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

Contact: Matthew Kerry
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Monday, 13th January 2025

Dear Councillor / Tenant,

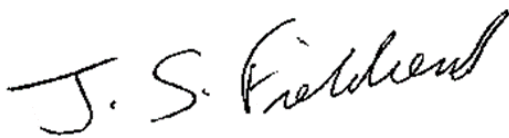
HOUSING LIAISON BOARD

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 Monday, 20th January, 2025 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.

Access for All statement

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

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

HOUSING LIAISON BOARD AGENDA

***Monday, 20th January, 2025 at 10:30 hours taking place in Committee Room 1, The Arc,
Clowne***

Item No.		Page No.(s)
1.	Apologies for absence	
2.	Minutes	4 - 11
	To review the minutes of a Housing Liaison Board meeting held on Tuesday, 22 nd October 2024.	
3.	Regulator of Social Housing - Improvement Plan	12 - 17
4.	Tenant Satisfaction Measures 2024/25	18 - 30
5.	Customer Service Compliments, Comments and Complaints and Standards - Report for Housing & Repairs Quarter 3 1st October 2024 to 31st December 2024	31 - 41
6.	Housing Key Performance Indicators	42 - 48
7.	Stock Condition Survey - Verbal Update	
8.	Compliance Polices	49 - 77
9.	Housing Strategy 2024-2029 - Impact on Council Tenants	78 - 81
10.	Date of Next Meeting	
	To take place in Committee Room 1, The Arc, Clowne at 10:30 hours:	
	<ul style="list-style-type: none">• Tuesday, 22nd April 2025;• Tuesday, 29th July 2025;• Tuesday, 21st October 2025;	

Agenda Item 2

HOUSING LIAISON BOARD

Minutes of a meeting of the Housing Liaison Board of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Tuesday, 22nd October 2024 at 10:30 hours.

PRESENT:-

Members:-

Councillor Sandra Peake in the Chair

Councillors Janet Tait, Ashley Taylor, Rita Turner and Jane Yates.

Officers:- Jane Calladine (Tenant Engagement Officer), Andy Clarke (Head of Property (Repairs and Maintenance) – Dragonfly Management), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Deborah Whallett (Housing Services Manager), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer) and Matthew Kerry (Governance and Civic Officer).

Tenants:- Mrs. Kathleen Blair (Substitute), Mrs. Janice Payne, Mrs. Doreen Potts, Mrs. Angela Sharpe and Ms. Jackie Taylor (Substitute).

HLB13-24/25 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Mr. Steven Bramley and Mrs. Catherine Morley.

HLB14-24/25 MINUTES – 16TH JULY 2024

RESOLVED that the minutes of a meeting of the Housing Liaison Board held on 16th July 2024 be approved as a true and correct record.

HLB15-24/25 REGULATOR OF SOCIAL HOUSING INSPECTION JUDGEMENT AND IMPROVEMENT PLAN

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

From 1st April 2024, new legislation was brought in to protect tenants, ensure high quality services, and provide the Regulator with enhanced powers to inspect social landlords.

The Council had received a C2 grade (C1 was the highest achievable) following an investigation in May 2024. During the investigation, the Regulators had observed a Customer Services Scrutiny Meeting, a previous Board meeting, and had observed and met with Members, Tenants and Officers. They had also reviewed a wide range of Council documents.

The judgement was attached as Appendix 1.

The C2 grade recognised the Council had provided assurance and met the requirements

HOUSING LIAISON BOARD

in many areas. It also identified areas where improvements could be made. The Regulator had recognised that the Council had understood where it needed to make these improvements and was assured work was already underway to improve these areas.

The Improvement Plan included the following:

- Completing the full Stock Condition Survey;
- Delivering fair and equitable outcomes to tenants;
- Complaint handling; and,
- Performance.

The Assistant Director of Housing Management & Enforcement expressed the need for tenants to hold the Council to account.

The Head of Property (Repairs and Maintenance) noted the judgements of other local authorities was increasingly available, providing information on what those judgements entailed (C1, C3, C4) and allowing comparisons to take place. A Member agreed. The Assistant Director of Housing Management & Enforcement added the judgements were all written slightly differently, similar to what Ofsted provided schools – direct comparisons depended on the wording used.

The Housing Services Manager noted the focus for the Council was data. The staff and teams operating on the ground were doing good work, but data was not being collected and analysed on the scale expected, and this was required if the Council wanted to achieve the highest grade.

The Chair agreed that the Council was not currently proficient at collecting and logging this data. The Board was accepted that additional resources were needed.

Tenants who had participated in the investigation in May 2024 were thanked for their contribution.

Moved by Councillor Jane Yates and seconded by Councillor Ashley Taylor

RESOLVED that the judgement attached at Appendix 1 be noted and confirm agreement to the proposed Improvement Plan.

HLB16-24/25 UPDATE ON TENANT ENGAGEMENT STRATEGY

The Tenant Engagement Officer presented the report to the Board.

The report formed the next six-month update on progress against the Action Plan, and updated the Board on the changes required to the Strategy as a result of the Regulator of Social Housing's inspection.

The Action Plan was attached as Appendix 1. The original Objectives and Priorities was attached as Appendix 2. The proposed revised Priorities and Milestones was attached as Appendix 3.

An update on the Tenant Engagement Strategy would be carried out every six months.

HOUSING LIAISON BOARD

The Council was in the process of introducing a framework which encouraged tenants to express their opinions. The Tenant Satisfaction Measure survey would ask new tenants to provide contact details (where they expressed interest in further involvement). More informal events like 'Tea with Tenants' would also take place.

To ensure tenant involvement was as inclusive as possible, the Council had recruited a fulltime Tenant Engagement Officer.

The Council were developing the use of the Gov.Notify service, which would allow large scale communication and surveys via email and text.

Leaflets for 'Customer Service Standards' and 'How to make a complaint' had been updated and actively used as part of tenancy sign-ups.

A Tenant raised they had not received the leaflet, had subsequently contacted the Customer Standards and Complaints Office, who then had proceeded to handle, agree with the complaint, and had then asked if there was any other help required. The Tenant was left impressed by the Council's Customer Services on the handling of this issue.

The Tenant Engagement Officer stated all property types had been contacted, with the Head of Property (Repairs and Maintenance) noting this would enable the Council to analyse the collected data and identify which tenant groups had submitted complaints and on what issues. The Housing Strategy and Development Officer added this was the result of the feedback that followed the inspection; the intent was to take tenant engagement to another level.

The Board was informed that the expansion of communication possible between the Council and tenants, while primarily digital, had produced the unexpected result of all age types responding well to emails and texts; it was not just from younger tenants.

The aim of this expansion was for improved modern interaction and cost efficiencies to take place.

The Housing Strategy and Development Officer highlighted the red text of Objective 3 of Appendix 3, which included: develop and implement a quarterly service performance report (which would be submitted to the Board and the Customer Services Scrutiny Committee twice a year); and produce specific 'Tenant Summary' reports, in conjunction with Tenants, for all core regulatory reports.

Also highlighted was the red text of Objective 4 of Appendix 3, which included the following: expand reporting and evaluation of complaints data, with specific emphasis on trend analysis.

The Board briefly discussed the need for the data to be collected, analysed, and for the Council's performance to be compared with other local authorities.

Moed by Councillor Sandra Peake and seconded by Councillor Janet Tait

RESOLVED that: 1) progress against the action plan, as stated, is reviewed and tenants provide feedback on current activity; and,

HOUSING LIAISON BOARD

- 2) members of the Board review the proposed amendments to the Strategy Objectives in appendix 3 and confirm which additions/amendments are to be approved.

HLB17-24/25 TENANT SATISFACTION MEASURES 2024/25

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

The Tenant Satisfaction Measures (TSM) were introduced by the UK National Government in April 2023. They were designed to monitor landlords in providing quality homes and services, and to identify improvements.

Officers had completed a review of the methodology used in 2023/24, evaluating the response rate and quality of the data. They had also adapted additional questions asked by the Council.

Data was being gathered for 2024/25 via email, text and post. With email the first point of contact, the cost of delivering the survey had reduced.

There was a need to match the same number of respondents as the previous year.

Attached as Appendix 1 was the Tenant Satisfaction Measures – Perception Measures 2024/25. Attached as Appendix 2 was the Tenant Satisfaction Measures – Management Information 2024/25.

Prompted by the Chair, the Housing Strategy and Development Officer explained the weighted and unweighted data to the Board. Unweighted was the raw data received, while weighted used a specific calculation to allow the data to better reflect the general tenant population – not all demographics had submitted responses in the previous year, hence the need for weighted data sets to better reflect the Council's performance.

To improve the data further, the housing type and geographic location of properties would also be collected.

The Council had an overall favourable satisfaction level when compared with other providers.

A Member noted in the 2023/24 results that Bolsover Town had a lower satisfaction rate when compared with the rest of the District. The Housing Strategy and Development Officer stated the response for 2024/25 from South Normanton had been limited to date, unbalancing the District's data; Members from the area would be informed to try and help drive up participation.

