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

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Monday, 14th April 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 Tuesday, 22nd April, 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

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HOUSING LIAISON BOARD AGENDA

Tuesday, 22nd April, 2025 at 10:30 hours taking place in Committee Room 1, The Arc, Clowne

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11. Date of Next Meeting

To take place in Committee Room 1, The Arc, Clowne at 10:30 hours:

- Tuesday, 29th July 2025;
- Tuesday, 21st October 2025;
- Tuesday, 27th January 2026;
- Monday, 20th April 2026.

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 Monday, 20th January 2025 at 14:00 hours.

PRESENT:-

Members:-

Councillor Janet Tait in the Chair

Councillors Ashley Taylor (Chair from HLB30-24/25), Rita Turner and Jane Yates.

Tenants:- Mrs. Kathleen Blair (Substitute), Mr. Steven Bramley, Mrs. Heather Fretwell (Substitute), Mrs. Janice Payne and Mrs. Doreen Potts.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Jane Calladine (Tenant Engagement Officer), Andy Clarke (Head of Property (Repairs and Maintenance) – Dragonfly Management), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Gemma Turner (Customer Advisor and Complaints Admin), 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).

HLB23-24/25 APOLOGIES FOR ABSENCE

The Chair welcomed those in attendance and wished everyone a Happy New Year.

It was noted that Mrs. Catherine Morley was no longer able to attend meetings and so had stepped away from the Board – Ms. Jackie Taylor had agreed to become a full member of the Board.

Apologies for absence were received on behalf of Councillor Sandra Peake, Mrs. Angela Sharpe and Ms. Jackie Taylor.

HLB24-24/25 MINUTES

Moved by Councillor Jane Yates and seconded by Victoria Dawson

RESOLVED that the minutes of a meeting of the Housing Liaison Board held on 22nd October 2024 be approved as a true and correct record.

HLB25-24/25 REGULATOR OF SOCIAL HOUSING - IMPROVEMENT PLAN

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

The report summarised the progress made following the C2 Grading by the Regulator of Social Housing in 2024 (C1 being the highest achievable level, C4 the lowest) as addressed in detail at the previous meeting.

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The C2 Grade recognised the Council had provided assurance and had met the consumer standards in many areas, but also identified areas where improvement was needed.

Improvements included;

- The Safety & Quality Standard – Stock Quality (completing the full Stock Condition Survey and using this data to meet the requirements of the Decent Homes Standards – this stood at 82%, with the aim for 90% mid-February 2025 and 100% by the end of 2025);
- The Transparency, Influence and Accountability Standard – Fairness and Respect (delivering fair and equitable outcomes to tenants);
- The Transparency, Influence and Accountability Standard – Complaint Handling (need to ensure the complaint process was accessible for all);
- The Transparency, Influence and Accountability Standard – Performance (it was important that tenants could hold the Council to account and to do that information needed to be published in an accessible way and multiple locations).

A summary of the progress made on the Improvements was attached at Appendix 1.

For the tenant survey, reasonable adjustments would be made (e.g., large font for those with reduced vision).

To a question on the survey, the Assistant Director of Housing Management & Enforcement stated Customer Services was assisting in the delivery and in conjunction the Council would include a summary of work ongoing / completed. It was noted there was a need to ensure the Council's performance was accessible so tenants could challenge performance where required.

More performance data and information on complaints compliance would also be published in the future (this data would be discussed further into the meeting, but primarily would be used to address identified shortcomings).

The Assistant Director of Housing Management & Enforcement noted complaints against the Council were low when compared with other similar local authorities – this was either good news and that the Council was performing very well, or tenants were currently unable to easily make contact.

The Council had attended regular meetings with the Regulators to discuss progress made against the action plan. These meetings had been held on 16th October 2024, 3rd December 2024, and a further meeting would be held on 27th January 2025. This latter meeting would be attended by the Assistant Director of Housing Management & Enforcement, the Housing Services Manager, and the Head of Property (Repairs and Maintenance).

The Housing Services Manager noted the next stage was how the Council would analyse the data collected, as there were currently not enough resources to do this. The Inspectors of the Regulator of Social Housing had informed the Council it would not be able to improve and achieve a C1 Grading without knowing where possible shortcomings existed.

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The Assistant Director of Housing Management & Enforcement confirmed to the Chair that dedicated staff would be recruited to analyse this and future data.

Moved by Councillor Janet Tait and seconded by Councillor Rita Turner

RESOVLED that the Board note the judgement in Appendix 1 and confirm agreement to the proposed Improvements.

HLB26-24/25 TENANT SATISFACTION MEASURES 2024/25

The Housing Strategy and Development Officer presented the report on Tenant Satisfaction Measures (TSMs) 2024/25 to the Board.

As reported at the previous meeting, the Council was undertaking the second year of data collection and the 2024/25 survey was underway.

The initial mailout was 1st October to 27th October 2024. Key points to note after this mailout included:

- 3,179 emails, 2,233 texts and 794 letters had been circulated (in the previous year, contact had been by post with emails used as reminders);
- 394 responses had been received as of 5th November 2024 (the Council ideally needed around 550, as set out by the Regulator);
- Current responses did not mirror the stock profile with 57.4% from Housing for older people, 40.1% from General Needs and 2.5% from Sheltered. The stock profile at the end of March 2024 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). A higher response rate from General Needs and Sheltered was needed;
- The largest number of responses were from single tenants – 42.5%;
- There was limited interest in downsizing;
- There was a significantly higher response from tenants in Clowne, with the other three areas more equal (Clowne had the highest concentration of Council properties, so to be expected). The lowest response at the end of the initial mailout was South Normanton;
- Over 60% of respondents were female; and,
- Over 66% of respondents were 65+.

An update on satisfaction levels so far received from returned surveys was attached at Appendix 1.

Of the 12 TSMs listed, 10 were above the national average for 2023/24 – the percentages may change as the Council collected the necessary level of responses as required by the Regulator (approximately 550 – the required figure was calculated based on the stock held on 31st March).

It was noted, due to the Council gathering this data differently for 2024/25, the combination of methods used had potentially impacted the level of tenant satisfaction. Responses received by post tended to provide higher levels of satisfaction than other methods (according to the Regulator's national analysis) – as such, due to the increased use of emails and texts, tenant satisfaction would likely be lower than 2023/24.

