



The Arc  
High Street  
Clowne  
S43 4JY

To: Chair, Members & Tenants of the  
Housing Liaison Board

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

Friday, 11<sup>th</sup> October 2024

Dear Councillor / Tenant,

**HOUSING LIAISON BOARD**

You are hereby requested to attend a meeting of the Housing Liaison Board of the Bolsover District Council to be held in Committee Room 1, The Arc, Clowne on Tuesday, 22<sup>nd</sup> October, 2024 at 10:30 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.

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# HOUSING LIAISON BOARD

## AGENDA

***Tuesday, 22<sup>nd</sup> October, 2024 at 10:30 hours taking place in Committee Room 1, The Arc, Clowne***

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<b>9.</b>	<b>Stock Condition Survey</b>	Verbal Update
<b>10.</b>	<b>Date of Next Meeting</b>  To take place in Committee Room 1, The Arc, Clowne: <ul style="list-style-type: none"><li>• Monday, 13<sup>th</sup> January 2025, 10:30 hours start – revised date to be agreed for Monday, 20<sup>th</sup> January 14:00 hours start?</li><li>• Tuesday, 22<sup>nd</sup> April 2025, 10:30 hours start.</li></ul>	

## HOUSING LIAISON BOARD

Minutes of a meeting of the Tenant Participation Review and Development Group, named from this meeting the Housing Liaison Board, of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Tuesday, 16<sup>th</sup> July 2024 at 10:30 hours.

### **PRESENT:-**

Members:-

Councillor Sandra Peake in the Chair

Councillors Janet Tait, Rita Turner and Jane Yates.

Officers:- Victoria Dawson (Assistant Director – Housing Management and Enforcement), Lesley Botham (Customer Service, Standards and Complaints Manager), Deborah Whallett (Housing Enforcement Officer), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer), Amy Bryan (Governance and Civic Manager), Matthew Kerry (Governance and Civic Officer).

Tenants:- Mr. Steven Bramley, Mrs. Janice Payne, Mrs. Angela Sharpe, and Ms. Jackie Taylor.

Also in attendance at the meeting, observing, was Councillor Mary Dooley.

### **HLB1-24/25      APOLOGIES FOR ABSENCE**

Apologies for absence were received on behalf of Councillor Ashley Taylor, Andy Clarke (Head of Property (Repairs and Maintenance)), Mrs. Catherine Morley, and Mrs. Doreen Potts.

### **HLB2-24/25      MINUTES – 25<sup>TH</sup> MARCH 2024**

Further to Minute 9 of the meeting held on 25<sup>th</sup> March 2024, the Assistant Director Housing Management and Enforcement stated the Tenant Conference, a joint project with Chesterfield Borough Council and Rykneld Homes, had taken place on Wednesday 15<sup>th</sup> May 2024 at Chesterfield Football Stadium and had been well attended. The Council had been able to network and share experiences and best practice with other local authorities.

A joint press release had been made and the Head of Membership Services at Tpas, which promoted tenant involvement in social housing across England, had stated they had been delighted to attend, that it had been great to see three local authorities come together to provide the opportunity and share good practice, and that tenant involvement was enhanced when different people from different organisations converged.

Whilst the Council had already been inspected a week before the conference, inspectors assessing Rykneld Homes had been present, providing an opportunity to speak. This participation would have hopefully been passed to the inspectors who had assessed the Council.

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Moved by Councillor Janet Tait and seconded by Mr. Steven Bramley

**RESOLVED** that the notes of a meeting of the Tenant Participation Review and Development Group held on 25<sup>th</sup> March 2024 be approved as a true and correct record.

### HLB3-24/25      TERMS OF REFERENCE REVIEW

The Assistant Director Housing Management and Enforcement presented the report of the Terms of Reference, approved July 2023, to the Group.

It was best practice to review any group, so three substitute Tenant members had been recruited in the last year and, to formalise the Group, the Governance Team were now administering meetings for greater visibility of the work being undertaken.

Attached at Appendix 1 was the previous Terms of Reference with suggested amendments, shown with track changes.

The membership would consist of the following: 5 Councillors (incl. the Portfolio Holder for Housing as the Chair); 5 selected tenants; and 5 officers from the Council and Dragonfly Management Limited. To make a meeting quorate, there would need to be 2 Councillors and 2 Tenants in attendance. There would also be three selected tenants to act as substitute members, in the event that one of the tenant members was unable to attend.

The Group discussed the future name of the meeting to match other local authorities and follow a recommendation from the Ombudsman. It was decided the name of the Group would become the "Housing Liaison Board".

Moved by Mr. Steven Bramley and seconded by Ms. Jackie Taylor

**RESOLVED** that the report be noted, and the name of the Group be changed to Housing Liaison Board.

### HLB4-24/25      TENANT SATISFACTION MEASURES

The Housing Strategy and Development Officer presented the report of the Tenant Satisfaction Measures (TSM) to the Board. The TSMs were introduced by the UK Government in April 2023, and was designed to monitor the provision of quality homes and services by landlords and understand how to make improvements.

For the last year, data on the tenant satisfaction surveys have been brought to the Board. Attached as Appendices 1 and 2 were the final reports outlining performance against the TSMs for 2023/24. Data was being gathered for 2024/25, with the survey to be sent to all tenants. An update on Q1 2024/25 data would be presented to the next meeting.

For the perception report attached as Appendix 1, there were new regulations which required every landlord to provide information annually to the regulator on the set measures. The deadline on this had been 30<sup>th</sup> June 2024, and the Council had successfully submitted the data. This data had also been made available online for all tenants to access.

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Responses had been primarily from older tenants. Guidance from the Regulator of Social Housing stated results needed to be as representative of the tenant population as possible. To achieve this, the results had been weighted to adjust for correct proportions of respondents.

While the weighted results were lower than the original, all remained of a high level. When compared against initial summary data released by Acuity, all twelve perception measures (both unweighted and weighted) exceeded the average performance level. It was important to note that Acuity based their analysis on unweighted data. When comparing Bolsover's unweighted data to the upper quartile results in Acuity's report, five of the twelve perception measures did not perform as high as the upper quartile. For the weighted results (the Council's published figures), seven of the twelve did not perform as high as the upper quartile.

The Chair sought more information on 2 of the results that were above average but lower than the upper quartile. The Housing Strategy and Development Officer explained those that had fallen marginally below were TP05, "Satisfaction that the home is safe" (87%, with 88% being the upper quartile (the unweighted measure was 88.9%)) and TP08, "Agreement that the landlord treats tenants fairly and with respect" (83.8%, with 85% being the upper quartile (the unweighted measure was 85.2%)).

The Assistant Director Housing Management and Enforcement added the national data would also be reviewed by the regulator and published October 2024; this would enable the Council's performance to be directly compared with other areas more accurately.

The Chair and a Tenant sought to know why tenants were not satisfied that their homes were safe. The Housing Strategy and Development Officer reiterated that 87% was still very high, with the Assistant Director Housing Management and Enforcement adding comments could not be collected at the point of asking for feedback; the parameters of the survey required a level playing field for all tenants in all areas. However, the next survey would be sent to every tenant, and this would request the tenants' reference numbers to provide more background detail to each complaint.

The Chair and a Tenant agreed there remained the need to understand why a tenant might feel unsafe in the home. The Customer Service, Standards and Complaints Manager stated that the Contact Centre was the initial point of contact, and that live feedback was now being collected for email and webchat, with phone call feedback to be collected soon. This data would be reported to the Board and the Customer Services Scrutiny Committee in the future.

The Housing Strategy and Development Officer stated that after the 30<sup>th</sup> June 2024 deadline, Tpas had carried out a straw poll of 60 landlord websites. While landlords did not need to have their information on their websites for that deadline, almost half had nothing and for those that had the results were mixed. There were negative comments on how information was presented, concerns on the language, information being oversimplified, etc., and the reports did not necessarily provide the methodology to support results. The Council felt reassured its response to the criteria had been to a very high standard.

A Tenant asked if the Council would now address the areas it had fallen behind on (with the weighted results). The Assistant Director Housing Management and Enforcement explained there had been no referral with regards repairs to the Ombudsman, and that

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the Council investigated and responded to any/all complaints.

A Tenant theorised if, with regards Anti-Social Behaviour (ASB), the high number of complaints was because of residents not understanding due process.

To a Member's question in relation to satisfaction with complaints handling, the Housing Strategy and Development Officer explained the Council had received no response from those living in sheltered housing, hence the lack of data.

For the management information measures attached as Appendix 2, the Housing Strategy and Development Officer informed the Board with regards complaints responded to within Complaint Handling Code timescales, the previous policy had been 15 working days but was now 10; the Council had met its own timescale at the time the complaints had been received.

Other results in the tables listed on Pages 50-51 were classed as "amber"; these were just below set targets.

With the work being undertaken in the Independent Living Scheme, some homes without tenants were currently being refurbished, and in one building the lift check had not taken place (also due to refurbishment). As a result, while these did register as below standard, this was due to ongoing work delaying required safety checks.

The Chair stated some repairs often did not go ahead due to tenants agreeing on a time but then not being available; this was not necessarily the Council's fault but negatively affected the target result.

The Housing Strategy and Development Officer stated the results from surveys being carried might not correspond with the Board's meetings, but findings would still be reported at the following meeting.

### **HLB5-24/25      ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT 2023/24**

The Housing Strategy and Development Officer presented the report of the Annual Complaint Handling and Service Improvement Report 2023/24 to the Board.

The Housing Ombudsman's Complaint Handling Code (the 'Code') had become statutory from 1<sup>st</sup> April 2024. The Social Housing (Regulation) Act 2023 had placed a legal duty on the Ombudsman to monitor social housing landlord's compliance with the Code, with Section 8 requiring landlords to produce an Annual Complaints Performance and Service Improvement Report (the 'Report') for scrutiny and challenge.

The Report, attached as Appendix 1, provided an analysis of the complaints, comments and compliments received by the Council during 2023/24. The Council's annual submission was made prior to the 30<sup>th</sup> June 2024 deadline and would be required annually. The documents were available on the Council's website and within contact centres for tenants and residents to access.

Whilst the Report had to show the Council's performance against the new Code, some tables and charts presented data that enabled analysis against the Council's Complaints,

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Comments and Compliments Policy (the 'Policy'), which had been in operation during the transition period.

The self-assessment in the Report showed the Council considered the service was compliant with the Code. In 2023/24, there were 16 complaints categorised as Stage One, which were responded to outside of the Housing Ombudsman timescales (10 working days). However, all were within the Policy's timescale of 15 working days and in future, any complaints outside of the timescale would be documented and investigated. Measures would also be put in place to ensure complaints could be answered within the timescales contained within the Code.

The parameters on how to present the Report had been limited. Timescales for completion had also been constrained. However, the Council felt it had met the requirements in the expected detail.