To a question on how many responses were required to provide the data that would better reflect the District, the Housing Strategy and Development Officer stated there had been 1400-1500 responses received in the whole stock survey of 2021 out of approximately 5000 households contacted. The first Tenant Satisfaction Measure (TSM) survey of 2023/24 had surveyed 50% of the tenant population, securing 608 responses (of which 547 were valid). With the intention to contact all tenants this year, it was hoped that 2023/24's figure should be matched and surpassed; a response rate of 20-30% was more than acceptable.

HOUSING LIAISON BOARD

To a question on incentivising tenants to respond, the Housing Strategy and Development Officer explained in 2023/24 a shopping voucher had been provided to a random winner in each batch of responses collected. This would be repeated for 2024/25.

It was noted the TSM Code TP12, “satisfaction with the landlord’s approach to handling anti-social behaviour”, was multifaceted and difficult for tenants to respond to. The Housing Strategy and Development Officer agreed, stating the question was mandatory but poorly written, with no feeder question provided to filter out satisfaction from those tenants actually using that service element.

Many ‘don’t know’ answers were recorded but not included in the data, resulting in only ‘satisfied’ or ‘dissatisfied’ answers shaping and negatively affecting the result.

A Tenant felt the question on the handling of anti-social behaviour could be unfair, as some may regard children playing outside as anti-social behaviour.

To a question on if the Council followed up on those tenants who had responded that they did not feel safe in the home, the Housing Strategy and Development Officer stated the responses were anonymised and only those who had answered the supplementary questions, and who wished to be contacted, could be contacted.

One final task in relation to the 2023/24 data was to design and launch a tenant version of the final outcomes. Examples were presented for Tenants to consider, with the aim of agreeing a final concept for how the Council presented the data.

The Board discussed what would be most suitable to inform tenants on the Council’s results and came to a decision.

Moved by Councillor Sandra Peake and seconded by Councillor Ashley Taylor

RESOLVED that: 1) the performance documented in the attached reports is reviewed and acknowledged; and,

- 2) 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.

HLB18-24/25 HOUSING COMPLAINTS - QUARTER 2 2024/25

The Customer Standards and Complaints Officer presented the report to the Board.

The report provided information on the Council’s performance in relation to Customer Service, Standards, Compliments, Comments and Complaints on behalf of Housing and Repairs for 1st July 2024 to 30th September 2024 (Quarter 2 2024/25).

The information provided included:

- 35 Compliments (a chart and breakdown of the data was provided in the report);
- 2 Written Comments (one for the Housing Repairs and Maintenance Team, one for the Housing Allocations Team);
- 0 MP Enquiries (a new MP was elected during the General Election July 2024);

HOUSING LIAISON BOARD

- 35 Stage One Complaints (100% responded to within the required 10 working days at time of writing the report – a chart and breakdown of the data was provided);
- 6 Stage Two Complaints (100% responded to within the required 20 working days at time of writing the report – a chart and breakdown of the data was provided);
- 0 Housing Ombudsman Complaints had been reviewed;
- 2 Local Government Ombudsman Complaints had been reviewed (one related to Housing Allocations, one to Housing Repairs and Maintenance. The Council had provided information and evidence into both Complaints – it was concluded there would be no investigation into either due to ‘insufficient evidence of fault causing injustice’).

Following Complaints, service improvements included:

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

The Council would review the data to explore themes and discuss improvements which may not have been reported.

The Council’s tenants were found to be more likely to submit a Compliment, Comment and/or Complaint than residents.

The report provided a direct comparison of the Quarter 2 2024/25 data with that of Quarter 1 2024/25. It was noted with Stage 1 and Stage 2 Complaints, there had been a small increase for both in that time.

Examples of Comments and Complaints were provided in the report.

HLB19-24/25 DRAFT HOUSING ANNUAL REPORT 2023-24

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

The Regulator for Social Housing had updated the Consumer Standards with effect from 1st April 2024. The Tenancy, Influence and Accountability Standard, which specified the Council’s duties with regards performance information, stated the Council had to “*collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.*”

This information had to then be published annually in compliance with the Tenant Satisfaction Measures (TSMs). This had been achieved, and the publication of a tenant friendly version of the Perception Survey Results was in process.

HOUSING LIAISON BOARD

The Council also needed to publish complaint performance.

It was intended that a Housing Annual Report 2023/24 would be produced, and the Board had confirmed at the previous meeting the format and content that Tenants wanted to see included.

The draft Housing Annual Report 2023-24 was attached as Appendix 1.

Moved by Councillor Sandra Peake and seconded by Councillor Jane Yates

RESOLVED 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.

HLB20-24/25 CURRENT SERVICE PERFORMANCE

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

In early 2024, the Council had launched its new Council Plan, “The Future 2024 – 2028”. This described the key role the Council played in supporting the District, through the provision and delivery of key services that were essential to everyday life.

The plan outlined 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; and,
- Housing – deliver social and private sector housing growth.

The Housing Service of the Council had developed a number of Key Performance Indicators (KPIs) that showed how they were contributing to the Council’s Ambitions. A summary of Quarter 1 2024/25 and Quarter 2 2024/25 KPIs was attached as Appendix 1.

The intention of the report was for the Board to agree a suite of 10-12 KPIs, these be reported quarterly to the wider tenant base, and that the Board review examples of a quarterly performance poster.

The Board discussed what topics they would like to see, with a Member stating a mixture of what the Council was successful with and what it was not would be appropriate.

Moved by Councillor Sandra Peake and seconded by Councillor Rita Turner

RESOLVED that: 1) the performance documented in the attached report is reviewed and acknowledged;

- 2) members of the Board agree to a suite of 10-12 key performance measures which are reported quarterly to the wider tenant base;
- 3) the members of the Board review example options for a quarterly performance poster, to agree a format to be used moving forward.

HOUSING LIAISON BOARD

HLB21-24/25 STOCK CONDITION SURVEY - VERBAL UPDATE

The Assistant Director of Housing Management & Enforcement provided a verbal update on the Council's Stock Condition Survey to the Board.

On the day before the meeting, Savills had carried out 2,602 property inspections in 8 weeks.

A Tenant requested that their experience of the inspection by Savills be noted.

Having failed to attend the original appointment, the Savills officer proceeded to take many photographs. While this would have been for items such as radiator valves and security locks, it also included the image capture of many personal possessions on windowsills and in cupboards.

If there had subsequently been a burglary, the Tenant would have been asked by the police and insurers who was likely responsible/had visited recently, and the Tenant would have had to answer Savills on behalf of the Council.

The Tenant maintained the feeling of discomfort on this issue.

A discussion was held on why the photographs would have been taken (to ensure Council properties were appropriately safe and up to standard – primarily the structure and exterior, but also potential hazards).

To provide context, the Head of Property (Repairs and Maintenance) stated the Stock Condition Survey would provide 132 lines of data and an Energy Performance Certificate for every property. However, the photographs taken should have been properly explained.

Another Tenant stated they had experienced a professional and courteous inspection from their young Savills officer. The Assistant Director of Housing Management & Enforcement added the Council had received compliments from the majority of inspections.

It was agreed the Council would review the photographs to determine if more care could have been taken to avoid the image capture of the Tenant's personal possessions.

The other Tenants were asked, after they had received their own inspections, to notify the Council and share their experience.

HLB22-24/25 DATE OF NEXT MEETING

The Board agreed the next two meetings of 2024/25 would take place in Committee Room 1, The Arc, Clowne on the following dates and times:

- Monday, 20th January 2025, at 14:00 hours; and,
- Tuesday, 22nd April 2025, at 10:30 hours.

The meeting concluded at 12:22 hours.



Bolsover District Council

Meeting of the Housing Liaison Board on Monday, 20th January 2025

Agenda Item 3: Regulator of Social Housing - Improvement Plan

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report summarises the progress made under the Councils Improvement Plan following the C2 Grading by the Regulator Social Housing.

Background

The Regulator for Consumer Standards revised Consumer Standards were effective from 1st 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 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 have devised a comprehensive Improvement Plan to show how we will drive improvement and demonstrate to the Regulator that weaknesses have been addressed so that outcomes for our tenants are improved.

The key areas of focus identified by the regulator and which we will continue to update the HLB members off are;

- 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 have met the Regulators twice, to talk them through and evidence progress against the action plan, 16th October and 3rd December and will be meeting with them again on 27th January 2025

Appendix 1 has a summary of progress to date on these 4 key areas.