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The Assistant Director of Housing Management & Enforcement added, with post utilised in 2023/24, only 50% of tenants had been contacted due to cost. For 2024/25, all tenants had been contacted.

A Tenant asked, of the two TSMs below national average, were they lower than 2023/24. The Housing Strategy and Development Officer explained they were currently lower, but reiterated the current data still required more responses to be reflective of tenant experiences – it was not yet a true comparison.

Management Information for the first three quarters was attached at Appendix 2.

The Board were informed some data had been delayed when the reports were produced. It was noted, for NM01 (1), “*Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes*”, the actual figure was 52.5 for Quarter 3 2024/25, and for 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*”, the figure was 1.2 for the same period.

To a question on what water checks were being made, the Housing Strategy and Development Officer explained this was for Legionella and these checks were taking place in communal water supplies.

To a question on what definition of Anti-Social Behaviour (ASB) was being used, the Housing Services Manager explained the general definition for ASB was a negative act that involved 1-2 people outside of a household. However, the definition was overall vague and perceptions of ASB could be varying (poor car parking or acts of littering could be seen as ASB) – the data could be subjective.

The Housing Strategy and Development Officer added, as noted in previous meetings, the question asked in the survey, as required by the Regulator, was likely in need of being rephrased (this was not in the Council’s control).

A Tenant added the perception of an ASB act being appropriately handled could also be different between tenants. A Tenant agreed, providing an extreme example of ASB to the Board – the matter was resolved when the Council had replaced windows and installed CCTV. Another Tenant added dogs barking at high visibility jackets was an example of something that some might also term ASB.

The Board were informed ASB was now being handled by a different department at the Council with a new Assistant Director recently recruited.

To a question on the revision of the above figures (NM01 (1) and NM01 (2)), the Housing Strategy and Development Officer explained the Community Safety and Enforcement Manager had been contacted to clarify the increase in the rate of cases. One reason offered for the change was the reclassification and recording of ASB data (the Council had reviewed its approach to ensure it was in line with police recording – consequently more cases were now being recorded).

The first reminder was completed from 4th December to 29th December 2024, with 1,919 emails sent. These was sent to General Needs properties in order to create a more balanced response.

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Key points to note at this stage were:

- The reminder round had improved response numbers, but the Council still needed more responses from General Needs Housing (an improved response rate from Independent Living Scheme tenants for 2024 was due to visits by the Tenant Engagement Officer);
- The largest number of responses were from single tenants (over 75% of those were 65+);
- There was limited interest in downsizing;
- Responses were not equal across the four contact centre areas, with a higher response from Clowne and Shirebrook;
- Nearly two thirds of respondents were female;
- Nearly 60% of respondents were 65+; and
- 458 responses had been received as of 6th January 2025.

The Board was advised that the Regulator had now released national analysis of the 2023/24 TSM returns.

It was noted not all large housing providers (landlords with 1,000+ homes) submitted data that was weighted. The Council did have to weight responses, as did 24% of large providers, but this allowed the Council to compare results with these other local authorities.

For the first year of running the survey, 65% of providers used telephone surveys as their main collection method to contact tenants. The Council, in contrast, had used post.

A Tenant asked how many providers submitted and how many responses did the Regulator receive. The Housing Strategy and Development Officer stated this information was in the main report and informed post meeting that the analysis was based on 360 submissions from large landlords (over 1000 homes). Landlords had completed over 480,000 surveys, so around one in ten households of social housing owned by registered landlords fed into the 2023/24 set of TSMs.

A Table was attached at Appendix 3 which showed the Council's tenant satisfaction performance against the national average. Of the 22 measures, 4 were broken down into 2 parts. The Council had exceeded the national average in 16 and succeeded in part for 2 more measures. 4 of the indicators had calculated a 'rate' for which there was no clear indication of what 'good' performance looked like – the Council had assumed low was good compared to the national average.

For TSM BS04, "*Water safety checks*", and TSM BS05, "*Lift safety checks*", these had not been on track due to other works taking place – they had subsequently been completed after works had finished in 2024/25.

One of the final tasks that remained in relation to the 2023/24 data was to design and launch a tenant version of the final outcomes. The Board had reviewed examples at the previous meeting, and a final draft for approval was attached at Appendix 4. A further example was handed out at the meeting for the Board's input.

The Board discussed both options. It was decided another example would be produced and presented to most of the Tenants in attendance at another meeting that week for

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their approval – an email was also circulated after the meeting to collect feedback from those unable to attend.

The Chair stated, while the Council's results were high and above the national average, improvements could still be made. The Assistant Director of Housing Management & Enforcement noted the Council was also above the local average across Derbyshire and Nottinghamshire, and the Housing Services Manager agreed with the Chair that the Council's aim should always be to achieve 100%.

RESOLVED that: 1) the performance for 2024/25 documented in the attached reports is reviewed and acknowledged;

- 2) The Board review how the Council performed in 2023/24 compared to the national average and advise of any action to be taken; and,
- 3) The Board review the draft tenant version of the 2023/24 data, and agree the final format.

HLB27-24/25 CUSTOMER SERVICE COMPLIMENTS, COMMENTS AND COMPLAINTS AND STANDARDS - REPORT FOR HOUSING & REPAIRS QUARTER 3 1ST OCTOBER 2024 TO 31ST DECEMBER 2024

The Customer Service, Standards and Complaints Manager informed the Board that Customer Services was working closely with the Council's Housing and Enforcement team to ensure the Council met the new regulations and changing Ombudsman's code.

A meeting had been held in the previous week to accomplish this, with a further meeting in the following week. Due to the increase in work, the recruitment of staff had taken place and if the Customer Standards and Complaints Officer was unavailable to attend future Board meetings, the Customer Advisor and Complaints Admin would be.

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

Some customer contacts / complaints received during Q3 2024/25 covered more than one service area; when analysing the data, these did not mirror the actual volume of contacts received.

30 Compliments were received during Quarter 3 2024/25. When analysing Compliments received, Dragonfly (Housing Repairs and Maintenance) had received the most, followed by Housing Options and then Housing Allocations.

It was noted, as also shown in the Q1 and Q2 data of 2024/25, that whilst repairs and maintenance had featured heavily as a core reason for complaint, data showed that a tenant's personal experience of the service appeared to influence their bias in response to the Council – there were positives to be taken from the service delivered, as well as areas identified for improvement.