For the common themes of complaints, they had been the behaviour of staff, quality of repairs, etc., but a large proportion of staff behaviour had been linked to Dragonfly Development Ltd., and so investigations could be focussed on this. A Tenant noted this was quite high, highlighting an employee of Dragonfly Development Ltd. had visited their home to carry out work and who's appearance was 'scruffy' with no identity lanyard present. The Tenant had not submitted a complaint, but another resident would likely have done so. The Chair voiced the Board's concern on the lack of a lanyard.

A Tenant added they were aware of a tenant on the Castle Estate, Bolsover, where work had been carried out externally with the requirement of scaffolding. The scaffolders, not employed by Dragonfly Development Ltd. but contracted by them, had jumped over the tenant's rear garden's locked gate to gain access. The Chair voiced the Board's concern that should never have happened. The Tenant added appropriate communication was not difficult to achieve.

The Housing Strategy and Development Officer highlighted Dragonfly Development Ltd. had received both the most complaints as well as compliments; there was good work being undertaken as well as issues that needed addressing. A Tenant stated they had exceptional work carried out to their home but had no opportunity to pass this on. The Chair noted the Tenant could have phoned the Contact Centre to pass on their thanks.

With regards a lack of communication, the Housing Strategy and Development Officer stated the Council would be making more use of email, the Gov.Notify service, and text messages to help communicate with tenants.

Current customer contact was equal across the District, but this information would be reviewed. Quarterly updates would be made to the Board on comments, compliments, and complaints from the Contact Centre in the future. Other local authorities had a dedicated tenant response group to review complaints; this was a possibility for the Council to explore.

A Tenant asked if there could be a breakdown of repair data, and the Customer Service, Complaints and Standards Manager explained this could be investigated in the future.

The Assistant Director Housing Management and Enforcement noted, following work with Tenants, a simplified tenant approved version of the Report would be made available, with key data the Tenants felt was important for ease of access.



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### **HLB6-24/25      HOUSING COMPLAINTS Q1 2024/25**

The Customer Service, Standards and Complaints Manager introduced the Customer Standards and Complaints Officer and presented the report on the Council's performance in relation to its Customer Service Standards, Compliments, Comments and Complaints on behalf of Housing and Repairs to the Board.

Complaints should not be seen as a negative, but an opportunity for improvement.

For the issues raised previously in the meeting on Dragonfly Development Ltd., all third-party contractors were now aware of current policy and a report would be presented quarterly to the Board.

The Customer Standards and Complaints Officer noted that some customer contacts made Q1 2024/25 covered more than one service area; when analysing the data by Housing Teams these did not mirror the actual volume of contacts received.

22 written compliments were received 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024. Dragonfly Development Ltd. (Housing Repairs and Maintenance) received the most compliments with 14.

Whilst repairs and maintenance featured heavily as a core reason for complaint, a tenant's experience of the service influenced their response to the Council.

For M.P. enquiries, the most common themes were in relation to Housing Applications, including new applications and tenant applications to facilitate a property move.

32 Stage One complaints were recorded 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024. 100% of Stage One complaints had been responded to within the Council's customer standard and the Housing Ombudsman Code of 10 working days. The largest proportion related to Dragonfly Development Ltd. (Housing Repairs and Maintenance) and Tenancy Management with 13 Stage One complaints.

Four Stage Two complaints had been recorded between 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024; all of which had been responded to within the required 20 working days. The largest proportion related to Housing Allocations, which received two Stage Two Complaints. Both related to eligibility, likely due to the Council's revised Housing Allocation Policy.

The Housing Ombudsman had reviewed one complaint during the period. This complaint was still being investigated and all data had been given to them on 19<sup>th</sup> June 2024.

To identify service improvements from feedback received, the Dragonfly Service Review would be taking place on the 25<sup>th</sup> September 2024 and the Housing Service Review was on the 30<sup>th</sup> September 2024.

Compliments were mostly made by phone and complaints by email. When analysing the data on who was making the compliments, comments, M.P. enquiries and complaints, the Council found that tenants (58%) made over half of these reports compared with residents.

Examples of compliments and complaints were presented in the report.

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

### **HLB7-24/25      CHALLENGE AND CHANGE - UPDATE ON IMPLEMENTATION OF RECOMMENDATIONS FROM REVIEW OF THE VOID PROCESS**

The Housing Strategy and Development Officer gave a verbal update on the implementation of recommendations from the Review of The Void Process (the 'Review') to the Board.

Two of the Tenants at the meeting had been involved in the Review. The Review was now at the stage of delivering recommendations; the concept of decorating vouchers, performance data and tenants being involved in the monitoring of cleaning contracts were being considered and a tenant friendly version of the lettable standard created.

The Assistant Director Housing Management and Enforcement stated 18 tenant satisfaction responses had been submitted from new-build tenants, mostly from Shirebrook: 15 were very satisfied with information, advice and updates received; 2 fairly satisfied; and 1 very dissatisfied of the entire process. More information would be provided on identified issues and shared with the Board at the next meeting.

The Housing Strategy and Development Officer would speak with the Head of Property (Repairs and Maintenance) to provide more information at the next meeting.

### **HLB8-24/25      STOCK CONDITION SURVEY**

The Assistant Director Housing Management and Enforcement presented the report on the Stock Condition Survey (the 'Survey') to the Board.

The Social Housing (Regulation) Act 2023 (the 'Act') was introduced to improve the quality of social housing for tenants by tightening regulations of the social housing sector. Inspections of Local Authority Registered Housing Providers, at minimum every five years, would ensure conformity, as would the consequence of unlimited fines.

The Regulator for Social Housing had updated the Consumer Standards with effect from 1<sup>st</sup> April 2024. The Safety and Quality Standard required Registered Providers to know the condition of their stock.

The Act had also introduced "Awaab's Law".

It was imperative the Council had accurate data regarding its stock, and whether there were any hazards under the Housing Health and Safety Rating System (HHSRS) and the Energy Performance Certificate (EPC) ratings.

The last Survey was carried out in 2014; approximately 70% of internal surveys and 100% of external surveys had been completed. Where access had not been granted, assumptions had been made based on similar properties. Due to its age, the stock condition database was unreliable and in June 2024, the Council had agreed a budget to undertake a 100% stock condition survey.

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The proposed survey would capture the following:

1. A physical Stock Control Survey to facilitate a 30-year investment programme;
2. EPCs to be completed for all properties;
3. HHSRS assessments with an emphasis on damp and mould;
4. Tenant validations;
5. Decent Homes Standard assessments which can inform an assessment of stock viability;
6. Safeguarding issues (vulnerability of tenants, hoarding issues, untidy properties); and,
7. Photographs and floor plans to be provided.

A video provided by the supplier would help explain to tenants what the Survey entailed. The Survey would also enable the Council to visit every single tenant, update records and provide further support/adjustments.

The Housing Services Manager stated this would be a large piece of work; it would increase the work of the Council but ensure all properties were up to standard and tenants looked after. The data, once available in 2025, would provide the baseline.

The Chair noted this was an expensive Survey, but that the baseline was needed and would help the Council carry out its work internally in the future.

Moved by Ms. Jackie Taylor and seconded by Mrs. Angela Sharpe  
**RESOLVED** that the report be noted.

### HLB9-24/25      HOUSING ANNUAL REPORT

The Assistant Director Housing Management and Enforcement presented the Housing Annual Report (the 'Report') to the Board.

Last year the Board considered several reports from other local authorities and decided what style, format and content was preferable for the Council's own Report. This resulted in a 4 page document contained within the Bolsover Homes newsletter.

The Tenant Involvement and Empowerment Standard 2017 specifically required landlords to provide performance information to support effective scrutiny by tenants of performance. Such provision had to include the publication of an annual Report which should include information on repair and maintenance budgets.

The Council now had to annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). As a result, the Landlord Management Data and the Tenancy Perception Survey were published on the website, along with information provided to the Regulator of Social Housing.

It was the Council's intention for a Report to be produced, focusing on achievements over the past financial year as well as planned priorities for the coming year.

From the work achieved, there was little else the Council needed to do for the requirements of the Report.

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The one thing that needed reporting was the income spent. The Housing Revenue Account (HRA) was the capital received from rent to spend on the upkeep of the Council's housing service.

The Board discussed the proposed new article for the newsletter and agreed the graphics remained viable and would help remind tenants, with the Chair noting it might be beneficial to include the process of when the Council handled instances of ASB. A Tenant added any information provided needed to remain clear and concise.

Moved by Ms. Jackie Taylor and seconded by Mr. Steven Bramley  
**RESOLVED** that the report be noted.

### HLB10-24/25      HOUSING STRATEGY 2024-2029 - PLANNED CONSULTATION

The Housing Strategy and Development Officer presented the Housing Strategy (the 'Strategy') to the Board.

Strategy 2021-2024 was due to expire; a revised Strategy was required. The proposed Strategy would cover 2024-2029 but take the Council beyond this point, allowing the incoming Council of 2027 to formulate their new Council Plan. A longer Strategy lifespan allowed the alignment of existing District and countywide strategies, as well as a longer public consultation period to take into account the revised timescales for completion of the Housing Needs Study.

In the timetable provided, it was noted the Parish Council Liaison in July 2024 would not take place in person; a paper consultation would be carried out in its stead.

The Strategy of 2021-2024 had identified key strategic housing policies:

- Key Priority 1 – Provide Good Quality Housing;
- Key Priority 2 – Enable Housing Growth; and,
- Key Priority 3 – Support Vulnerable and Disadvantaged People.

The Strategy of 2024-2029 would add:

- Key Priority 4 – Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.

Work on the draft Strategy had begun April 2024, with content based on the existing policy framework, District profile data, and the commissioned Local Housing Needs Study (joint with Chesterfield Borough Council).

Moved by Mr. Steven Bramley and seconded by Mrs. Angela Sharpe  
**RESOLVED** that the report be noted.

### HLB11-24/25      COMMUNITY GRANTS 2024

The Assistant Director Housing Management and Enforcement provided a verbal update on the Community Grants 2024 (the 'Grants') to the Board.

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The Board decided that rules would be established so those who had benefitted from the Grants previously would not be eligible to reapply this time. A bidding process would be employed to ensure high quality applications and the Grants provided would be substantial enough to benefit the groups in receivership.

### **HLB12-24/25      DATE OF NEXT MEETING**

The Board agreed the following meetings would take place in Committee Room 1, The Arc, Clowne on the following dates and times:

- Tuesday, 22<sup>nd</sup> October 2024, at 10:30 hours;
- Monday, 13<sup>th</sup> January 2025, at 10:30 hours; and,
- Tuesday, 22<sup>nd</sup> April 2025, at 10:30 hours.

The meeting concluded at 12:04 hours.



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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

**Agenda Item 3: Regulator of Social Housing Inspection, Judgement and Improvement Plan**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement

This report summarises the outcome of the Regulator for Social Housing Inspection of Bolsover District Council, and the Councils Improvement Plan moving forward.

