out to all Members.
	CSSC22-23 1.2	Assistant Director for ICT	July 2023 onwards	October 2023	Achieved	Officer time	<b><u>First Interim Nov 2023:</u></b> Performance data is available Quarterly and is distributed by the Information, Engagement and Performance Team to all Members.
	CSSC22-23 1.3	Assistant Director for ICT	July 2023 onwards	October 2023	Achieved	Officer time  Budget allocation	<b><u>First Interim Nov 2023:</u></b> The information on the Perform system is the same as the information reported by the Information, Engagement and Performance Team on a quarterly basis. Access to perform would not provide any additional information, however there is a desktop pc available for Members to log onto the Members room and Cabinet/Junior Cabinet will have access to laptops.

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
85 CSSC22-23 1.4	That the necessary works are completed in the Chamber to upgrade the power supply. This will future proof the space enabling all those in attendance to access power and accommodate the move to use of electronic devices for committee papers. This would also likely be required should alternative speaker/chamber systems were purchased. As per quote supplied at Appendix 1.	Assistant Director of ICT  Corporate Property Manager  Governance & Civic Manager (advisory only)	2025	March 2025	Extended	Officer time  Budget allocation (requiring Executive/Council approval)	<p><b><u>First Interim Nov 2023:</u></b> Waiting on any decision regarding chamber systems before carrying out any work. This will be raised at the next Member Development Group in January 2024. Awaiting outcome of next Member Development Group.</p> <p><b><u>Second Interim (Sep 2024):</u></b> The Chief Executive and Assistant Director of ICT are currently working on the procurement of a new system for the Council chamber. Any works on necessary power upgrade will be included in this work.</p> <p><b><u>Third Interim (March 2025):</u></b> New AV equipment has been procured for the Council Chamber however this has not included power supplies. This will potentially be looked at in the future.</p>
CSSC22-23 1.5	That consideration be given to providing additional access to ERIC (Intranet) either via an extranet link or additional on-site	Assistant Director of Leader's Executive, Partnerships, Governance & Communications	Dependent on requirements	TBC	Achieved (Behind target)	Officer time  Budget allocation (if additional equipment required. This will	<p><b><u>First Interim Nov 2023:</u></b> Eric has purposely been developed as a staff intranet and is not available externally to the network. This will be raised at the next Member Development Group in January 2024 to establish what information</p>

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
88	PC/Laptop provision for Members.	Communications, Marketing & Design Manager  Governance & Civic Manager (advisory only)				require Executive/Council approval.)	Members want from Eric before proceeding.  <b><u>Second Interim (Sep 2024):</u></b> No progress made to date due to other work pressures. This will be raised at the next Member Development Working Group, but the issue still stands with no access to ERIC externally unless they log in via the network due to ICT security issues.  <b><u>Third Interim (March 2025):</u></b> This was discussed at the Member Development Group who have been informed that there is nothing of any use for Members on ERIC. Members can access phone numbers via MiCollab.
CSSC22-23 1.6	That the roll-out of Microsoft Teams access for Members be delivered as a priority action post-election to ensure new Members have improved connectivity to officers.	Assistant Director for ICT	July 2023 onwards	October 2023	Achieved	Officer time	<b><u>First Interim Nov 2023:</u></b> All Members now have access to Teams on either an iPad or corporate laptop.
CSSC22-23 1.7	That additional boosters be installed within the Arc to secure a more	Assistant Director for ICT	May 2023	Spring 2024	Achieved (Behind target)	Officer time  Potential budget	<b><u>First Interim Nov 2023:</u></b> The capacity of the internet connection used by the Members and Public wi-fi has been

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
87	efficient WIFI service, particularly in proximity to the ground floor Member areas and Meeting rooms.					allocation if beyond existing resources. (This will require Executive/Council approval.)	increased which should improve performance. Some of the public wi-fi devices were not working properly and these have been reset, replacement ones are on order. A survey of the Members/Corporate wi-fi is in progress, and we are looking at options to replace these. In the interim Staff with access to network cables have been asked not to use the corporate Wi-Fi as these connections are impacting performance of the wi-fi for Members.  <b><u>Second Interim (Sep 2024):</u></b> The wi-fi access points have been upgraded.
CSSC22-23 1.8	That a Member ICT Working Group be created and added to the Meeting Schedule for 2023/24. ( <i>This has been added to the Schedule approved at Council in March 2023.</i> )	Governance & Civic Manager  Assistant Director for ICT	July 2023 onwards	August 2023	Achieved	Officer time	<b><u>First Interim Nov 2023:</u></b> ICT has been added to the agenda for the Member Development Group as from January 2024.
CSSC22-23 1.9	That a review of the Chamber and Meeting room ICT	Assistant Director for ICT	Spring 2025	March 2025	Achieved (Behind target)	Officer time	<b><u>First Interim Nov 2023:</u></b> Awaiting feedback from the next