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

Appendix No	Title
1.	Regulator Social Housing Bolsover District Council Improvement Plan

Appendix 1, Regulator of Social Housing - Improvement Plan

Housing Liaison Board - Regulator Social Housing Improvement Plan update @ January 2025

Requirement	Action	Priority	Progress	Target date
<p>Safety & Quality Standard 1.1 Stock Quality</p> <p>RPs must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.</p>	<p>Full Stock Condition Survey (SCS) required.</p> <ul style="list-style-type: none"> This will provide accurate stock condition data to ensure compliance with Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend. 	High	<p>Savills appointed - Commenced 27th August 24 – Surveyors due to be completed end Jan 2025, full report to follow be end March 2025</p> <p>Daily HHSRS hazards are being report – Cat 1s being actioned immediately Cat2s within the councils’ repairing timescales.</p> <p>Internal and external progress meetings established and weekly progress meetings.</p>	<p>Survey to be completed and report provided end April 2025</p> <p>Long term capital investment plan to be reviewed and updated by October 2025</p>
<p>The Transparency, Influence and Accountability Standard</p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</p>	<p>We need to understand the individual and whole tenant base.</p> <ul style="list-style-type: none"> We then need to use this data to shape the services we provide to benefit all our tenants. 	High	<p>Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred method of communication, whether we need to make any reasonable adjustments to improve communication as well as whether there are any disabilities within the household</p>	April 2025

	<ul style="list-style-type: none"> 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. 		We need as many completing as possible so we can get a full picture of our tenant base and then look to ensure we provide services to meet needs.	
<p>The Transparency, Influence and Accountability Standard</p> <p>2.5 Performance information</p> <p>RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p> <p>We also expect landlords to provide more holistic information to tenants about their overall performance and plans for performance improvement.</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> We will be working with the Tenant Groups to establish how tenants want to receive this information. <p>Ensure we are collating the required TSM data and have the means to extract this easily. Publish these in a way which is most impactful and informative for tenants.</p> <p>Quarterly performance data to be on website and in contact centres.</p> <ul style="list-style-type: none"> These should be the corporate KPIs and a suite of KPIs agreed 	Medium	<p>TSM 23/24 full results published on website, at HLB in Oct 24 discussed and agreed with tenants a "tenant friendly version" including a video voice over</p> <p>Annual report – content and layout approved by HLB in July meeting, published in November 24 newsletter</p> <p>Performance reports presented to HLB in Oct 24, these are on the website site and accessible. This has been promoted in the newsletter.</p> <p>Performance Poster HLB Oct 24 discussed with tenants what performance information they want to see, and we are producing the for review at Jan meeting.</p>	Ongoing

	with tenants (TES Objective)			
<p>The Transparency, Influence and Accountability Standard</p> <p>2.6 Complaints RPs must ensure complaints are addressed fairly, effectively, and promptly. Emphasis on complaints, learning from them, making changes as a result of them.</p>	<p>We need to ensure the complaint process is accessible to all.</p> <p>We need to 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.</p>	Medium	<p>Complaints information leaflet, approved by tenants and issued to all tenants at sign up and referred to new tenancy visits.</p> <p>Articles in the Nov 24 newsletter</p> <p>Complaints reports on agenda item for all future HLB meetings. 6 monthly summary in every newsletter with effect from Nov 2024 Newsletter</p> <p>Additional resources secured to support complaints team with additional housing cases.</p> <p>Transactional surveys to monitor Complaints performance.</p>	<p>Completed</p> <p>Jan 25</p> <p>April 25</p>



Bolsover District Council

Meeting of the Housing Liaison Board on Monday, 20th January 2025

Agenda Item 4: Tenant Satisfaction Measures 2024/25

Classification:	This report is Public
Report By:	Housing Strategy and Development Officer

Background

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.

Tenant Satisfaction Survey 2024/25

As reported in October the 2024/25 survey is underway. The initial mailout was 1 October to 27 October. Key points to note after this phase are:

- 3179 emails circulated; 2233 texts where we hold this data, and consequently only sent 794 by post.
- 394 responses as at 05.11.24 – we ideally need around 550 in total
- Current responses do not mirror the stock profile with 57.4% from Housing for older people, 40.1% from General Needs and 2.5% from Sheltered. Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). As such we need a higher response rate from General Needs and Sheltered.
- The largest number of responses are from single tenants – 42.5%.
- There is limited interest in downsizing.
- There is a significantly higher response from tenants in the Clowne patch, with the other 3 areas more equal. The lowest response at the end of round 1 is from South Normanton patch.
- Over 60% of respondents are female.
- Over 66% of respondents are 65+

The first reminder wave was completed 4 December to 29 December. This was sent to General Needs properties in order to create a more balanced response in

line with the Council's stock. A total of 1919 emails were sent. Key points to note at this stage are:

- The reminder round has improved things slightly but we still need more responses from General Needs Housing. We have a much better response rate from Independent Living Scheme tenants this year due to visits by the Tenant Engagement Officer.
- The largest number of responses are from single tenants, and over 75% of those were 65+
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne and Shirebrook.
- Nearly two thirds of respondents are female.
- Nearly 60% of respondents are 65+
- 458 responses as at 06.01.25

Attached is an update on satisfaction levels so far from returned surveys (appendix 1) and on the Management Information for the first three quarters (appendix 2).

Regulator analysis of 2023/24 TSM data and comparison with national average

The report published by the Regulator covers results for 360 large registered landlords with 1000 or more homes, of which 302 were solely low cost rental accommodation (LCRA) stock. Tenants in LCRA stock report the highest levels of satisfaction with repairs; that their home is safe; and that their landlord treats them with fairness and respect.

Average overall satisfaction (TP01) varies across several factors, including region, landlord size and amount of supported housing.

The majority of landlords (65%) used telephone surveys as their main collection method. We used postal as our core method and this was the case for 10% of landlords analysed. However, we did use a variety of methods including postal, face to face, and internet. The Regulators analysis shows that survey collection method impacted overall satisfaction levels.

Table 2: Average TP01 overall satisfaction by collection method, all submissions

Survey collection method	Total number of surveys collected	Overall sector level satisfaction (TP01)¹⁰
Postal	50,622	77.2%
Face to face	28,395	74.7%
Telephone	299,190	69.8%
SMS	10,756	63.1%
Internet	90,618	58.3%

A quarter of all submissions (24%) used weighting to ensure the data was representative, as per Bolsover’s approach. 86% of landlords used an external contractor in the collection or analysis of the perception survey. Bolsover completed this in-house.

Landlords with a high proportion of supported housing homes, by definition including housing for older people, typically report higher overall satisfaction.

The National Tenant Survey completed by the Regulator, as a benchmark to the TSM surveys, found that tenant age was the primary tenant characteristic with an impact on average satisfaction and that older tenants are typically significantly more satisfied than other age groups. Higher average satisfaction may also reflect additional services typically provided by landlords for supported housing tenants.

The table attached at Appendix 3 shows how Bolsover’s results compare to the national average, and where relevant the lower and upper quartiles. Of the 22 measures, Bolsover exceeds the national average in 17. Four of the indicators calculate a ‘rate’ for which there is no clear indication of what ‘good’ performance looks like. We are similar to the lower quartile for three of them and the upper quartile for one of them. For two of the indicators we are just below national average (shown as amber). For three indicators we are off target, two of these were impacted by the ongoing works to renovate all the Independent Living Schemes and are expected to meet national average for 2024/25, for the remaining one this will be reviewed further once we have the results of the stock condition survey.

TSMs 2023/24 – Tenant Version

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. Tenants reviewed examples at the last meeting and a final draft has been produced for approval.

RECOMMENDATION(S)

1. That the performance for 2024/25 documented in the attached reports is reviewed and acknowledged.
2. That Board Members review how the Council performed in 2023/24 compared to the national average and advise of any action to be taken.
3. That members of the Board review the draft tenant version of the 2023/24 data, and agree the final format

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

Appendix No	Title
4.1	Tenant Satisfaction Measures – Perception Measures 2024/25
4.2	Tenant Satisfaction Measures – Management Information 2024/25
4.3	Regulator analysis of 2023/24 TSM data and comparison with national average
4.4	Draft Tenant version of 2023/24 TSMs

5.1 Tenant Satisfaction Measures – Perception Measures

Key points of note:

- 458 responses as at 06.01.25 – we ideally need around 550 in total.
- Responses following the initial mailout were not representative of the stock, with more coming from Housing for Older People than General Needs. Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). Our first reminder round has been by email only to General Needs stock. This has improved things slightly but we still need more responses from General Needs Housing. We have a much better response rate from ILS tenants this year due to visits by the Tenant Engagement Officer.
- The largest number of responses are from single tenants (42.4%), and over 75% of those were 65+
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne (33.2%) and Shirebrook (24.9%). Bolsover response is 21.6% and South Normanton 20.3%.
- Nearly two thirds of respondents are female.
- Nearly 60% of respondents are 65+

** RAG status for 2024/25 data relates to whether our current satisfaction levels are equal to or better than national average for 2023/24 TSMs. Some of our current satisfaction rates are lower than last year, but this is reflective of the different collection methods used this year (as shown in the Regulator analysis of the national 2023/24 data).