**Background**

The Regulator for Consumer Standards revised Consumer Standards were effective from 1<sup>st</sup> April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The Social Housing Regulation Act, which also came into effect from 1 April 2024, gave the Regulator Social Housing enhanced powers to inspect social landlords to ensure that they comply with the consumer standards.

The council was one of the first to be inspected under the new inspection regime, received a C2 Grading. C1 being the highest achievable level with C4 the lowest.

The inspection, which took place in May 2024, considered how well the authority was delivering the outcomes of the Consumer Standards. As well as observing a Customer Services Scrutiny Meeting, Tenant Participation Development and Review Group and internal councillor and officer meetings, the Regulators met with tenants, officers and elected members. They also reviewed a wide range of documents.

**The Judgement**

The Judgement, which can be found in full at Appendix 1 states that Bolsover District Council:

- has appropriate systems in place to manage its health and safety responsibilities,
- uses information they hold on tenants diverse needs when responding to service requests,

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- responds to complaints promptly,
- offers tenancies which are compatible with the needs of individual households and sustainability of the community, making efficient use of housing stock,
- works with partners to deter and tackle anti-social behaviour and hate crime in our neighbourhoods.

The C2 grade recognises the council has provided assurance and met the consumer standards in many areas, but identifies some areas where improvement is needed.

The Regulator recognised the council understands where it needs to make improvements and was assured work is already underway to improve these areas, including the full stock condition survey which is about to commence.

### Improvement Plan

Following the C2 Grading we will work with the Regulator for Social Housing and develop a plan to drive improvement and show that weakness have been addressed so that outcomes for our tenants are improved.

The key areas of focus for the Council will be;

- Completing the full Stock Condition Survey and using this data to meet the requirements of the Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend.
- Delivering fair and equitable outcomes to tenants – We need to recognise and understand the individual and whole tenant base. We then need to use this data to shape the services we provide to benefit all our tenants. By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible.
- Complaint handling - We need to ensure the complaint process is accessible assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.
- Performance - It is important that tenants can hold us to account and to do that they need to know how we are performing. Therefore, we need to publish information in an accessible way and in several different places. We will be working with the Tenant Groups to establish how tenants want to receive this information.

We will meet with the Regulators monthly to produce an Improvement plan and a suite of performance monitoring. These documents will be shared with the board and we will provide updates on the plan at future meetings

## **RECOMMENDATION(S)**

1. That members of the Board note the judgement in appendix 1 and confirm agreement to the proposed Improvements.

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

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1.	Regulator Social Housing Bolsover District Council Judgement





Regulator of  
Social Housing

Decision

# **Bolsover District Council (17UC) - Regulatory Judgement: 28 August 2024**

Published 28 August 2024

**Applies to England**

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Our Judgement

Summary of findings

Background to the judgement

Further information



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# Our Judgement

	Current grade	Change	Date of assessment
Consumer	C2 Our judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.	First grading	August 2024

## Reason for publication

We are publishing a regulatory judgement for Bolsover District Council (Bolsover DC) following an inspection completed in August 2024.

This regulatory judgment confirms a consumer grading of C2. This is the first time we have issued a consumer grade in relation to this landlord.

## Summary of the decision

From the evidence and assurance gained during the inspection, it is our judgement that there are some weaknesses in Bolsover DC delivering the outcomes of the consumer standards and improvement is needed, specifically in relation to outcomes in our Safety and Quality Standard and Transparency, Influence and Accountability Standard. Based on this assessment, we have concluded a C2 grade for Bolsover DC.

## How we reached our judgement

We carried out an inspection of Bolsover DC to assess how well it is delivering the outcomes of the consumer standards, as part of our planned regulatory inspection programme. During the inspection we considered all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

During the inspection we observed Bolsover DC's Customer Service Scrutiny Committee, Tenant Participation Development Review Group and Housing Stock Management Group. We met with tenants, officers and elected members. We also reviewed a wide range of documents provided by Bolsover DC.

Our regulatory judgement is based on all the relevant information we obtained during the inspection as well as analysis of information received from Bolsover DC through routine regulatory returns and other regulatory engagement activity.

## **Summary of findings**

### **Consumer – C2 – August 2024**

The Safety and Quality Standard requires landlords to complete all required health and safety checks. Bolsover DC provided evidence to show that overall, it is meeting legal requirements that relate to the health and safety of tenants in their homes and communal areas. Risks and actions identified are completed in reasonable timescales.

Landlords must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible. While emergency and urgent repairs are generally delivered in line with Bolsover DC's service standards, it has recently implemented an improvement plan to improve its non-urgent repair performance times. We will monitor the improvements through ongoing engagement.

The Safety and Quality Standard also requires landlords to have an accurate, up to date and evidenced understanding of the condition of their homes at an individual property level based on a physical assessment of all homes and ensure that homes meet the requirements of the Decent Homes Standards. Bolsover DC could evidence that stock survey information has been used to inform and deliver planned maintenance in its homes, seeking to maintain the Government's Decent Homes Standard. However, weaknesses in the accuracy of component replacement records for around 700 homes has prompted Bolsover DC to report these homes as non-decent. A full physical stock survey is underway to enable Bolsover DC to update its understanding of the condition of its homes and if required, maintain the decency position of these homes. We will continue to engage with Bolsover DC on the outcomes of this survey.

The Transparency, Influence and Accountability Standard includes the requirement for landlords to provide information so tenants can use landlord

services, understand what to expect from their landlord, and hold their landlord to account. It also requires landlords to ensure complaints are addressed fairly, effectively and promptly.

Bolsover DC uses information it holds on tenants' individual diverse needs when responding to service requests but could not demonstrate full coverage of information nor how its services deliver fair and equitable outcomes for tenants. Tenants do not have access to performance information for all relevant landlord services, which has the potential to undermine tenants' ability to hold their landlord to account and influence how services are delivered. While complaint reporting indicates complaints are addressed promptly, there is no evidence of trend analysis, learning or consideration of the fairness and effectiveness of complaints arrangements. We will continue to engage with Bolsover DC as it strengthens its approach to tenant engagement by providing better information to tenants and improves how it uses analysis from complaints to continuously improve outcomes for tenants.

The Neighbourhood and Community Standard states that landlords must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing. Bolsover DC provided evidence that it works with a range of relevant partner organisations to deter and tackle anti-social behaviour in the neighbourhoods where it provides homes. We saw evidence that it has oversight of the number of anti-social behaviour cases and hate incidents and that it uses a range of powers where appropriate.

In relation to the Tenancy Standard, we saw evidence that Bolsover DC offers tenancies or terms of occupation that are compatible with the purpose of its accommodation, the needs of individual households, the sustainability of the community, and the efficient use of its housing stock.

## **Background to the judgement**

### **About the landlord**

Bolsover DC owns and manages around 5,000 social housing homes, providing general needs and older persons/sheltered accommodation.

## Our role and regulatory approach

We regulate for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

We regulate at the landlord level to drive improvement in how landlords operate. By landlord we mean a registered provider of social housing. These can either be local authorities, or private registered providers (other organisations registered with us such as non-profit housing associations, co-operatives, or profit-making organisations).

We set standards which state outcomes that landlords must deliver. The outcomes of our standards include both the required outcomes and specific expectations we set. Where we find there are significant failures in landlords which we consider to be material to the landlord's delivery of those outcomes, we hold them to account. Ultimately this provides protection for tenants' homes and services and achieves better outcomes for current and future tenants. It also contributes to a sustainable sector which can attract strong investment.

We have a different role for regulating local authorities than for other landlords. This is because we have a narrower role for local authorities and the Governance and Financial Viability Standard, and Value for Money Standard do not apply. Further detail on which standards apply to different landlords can be found on our [standards page \(https://www.gov.uk/government/collections/regulatory-standards-for-landlords\)](https://www.gov.uk/government/collections/regulatory-standards-for-landlords).

We assess the performance of landlords through inspections and by reviewing data that landlords are required to submit to us. In Depth Assessments (IDAs) were one of our previous assessment processes, which are now replaced by our new inspections programme from 1 April 2024. We also respond where there is an issue or a potential issue that may be material to a landlord's delivery of the outcomes of our standards. We publish regulatory judgements that describe our view of landlords' performance with our standards. We also publish grades for landlords with more than 1,000 social housing homes.

The Housing Ombudsman deals with individual complaints. When individual complaints are referred to us, we investigate if we consider that the issue may be material to a landlord's delivery of the outcomes of our standards.

For more information about our approach to regulation, please see [Regulating the standards \(https://www.gov.uk/government/collections/how-we-regulate\)](https://www.gov.uk/government/collections/how-we-regulate).

## Further information

- [Regulating the standards \(https://www.gov.uk/government/collections/how-we-regulate\)](https://www.gov.uk/government/collections/how-we-regulate)

- [Regulatory standards for landlords](https://www.gov.uk/government/collections/regulatory-standards-for-landlords)  
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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

#### **Agenda Item 4: Update on Tenant Engagement Strategy**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement Tenant Engagement Officer

This report forms the next six-monthly update on progress against the Action Plan and updates members of the Board on changes required to the Strategy as a result of the Regulator of Social Housing Inspection.

#### **Action Plan Update (Appendix 4.1)**

In relation to Action Plan progress, please see appendix 4.1 for full details. Officers have been progressing the following key activity:

Action	Update
1.3 a	58 Tenants expressed an interest in being involved through the TSM 23/24 survey. 4 have since engaged and 1 of these is now a regular attendee.
1.3 c	Initial low level engagement held in October 2024 at 4 geographic locations, new option developed "Tea with Tenants". Feedback form developed.
2.1	New Tenant Engagement Officer in full time post as of August 24. Menu of engagement reviewed and updated to reflect current activity
2.2 a	Housing Service now developing use of Gov.notify service. This will allow use of text and email for large scale communication and surveys.
2.3 c	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly.
3.1 a	Leaflets for 'Customer Service Standards' and 'How to make a complaint' updated and actively used by officers as part of tenancy sign-ups.
4.3 c	Tenant feedback obtained for repairs, Review of processes taking place.



## **Refresh of Priorities/Milestones following the Inspection (Appendix 4.2 and 4.3)**

Feedback from the Regulator of Social Housing Inspectors in relation to the Transparency, Influence and Accountability Standard acknowledges that the Council uses information it holds on tenants' individual diverse needs when responding to service requests but could not demonstrate full coverage of information nor how its services deliver fair and equitable outcomes for tenants.

They concluded that tenants do not have access to performance information for all relevant landlord services, which has the potential to undermine tenants' ability to hold their landlord to account and influence how services are delivered.

They also determined that while complaint reporting indicates complaints are addressed promptly, there is no evidence of trend analysis, learning or consideration of the fairness and effectiveness of complaints arrangements.

As a result, a decision has been taken to refresh the Tenant Engagement Strategy mid-term to acknowledge the improvements required to our processes, as part of our engagement with the Regulator. The proposed additions to the action plan are attached at Appendix 4.3 for members to review and amend/approve.