There was 1 written comment received for Quarter 3 2024/25, with 3 M.P. Enquiries for the same period.

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19 Stage 1 Complaints were received during Quarter 3 2024/25, with the largest proportion related to Dragonfly (Housing Repairs and Maintenance). Themes included lack of action taken by the Council, communication issues and the customer being unhappy with the action taken / standard of the repair.

6 Stage 2 Complaints were received during Quarter 3 2024/25, with the largest proportion related to Dragonfly (Housing Repairs and Maintenance). Themes could not be identified due to the varying differences of issues recorded.

Neither the Housing Ombudsman nor the Local Government Ombudsman reviewed any complaints during Quarter 3 2024/25.

During Quarter 3 2024/25, the following service improvements had been implemented as a consequence of complaints:

1. Amended the gas safety check letter to advise that both gas and electric would need to be switched on and amended the electrical safety check letter to advise that electric would need to be switched off for a short period;
2. The Repairs system had been updated to ensure that all jobs were 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 were taken;
4. The Gas Engineer had been spoken with regarding the importance of informing the Office of any further works required in the future;
5. The Repairs Operative in question would be given further training procedures and expectations for customer services and working practices; and,
6. The Housing Options Team would ensure that any landlord was contacted with updates / information if grants could not be progressed.

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

Most compliments were made via telephone, followed by email for Quarter 3 2024/25. 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 and email.

Tenants made most reports compared to residents in Quarter 3 2024/25.

There had been a large decrease in Stage 1 Complaints from Q2 to Q3 2024/25, and a small decrease in Compliments. In Q1 and Q2 2024/25, Stage 1 Complaints were comparative whereas in Q2 and Q3 2024/25 Compliments were comparative. Comments had remained low throughout Q1 to Q3 2024/25, and the number of Stage 2 Complaints had remained similar.

The report provided more detail on Compliments, Comments and Complaints, along with the Council services in receipt of them.

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The Head of Property (Repairs and Maintenance) noted if trends were identified, improvements would follow.

The Assistant Director of Housing Management & Enforcement noted that with Complaints so low, it was important to learn who was making them. Additionally, as previously mentioned, it was theorised tenants were either struggling to submit Complaints, were choosing not to submit Complaints, or the Council was performing well and so there was no Complaint to submit.

However, if there were barriers that prevented tenants from submitting Complaints, it was important to address so the Council could respond to issues appropriately.

RESOLVED that the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

The Customer Service, Standards and Complaints Manager, the Customer Standards and Complaints Officer, and the Customer Advisor and Complaints Admin left the meeting at 15:19 hours.

HLB28-24/25 HOUSING KEY PERFORMANCE INDICATORS

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

The Council's Housing Management team was producing a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own Key Performance Indicators (KPIs).

The Housing Service had developed a number of KPIs that showed how contributions were being made to the Council's Ambitions. A summary of current performance was attached at Appendix 1.

Only one KPI was slightly off target ("*Current tenants arrears as a % of rent due in the financial year*").

The Council's Housing Management team was producing a significant amount of performance related information.

At the Board's previous meeting, Tenants had agreed to a minimum set of indicators that they would like to see included as part of a quarterly report to the Council's tenants. A draft had been produced for Members to consider. The Council envisaged this would be a one sided poster and be put up in all contact centres and on the Council's website.

It was envisaged the poster would also be produced quarterly.

The Board discussed what options would be most suitable for the poster, including:

- Simplified language;
- The retention of the use of percentages;
- The use of arrows to help define trends;
- The amount of rent collected and in arrears; and,

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- The use of colour (which matched the Tenant Engagement Strategy).

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

- 2) the Board review the draft quarterly performance poster to be used in the Contact Centres/on the website, and agree the final version.

HLB29-24/25 STOCK CONDITION SURVEY - VERBAL UPDATE

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

HLB30-24/25 COMPLIANCE POLICES

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

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

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

The Council reported on the compliance of all the above areas as part of the annual Tenant Satisfaction Measures, and quarterly updates were provided to the Board.

The produced Gas and Heating Compliance Policy 2025-2028 was attached at Appendix 1. The produced Electrical Safety Policy 2025-2028 was attached at Appendix 2.

To a question on the checks and maintenance of a multi-fuel cooking stove that had not recently been Council approved, the Head of Property (Repairs and Maintenance) stated the compliance of such items would be investigated.

The Assistant Director of Housing Management & Enforcement added the Council would intend to incorporate all six policies listed above into a single policy, but the Gas and Heating Compliance Policy and Electrical Safety Policy were of most import to tenants and so were produced.

RESOLVED that 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.

Councillor Janet Tait left the meeting at 15:47 hours.

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Councillor Ashley Taylor in the Chair

HLB31-24/25 HOUSING STRATEGY 2024-2029 - IMPACT ON COUNCIL TENANTS

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

Within the new Strategy 2024-2029, the Council would deliver the corporate priorities relating to Housing as set out in the Council's corporate plan – Bolsover District: The Future. These priorities would be addressed within the new strategy through:

- Priority 1 – Providing Good Quality Housing (this would cover building more council housing and being a decent landlord);
- Priority 2 – Enabling Housing Growth (this would cover all strategic housing growth and working with the East Midlands Combined County Authority in the area);
- Priority 3 – Supporting Vulnerable and Disadvantaged People (this would cover all aspects related to homelessness, supported housing and partnership working to deliver solutions to the District's vulnerable residents. This would also support delivery of one of the Council's 'Customer' priorities – Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people); and,
- Priority 4 – Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the District contributed towards better health outcomes for all (this would cover all aspects related to the private sector (rented and owner occupier) and partnership working with the Council's colleagues in environmental health and public health, and any work with the East Midlands Combined County Authority in the area).

For Priority 1: the Council was due to complete a Stock Condition Survey by April 2025 (once completed, the Council would move to a rolling annual inspection programme covering 1,000 properties per year); there was a target to build a further 200 homes by March 2028; the Council would meet the Regulator's revised Consumer Standards; increase Council stock through private developers; through the Tenant Engagement Strategy 2023-2026, a wide range of options for tenants to get involved with, to help the Council evaluate delivery of services and make improvements, had been devised; and meet Energy Performance Certificate (EPC) C-Rating where possible for all Council stock.

The Board were also informed of the increase of 1 bed properties and 3 bed bungalows to provide adapted homes for those with specific needs.