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (06.01.25)
TP01	Overall satisfaction	87.6%	86.9%	85.1%
TP02	Satisfaction with repairs	89.9%	89.0%	83.3%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	84.3%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	80.6%
TP05	Satisfaction that the home is safe	88.9%	87.0%	83.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	62.1%

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (06.01.25)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	70.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	79.2%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	37.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	75.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	66.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	52.3%

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	4.6 (revised figure)	10.2 (revised figure)	13.2		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	0.4 (revised figure)	1.6 (revised figure)	2.8		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%		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%		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	Pending		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	Pending		N/a
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	12.27% (as of 9 Dec 24)		0%

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)
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%	76.7	87.17%	94.12%		80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%	93.1	97.18%	93.83%		90%
BS01	Gas safety checks	99.2%	100%	98.9	98.69%	98.76%		100%
BS02	Fire safety checks	100%	100%	100%	83%	100%		100%
BS03	Asbestos safety checks	100%	100%	100%	100%	100%		100%
BS04	Water safety checks	69%	100%	84.5%	100%	Pending		100%
BS05	Lift safety checks	84.5%	100%	100%	100%	Pending		100%

Notes Q1:

- Stock figure as of 30.06.24 – 5015
- CH01 (1) – 23 out of 32 stage one complaints were tenants – 4.59 (4.6). Previously reported as 6.38 (6.4).
- CH01 (2) – 2 out of 4 stage two complaints were tenants – 0.40 (0.4). Previously reported as 0.79 (0.8)
- NM01(1) – 96 Anti-social behaviour cases related to tenants/tenancy = 19.14 (19.1)
- NM01(2) – 2 Anti-social behaviour cases that were hate incidents = 0.39 (0.4)

Notes Q2:

- Stock figure as of 30.09.24 – 5013
- CH01 (1) – 28 out of 35 stage one complaints were tenants – 5.59 (5.6), cumulative is 51 tenant complaints – 10.17 (10.2). Previously reported as 13.36 (13.4).
- CH01 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 8 tenant complaints out of 10 – 1.60 (1.6). Previously 1.99 (2.0).
- NM01(1) – 55 Anti-social behaviour cases related to tenants/tenancy = 10.97 (11.0). Cumulative figure of 151 cases = 30.12 (30.1)
- NM01(2) – 2 Anti-social behaviour cases that were hate incidents = 0.39 (0.4). Cumulative figure of 4 cases = 0.79 (0.8).

Notes Q3:

- Stock figure as of 31.12.24 – 5009
- CH01 (1) – 15 out of 19 stage one complaints were tenants – 2.99 (3.0), cumulative is 66 tenant complaints out of 86 – 13.18 (13.2)

- CH02 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 14 tenant complaints out of 20 – 2.79 (2.8)
- NM01(1) – XX Anti-social behaviour cases related to tenants/tenancy. Cumulative figure of XXX cases
- NM01(2) – XX Anti-social behaviour cases that were hate incidents

Appendix 3

Comparison with national benchmark

* The RAG status applied is in relation to whether the Council has performed better than the national average.

Code	TSM	Bolsover published	Local authority LCRA median	National Lower quartile	National median	National Upper quartile
TP01	Overall satisfaction	86.9%	68.2	63.7	71.3	78.4
	% of tenants reporting a repair (last 12 months)	66%	66.3 (sector total)	67.4 (sector total)		
TP02	Satisfaction with repairs	89.0%	70.5	65.7	72.3	78.7
TP03	Satisfaction with time taken to complete most recent repair	86.6%	66.1	61.1	67.4	75.3
TP04	Satisfaction that the home is well maintained	84.3%	66.9	64.4	70.8	77.6
TP05	Satisfaction that the home is safe	87.0%	73.5	70.5	76.7	82.5
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	55.8	52.3	60.4	67.9
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.6%	67.0	63.8	70.3	75.9
TP08	Agreement that the landlord treats tenants fairly and with respect	83.8%	73.5	70.8	76.8	82.8
	% of tenants having made a complaint (last 12 months)	18%	26.7 (sector total)	27.8 (sector total)		
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	29.1	27.5	34.5	41.1
	% of tenants reporting living in a property with a communal area	31.0	46.8 (sector total)	50.1 (sector total)		
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	74.6%	63.1	58.2	65.1	71.7
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	59.5	55.1	63.1	70.4
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	54.0	51.3	57.8	64.8

Code	TSM	Bolsover published	Local authority LCRA median	National Lower quartile	National median	National Upper quartile
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	37.5	24.4	42.5	65.1
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	5.0	3.2	5.7	9.9
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	76.6	64.6	82.3	92.9
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	80.0	64.0	83.6	97.8
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	35.3	20.7	35.5	56.5
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	0.5	0.2	0.6	1.2
RP01	Homes that do not meet the Decent Homes Standard	16.0%	3.64	0.02	0.50	3.43
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	82.6	70.7	81.3	89.2
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	95.1	87.9	95.3	98.7
BS01	Gas safety checks	99.2%	99.9	99.7	99.9	100.0
BS02	Fire safety checks	100%	100.0	99.7	100.0	100.0
BS03	Asbestos safety checks	100%	100.0	99.2	100.0	100.0
BS04	Water safety checks	69%	100.0	99.6	100.0	100.0
BS05	Lift safety checks	84.5%	100.0	97.8	100.0	100.0

Tenant Satisfaction Measures (TSMs) Summary Report 2023-2024

The Regulator of Social Housing requires all registered providers who own more than 1,000 dwellings to report on 22 tenant satisfaction measures on an annual basis. As a Council/Social landlord we own 5005 dwelling units, as of 31 March 2024. The following tables show how we performed during 2023/24.

Overall Satisfaction TP01

86.9% National average 71.3%

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

16.0%

2023/2024 Target: 0%
(to be reviewed following stock condition survey)

Repairs completed within target timescale (Non-emergency repairs) RP02 (1)

79.8%

2023/2024 Target: 80%

Satisfaction with repairs TP02

89.0% National average 72.3%

Repairs completed within target timescale (Emergency repairs) RP02 (2)

95.5%

2023/2024 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

86.6% National average 67.4%

Satisfaction that the home is well maintained TP04

84.3% National average 70.8%

Maintaining building safety

Gas safety checks BS01

99.2%

2023/2024 Target: 100%

Fire safety checks BS02

100%

2023/2024 Target: 100%

Asbestos safety checks BS03

100%

2023/2024 Target: 100%

Water safety checks BS04

69%

2023/2024 Target: 100%

Lift safety checks BS05

84.5%

2023/2024 Target: 100%

Satisfaction that the home is safe TP05

87.0% National average 76.7%

Tenant Satisfaction Measures (TSMs) Summary Report 2023-2024

Effective handling of complaints

Complaints relative to the size of the landlord:

Number of stage one complaints per 1,000 homes CH01 (1)
20.8 National average 42.5

Number of stage two complaints per 1,000 homes CH01 (2)
2 National average 5.7

Complaints responded to within Complaint Handling Code timescales:

Proportion of stage one complaints responded to within timescale CH01 (1)
84.6%
2023/2024 Target: 100%

Proportion of stage two complaints responded to within timescale CH01 (2)
100%
2023/2024 Target: 100%

Satisfaction with the landlord's approach to handling complaints TP09
51.1% National average 34.5%

Respectful and helpful engagement

Satisfaction that the landlord listens to tenant views and acts upon them TP06
69.9%
National average 60.4%

Satisfaction that the landlord keeps tenants informed about things that matter to them TP07
74.6% National average 70.3%

Agreement that the landlord treats tenants fairly and with respect TP08
83.8%
National average 76.8%

Responsible neighbourhood management

Anti-social behaviour cases relative to the size of the landlord:

Number of anti-social behaviour cases per 1,000 homes NM01 (1)
56.5 National average 35.5

Number of anti-social behaviour cases that involve hate incidents per 1,000 homes NM01 (2)
0.2 National average 0.6

Satisfaction that the landlord keeps communal areas clean and well maintained TP10
74.6% National average 65.1%

Satisfaction that the landlord keeps communal areas clean and well maintained TP11
72.6% National average 63.1%

Satisfaction with the landlord's approach to handling anti-social behaviour TP12
64.4% National average 57.8%



Bolsover District Council

Meeting of the Housing Liaison Board on Monday, 20th January 2025

Agenda Item 5: Customer Service Compliments, Comments and Complaints and Standards

Report for Housing & Repairs Quarter 3 1st October 2024 to 31st December 2024

Classification	This report is Public.
Report By	Customer Service, Standards and Complaints Manager
Contact Officer(s)	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 Management and Repairs services.
- 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 Management & Repairs services.
- To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st October 2024 to 31st December 2024.

REPORT DETAILS

1. Background

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

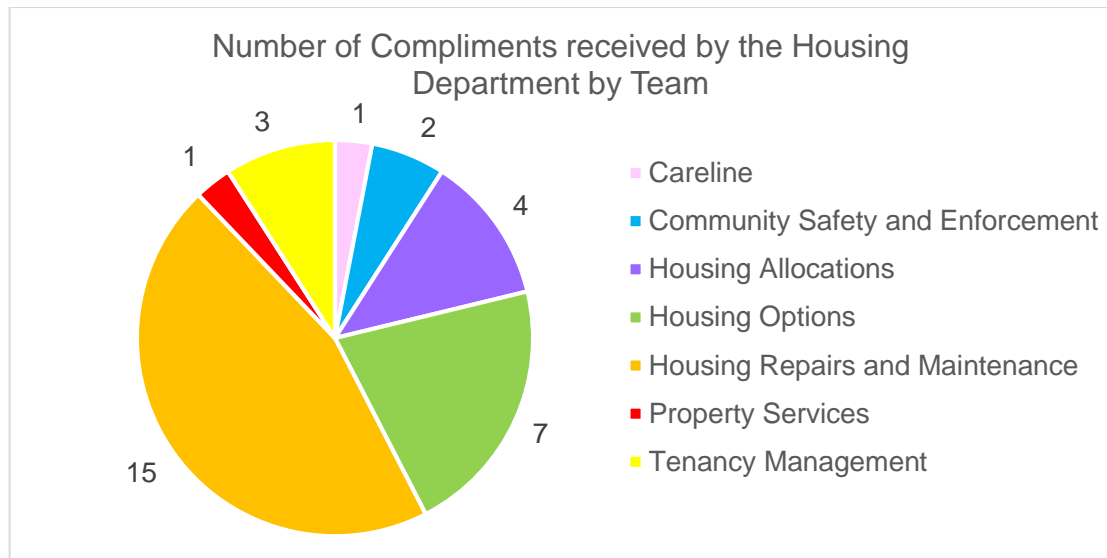
2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q3 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 30 compliments were received during 1st October 2024 to 31st December 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 Q3, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Housing Options then Housing Allocations.