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### **RECOMMENDATION(S)**

1. That progress against the action plan, as stated, is reviewed and tenants provide feedback on current activity.
2. That members of the Board review the proposed amendments to the Strategy Objectives in appendix 3 and confirm which additions/amendments are to be approved.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
<p>Ambition: Customers</p> <p>Priorities:</p> <ul style="list-style-type: none"><li>○ <i>Improving the customer experience and removing barriers to accessing information and services</i></li><li>○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i></li></ul> <p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none"><li>○ <i>Building more, good quality, affordable housing, and being a decent landlord</i></li></ul>

DOCUMENT INFORMATION	
Appendix No	Title
1.	TES Action Plan Update Oct 2024 - accessible
2.	Original Objectives and priorities
3.	Proposed revised priorities/milestones

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## Tenant Engagement Strategy 2023- 2026 – Action Plan – Updated October 2024

Status Key:

Complete	In progress, on track	Alert

**Objective 1:** Make tenants and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.1 27	Work alongside tenants to publish and promote the Tenant Engagement Strategy	H	a. Recruit 5 tenants to join Tenant Participation Review Development Group (TPRDG)	Tenants joined the TPRDG as from 29 <sup>th</sup> September 22  24/25 a further 3 substitute members recruited prior to July 24 meeting  Main strategic group changed name from TPRDG to Housing Liaison Board (HLB)	TEO	April 23 Completed	
		H	b. Publish and promote strategy on the Council website and tenants newsletter	Strategy in development. Strategy published September 2023.	ADH TEO	Executive September 2023 Completed	

Appendix 1

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.2	Regularly monitor the strategy to ensure it continues to meet its objectives	M	a. To review and monitor by HLB to ensure the strategy meets the tenants needs and aspirations	First review to be completed within 6 months of the approved strategy  6 monthly review completed: 2 November 23 March 24 October 24	ADH TEO	Every 6 months	
1.3	Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies	M	a. Increase tenant data base using various consultation methods (including set milestones below):	Tenant Satisfaction Measure survey asks for new tenants to provide contact details, where they are interested in further involvement in service design and decision-making.  58 Tenants expressed an interest in being involved, 4 have since engaged and 1 of these is now a regular attendee.	TEO HSDO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
29		H	b. Developing a leaflet in line with the strategy promoting tenant involvement and encouraging tenants to get involved at the level they wish	<p>Leaflet used as part of both 'New Tenant' visits and general officer visits to highlight opportunities and encourage engagement.</p> <p>Leaflet updated to cover latest engagement options</p>	TEO	<p>September 23</p> <p>Completed</p> <p>October 24</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
30		H	c. TMO/HAT/HAA to use as part of their visits to promote and increase engagement.	<p>From April 2024 onwards, recruitment/referrals from officer visits to be tracked.</p> <p>18 tenants expressed an interest in being involved via New Tenant Visits. Initial low level engagement planned at geographic locations, new option developed "Tea with Tenants"</p>	TEO TMO	Ongoing from December 23	
1.4	Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.		a. Develop and implement regular evaluation of engagement sessions, to ensure approach meets both tenant and service needs.	<p>Feedback form developed for: Challenge Days; Tea with Tenants</p> <p>Evaluation Form to be developed for completion at end of Challenge and Change Reviews</p>	TEO	Ongoing from Sept 24	

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**Objective 2:** Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.1 31	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	M	a. Review menu of involvement annually and measure by number of tenants held within each section of the database	<p>Menu of involvement and data base created April 2022. Ongoing until next review.</p> <p>As noted in 1.3 this forms part of the leaflet used by officers to further encourage engagement.</p> <p>New Engagement Officer in post as of August 24, menu of engagement reviewed and updated to reflect current activity.</p>	TEO	1 year from approval of strategy – September 24	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
33		M	b. Use information obtained via the STAR survey and TSM responses	<p>Ongoing work by officers to gather current telephone and email contact details to enable communication and engagement using technology.</p> <p>Tenant census form developed to capture desired communication options. Volume of email address on file increased significantly and hope this will increase cost efficiencies</p>	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.3	Expand communication channels used by the service to create improved modern interaction and cost efficiencies		a. Establish gov.notify accounts for use for TSM Survey; Newsletter distribution; and general communication, to offer greater coverage via digital channels. This should also generate service efficiencies.	Used for consultation on new draft Housing Strategy 2024-2029  Used for mailout of 2024/25 TSM survey. 3000+ emails and 2200+ text messages, alongside reduced postal contact.	ADH HSDO	August 24 onwards	
34			b. Establish self-service options for registering for tenant involvement.	Form re-developed as part of the refresh of the leaflet.	TEO	October 24	
			c. Develop and implement a Tenant Census form, with hard copy and digital formats, to be completed every two years (to establish data on preferred method of contact).	Initial roll-out alongside Stock Condition Survey.	ADH	October 24	

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**Objective 3:** To be more accountable for the services we deliver by empowering our tenants to challenge us and to get involved in setting priorities

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.1 35	Publish and promote our service standards and ensure tenants know how to challenge them	M	a. Publish on Council website, tenants newsletter and produce standalone leaflet	Article planned for May 24 newsletter  Leaflets for Customer Service Standards Leaflet and How to make a complaint updated	TEO CSSCM CMDM	May 24  June 24	
		M	b. Hold Tenant Challenge Days/Locality meetings	4 events in held April 24.  4 Drop-in sessions "Tea with Tenants" planned October 24. Service standards for repairs and customer standards to be promoted at event.	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
36 3.2		M	c. Define service standards per team and review annually.		ADH HSDO TEO	April 25	
		H	d. Regular review of approach taken by C1 authorities.	Initial assessment of C1 authorities following receipt of Bolsover judgement in August 24.	TEO	Ongoing	
	Develop and implement a quarterly service performance report, to be submitted to Housing Liaison Board and Customer Services Scrutiny Committee twice a year.	H	a. Implement quarterly report format for use at Housing Stock Management Group.		ADH HDSO	Jan 25 onwards	
		H	b. Implement bi-annual service performance report for use at Housing Liaison Board and Customer Services Scrutiny.	Develop format of report in October 24 meeting, for refinement and use thereafter.	ADH HSDO	October 24 onwards	
3.3	Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.	H	a. Annual Tenant Summary of Tenant Satisfaction Measures outcomes.	Draft developed and to be reviewed by tenants alongside other authority examples, prior to agreement of final version.	HSDO	July 24 and annual thereafter	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	b. Annual Tenant Summary of Housing Complaints Handling and Service Improvement Report.	First report developed and published in July 24 with tenant input.	HSDO	July 24 and annual thereafter	
3.4 37	Produce an annual report, in conjunction with tenants, providing an overview of the last 12-months	H	a. Annual release within Bolsover Homes Newsletter.	First edition released in November 23 Bolsover Homes Newsletter, tenants involved in design  2023/24 report to be released in November 24 Bolsover Homes Newsletter, tenants agreed to retain design.	TEO ADH	Ongoing – annual	
3.5	Empower tenants to hold us to account by providing appropriate training, support and feedback	M	a. Work with tenants to provide a training programme based on their needs	Number of tenants involved in training events	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
38		M	b. Support joint training with other tenants and landlords	<p>Tenants Conference joint with CBC and Rykneld Homes</p> <p>Exploring options to learn from CBC and Rykneld Homes use of Estate Walkabouts and Mystery Shopping.</p>	TEO	<p>Conference held 15<sup>th</sup> May 2024</p> <p>Dec 2026</p>	
		H	c. Utilise online/face to face training provided by TPAS	Officers regularly attend; some tenants have engaged with Awaab Law events.	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
39		H	d. Encourage tenants to engage with workshops/ networking provided by TPAS.	Promote in Tenants Newsletter – Nov 23 and then ongoing. Tenants have attended TPAS online events  July 24 Challenge and Change meeting - tenant members signed up for TPAS accounts	TEO	Ongoing and as part of the conference on 15 <sup>th</sup> May 24	
		H	e. Produce quarterly KPIs poster/report to ensure key data is shared with tenants via Contact Centres, to encourage greater interaction with the service.		ADH HSDO	January 25 onwards	
		H	f. Ensure quarterly KPIs report is considered by Housing Liaison Board.		ADH HSDO	January 25 onwards	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.6  40	Develop and support a tenant led scrutiny process that will challenge the housing service and make recommendations and improvements.	H	a. Engage with TPAS on national scrutiny week to gain full understanding of the tenant scrutiny process	Officers/members attended training 5 <sup>th</sup> Oct 23  Officers/tenants to engage with Involvement Week 2024	ADH TEO HSDO	Ongoing	
		H	b. Recruitment of scrutiny panel members	Challenge and Change – June 23 recruitment (Review of Void process July 23-April 24) – 6 tenants.  Recruitment of new review panel for current Challenge and Change review (Grounds maintenance) May 24 – 11 tenants.	TEO	Recruitment ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
41		H	c. Training of tenant scrutiny members	Introductory briefing delivered.  Training skills survey planned. Promote TPAS Involvement week Oct 24.	TEO HSDO	Ongoing	
		H	d. Set timetable of projects to scrutinise – 2 per year	First project “The voids process” completed.  Review of Grounds Maintenance commenced June 24.	TEO	completed	
		H	e. Ensure a tenant evaluation is completed following every challenge and change review to ensure continuous learning and process improvement is embedded.	Form to be designed for use with Review of Grounds Maintenance and thereafter.	TEO	December 24	

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**Objective 4:** Use customer feedback to improve our housing service, keep tenants informed about how their contributions have been used to drive continuous improvement