Identifying where the Council could improve would also help achieve the desired C1 Grading.

For Priority 3, the Council would: allocate housing to the most vulnerable through the Allocations Policy; support Care Leavers through the revised Allocations Policy for 2024; support Armed Forces personnel through the revised Allocations Policy for 2024; and provide support through the Bolsover Lifeline Services.

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To a question of what defined an 'affordable' property, the Head of Property (Repairs and Maintenance) informed the Council used the 80% of rent measure to define affordable accommodation.

To a question on the cost to elevate older properties to EPC C-Ratings, the Head of Property (Repairs and Maintenance) explained, once completed, the Stock Condition Survey would help shape the Council's 30-Year Business Plan – once the data was available, the Council could then investigate the need to elevate properties to EPC C-Ratings.

The Housing Strategy and Development Officer added a new version of the Decent Homes Standard was in production and the Council expected the UK National Government's consultation on this in due course. Once the Stock Condition Survey was completed, the Council would proceed from there.

RESOLVED that 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.

HLB32-24/25 DATE OF NEXT MEETING

The Board were informed the next meeting of 2024/25 would take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

- Tuesday, 22nd April 2025.

The Board were further informed the following meetings of 2025/26 would take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

- Tuesday, 29th July 2025; and,
- Tuesday, 21st October 2025.

HLB33-24/25 ANY OTHER BUSINESS

A Tenant asked what the impact of the UK National Government's English Devolution White Paper would be on tenants of the District – an expression of concern on social tenants was widely expressed, as while always in need of improvement, the Council performed well in comparison to other local authorities.

The Chair noted the English Devolution White Paper was seeking unitary councils of around 500,000 residents, which would lead to drastic changes to services and local democracy. However, there was still very little known.

The Assistant Director of Housing Management & Enforcement informed an Item on devolution would be added to the following Board meeting's Agenda for further, appropriate discussion.

The meeting concluded at 16:12 hours.



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 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 weakness 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 on three occasions since our inspection and will be meeting with them again on 22nd April 2025.

Appendix 1 has a summary of progress to date on these 4 key areas. Since the last update in January 2025, the Stock Condition Survey has been completed and we have agreed various performance pro formas with Tenants.

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 @ April 2025

Requirement	Action	Priority	Progress	Target date
Safety & Quality Standard 1.1 Stock Quality 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.	Full Stock Condition Survey (SCS) required. <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	Savills appointed - Commenced 27 th August 24 – now finished on site 92.7% of stock surveyed. 2025-26 Programme for the remaining stock – currently looking at what action needs to be taken to facilitate access. 23 rd June 2025 Final Report to be presented to Executive 4 th October 2025 – options appraisal to be presented to Executive for Future Surveys Summer 2026 – commence new programme Non-Decency Figure to be calculated and declares as part of Local Author Housing Statistics (LAHS) Return	Survey to be completed and report provided end April 2025 Long term capital investment plan to be reviewed and updated by October 2025
The Transparency, Influence and Accountability Standard 2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.	We need to understand the individual and whole tenant base. <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	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 Around 700 responses to date. A link to this was included in the November 2024 Newsletter, the	October 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. 		February 2025 Rent Increase Letter and the April 2025 Annual Rent Statement	
<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 quarterly from October 2024. these are on the website site and accessible. This has been promoted in the November newsletter and will be a regular item every 6 months</p> <p>Performance Poster approved at HLB, to be rolled out from 2024/25 summary and quarterly thereafter. To be included in the newsletters going forward - 6 months data at a time.</p> <p>TSM data for 24/25 to be published in a tenant friendly version and as a YouTube video on the website</p>	Ongoing

	with tenants (TES Objective)			
The Transparency, Influence and Accountability Standard 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>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>Ongoing</p>



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Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

Agenda Item 4: Update on Tenant Engagement Strategy Action Plan

Classification:	This report is Public
Report By:	Tenant Engagement Officer

This report forms the next six-monthly update on progress against the Action Plan.

Action Plan Update (Appendix 4.1)

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

Action	Update
1.3 a	Promotion of Tenant Engagement through the TSM 24/25 survey, new tenancy visits and Tenant census. 53 Tenants expressed an interest in being involved. All have been contacted.
1.3 b	36 have completed the tenant engagement leaflet and are registered to be engaged. 1 of these is to join RANT from May 25.
1.3 c	TEO undertaking joint visits with HAT to promote tenant engagement
2.2 b	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly. 321 completed, 653 received (as of 17.03.25)
3.1 b	<p>Locality events held in January and February 25 at 4 geographical locations. Repairs Performance figures presented. Tenants were consulted on repairs priorities. 18 tenants attended the sessions.</p> <p>Tenants feedback indicates our repair priorities meet their expectations. TSM and KPI's repairs performance show the majority of targets are exceeded. The consultation outcome therefore indicates that we do not need to make any changes to repair priorities and targets.</p>

Action	Update
	Further locality events planned for June 25 and tenants have requested the topic is to be complaints.
3.3 a	Design options for annual TSM outcomes presented to tenants October 24, final design approved by tenants at HLB January 24.
3.5 a	Tenants invited to join online TPAS events on Tenant Involvement week in October 24. January 25, 3 Involved tenants booked onto TPAS Webinar – “Getting the most from your membership”.
3.5 b	Planning Tenants Conference Joint with CBC and Rykneld Homes for 14.05.25
3.5 d	Challenge and Change members attended a TPAS Scrutiny Members meetup (networking) on-line January 25. Invited to join next TPAS Scrutiny Members meetup on-line 30 th April 25
3.6 b	April 24 153 tenants consulted on service areas for next Challenge and Change Review.
3.6 d	Review of Grounds Maintenance review is due to complete May- July 25. Meeting dates have been set for the next 12 months.
3.6 e	June 25 site visits planned with Challenge and Change members to evaluate completed void standards and that their agreed recommendations are being met.
4.1 a	RANT members consulted on newsletter ideas. Milestone reviewed and decision taken to use a virtual network of tenants for feedback as an initial approach. Newsletter survey completed March 25.
4.3 a	TSM survey completed for 24/25.
4.3 b	Tenant feedback obtained from Locality events (repairs) and positive feedback obtained: Event overall -excellent 86.7%, good 13.3% Information provided – excellent 86.6 %, good 6.7%, fair 6.7%
4.3 c	Report template developed and approved by RANT members November 24. Tenant feedback obtained for repairs and satisfaction reported to RANT and Housing Stock.
4.3 d	Consistently high satisfaction levels being maintained, which is further evidenced with benchmarking and 24/25 TSM results. Repairs satisfaction for 24/25 is 99.8%