As also shown in the Q1 and Q2 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.

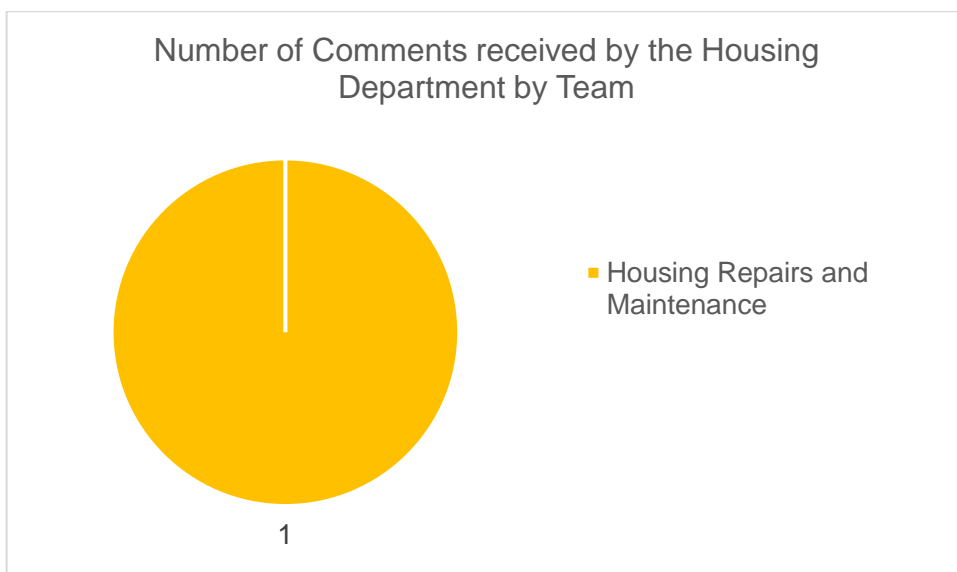
Compliments for Dragonfly were focussed on the Repairs Operatives who were praised for being polite, friendly and efficient. Works carried out by the Operatives were described as described as 'fantastic, amazing, brilliant' and praise was also given for being neat and tidy.

Compliments for Housing Options Team were primarily thanking Officer's for their support, care and help in finding suitable accommodation. The Team was described as 'wonderful' and 'amazing'.

Finally, compliments for the Housing Allocations Team were to thank the Officers in this department for their help, care and support in allocating homes. The service offered was described as both 'amazing' and 'professional'.

Comments

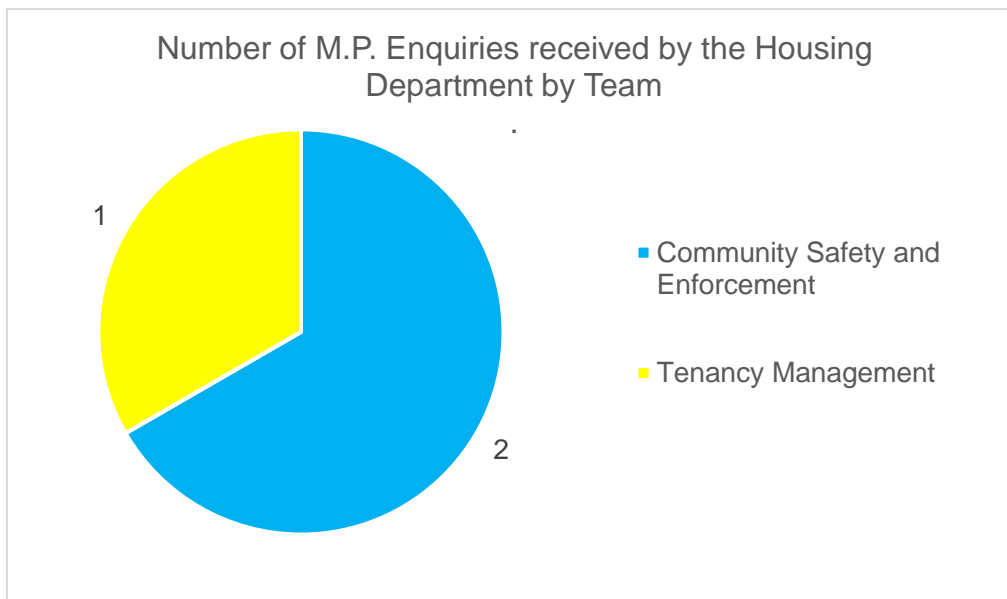
There was 1 written comment received for the period 1st October 2024 to 31st December 2024 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



This comment was for the Dragonfly (Housing Repairs and Maintenance) and was passed back to the team for further action where a service improvement was made. Unfortunately, no more themes or analysis could be drawn from this data.

MP Enquiries

In the period 1st October 2024 to 31st December 2024, the Housing Management Department received 3 M.P. Enquiries.



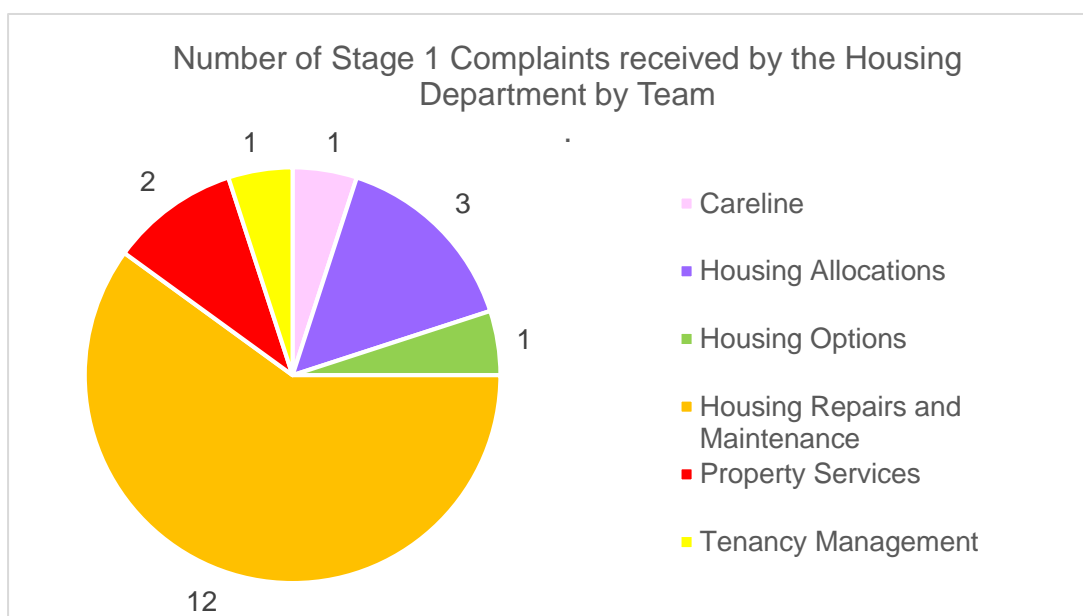
The Community Safety and Enforcement Team received the most M.P. Enquiries, followed by Tenancy Management.

The 2 Community Safety and Enforcement Team M.P. Enquiries were in relation to responses regarding antisocial behaviour within the district.

Complaints – Stage 1

In total 19 Stage 1 Complaints were recorded from the 1st October 2024 to 31st December 2024.

100% Stage 1 Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.



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) followed by Housing Allocations.

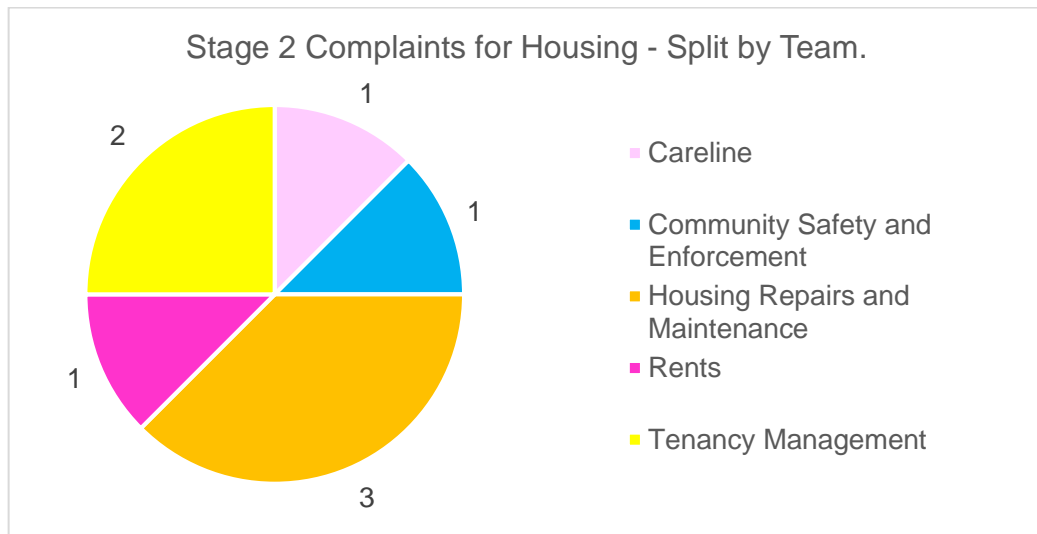
When analysing the themes of Stage 1 complaints, there was a range of reasons complaints were made about Dragonfly Repairs. Themes included lack of action taken by the Council, communication issues and the customer being unhappy with the action taken / standard of the repair.