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.1 42	Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production	L	a. Establish tenants editorial team. Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their views are taken into account.	1 <sup>st</sup> review meeting  Review meeting at TPRDG July 23  Aim to recruit Editorial panel from tenants who have recently expressed an interest to be involved	TEO	July 26	
4.2	Produce regular <i>You Said, We Did</i> article highlighting where customer feedback has made a difference to how we deliver services	H	a. Publish an article in each edition of the newsletter and within the housing section of the Council website. Aim for 2 articles per year.	Articles published in various newsletters and format to be reviewed to improve clarity of information.  Include in next issue 9, due November 24.	TEO	Ongoing with each edition  Issue 7 released Nov 23.  Completed in Issue 8 May 24 Newsletter.	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.3 43	Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations	H	a. Create a satisfaction survey to gather data required for the Tenant Satisfaction Measures – annually.	Guidance by social housing regulator. 2023/24 survey complete and return submitted.  Survey for 24/25 due for circulation for autumn 24.	TEO ADH HSDO	April 23 <b>Completed</b>  Target completion of data collection March 2025. Submission June 2025	
		H	b. Ensure all face to face consultation workshops provide feedback forms.	Ongoing	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
44		H	c. Gather repairs feedback on PDA after each repair.	<p>Operatives endeavour to secure feedback on all repairs completed, and management complete regular audits of both repairs standards and customer satisfaction feedback.</p> <p>Review of processes taking place.</p> <p>10% of repairs over £250 in value get a post-inspection evaluation on Total Mobile and an in-person visit.</p> <p>Report template to be developed to enable performance reports to RANT and HLB.</p>	HOP	<p>June 24</p> <p>Autumn 24</p> <p>November 24</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
45		M	d. Aim for 5% telephone feedback on completed repairs.	<p>Where a call back is requested as part of the repairs satisfaction survey a callback is completed.</p> <p>Currently high satisfaction levels on repair surveys resulting in limited requirement for call backs. This % will be considered as part of repairs satisfaction review.</p> <p>Report template to be developed to enable performance reports to RANT and HLB.</p> <p>Incorporate into report template for RANT</p>	HOP	<p>June 24</p> <p>November 2024</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
46		L	e. Explore real time methods of consultation e.g. gov matrix	Explored but not considered a viable option at this time.  Customer Services have introduced Real Time feedback in July 24 for email and Live Chat contact	ADH CSSCM	Discussed at TPRDG (Now HLB) meeting March 24	
		M	f. TEO to complete evaluation/consultation with tenants as part of NTVs and other tenancy visits to determine current issues/trends.		TEO	January 25 onwards	
		M	g. TEO to complete evaluation/consultation with all tenants allocated on new build developments to ensure build design/standards remains fit for purpose and in line with tenant expectations.	Retrospective evaluation	TEO	Ongoing as sites complete and are let.	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.4	Expand reporting and evaluation of complaints data, with specific emphasis on trend analysis	H	a. Implement quarterly reports for Housing Liaison Board.		CSSCM HSDO	July 24 onwards	
47		M	b. Develop simplified quarterly graphics from complaints report, for use on contact centre posters/TV screens, and website (once performance 'hub' created).		CSSCM HSDO TEO	December 24 onwards	

**Lead Staff Code:**

ADH - Assistant Director Housing Management and Enforcement

HSDO - Housing Strategy and Development Officer

HOP - Head of Property (Repairs and Maintenance) Dragonfly Development Ltd

TEO - Tenant Engagement Officer

CMDM - Communications, Marketing and Design Manager

## CSSCM - Customer Service, Standards & Complaints Manager

TMO – Tenancy Management Officer

HAT – Housing Assistant Tenancy

## HAN – Housing Assistant Applications

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## Priorities

In order to meet these strategic objectives, the following priorities have been agreed with the Tenant Participation Review and Development Group.

**Objective 1** - Make tenant and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility.

- Work alongside tenants to publish and promote the Tenant Engagement Strategy.
- Regularly monitor the strategy, to ensure it continues to meet its objectives.
- Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies.
- Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.

**Objective 2** - Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all.

- Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service.
- Offer a range of options for engagement both traditional and technology based.

**Objective 3** - To be more accountable for the services we deliver by empowering our residents to challenge us and to get involved in setting priorities.

- Produce an annual report providing an overview of the last 12-months.
- Empower tenants to hold us to account by providing appropriate information, training support and feedback.
- Publish and promote our service standards and ensure tenants know how to challenge them.
- Develop and support a resident led scrutiny process that will challenge the housing service and make recommendations for improvements.

**Objective 4** - Use customer feedback to improve our housing services, and keep tenants informed about how their contributions have been used to drive continuous improvement.

- Publish and promote our tenants newsletter and encourage tenants to become actively involved with its production.
- Produce a You said we did article highlighting where customer feedback has made a difference to how we deliver services.
- Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations.



## Tenant Engagement Strategy – Proposed revised priorities and milestones

In order to meet the four strategic objectives, the following priorities were agreed with the Housing Liaison Board (previously Tenant Participation Review and Development Group). Proposed additions, both priorities and milestones, shown in red, will assist the Council in delivering the Improvement Plan that has been agreed following the Housing Inspection.

\*Note: The existing priorities under Objective 3 have been reordered to accommodate the proposed additions.

**Objective 1** - Make tenant and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility

- 1.1 Work alongside tenants to publish and promote the Tenant Engagement Strategy.
- 1.2 Regularly monitor the strategy to ensure it continues to meet its objectives.
- 1.3 Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies.
- 1.4 Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.

**Objective 2** - Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all

- 2.1 Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service
- 2.2 Offer a range of options for engagement both traditional and technology based.
- 2.3 Expand communication channels used by the service to create improved modern interaction and cost efficiencies

**Objective 3** - To be more accountable for the services we deliver by empowering our residents to challenge us and to get involved in setting priorities

- 3.1 Publish and promote our service standards and ensure tenants know how to challenge them.
- 3.2 Develop and implement a quarterly service performance report, to be submitted to Housing Liaison Board and Customer Services Scrutiny Committee twice a year.
- 3.3 Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.
- 3.4 Produce an annual report, in conjunction with tenants, providing an overview of the last 12 months.
- 3.5 Empower tenants to hold us to account by providing appropriate information, training support and feedback.

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- 3.6 Develop and support a resident led scrutiny process that will challenge the housing service and make recommendations for improvements.

**Objective 4** - Use customer feedback to improve our housing service, and keep them informed about how their contributions have been used to drive continuous improvement

- 4.1 Publish and promote our tenants newsletter and encourage tenants to become actively involved with its production.
- 4.2 Produce **regular** 'You said we did' articles highlighting where customer feedback has made a difference to how we deliver services.
- 4.3 Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations.
- 4.4 **Expand reporting and evaluation of complaints data, with specific emphasis on trend analysis**



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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

#### **Agenda Item 5: Tenant Satisfaction Measures 2024/25**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Housing Strategy and Development Officer

The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and are designed to help monitor how well landlords are doing at providing quality homes and services, and to understand how they can make improvements.

Officers have completed a review of the methodology used in 2023-24 and evaluated the response rate and quality of the data. We have also adapted the questions which the Council have added as additional questions.

We are now in the process of gathering data for 2024/25. We have used the gov.notify system to circulate 3179 emails and 2233 texts where we hold this data, and have consequently only sent 794 by post. Where we are notified that the email or text has failed we will look to use text/postal as an alternative.

We will complete the first reminder wave in November, prior to the Christmas period. A second reminder wave will be used depending on the return rate.

Attached is an update on the Management Information for the first two quarters, and initial response data to the satisfaction survey.

One of the final tasks that remains in relation to the 2023/24 data is to design and launch a tenant version of the final outcomes. Officers have examples for tenants to consider, with the aim of agreeing a final concept for how we present the data.

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#### **RECOMMENDATION(S)**

1. That the performance documented in the attached reports is reviewed and acknowledged.

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2. That members of the Board review the example options, as presented in the meeting, for a tenant version of the 2023/24 data, and agree a format to be used moving forward.

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

Ambition: Housing

Priority: 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

Target HOU03: Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
5.1	Tenant Satisfaction Measures – Perception Measures 2024/25
5.2	Tenant Satisfaction Measures – Management Information 2024/25

## 5.1 Tenant Satisfaction Measures – Perception Measures

### Key points of note:

- Current responses mirror the profile of the housing stock with most coming from GN Housing, making the data representative of our stock.
- The largest number of responses are from single tenants.
- There is limited interest in downsizing.
- Responses are equal across the four contact centre areas.
- Nearly two thirds of respondents are female.
- Over 40% of respondents are 65+
- 171 responses as at 07.10.24

53

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (07.10.24)
TP01	Overall satisfaction	87.6%	86.9%	82.4%
TP02	Satisfaction with repairs	89.9%	89.0%	81.0%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	84.1%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	76.5%
TP05	Satisfaction that the home is safe	88.9%	87.0%	79.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	62.1%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	66.7%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	76.5%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	37.8%

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TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (07.10.24)
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	69.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	64.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	46.3%

**5.2 Tenant Satisfaction Measures – Management Information**

TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	N/a	6.4	13.4			N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	N/a	0.8	2.0			N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%	100%			100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	100%	100%	100%			100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	N/a	19.1	30.1			N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	N/a	0.4	0.8			N/a

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TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	2024/25 Target (Council Target)
RP01	Homes that do not meet the Decent Homes Standard	16.0%	0% (target to be reviewed following stock condition survey)	13.5%	Awaiting outcome of stock condition survey			0%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%	76.7	87.17%			80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%	93.1	97.18%			90%
BS01	Gas safety checks	99.2%	100%	98.9	98.69%			100%
BS02	Fire safety checks	100%	100%	100%	83%			100%
BS03	Asbestos safety checks	100%	100%	100%	100%			100%
BS04	Water safety checks	69%	100%	84.5%	100%			100%
BS05	Lift safety checks	84.5%	100%	100%	100%			100%

Notes Q1:

Stock figure as of 30.06.24 – 5015

CH01 (1) – 32 stage one complaints – 6.38 (6.4)

CH01 (2) – 4 stage two complaints – 0.79 (0.8)

NM01(1) – 96 Anti-social behaviour cases related to tenants/tenancy

NM01(2) – 2 Anti-social behaviour cases that were hate incidents

Notes Q2:

Stock figure as of 30.09.24 – 5013

CH01 (1) – 35 stage one complaints – 6.98 (7.0), cumulative 13.36 (13.4)

CH01 (2) – 6 stage two complaints – 1.20 (1.2), cumulative 1.99 (2.0)

NM01(1) – 55 Anti-social behaviour cases related to tenants/tenancy. Cumulative figure of 151 cases

NM01(2) – 2 Anti-social behaviour cases that were hate incidents





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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

#### **Agenda Item 6: Customer Service Compliments, Comments and Complaints and Standards**

#### **Report for Housing & Repairs Quarter 2 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024**

<b>Classification</b>	This report is Public.
<b>Report By</b>	Customer Service, Standards and Complaints Manager
<b>Contact Officer(s)</b>	Customer Standards and Complaints Officer

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

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing and Repairs.
- 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 identify improvements within its Housing & Repairs services.
- To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024.

#### **REPORT DETAILS**

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

- 1.1 The purpose of this report is to make Housing and Repairs departments and Tenants aware of performance in relation to the effective management of complaints and identifying any improvements.