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
88	equipment takes place post-election, based on the evidence gathered, in conjunction with the Member ICT Working Group, Assistant Director for ICT Services and the Governance & Civic Manager. This should incorporate as a minimum a replacement microphone system and an improved projector system within the Council Chamber.	Governance & Civic Manager  Member ICT Working Group				Budget allocation (Executive/ Council approval)	Member Development Group. Replacement Microphones and projectors would likely be the costliest element of the system to replace. Officers need a steer to understand what the issues with the current equipment are and if there is appetite to look at replacements.  <b><u>Second Interim (Sep 2024):</u></b> The Chief Executive and Assistant Director of ICT are currently working on the procurement of a new system for the Council Chamber.  <b><u>Third Interim (March 2025):</u></b> Funding agreed by Council in October 2024. The New AV system is being installed March/April 2025.
CSSC22-23 1.10	That a review of Members ICT Equipment provision takes place post-election in conjunction with the new Member ICT Working Group.	Assistant Director for ICT  Governance & Civic Manager	October 2023	Spring 2024	Achieved (Behind target)	Officer/ Member time	<b><u>First Interim Nov 2023:</u></b> Awaiting feedback from the January 2024 Member Development Group  <b><u>Second Interim (Sep 2024):</u></b>



## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							Following the elections, Members were offered a range of sufficient ICT equipment.
CSSC22-23 1.11	That where a decision be made to remain with iPads as the preferred Member device, that the option be made available for either the 10.9" or 12.9" screens to accommodate those requiring a larger screen size. Furthermore that a case and charger be provided as standard with the option of a keyboard if required.	Assistant Director for ICT  Governance & Civic Manager	October 2023	Spring 2024	Achieved (Behind target)	Officer time  Budget allocation (Executive/ Council approval)	<b><u>First Interim Nov 2023:</u></b> Dependent on feedback of January 2024 Member Development Group All devices are provided with a Case and charger and optional keyboard (ipad). Cabinet and Junior Cabinet have laptops with larger screens and a Member who required a larger screen  <b><u>Second Interim (Sep 2024):</u></b> Member feedback did not request larger screens.
CSSC22-23 1.12	That an ICT Support drop-in session be made available at all Council meetings. <i>(This was initially trialled at Council in February and March 2023.)</i>	Assistant Director for ICT	March 2023 onwards	March 2023	Achieved	Officer time	<b><u>First Interim Nov 2023:</u></b> This is in place, providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this for every council meeting, but the Servicedesk is contactable over

## APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							the phone between 8:00-17:30 and can schedule individual appointments as required
06 CSSC22-23 1.13	That consideration be given to a revised approach to Member ICT Training, both face-to-face and online, to ensure Members remain able to use their ICT equipment effectively.	Assistant Director for ICT  Governance & Civic Manager	October 2023	June 2024	Achieved	Officer time	<p><b><u>First Interim Nov 2023:</u></b> Training documentation has been handed out with devices when they were issued, and one-on-one training is offered via a Servicedesk appointment which several Members have made use of. Feedback from the Members development group will help establish what training is required to develop a members training plan</p> <p><b><u>Second Interim (Sep 2024):</u></b> ICT is now covered at every meeting of Member Development Working Group and any needs raised at the group will be covered through the member development training programme.</p>

## **BOLSOVER DISTRICT COUNCIL**

### **Meeting of Customer Services Scrutiny Committee on 31<sup>st</sup> March 2025**

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

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

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

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

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

### **REPORT DETAILS**

#### **1. Background**

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2024/25 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

## 2. Details of Proposal or Information

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

## 3. Reasons for Recommendation

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

## 4 Alternative Options and Reasons for Rejection

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

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## 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 Donna Hales, Portfolio Holder for Corporate Performance and Governance

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## IMPLICATIONS:

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

**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.

**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.

**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:

Yes ☐

No ☒

(a) ☐

(b) ☐

(a) ☐

(b) ☐

All ☐

<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/>
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>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Consultation carried out:</b> <i>(this is any consultation carried out prior to the report being presented for approval)</i>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Leader</b> <input type="checkbox"/> <b>Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input checked="" type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	

<b>Links to Council Ambition: Customers, Economy, Environment, Housing</b>
All

**DOCUMENT INFORMATION:**

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

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

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

Date of Meeting	Items for Agenda		Lead Officer
16 September 2024	Part A – Formal	• LG&SCO and Housing Ombudsman Annual Report 2023/24	Customer Services, Standards and Complaints Manager
		• Housing Strategy 2024-2029: Final Draft	Head of Service - Housing Management
		• Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1 <sup>st</sup> April 2024 to 30 <sup>th</sup> June 2024	Customer Services, Standards and Complaints Manager
		• Review of Members ICT & Support and ICT Service Delivery: Interim Report – (Post Scrutiny Monitoring Update)	Scrutiny Officer
		• Review of Effectiveness of Council's Waste Collection and Disposal Education – Executive Response	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
18 November 2024	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2024/25 – 1 <sup>st</sup> July 2024 to 30 <sup>th</sup> September 2024	Customer Services, Standards and Complaints Manager
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
3 February 2025	Part A – Formal	• Unreasonable Behaviour Policy	Customer Services, Standards and Complaints Manager
		• The Electrical Safety Policy	Head of Service - Housing Management
		• The Gas and Heating Compliance Policy	Head of Service - Housing Management
		• Review of Effectiveness of Council's Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2024/25	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
31 March 2025	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2023/24 – 1 <sup>st</sup> October 2024 to 31 <sup>st</sup> December 2024	Customer Services, Standards and Complaints Manager
		• Housing Domestic Abuse Policy 2025-2028	Head of Service - Housing Management



Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"><li>Review of Members ICT &amp; Support and ICT Service Delivery: Final Report – (Post Scrutiny Monitoring Update)</li></ul>	Scrutiny Officer
		<ul style="list-style-type: none"><li>Customer Services Scrutiny Committee Work Programme 2024/25</li></ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"><li>Review work</li></ul>	Scrutiny Officer