Complaints made about Housing Allocations were mainly regarding communication with the Team.

Complaints – Stage 2

6 Stage 2 complaints were recorded, from the 1st October 2024 to 31st December 2024. 2 of these complaints were crosscutting over more than one Housing Team.

100% Stage 2 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 2, the largest proportion related to Dragonfly (Housing Repairs and Maintenance), followed by Tenancy Management.

When identifying themes for Stage Two Complaints it was found that all related to different issues so no further analysis could be carried out.

Ombudsman

Neither the Housing Ombudsman (HO) nor the Local Government Ombudsman (LGO) have reviewed any complaints during this period.

Summary for Quarter 3 2024/25

	October	November	December	Total
Compliments	9	11	10	30
Comments	0	1	0	1
Stage 1 Complaints	14	2	3	19
Stage 2 Complaints	3	1	2	6
MP Enquiries	0	3	0	3

Complaints Feedback

During quarter 3, the following service improvements were implemented as a consequence of complaints.

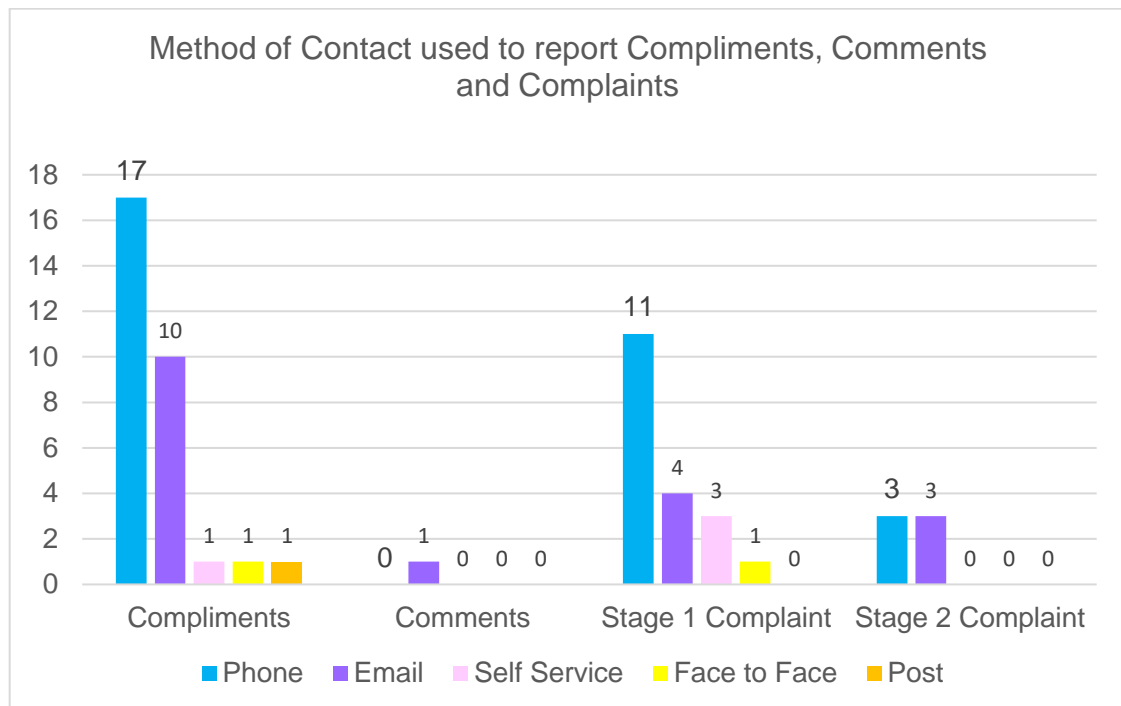
1. Amended the gas safety check letter to advise that both gas and electric will need to be switched on and amended the electrical safety check letter to advise the electric will need to be switched off for a short period.
2. The Repairs system has been updated to ensure that all jobs are locked to a date and the specific Operative.
3. The Repairs Team must double check the appliance type in properties to ensure the correct Operatives and tools are taken to jobs.
4. The Gas Engineer has been spoken with regarding the importance of informing the Office of any further works required in the future.
5. The Repairs Operative in question will be given further training procedures and expectations for customer services and working practices.
6. The Housing Options Team must ensure that any landlord is contacted with updates/information if grants cannot be progressed.

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 next Service Review for the Housing Department and Dragonfly is scheduled for April 2025.

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.

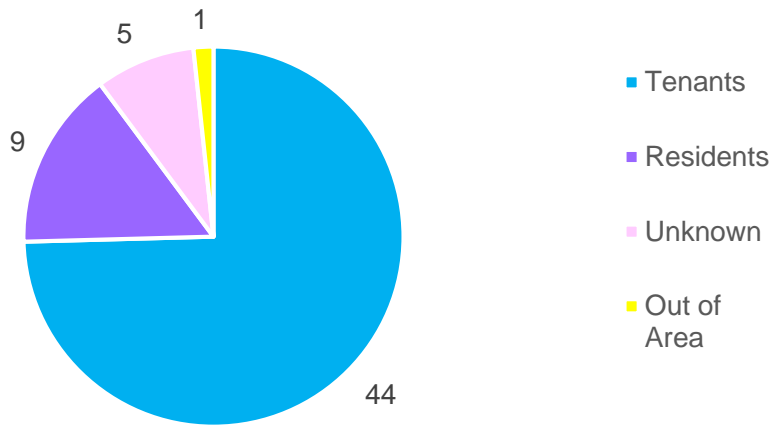
When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, most compliments were via telephone followed by email. The one comment made was by email. Most Stage 1 Complaints were made via telephone, followed by email then self-service. Stage 2 Complaints were equally made via telephone as they were email. 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 telephone or 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.



Tenants' vs Residents

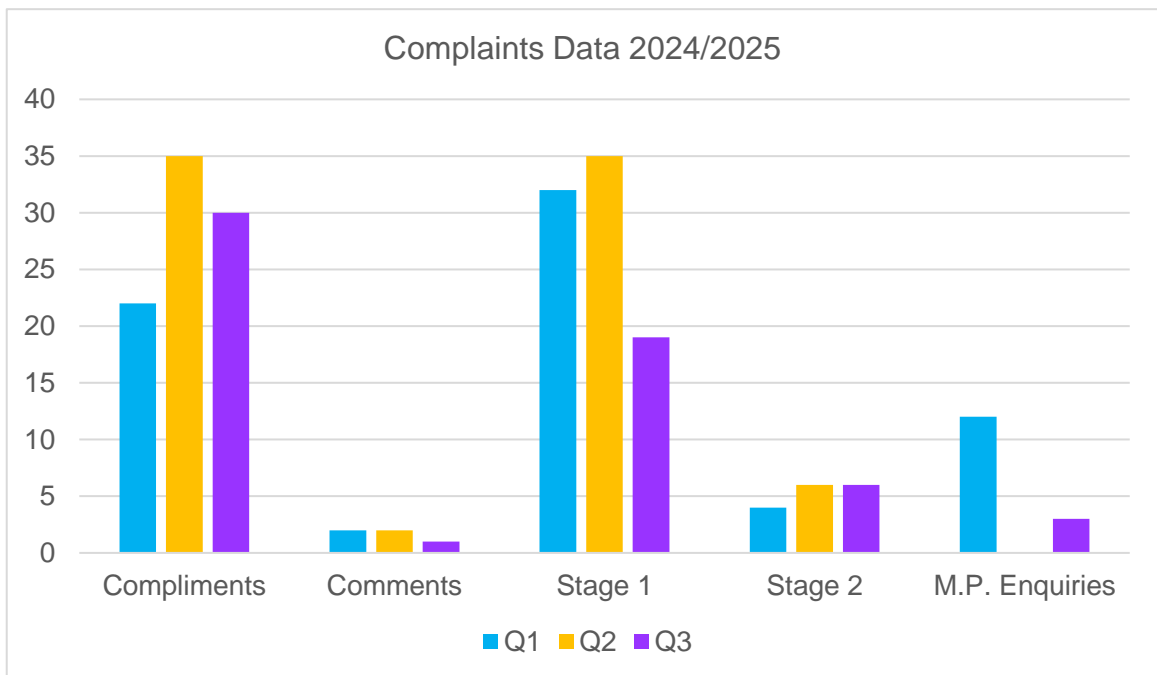
When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants made most of these reports compared to residents.