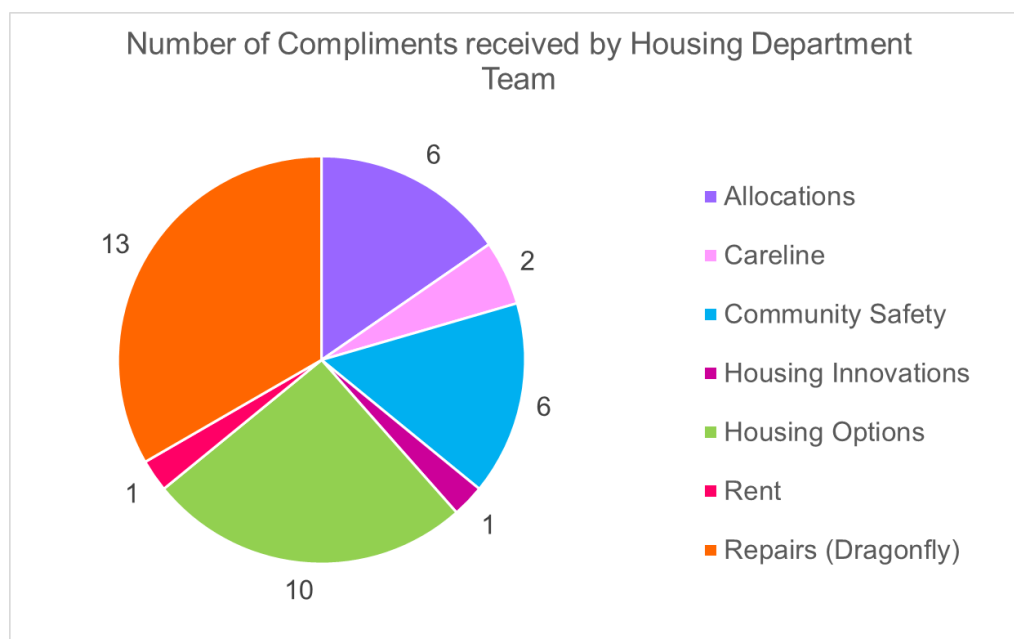
## 2. Details of Proposal or Information

### 2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q1 covered more than one service area, therefore when analysing the data by Housing Teams these do not mirror the actual volume of contacts received.

#### Compliments

In total 35 compliments were received during 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024. Compliments were received from customers who appreciated excellent service. The pie chart below shows the breakdown across the teams.



When analysing the compliments received in Q1, Dragonfly (Housing Repairs and Maintenance) received the most compliments with 13, followed by the Housing Options Team with 10. The Housing Allocations and Community Safety and Enforcement Team both received 6 compliments each. The Careline Team received 2 compliments and the Rent Team and Housing Innovation Team received 1 compliment each.

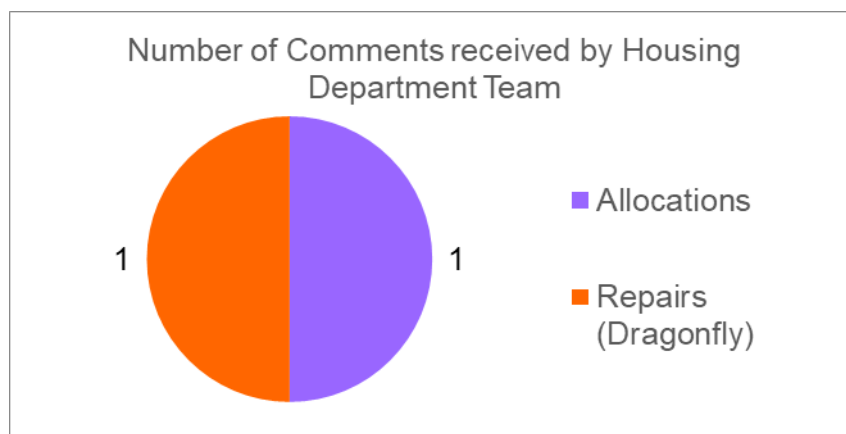
As also shown in the Q1 data, it is useful to note whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

Compliments for repairs were focussed on the repairs operatives for doing excellent work, being polite and being efficient, they also included a thank you to the repairs team for organising repairs to their property. Compliments for Housing Options Team were mainly regarding Officer's kindness, understanding and support.

Finally, compliments for the Housing Allocations Team were to thank the Officers in this department for being kind and for their assistance in being allocated a Council property and compliments for Community Safety and Enforcements were for Officers efficient and excellent work.

### Comments

There were 2 written comments received for the period 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



One comment was for the Housing Repairs and Maintenance Team and one comment for the Housing Allocations Team.

The Council received a limited number of comments during Q2 and all were passed back to the teams for further action where required. Unfortunately, no more themes or analysis could be drawn from this data.

### MP Enquiries

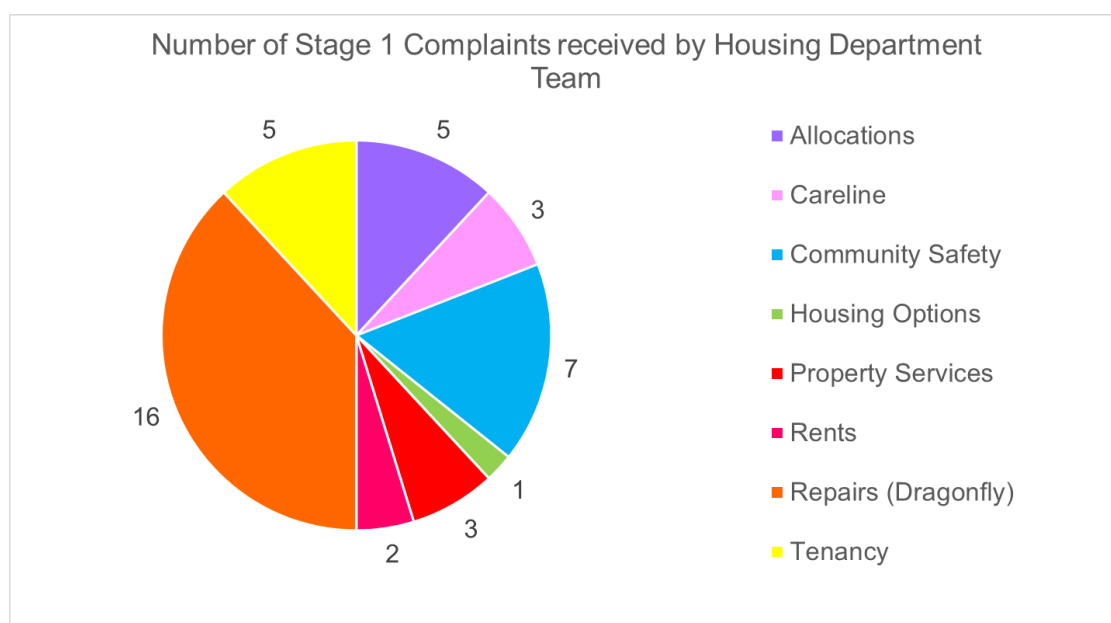
In the period 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024, the Housing Department received 0 M.P. Enquiries.

In May 2024, following the General Election a new M.P. took over Bolsover District. The Council have not yet received any constituent enquiries or complaints.

## Complaints – Stage One

In total 35 Stage One Complaints were recorded from the 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024.

100% Stage One Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days. Up to the point of this data being submitted.



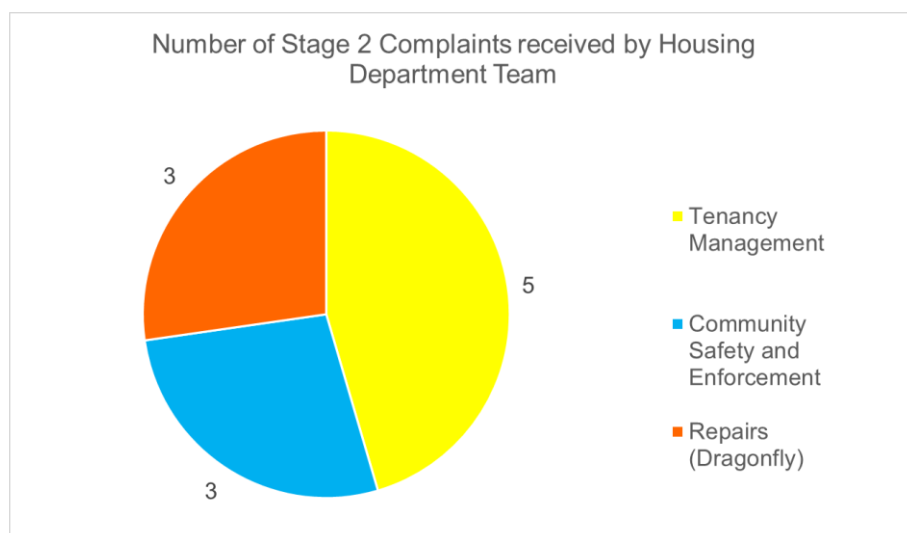
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance) with 16 Stage One Complaints, followed by Community Safety and Enforcement with 7. Next was the Allocations Team and Tenancy Management Team with 5 each, Careline and Property Services had 3 each, Rents Team 2 and Housing Options 1.

When analysing the themes of Stage One complaints, there was a range of reasons complaints were made about Dragonfly Repairs. The most common factor was lack of action taken following a repair being reported and the scheduled appointment not being attended by a Repairs Operative which received 3 complaints each. Complaints made about Community Safety and Enforcement were mostly regarding customers not agreeing with actions or the investigation undertaken by the Team regarding antisocial behaviour from neighbours.

## Complaints – Stage Two

6 Stage Two complaints were recorded, from the 1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024. Nearly all of these complaints were crosscutting over more than one Housing Team.

100% stage two complaints were responded to within our customer service standard and the Housing Ombudsman Code of 20 working days. Up to the point of this data being submitted.



For the complaints received at Stage Two, the largest proportion related to Tenancy Management, which received 5 Stage Two Complaints. The Community Safety and Enforcement Team and Housing Repairs and Maintenance both received 3 Stage Two Complaints each.

When identifying themes for Stage Two Complaints it was found that most complaints for Tenancy Management were in relation to disagreement with actions taken or lack of action by the Tenancy team. It is also worth noting that all Community Safety and Enforcement Team complaints were crosscutting with Tenancy Management complaints.

### Ombudsman

The Housing Ombudsman (HO) has not reviewed any complaints during this period.

The Local Government Ombudsman (LGO) has reviewed 2 complaints during the period 1<sup>st</sup> July 2024 – 30<sup>th</sup> September 2024, one related to Housing Allocations and the other was Housing Repairs and Maintenance. The Council provided the LGO with information and evidence into both of these complaints. The LGO concluded they will not investigate either complaint as there was 'insufficient evidence of fault causing injustice'.

## Summary for Quarter 2 2024/25

	July	August	September	Total
Compliments	9	11	15	35
Comments	2	0	0	2
Stage 1 Complaints	11	8	16	35
Stage 2 Complaints	5	0	1	6
MP Enquiries	0	0	0	0

### Complaints Feedback

During quarter 2, a few service improvements were implemented as a consequence of complaints.

1. The Dragonfly Repairs Team have implemented a fully automated system for the fire alarm and CO2 detector dates to ensure none can go out of date.
2. The Dragonfly Repairs Team is to implement a measure to inform the Council if a Contractor cannot meet their contracted hours deadline.
3. The Central Control Operative will clarify any similar circumstances with their line Manager prior to giving a response.
4. The Careline Team have informed Support Workers to contact 111 to seek further advice to reassure service users the correct course of action is being taken.
5. The Dragonfly Repairs Team will ensure their Contractors use base sheets for glass.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported. The latest Dragonfly Service Review was on the 25<sup>th</sup> September 2024 and the Housing Service Review was on the 30<sup>th</sup> September 2024.