RECOMMENDATION(S)

1. That progress against the action plan, as stated, is reviewed and tenants provide feedback on current activity.

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

Ambition: Customers

Priorities:

- *Improving the customer experience and removing barriers to accessing information and services*
- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*

Ambition: Housing

Priority:

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

DOCUMENT INFORMATION

Appendix No	Title
1.	Tenant Engagement Strategy 2023- 2026 – Action Plan Update April 2025

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Tenant Engagement Strategy 2023- 2026 – Action Plan – Updated April 2025

Status Key:

Complete	In progress, on track	Alert

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.1 25	Work alongside tenants to publish and promote the Tenant Engagement Strategy	H	a. Recruit 5 tenants to join Tenant Participation Review Development Group (TPRDG)	Tenants joined the TPRDG as from 29 th September 22 24/25 a further 3 substitute members recruited prior to July 24 meeting Main strategic group changed name from TPRDG to Housing Liaison Board (HLB)	TEO	April 23 Completed	
		H	b. Publish and promote strategy on the Council website and tenants newsletter	Strategy in development. Strategy published September 2023.	ADH TEO	Executive September 2023 Completed	
1.2	Regularly monitor the strategy to ensure it continues to meet its objectives	M	a. To review and monitor by HLB to ensure the strategy meets the tenants needs and aspirations	First review to be completed within 6 months of the approved strategy 6 monthly review completed: 2 November 23 March 24 October 24 April 25	ADH TEO	Every 6 months	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
26	1.3 Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies	M	a. Increase tenant data base using various consultation methods (including set milestones below):	<p>Tenant Satisfaction Measure survey asks for new tenants to provide contact details, where they are interested in further involvement in service design and decision-making.</p> <p>58 Tenants expressed an interest in being involved from the 23/24 survey, 4 have since engaged and 1 of these is now a regular attendee.</p> <p>TSM Survey 24/25 53 tenants have expressed an interest in being involved. Some of these are existing engaged tenants.</p>	TEO HSDO	Ongoing	
		H	b. Developing a leaflet in line with the strategy promoting tenant involvement and encouraging tenants to get involved at the level they wish	<p>Leaflet used as part of both 'New Tenant' visits and general officer visits to highlight opportunities and encourage engagement.</p> <p>Leaflet updated to cover latest engagement options</p> <p>From November 24-to date 36 tenants have completed the Tenant Engagement leaflet.</p>	TEO	<p>September 23 Completed</p> <p>October 24 Completed</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
27		H	c. TMO/HAT/HAA to use as part of their visits to promote and increase engagement.	<p>From April 2024 onwards, recruitment/referrals from officer visits to be tracked.</p> <p>Since 1st April 24 18 tenants expressed an interest in being involved via New Tenant Visits. Initial low level engagement planned at geographic locations; new option developed “Tea with Tenants”.</p> <p>TEO undertaking joint visits with HATs to promote Tenant Engagement.</p>	TEO TMO	Ongoing from December 23	
1.4	Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.		a. Develop and implement regular evaluation of engagement sessions, to ensure approach meets both tenant and service needs.	<p>Feedback form developed for: Challenge Days; Tea with Tenants and Locality Group sessions.</p> <p>Evaluation Form to be developed for completion at end of Challenge and Change Reviews</p>	TEO	<p>Ongoing from Sept 24</p> <p>To be in use 2025 onwards</p>	

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.1	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	M	a. Review menu of involvement annually and measure by number of tenants held within each section of the database.	Menu of involvement and database created April 2022. Ongoing until next review. As noted in 1.3 this forms part of the leaflet used by officers to further encourage engagement. New Engagement Officer in post as of August 24, menu of engagement reviewed and updated to reflect current activity.	TEO	1 year from approval of strategy – September 24 Completed Nov 24 – to include ongoing review and evaluation of offer.	
2.2	Offer a range of options for engagement both traditional and technology based	M	a. Explore options to what extent both methods are welcomed.	Measure of tenants held on data base, indicating openness to use of technology for communications and engagement. Housing Service now developing use of Gov.notify service. This will allow use of text and email for large scale communication and surveys. Tenants supported to join online Tpas sessions for networking/training.	ADH TEO	July 25	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
29		M	b. Use information obtained via the STAR survey and TSM responses	<p>Ongoing work by officers to gather current telephone and email contact details to enable communication and engagement using technology.</p> <p>Tenant census form developed to capture desired communication options. Volume of email address on file increased significantly and hopefully this will increase cost efficiencies. 321 completed on file, 653 received in total (as of 17.03.25).</p>	TEO	Ongoing	
2.3	Expand communication channels used by the service to create improved modern interaction and cost efficiencies		a. Establish gov.notify accounts for use for TSM Survey; Newsletter distribution; and general communication, to offer greater coverage via digital channels. This should also generate service efficiencies.	<p>Used for consultation on new draft Housing Strategy 2024-2029</p> <p>Used for mailout of 2024/25 TSM survey. 3000+ emails and 2200+ text messages, alongside reduced postal contact.</p> <p>Gov.notify used to circulate Tenant Census link to all email addresses on file. This led to a surge in responses.</p>	ADH HSDO	August 24 onwards	
			b. Establish self-service options for registering for tenant involvement.	Form re-developed as part of the refresh of the leaflet.	TEO	October 24 Completed Nov 24	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
			c. Develop and implement a Tenant Census form, with hard copy and digital formats, to be completed every two years (to establish data on preferred method of contact).	Initial roll-out alongside Stock Condition Survey.	ADH	October 24 Form Completed October 24 and roll-out commenced	