Number of Council Tenants vs District Residents reporting compliments, comments, M.P. enquiries and complaints.



Comparison to Quarter 1 & 2

	Q1	Q2	Q3
Compliments	22	35	30
Comments	2	2	1
Stage 1	32	35	19
Stage 2	4	6	6
M.P. Enquiries	12	0	3



There has been a large decrease in stage 1 complaints from Q2 to Q3 and a small decrease in compliments. In Q1 and Q2 stage 1 complaints were comparative whereas in Q2 and Q3 compliments are comparative. Comments have remained low throughout Q1-Q3 and the number of stage 2 complaints have remained similar.

Dragonfly Repairs Team have received the most compliments over any team for all three quarters and all have been regarding the Repairs Operatives politeness, efficiency and excellent work. After Dragonfly Repairs, the Housing Options Team and Housing Allocations Team received the next most compliments throughout Q1-Q3.

As per our previous report, it is noted due to the small number of comments received throughout Q1-Q3 that customers may not use comments as frequently as they utilise the Customer Services Department to make enquiries, service request or liaising teams direct with suggestions.

There has been an increase in M.P. Enquiries for Q3 as none were received within Q2 following the General Election, however in comparison with Q1 the number of M.P. Enquiries received in Q3 is low, with only a quarter of Q1 M.P. Enquiries being received. Most M.P. Enquiries in Q1 related to Housing Allocations, however most M.P. Enquiries in Q3 related to Community Safety and Enforcement with none relating to Housing Allocations.

Upon analysis of Q3 Stage 1 complaints it has been found that the Dragonfly Repairs Team had the most complaints throughout Q1-Q3, with a similar number of complaints being made throughout the year. This has been despite implementing a range of service improvements this year, and this trend will be monitored further over the coming quarters to see if the variety of improvements lead to a reduction.

Q1 – 13, Q2 – 16, Q3 – 12. Housing Allocations have also received a similar number of complaints throughout the year Q1 – 4, Q2 – 5, Q3 – 3. Tenancy Management complaints have reduced significantly since Q1 from 13 to 5 in Q2 and then 1 in Q3. Not as many Housing Teams have been complained about in Q3 (6 teams) compared to Q2 (8 teams) and Q1 (7 teams).

The number of stage 2 complaints have remained similar throughout the year. In Q1, 4 stage 2 complaints were received with the most relating to Housing Allocations. In Q2, 5 stage 2 complaints were received with most for Tenancy Management and finally in Q3, 6 stage 2 complaints were made with Dragonfly Repairs Team accounting for most. While there has not been a reduction as with stage 1 complaints, the consistently low numbers escalating to stage 2 indicates that our general approach to complaint handling at stage 1 is robust.

Throughout Q1-Q3 it has been noted that tenants are reporting more compliments, comments and complaints than residents. This supports that the Housing Team provide detailed information to tenants on how to make compliments, comments and complaints. This percentage has increased from a

58% tenant majority in Q1 to a 73% tenant majority in Q2 and has again increased in Q3 to 75%.

Finally, as shown above the Housing Management Department have been able to implement more improvements using complaints data than both Q1 and Q2. The Council will continue to analyse these areas to draw future improvements and conclusions.

Compliments/complaints Included:

Compliments	Complaints
The Repairs Operative was friendly, polite, a good worker and understanding of their job.	Customer complained because he was given the wrong timescales for a repair to his roof.
Customer thanked the Housing Services Manager for organising for the locks to be changed, she now feels safe again.	The Council's former contractor did not attend planned appointments.
Customer has complimented the Housing Options Team and Housing Allocations Team for all their help in making them feel cared for and supported through their difficult journey.	Customer has requested a report from the Housing Allocations Team but has not received a response.
Customer thought the two Repairs Operatives did their job so well. They were brilliant, efficient, friendly and mindful of being in someone else's house.	Customer is not happy with the standard of repair carried out by the Council's contractor.
Customer wanted to thank the amazing Repairs Operatives who fitted the new boiler, all of them were lovely and cleaned up after themselves leaving no mess.	Customer is unhappy with the way the warden is treating a tenant
Customer has thanked the Housing Options and Housing Allocations Team for all their help, they have made a stressful time much easier for the customer.	Customer is not happy they were given information regarding a grant and then heard nothing further.

Compliments	Complaints
Thanked the Community Enforcement Rangers for attending their property they feel a lot safer now.	Customer is unhappy about the way a repair is being dealt with and is not happy with the communication

RECOMMENDATION(S)

1. That members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Housing</p> <p>Priorities: Building more, good quality, affordable housing, and being a decent landlord.</p> <p>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</p> <p>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.</p>

DOCUMENT INFORMATION	
Appendix No	Title



Bolsover District Council

Meeting of the Housing Liaison Board on Monday, 20th January 2025

Agenda Item 6: Housing Key Performance Indicators

Classification:	This report is Public
Report By:	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 current performance is attached at Appendix 1.

Keeping Tenants informed of our performance

The Council’s Housing Management 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. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

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.

At the last meeting tenants agreed a minimum set of indicators they would like to see included as part of a quarterly report to tenants. A draft has been produced for Members to consider. We would envisage these one sided posters being put up in all contact centres, and on the Councils website to make them accessible.

RECOMMENDATION(S)

1. That the performance documented in the attached report is reviewed and acknowledged.
2. That members of the Board review the draft quarterly performance poster to be used in the Contact Centres/on the website, and agree the final version.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Housing</p> <p>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</p> <p>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.</p>

DOCUMENT INFORMATION	
Appendix No	Title
1.	Housing Key Performance Indicators as at Quarter 3 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%	94%		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> <p>Q3 - This performance indicator has recently been audited as part of the Performance Indicator audit. As part of the audit a recommendation was made that we amend slightly the way that this indicator is calculated.</p> <p>The new way of calculating this indicator has resulted in the indicator being above target.</p>
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3.2%	3.27%	3.4%		3.5%		

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Target 2024/25	Status	Commentary
03	Former tenants arrears as a % of rent due in the financial year.	2%	2.1%	2%		2%		This performance indicator has recently been audited as part of the Performance Indicator audit. Although there has been no change in the way that the indicator is calculated it was recommended that we highlight the fact that although the former tenant arrears information is accurate we are using estimated figures for the amount of rent due in the financial year - the figures recorded in Q4 will be the accurate information.
04	Current tenants arrears as a % of rent due in the financial year	5%	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	16	7		14		<p>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.</p> <p>Q2 – Progress is being made to meet the overall target, in this quarter there has been 6 properties which have adversely affected the figures.</p>
06	Homelessness successful prevention cases	84%	79%	80%		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>Q3 – Out of 84 cases closed under prevention duties, 67 were successful housing outcomes. Totalling 80% of cases closed in Q3 that were successful prevention cases.</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
07	Homelessness successful relief cases	80%	67%	61%		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>Q3 – Of 44 cases closed, 27 were successfully rehoused. Totalling 61% overall successful relief case outcomes. (Homeless upon presentation to the local authority).</p> <p>Cumulative figure pending</p>
08	% of Stage 1 housing complaints responded to within 10 working days	100%	100%	100%		100%		<p>Q1 – 32 stage 1s all answered within timescales.</p> <p>Q2 – 35 stage one complaints were recorded all of which were answered within timescales.</p> <p>Q3 – 19 stage one complaints were recorded of which all were answered within timescales.</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Target 2024/25	Status	Commentary
09	% of Stage 2 housing complaints responded to within 20 working days	100%	100%	100%		100%		Q1 – 4 stage two all answered within timescales. Q2 – 6 stage two all answered within timescales. Q3 – 6 stage two complaints, 5 answered in time and 1 still awaiting response within response period.
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	100%	90%	90%		90%		
11	95% falls responded to within 30 minutes	98.58%	98.2%	96.8%		95%		Q2 – 278 falls, 5 responded within 30-45 mins



Bolsover District Council

Meeting of the Housing Liaison Board on Monday, 20th January 2025

Agenda Item 8: Compliance Polices

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

Background

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

The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales.

The "Big 6" compliance areas for housing are:

- **Fire safety:** Ensuring properties are safe from fire
- **Gas safety:** Ensuring properties are safe from gas
- **Electrical safety:** Ensuring properties are safe from electrical hazards
- **Lift safety:** Ensuring lifts are safe to use
- **Asbestos management:** Ensuring properties are safe from asbestos
- **Legionella:** Ensuring properties are safe from legionella bacteria

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

We have produced a Gas and Heating Compliance Policy which is attached at Appendix 1. This Policy explains the Councils legal obligations with regards to the installation and maintenance of gas appliances in Council Homes, as well as our responsibility for heating systems. The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our gas safe accredited operatives and contractors we will carry out annual gas safety checks to our homes.