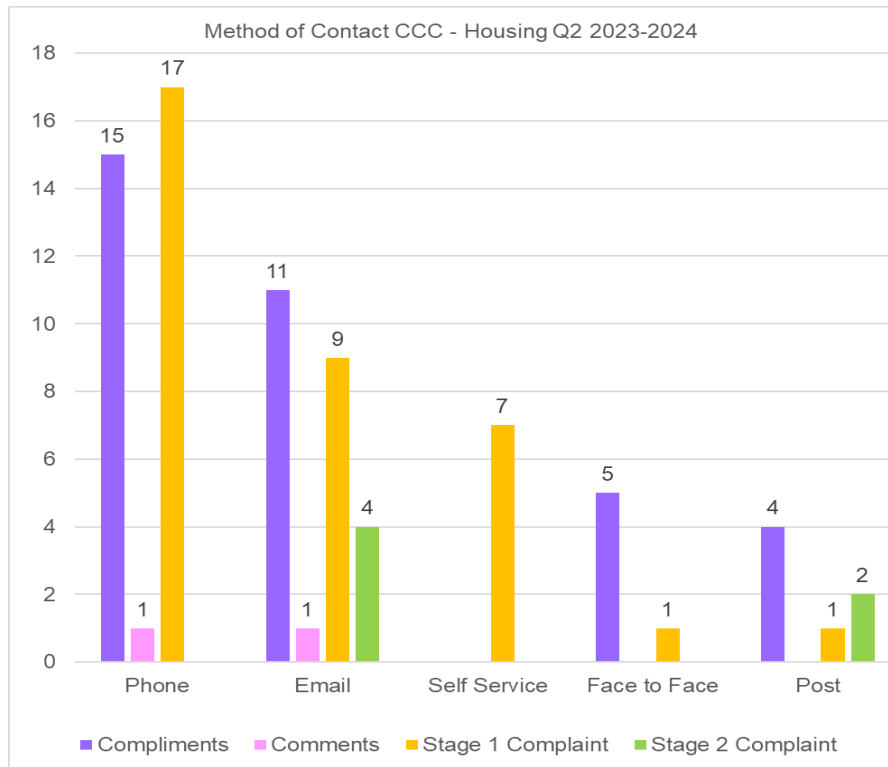
### Method of Contact

For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, most compliments were via telephone (15), followed by email (11) and comments were an equal split between telephone and email. Most Stage 1 Complaints were mostly via telephone (17) followed by email (9) face to face (7). Stage 2 Complaints were mainly made via email (4) followed by post (2). This is interesting as

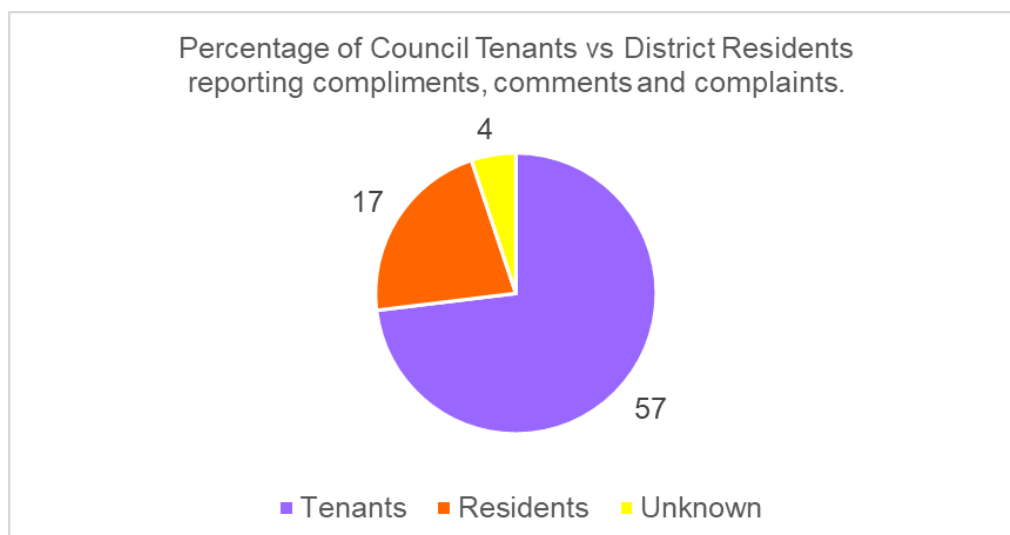
through previous tenant surveys it has shown that tenants prefer contact via post/letter however the preferred method of contacting the Council in relation to complaints is clearly email.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email, although for this quarter the Council did not receive any correspondence anyway.



### Tenants' vs Residents

When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants (57) made most of these reports compared to residents (17).



## **Comparison to Quarter 1**

In comparison with quarter 1, the Housing Department have seen an increase in compliments for quarter 2 from 22 to 35. Dragonfly Repairs Team have received the most compliments over any team for both quarters and both for the same reasons which was officer politeness and excellent work. There has been an increase in compliments (+5) seen for Community Safety and Enforcement.

In both quarters the Housing Department only received 2 comments which were for Dragonfly Repairs Team and Housing Allocations for each quarter. It is noted that customers may not use comments as frequently as they utilise the Customer Services Department to make an enquiry or may liaise with teams direct with suggestions.

There are no M.P. Enquiries for quarter 2, as explained above this is due to no correspondence since prior to the General Election. The Council is happy to respond appropriately to any M.P. Enquiries when these are sent.

There has been a small increase in Stage 1 complaints from quarter 1 to quarter 2. In quarter 1 the Housing Department received 32 complaints compared to 35 in quarter 2. Dragonfly Repairs Team received the most Stage 1 complaints (16) similarly to quarter 1 (13). However, themes identified from Stage 1 complaints were different. Most stage 1 complaints for quarter 2 regarding Dragonfly Repairs Team were with regards to lack of action by the repairs team and non-attendance at scheduled appointments. There was a large decrease in Tenancy Management complaints from quarter 1 (13) to quarter 2 (5). An increase in Community Safety complaints from quarter 1 (3) to quarter 2 (7). However, other teams remained similar in the amounts of complaints only fluctuating up or down slightly.

There has also been a small increase in Stage 2 complaints from quarter 1 (4) to quarter 2 (6), this can be expected with a small increase in Stage 1 complaints. Tenancy Management had a large increase with 5 Stage 2 complaints at quarter 2 as opposed to 1 in quarter 1. In quarter 1, we believed that Housing Allocations had received the most Stage 2 complaints due to the new Housing Allocation Policy which was implemented in April 2024, as the Housing Allocations Team have received 0 Stage 2 complaints, as such it could be argued this theory was correct.

Similarly to quarter 1, in quarter 2 tenants are reporting more than residents. It could be stated that the Housing team are providing detailed information to tenants on how to make a compliment, comment and complaint. This has increased from a 58% tenant majority to a 73% tenant majority in quarter 2.

Finally, as shown above the Housing Department have been able to draw more improvements for complaints within quarter 1. The Council will continue to analyse these areas to draw future improvements and conclusions.



**Compliments/complaints included:**

Compliments	Complaints
Customer stated the Community Enforcement Rangers are superhero's and have changed their life forever giving them faith and trust in others using safe and secure items. They also tidied up their garden for them and left them with tears of joy through their positivity, they deserve a medal and have made a massive positive impact in their life.	Customer has complained regarding administrative issues which led to his Housing Application being rejected.
Customer wanted to thank the Housing Options Officer for helping them through worry and anxiety and for them going above and beyond. They think the Officer is exceptional at their job and the customer will always be thankful for what they'd done. The Officer was also friendly, kind and understanding at all times.	Customer is unhappy with the Housing Options team contacting via phone rather than email which put her in a dangerous situation
Customer thanked the Repairs Operative who was very polite, efficient and pleasant.	The customer is not happy with the actions taken or information given by the Repairs Inspector.
Customer would like to thank the Council Officers that they dealt with during their Housing Application. The Housing Options Team, Housing Needs Assistant and Customer Advisors were kind and thoughtful which helped them during a tough time.	Customer is not happy that they have not received any communication regarding the electrical testing.
Customer wanted to thank Dragonfly Repairs and Inspector for a brilliant job they had done and they were professional and friendly	Customer has complained concerning the installation that was fitted by Property Services which were never connected.

Compliments	Complaints
<p>Customer thanked the Temporary Accommodation Officer and Housing Options Officer for their support and hard work. The customer advised they have been patient, understand and have gone above and beyond for them</p>	<p>Customer has complained regarding a Council employee entering the customers property without knocking</p>
<p>Customer complimented the two Repairs Operatives that have recently carried out work at their property. The customer described the operative who fixed their toilet as a brilliant worker who was clean and tidy and did a very good job. The operative who fitted a shower cubicle was clean, tidy and their work was excellent. The customer has stated they are two of the best workers for the Council.</p>	<p>Customer is still experiencing a noise nuisance following their initial complaint to the Council where further action was taken. Following this no further updates have been received or progress made.</p>



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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

#### **Agenda Item 7: Draft Housing Annual Report 2023-24**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement

#### **Background**

The Regulator for Social Housing has updated the Consumer Standards with effect from 1<sup>st</sup> April 2024. The Tenancy, Influence and Accountability Standard which specifies the Councils duties with regards to performance information states we must *“collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.”*

Specifically, we must annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). We have provided the information to the Regulator of Social Housing and published two reports on the Councils website which contain performance with regards to the Landlord Management Data and the Tenancy Perception Survey. We are in the process of producing a Tenant friendly version of the Perception Survey Results

The Council is also required to publish information on our complaint performances. The Annual Complaint Handling and Service Improvement Report is on the Councils website, and we have produced a Tenant friendly version as explained within Agenda item 5.

The revised Standard does still require the Council to provide some additional information to tenants about:

- “a) how they are performing in delivering landlord services and what actions they will take to improve performance where required*
- b) how they have taken tenants’ views into account to improve landlord services, information and communication*
- c) how income is being spent, and*
- d) their directors’ remuneration and management costs.”*

It is our intention that a Housing Annual Report is still produced, and the Housing Liaison Board confirmed at the last meeting the format and content that Tenants would like to see included.