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.1	Publish and promote our service standards and ensure tenants know how to challenge them	M	a. Publish on Council website, tenants newsletter and produce standalone leaflet	Article planned for May 24 newsletter Leaflets for Customer Service Standards Leaflet and How to make a complaint updated	TEO CSSCM CMDM	May 24 Completed June 24 Completed and in use	
31		M	b. Hold Tenant Challenge Days/Locality meetings	4 events in held April 24. 4 Drop-in sessions "Tea with Tenants" planned October 24. Service standards for repairs and customer standards to be promoted at event. 4 Locality events held in January and February 25. Repairs Performance figures presented. Tenants were consulted on repairs priorities. New Locality Group events in planning phase focussed on complaints process and handling of complaints	TEO	Ongoing Completed October 24 Completed Jan/Feb 25 Proposed June/July 25 – actual dates TBC	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		M	c. Define service standards per team and review annually.	Project agreed as part of TEO workplan for 25-26. Target date revised from April 25 to March 26.	ADH HSDO TEO	March 26	
		H	d. Regular review of approach taken by C1 authorities.	Initial assessment of C1 authorities following receipt of Bolsover judgement in August 24.	TEO	Ongoing	
32	Develop and implement a quarterly service performance report to be submitted to Housing Liaison Board, and Executive twice a year.	H	a. Implement quarterly report format for use at Housing Stock Management Group and Housing Liaison Board.	Developed format of report in October 24 meeting, for refinement and use thereafter.	ADH HSDO	Jan 25 onwards Completed Jan 25	
		H	b. Implement bi-annual service performance report for use at Executive.	Q1-Q3 Report presented to Executive in March 25.	ADH HSDO	October 24 onwards	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.3	Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.	H	a. Annual Tenant Summary of Tenant Satisfaction Measures outcomes.	<p>Draft developed and to be reviewed by tenants alongside other authority examples, prior to agreement of final version.</p> <p>Design options presented to tenants; final version agreed January 25.</p> <p>Video explaining both the Measures and each set of annual results in development, for use on website.</p>	HSDO	July 24 and annual thereafter	
		H	b. Annual Tenant Summary of Housing Complaints Handling and Service Improvement Report.	First report developed and published in July 24 with tenant input.	HSDO	<p>July 24 and annual thereafter</p> <p>Completed July 24</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.4 34	Produce an annual report, in conjunction with tenants, providing an overview of the last 12-months	H	a. Annual release within Bolsover Homes Newsletter.	<p>First edition released in November 23 Bolsover Homes Newsletter; tenants involved in design</p> <p>2023/24 report to be released in November 24 Bolsover Homes Newsletter, tenants agreed to retain design.</p> <p>Performance page on website reviewed to accommodate revised approaches.</p>	TEO ADH	<p>Ongoing – annual</p> <p>Completed Nov 24</p> <p>Completed April 25</p>	
3.5	Empower tenants to hold us to account by providing appropriate training, support and feedback	M	<p>a. Work with tenants to provide a training programme based on their needs</p> <p>Measure = Number of tenants involved in training events</p>	<p>Evidenced by the number of tenants we get involved in training events.</p> <p>Tenants invited to join online TPAS events on Tenant Involvement week in October 24.</p> <p>January 25, 3 Involved tenants booked onto TPAS Webinar – “Getting the most from your membership”.</p>	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
35		M	b. Support joint training with other tenants and landlords	<p>Tenants Conference joint with CBC and Rykneld Homes</p> <p>Exploring options to learn from CBC and Rykneld Homes use of Estate Walkabouts and Mystery Shopping.</p> <p>Second Tenants Conference joint with CBC and Rykneld Homes to be held 14.05.2025.</p>	TEO	<p>Conference held 15th May 2024</p> <p>Dec 2026</p> <p>14th May 2025</p>	
		H	c. Utilise online/face to face training provided by TPAS	Officers regularly attend; some tenants have engaged with Awaab Law events.	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
36		H	d. Encourage tenants to engage with workshops/ networking provided by TPAS.	<p>Promote in Tenants Newsletter – Nov 23 and then ongoing. Tenants have attended TPAS online events</p> <p>July 24 Challenge and Change meeting - tenant members signed up for TPAS accounts.</p> <p>Challenge and Change members attended a TPAS Scrutiny Members meetup on-line January 25. Tenants invited to attend next TPAS Scrutiny Members meetup on-line 30th April 25.</p>	TEO	Ongoing and as part of the conference on 15 th May 24	
		H	e. Produce quarterly KPIs poster/report to ensure key data is shared with tenants via Contact Centres, to encourage greater interaction with the service.	<p>Initial Performance Poster format developed for use in Contact Centres and on website.</p> <p>Quarterly performance poster finalised at Jan 25 HLB meeting. Posters can be used in Contact Centres, website and in Bolsover Homes newsletter.</p>	ADH HSDO	<p>October 24</p> <p>January 25 onwards Completed</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	f. Ensure quarterly KPIs report is considered by Housing Liaison Board.	Report in place from October 24 onwards.	ADH HSDO	January 25 onwards Completed Oct 24	
3.6 37	Develop and support a tenant led scrutiny process that will challenge the housing service and make recommendations and improvements.	H	a. Engage with TPAS on national scrutiny week to gain full understanding of the tenant scrutiny process	Officers/members attended training 5 th Oct 23. Officers/tenants to engage with Involvement Week 2024	ADH TEO HSDO	Ongoing Completed Oct 24	
		H	b. Recruitment of scrutiny panel members	Challenge and Change – June 23 recruitment (Review of Void process July 23-April 24) – 6 tenants. Recruitment of new review panel for current Challenge and Change review (Grounds maintenance) May 24 – 11 tenants. April 24 -153 tenants consulted on service areas for next Challenge and Change Review.	TEO	Recruitment ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
38		H	c. Training of tenant scrutiny members	Introductory briefing delivered. Training skills survey planned. Promote TPAS Involvement week Oct 24.	TEO HSDO	Ongoing	
		H	d. Set timetable of projects to scrutinise – 2 per year	First project “The voids process” completed. Review of Grounds Maintenance commenced June 24. Due to complete May-July 25. Meetings set for next 12 months.	TEO	Completed April 24 July 25	
		H	e. Ensure a tenant evaluation is completed following every challenge and change review to ensure continuous learning and process improvement is embedded.	Form to be designed for use with Review of Grounds Maintenance and thereafter. Site visits to completed voids is planned for 12 June 25 for tenants to evaluate completed void standards and that the recommendations are being met.	TEO	December 24	