The Policy sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

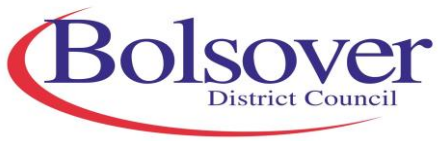
We have produced an Electrical Safety Policy which is attached at Appendix 2. This Policy explains the Council's legal obligations with regards to the servicing, maintenance, and repairs of Electrical Installations. The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our qualified electricians and contractors will carry out five yearly electrical installation inspections and tests to all of our homes. The Policy sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

RECOMMENDATION(S)

1. That members of the Board note the draft Policies and provided comments for consideration as part of the development of the Policies in advance of formal Executive approval and implementation.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Customers Priorities:</p> <ul style="list-style-type: none"> ○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> ○ <i>Improving the customer experience and removing barriers to accessing information and services</i> ○ <i>Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people</i> <p>Ambition: Housing Priority:</p> <ul style="list-style-type: none"> ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i> <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

DOCUMENT INFORMATION	
Appendix No	Title
1.	Gas and Heating Compliance Policy
2	Electrical Safety Policy



Gas and Heating Compliance Policy

2025-2028

Equalities Statement

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

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

Access for All statement

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

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

CONTROL SHEET FOR Gas and Heating Compliance Policy

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

Contents

1. Introduction	5
2. Scope.....	5
3. Principles	5
4. Responsibility for Implementation	6
5. Legislation, Guidance and Regulatory Standards	6
6. Obligations.....	7
7. Statement of intent.....	8
8. Programmes	9
9. Data and Records	10
10. Resident Engagement	10
11. Competent Persons	11
12. Training	11
13. Performance Reporting.....	11
14. Quality Assurance	12
15. Significant Non-Compliance and Escalation	12

DRAFT

1. Introduction

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

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

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

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

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

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

2. Scope

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

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

3. Principles

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

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

4. Responsibility for Implementation

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

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

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

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

5. Legislation, Guidance and Regulatory Standards

Legislation - The principal legislation applicable to this policy is:

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

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

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

Guidance – The principal guidance applicable to this policy is:

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

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

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

6. Obligations

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

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

These obligations apply to all gas heating systems.

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

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

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

Repair or replace faulty alarms as soon as reasonably practicable.

7. Statement of intent

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

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

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

8. Programmes

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

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

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

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

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

9. Data and Records

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

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

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

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

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

10. Resident Engagement

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

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

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

11. Competent Persons

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

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

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

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

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

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

12. Training

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

13. Performance Reporting

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

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

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

The Council will also report the following:

Data – the total number of:

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

Narrative - an explanation of the:

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

14. Quality Assurance

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

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

15. Significant Non-Compliance and Escalation

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

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

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

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Appendix 1 - Additional Legislation

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

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

Glossary

This glossary defines key terms used throughout this policy:

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



Electrical Safety Policy

2025-2028

DRAFT

Equalities Statement

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

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

Access for All statement

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

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

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

Contents

1. Introduction	5
2. Scope	5
3. Principles	5
4. Roles and Responsibility for Implementation	6
5. Legislation, Guidance and Regulatory Standards	6
6. Obligations	7
7. Statement of Intent	8
8. Programmes	9
9. Follow-up Work	9
10. Data and Records	9
11. Resident Engagement	10
12. Competent Persons	10
13. Training	11
14. Performance Reporting	11
15. Quality Assurance	12
16. Significant Non-Compliance and Escalation	12
Appendix 1 - Additional Legislation	13
Glossary	13

1. Introduction

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

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

2. Scope

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

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

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

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

3. Principles

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

4 Roles and Responsibility for Implementation

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

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

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

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

5. Legislation, Guidance and Regulatory Standards

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

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

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

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

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

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

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

6. Obligations

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

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

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

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

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

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

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

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

7. Statement of Intent

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

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

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

8. Programmes

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

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

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

9. Follow-up Work

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

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

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

10. Data and Records

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

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

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

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

The Council will hold these in its management system.

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

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

11. Resident Engagement

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

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

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

12. Competent Persons

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

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

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

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

13. Training

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

14. Performance Reporting

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

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

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

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

The Council will also report the following:

Data – the total number of:

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

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

Narrative - an explanation of the:

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

15. Quality Assurance

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

16. Significant Non-Compliance and Escalation

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

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

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

Appendix 1 - Additional Legislation

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

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

Glossary

This glossary defines key terms used throughout this policy:

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



Bolsover District Council

Meeting of the Housing Liaison Board on Monday, 20th January 2025

Agenda Item 9: Housing Strategy 2024-2029 – Impact on Council Tenants

Classification:	This report is Public
Report By:	Assistant Director of Housing Management and Enforcement Housing Strategy and Development Officer

Background

Within the new Strategy 2024-2029 we will deliver the corporate priorities relating to Housing as set out in the Council’s corporate plan – Bolsover District The Future:

- Enabling housing growth by increasing the supply, quality, and range of housing to meet the needs of the growing population.
- Building more, good quality, affordable housing, and being a decent landlord.
- Preventing and responding to homelessness through early intervention and personalised solutions.
- Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.
- Maximising our influence and opportunities within the East Midlands Combined County Authority to create affordable, good quality housing options and to retrofit existing homes to be more environmentally sustainable.

These will be addressed within the new strategy as follows:

- Priority 1 – Providing Good Quality Housing

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

- Priority 2 – Enabling Housing Growth

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

- Priority 3 – Supporting Vulnerable and Disadvantaged People

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

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

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

Impact on Council Tenants

The following elements of the strategy impact the most on Tenants:

Priority 1:

- Providing homes that meet the Decent Homes Standard
 - We are due to complete a full stock condition survey by April 2025 to renew our stock data and to refresh our contact across all our tenants. A 100% stock condition survey means we will have access to every property, providing valuable opportunity to capture up to date and accurate data about tenants and their households in terms of any vulnerabilities that the Council needs to be aware of and respond to.
 - Once the full survey is complete, we will move towards a rolling annual inspection programme covering 1000 properties per year to ensure our stock data remains robust and that tenants can continue to live in safe, well-maintained homes.
- Bolsover Homes Programme – building new council housing
 - There is a target to build a further 200 homes by March 2028.
 - Our next round of building will see properties built to Nationally Described Space Standards, with improved insulation to meet new Building Regulations having energy supplied either via air source heat pumps or PV panels which supports our net zero target. Features will include electric vehicle charging points, bat boxes, and hedgehog highways. We will also continue to review end user suitability e.g. consideration given to open plan and traditional internal layouts to suit end users.
- Ensuring we meet the Regulator's revised Consumer Standards
 - As a Council we were one of the first to be inspected under the new rules and received a grade C2 in August 2024. We are now working with the Regulators to deliver our improvement plan, based on the Regulators judgment and recommendations.
- Increasing council stock through private developers
 - It is not always possible for us to build new stock across all parts of the District, this very much depends on the land available to us. To ensure that local housing needs are still being addressed, we seek to purchase

additional properties from private developments to ensure our stock levels can meet local demand. Over the last four years we have secured 37 properties and will continue to seek to add to our stock where required through working with private developers.

- Tenant Engagement
 - Through our current Tenant Engagement Strategy 2023-2026, we have devised a wide range of options for tenants to get involved with, to help us evaluate our services and make improvements.
 - The document will be refreshed as part of the new Housing Strategy.
- Carbon reduction within council housing stock
 - Our aim is that all council-owned stock will meet EPC C rating where possible. As of our return in 2023/24, 52% properties met this standard. As part of the planned stock condition survey in 2024/25, every property will be assessed and the EPC rating verified.

Priority 3:

- Allocating housing to those most vulnerable
 - Council housing within the District is an extremely limited resource and demand significantly outstrips supply.
 - The updated Allocations Policy ensures that those who have the greatest need for housing, get the greatest priority.
- Support to Care Leavers
 - The revised Allocations Policy for 2024 maintains being a care leaver as a priority criteria for housing. Partnership working continues with Derbyshire County Council and the Council remains signed up to the Countywide care leavers offer.
- Support to Armed Forces personnel
 - The revised Allocations Policy for 2024 still incorporates armed forces personnel and veterans as meeting priority criteria.
- Bolsover Lifeline Services
 - Bolsover Lifeline Services is an alarm monitoring and response service that supports residents to live independently whilst having access to help in the event of an emergency. The service is available to anyone, whether they live in their own home or are a Council tenant.
 - Officers continue to work across teams within the Housing Service and across the Council, to ensure those residents and tenants with a change in circumstances that would benefit from the service are approached. Sign up is also encouraged as part of all allocations of new Council tenancies where appropriate.

The final version of the Strategy is available on the website [Housing Strategy - Bolsover District Council](#) and by hard copy on request.

RECOMMENDATION(S)

1. That members of the Board note the proposed outline structure of the new strategy and provide comment on the proposals, revised timetable for development and the planned consultation.

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

The Strategy links to all the corporate aims:

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

Priorities:

- Enabling housing growth by increasing the supply, quality, and range of housing to meet the needs of the growing population.
- Building more, good quality, affordable housing, and being a decent landlord
- Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all
- Maximising our influence and opportunities within the East Midlands Combined County Authority to create affordable, good quality housing options and to retrofit existing homes to be more environmentally sustainable.

Target HOU01: Prepare and adopt new Council Housing Strategy by October 2024

DOCUMENT INFORMATION

Appendix No	Title