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The draft Housing Annual Report 2023-24 is attached at Appendix 1

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### **RECOMMENDATION(S)**

1. That members of the group review the draft Housing Annual Report 2023-24 and provide comment prior to this being published in the November 2024 Newsletter.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
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Ambition: Housing
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Priority: 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
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
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<b>DOCUMENT INFORMATION</b>
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<b>Appendix No</b>	<b>Title</b>
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1.	Housing Annual Report 2023-24
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# Housing Annual Report 2023-24

**We have seen lots of changes to the law affecting social housing in 2023-24 and we have been busy preparing for this and complying with the new duties.**

The Housing Ombudsman Complaints Handling Code became mandatory from 1st April 2024, in anticipation we have changed our complaints process. We produced an annual complaints performance report, for complaints during 23/24, along with a tenant friendly version, approved by tenants which can be viewed at [www.bolsover.gov.uk/o/257-ombudsman](http://www.bolsover.gov.uk/o/257-ombudsman).

We have undertaken the first Tenant Satisfaction Survey under the new regime with 86.7% of tenants satisfied with the overall performance of the housing service. A full report of the tenant responses to the survey and management information can be found at [bit.ly/tenant-satisfaction](http://bit.ly/tenant-satisfaction), a tenant friendly version is being developed.

With both sets of performance data already being published we discussed with Housing Liaison Board tenant representatives what additional information they would like to see in the Annual Report. This document reflects the performance information tenants felt was important to know. We hope you find this report useful and insightful.

We have increased the range of engagement opportunities we offer to tenants as we want tenants to help us drive service improvements. We have held a number of successful tenant engagement events and recruited tenants to our various groups. See page X for a tenant's experience. We have jointly held an event with Chesterfield Borough Council and North East Derbyshire District Council which recognises the importance of tenants' voices in shaping services.

We have updated our Allocation Policy which ensures that those who have the greatest need for housing, get the greatest priority.

Following a substantial rise in homeless applications we introduced a dedicated housing options team, by having our own temporary accommodation units, we are not as reliant on Bed & Breakfast places. 656 approaches to the Housing Options team have resulted in 315 assessments being carried out with 147 cases where homelessness have been prevented, and a further 69 where homelessness was relieved.

## Our priorities for 2024-25

The Regulator for Social Housing has introduced the revised Consumer Standards, and we have been preparing for this. Our inspection was the first under the new regime and resulted in a C2 grading at the recent inspection see page X for more information.

We will work with the Regulators Social Housing to implement the Improvement Plan and strive to achieve a C1 grading.

We want to ensure we know our tenant base, to know how you want to be communicated with and ensure our services are accessible to all. The Tenant Census allows us to gather information to help us do this. See Page X for more

Upon completion of the Stock Condition Survey, we will consider the results to ensure we improve our housing stock and ensure we are compliant with Decent Homes Standards

Ensure that are tenants are well informed and can hold us to account. This will mean working with our tenant groups to agree a suite of performance indicators we provide quarterly as well as exploring a tenant portal for easy access to tenant information.



**Councillor  
Sandra Peake**

**Cabinet Member for Housing**

# Our Performance

Whether you live in a family home, a bungalow or one of our Independent Living Centres, we are committed to providing good quality, modern and efficient properties for you to call home. Here is a glance at how we have performed in some of the more customer focused areas that matter to you.

## Council housing

- We own 5009 properties
- 45 new properties built/acquired
- 36 properties sold under the right to buy scheme



**We own  
5009  
properties**



**45  
new properties  
built/acquired**



## Rent

- 94.73% of rent was collected in full
- The average weekly rent of all council properties was £90.96
- £1,197,294.20 was the current tenant arrears at the end of 2022/23
- 6.62% of tenants owed over 12 weeks rent
- 38% of tenants paid by Direct Debit

## Letting homes

- 2549 people on our housing register
- 372 properties allocated, 105 of which were transfers
- 144 allocated to over 60 year olds
- 228 allocated to general needs



**50,450  
Careline calls  
made via pendants**

## Bolsover Careline

- People supported in their homes:  
492 Gold Service, 153 Bronze Service
- 50,450 calls made to Careline via the pendants
- 1491 emergency calls (uninjured people) attended

## Welfare Adaptations

- 294 adaptations completed
- 129 wet rooms completed, 67 of which were installed at void stage
- 10 stair lifts installed
- 179 grab rails/drop down rails installed

**10 stair lifts installed**



**90 roof replacements**



**346 bathrooms modernised**



**247 kitchens modernised**



**215 heating replacements/updates**

## Improving Properties/Your Home

- 215 heating replacements/upgrades
- 90 roof replacements
- 247 kitchens modernised
- 346 bathrooms modernised
- 196 external doors
- 26 cavity wall insulations

## Neighbourhood and Community

- 47 Community Protection Warning letters issued
- 5 Community Protection Notices (CPN) issued
- 19 Fixed Penalty Notices issued for breach of CPN
- 2 closure orders

## Repairs & Maintenance

Day-to-day costs, including voids:

**Employee costs:** £2,876,876

**Material costs:** £1,496,299

**Sub contractors and specialist contractors:** £1,641,950

**Other expenditure:** £222,365

**Total:** £6,237,491

- Overall satisfaction with the repairs service 99.7%
- Satisfaction that the home is well maintained 84.3%
- 12349 responsive repairs carried out, and within timescales
- 3942 of which were carried out within six-hour target



**Overall satisfaction with the repairs service 99.7%**



**3,942 repairs carried out within six-hour target**

## How is your rent spent?

We manage over 5,000 properties and the total income for 23/24 was £23,863,852.

Below is an overview of where this income comes from and how we spend this money.

- Housing rents £22,852,353
- Now dwelling rents (garages) £81,140
- Leaseholders/leasehold shops £55,280
- Independent Living £403,848
- Central control monitoring charges £301,868
- Misc income £169,363

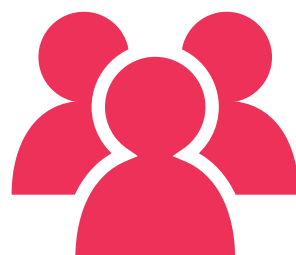
## Expenditure

- Repairs and maintenance £3,360,614 (includes materials, repairs costs, contractors and void work)
- Supervision and management £9,531,625 (includes staffing costs)
- Independent Living Schemes £530,090 (includes staffing and running costs)
- Careline service £1,134,038 (includes staffing and vehicles)
- Tenant participation £79,165
- New build scheme evaluations £170,715
- Rents and rates £279,586
- Miscellaneous £55,887
- Interest on loans £4,476,666
- Contribution to Major Repairs Reserve £5,674,979
- Other appropriations £1,424,572
- N.B: Additional Capital monies of £5,677,450 was spent on schemes for our existing properties such as safe and warm and decent homes.



**£3,360,614**  
spent on repairs and  
maintenance

**£530,090**  
Independent Living  
Schemes



**£9,531,625**  
spent on supervision,  
management and staffing



**£1,134,038**  
Careline services including  
staffing and vehicles



**Total income**  
**£23,863,852**



**£5,674,979**  
Contribution to Major  
Repairs Reserve

**£4,026,657**  
interest on loans





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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

#### **Agenda Item 8: Housing Key Performance Indicators**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement

#### **Background**

In spring 2024, the Council launched its new Council Plan “The Future 2024-2028” This describes the key role we play in supporting the district, through the provision and delivery of key services that are essential to everyday life. The plan also outlines our four main aims :

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Councils Ambitions. A summary of the Quarter 1 and 2 performance is attached at Appendix 1.

The Council’s Housing team is producing a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own KPIs.

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenant’s can only do that when they have been provided with the relevant information or data.

We would like the Board to consider the various areas we report on and see if there are any areas which you feel are not being captured, which should be. Additionally, of the numerous performance reports we produce which do tenants feel are the most important to be aware of, and the most informative.

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We would like to agree a suite of performance measures which we report on quarterly and then present this information in a visually appealing, easy read format. We would envisage these one sided posters being put up in all contact centres, and on the Councils website to make them accessible.

A number of examples as to how other authorities do this will be presented in the meeting.

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### **RECOMMENDATION(S)**

1. That the performance documented in the attached report is reviewed and acknowledged.
2. That members of the Board agree to a suite of 10-12 key performance measures which are reported quarterly to the wider tenant base.
3. That the members of the Board review example options for a quarterly performance poster, to agree a format to be used moving forward.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
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Ambition: Housing
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Priority: 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
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
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<b>DOCUMENT INFORMATION</b>
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Appendix No	Title
1.	Housing Key Performance Indicators Quarter 1 and 2 2024/25

Housing Management & Enforcement - Key Performance Indicators – Service Plan 2024-28

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Target 2024/25	Status	Commentary
01	Proportion of rent collected as a % of rent due in the financial year	83	90.2%			92%		<p>This indicator is always lower at the start of the financial year and the 83% is in line with the balance at the end of Quarter One in 2023.</p> <p>The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance however the current financial crisis is having an impact on the rental income.</p>
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3.2%	3.27%			3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2%	2.1%			2%		

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Target 2024/25	Status	Commentary
04	Current tenants arrears as a % of rent due in the financial year	5%	5.5%			4%		<p>Although we are still above the target we are still seeing a gradual decrease in the number of cases. This is in part down to the Mobyssoft software which only prompts the cases that the Income Management Team need to be focussing on rather than listing all tenancies in arrears. The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p> <p>As of end of Q1, 296 Households recommended for contact in March 2023 are now no longer being recommended for contact. This tells us that the interventions and support the team is providing is making a difference.</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Target 2024/25	Status	Commentary
05	Allocations – from Dragonfly handover to relet – 14 working days	20	TBC			14		Q1 – This is higher than usual due to the implementation of the new Housing Allocation Policy and the shutdown period in April 24. The allocation of 18 properties were delayed during this period which has impacted on the figure.
06	Homelessness successful prevention cases	84%	79%			75%		<p>Q1 – 84% of cases closed in Q1 were successful prevention cases.</p> <p>Q2 – 79% of cases closed in Q2 were successful prevention cases.</p> <p>Cumulative figure pending</p>
07	Homelessness successful relief cases	80%	67%			45%		<p>Q1 – 80% of successful outcomes for cases closed between Apr-Jun.</p> <p>Q2 – 67% of cases Jul-Sept had successful outcomes.</p> <p>Cumulative figure pending</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Target 2024/25	Status	Commentary
08	% of Stage 1 housing complaints responded to within 10 working days	100%	100%			100%		Q1 – 32 stage 1s all answered within timescales. Q2 – 35 stage one complaints were recorded all of which were answered within timescales.
09	% of Stage 2 housing complaints responded to within 20 working days	100%	100%			100%		Q1 – 4 stage 2s all answered within timescales. Q2 – 6 stage 2s all answered within timescales
10	Number of fixed penalty notices issued for, breach of PSPO, CPN, litter and dog fouling offences	29	TBC			15 per quarter		
11	Identify, report and resolve 40 fly tipping cases per quarter	139	TBC			40 per quarter		
12	Attendance at Parish Meeting (or equivalent)	8	TBC			5 per quarter		Q1 – 5 Parish Council, 2 Meetings with Parish, 1 Community Meeting, Total = 8
13	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	100%	TBC			90%		
14	95% falls responded to within 30 minutes	98.58%	TBC			95%		