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.1 39	Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production	L	a. Establish tenants editorial team. Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their views are taken into account.	1 st review meeting Review meeting at TPRDG July 23 Aim to recruit Editorial panel from tenants who have recently expressed an interest to be involved. Milestone reviewed and decision taken to use a virtual network of tenants for feedback as an initial approach. March 25, 134 tenants sent newsletter survey.	TEO	July 26 Commenced Jan 25	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.2	Produce regular <i>You Said, We Did</i> article highlighting where customer feedback has made a difference to how we deliver services	H	a. Publish an article in each edition of the newsletter and within the housing section of the Council website. Aim for 2 articles per year.	Articles published in various newsletters and format to be reviewed to improve clarity of information. Include in next issue 9, due November 24. Include in Issue 10, due June 25.	TEO	Ongoing with each edition Issue 7 released Nov 23. Completed in Issue 8 May 24 Newsletter. Completed Issue 9, November 24.	
4.3	Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations	H	a. Create a satisfaction survey to gather data required for the Tenant Satisfaction Measures – annually.	Guidance by social housing regulator. 2023/24 survey complete and return submitted. Survey for 24/25 due for circulation for autumn 24. TSM survey for 24/25 completed 31.03.25.	TEO ADH HSDO	April 23 Completed Target completion of data collection March 2025. Completed March 25 Submission June 2025.	
		H	b. Ensure all face to face consultation workshops provide feedback forms.	Ongoing Feedback forms completed for Tea with Tenants and Repairs Locality Group.	TEO	Ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
41		H	c. Gather repairs feedback on PDA after each repair.	<p>Operatives endeavour to secure feedback on all repairs completed, and management complete regular audits of both repairs standards and customer satisfaction feedback.</p> <p>Review of processes taking place.</p> <p>10% of repairs over £250 in value get a post-inspection evaluation on Total Mobile and an in-person visit.</p> <p>Report template to be developed to enable performance reports to RANT and HLB.</p> <p>Satisfaction reported to Housing Stock and Rant from November 2024.</p>	HOP	<p>June 24</p> <p>Autumn 24</p> <p>Ongoing</p> <p>November 24</p> <p>Ongoing</p>	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
42		M	d. Aim for 5% telephone feedback on completed repairs.	<p>Where a call back is requested as part of the repairs satisfaction survey a callback is completed.</p> <p>Currently high satisfaction levels on repair surveys resulting in limited requirement for call backs. This % will be considered as part of repairs satisfaction review.</p> <p>Report template to be developed to enable performance reports to RANT and HLB. Incorporate into report template for RANT.</p> <p>Consistently high satisfaction levels being maintained, which is further evidenced with benchmarking and 24/25 TSM results.</p> <p>Repairs satisfaction for 24/25 is 99.8%</p>	HOP	<p>June 24</p> <p>Completed Nov 24</p>	
		L	e. Explore real time methods of consultation e.g. gov matrix	<p>Explored but not considered a viable option at this time.</p> <p>Customer Services have introduced Real Time feedback in July 24 for email and Live Chat contact</p>	ADH CSSCM	Discussed at TPRDG (Now HLB) meeting March 24	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
43		M	f. TEO to complete evaluation/consultation with tenants on their journey in their first year and other tenancy visits to determine current issues/trends.	Potential area for Challenge and Change review	TEO	April 25 onwards	
		M	g. TEO to complete evaluation/consultation with all tenants allocated on new build developments to ensure build design/standards remains fit for purpose and in line with tenant expectations.	Retrospective evaluation with tenants on sites completed by Dragonfly Developments Ltd. This led to changes in design at Alder Close development. Consider further evaluation by involving tenants living in new build properties in potential Challenge and Change review	TEO	Ongoing as sites complete and are let.	
4.4	Expand reporting and evaluation of complaints data, with specific emphasis on trend analysis	H	a. Implement quarterly reports for Housing Liaison Board (HLB).	Quarterly reports now form part of the regular agenda for HLB. This report is then adapted to be repairs specific for the quarterly RANT meetings.	CSSCM HSDO	July 24 onwards Completed and ongoing	

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Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		M	b. Develop simplified quarterly graphics from complaints report, for use on contact centre posters/TV screens, and website (once performance 'hub' created).	Under development for Q4 data.	CSSCM HSDO TEO	December 24 onwards	

Lead Staff Code:

ADH - Assistant Director Housing Management and Enforcement

HSDO - Housing Strategy and Development Officer

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

TEO - Tenant Engagement Officer

CMDM - Communications, Marketing and Design Manager

CSSCM - Customer Service, Standards & Complaints Manager

TMO – Tenancy Management Officer

HAT – Housing Assistant Tenancy

HAA – Housing Assistant Applications



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Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

Agenda Item 5: 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 were:

- 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

During Q4 (Jan-Mar) we have completed a further reminder round to General Needs tenants via post – these tenants were not contacted as part of the December reminder round. As summarised in appendix 1, we have now met our minimum return target by the deadline of 31st March but the responses returned do not fully mirror our tenant population/stock. As such the data will now go through additional analysis, with calculations applied to ensure the final figures to be reported are representative of our stock.

Attached is a summary of the unweighted data for satisfaction levels from returned surveys (appendix 1) and on the Management Information for the first three quarters (appendix 2).

RECOMMENDATION(S)

1. That the performance for 2024/25 documented in the attached reports is reviewed and acknowledged.

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 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.</p>

DOCUMENT INFORMATION	
Appendix No	Title
5.1	Tenant Satisfaction Measures – Perception Measures 2024/25
5.2	Tenant Satisfaction Measures – Management Information 2024/25

Agenda Item 5.1 Tenant Satisfaction Measures – Perception Measures**Key points of note:**

- 668 responses as at 31.03.25 – we ideally need a minimum of 537 in total to meet our threshold but this is still a low response rate. A very small number of these responses are duplicates and will need removing and final checks are in progress to check for duplicates.
- Responses following the initial mailout were not representative of the stock, with more coming from Housing for Older People than General Needs.
- Our first reminder round in December was by email only to General Needs stock. This improved things slightly but we still needed more responses from General Needs Housing. We have had a much better response rate from ILS tenants this year due to visits by the Tenant Engagement Officer.
- We have now completed our second reminder round which has been by post to General Needs stock. We received responses from batch 1 (deadline 23.02.25) and batch 2 (deadline 09.03.25). All non-responding GN tenants were included in the reminders.
- Our final response ratios are General Needs (60.5%), Housing for Older People (35.6%) and Sheltered Housing (3.9%). As a result the final results will need to be weighted to ensure they are representative of our tenant population. Once we have more complete data as a result of the Tenant Census we will hopefully be in a position to create a more targeted reminder sample.
- Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%). While we have added to our stock and sold properties via RTB since then the ratios remain very similar as at 31.03.25 – General Needs 53.49%, Housing for Older People 42.52%, Sheltered Housing 3.99%.
- The largest number of responses are from single tenants (43.1%), and over 75% of those were 65+. The response ratios from single tenants and couples are a very close match to our tenant population.
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne (30.4%) and Shirebrook (26.6%). Bolsover response is 24.0% and South Normanton 19.0%. This does differ to the stock profile per patch as at end of March 25 – Clowne (27.07%), Bolsover (25.29%), South Normanton (24.62%), Shirebrook (23.02%).
- Nearly two thirds of respondents are female (64.6%).
- Nearly 60% of respondents are 65+
- While a much wider range of response methods have been used this year, 57.5% have responded by post and 35.0% have responded via email link.

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** 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).

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TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (31.03.25)	National Local Authority Benchmark 2023/24
TP01	Overall satisfaction	87.6%	86.9%	85.8%	68.2%
TP02	Satisfaction with repairs	89.9%	89.0%	83.5%	70.5%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	83.3%	66.1%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	81.5%	66.9%
TP05	Satisfaction that the home is safe	88.9%	87.0%	85.5%	73.5%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	67.8%	55.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	76.1%	67.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	83.2%	73.5%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	38.9%	29.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	77.5%	63.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	71.5%	59.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	66.5%	54.0%

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Agenda Item 12. B1 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	16.8	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	3.6	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%	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%	94.4%	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	52.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the	0.2	N/a	0.4	0.8	1.2	1.2	N/a

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TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	2024/25 Target (Council Target)
	landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes							
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)	11.45% (estimate at 31.03.25)	0%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%	76.7%	87.17%	94.12%	93.94%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%	93.1%	97.18%	93.83%	94.78%	90%
BS01	Gas safety checks	99.2%	100%	TBC	TBC	99.6%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%	83%	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%	100%	100%	100%	100%
BS04	Water safety checks	69%	100%	84.5%	100%	100%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%	100%	100%	100%	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)

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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:

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- 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)
- CH01 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 14 tenant complaints out of 16 – 2.79 (2.8)
- NM01(1) – 112 Anti-social behaviour cases related to tenants/tenancy = 22.35 (22.4). Cumulative figure of 263 cases = 52.50 (52.5)
- NM01(2) – 6 Anti-social behaviour cases that were hate incidents = 1.19 (1.2). Cumulative figure of 10 cases = 1.99 (1.2)

Notes Q4:

- Stock figure as of 31.03.24 – 4939
- RP01 – estimated figure, awaiting final report from Savills stock condition survey data.
- BS01 – Figures for Q1, Q2 and Q3 were misreported. The figures previously reported related to performance against jobs scheduled, not compliance. Revised figure for Q3 of 99.6% - 16 properties without a valid certificate. Q4 and full 2024/25 figure of 99.48 (99.5%) – 24 properties without a valid certificate; all non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.
- CH01 (1) – 17 out of 20 stage one complaints were tenants – 3.02 (3.0), cumulative is 83 tenant complaints out of 106 – 16.81 (16.8)
- CH01 (2) – 4 out of 5 stage two complaints were tenants – 0.61 (0.6), cumulative is 18 tenant complaints out of 21 – 3.64 (3.6)
- CH02 (2) – 17 out of 18 complaints responded to in timescale.

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- NM01(1) – 88 Anti-social behaviour cases related to tenants/tenancy = 17.82 (17.8). Cumulative figure of 351 cases = 71.07 (71.1)
- NM01(2) – 0 Anti-social behaviour cases that were hate incidents = 0. Cumulative figure of 10 cases = 1.99 (1.2)



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Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

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

Report for Housing & Repairs Quarter 4 1st January 2025 to 31st March 2025

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 January 2025 to 31st March 2025.

REPORT DETAILS

1. Background

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

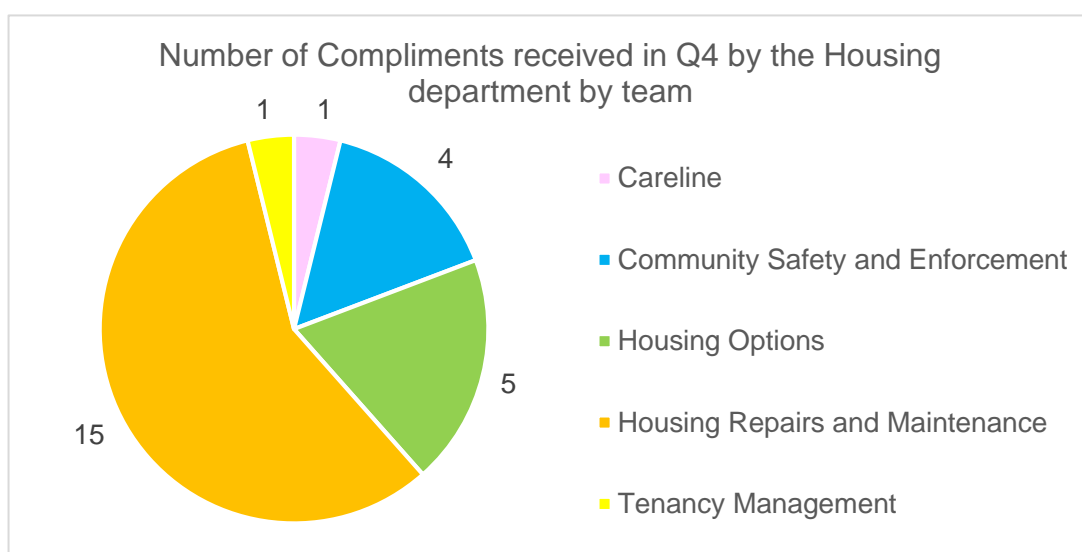
2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q4 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 24 compliments were received during 1st January 2025 to 31st March 2025. 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 Q4, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Housing Options then Community Safety and Enforcement.

As also shown in all quarters for 2024-2025, 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 (Housing Repairs and Maintenance) focussed on the Repairs Operatives who were praised for being polite and described as 'lovely' and 'nice' individuals. Works carried out by the Operatives were described as 'above and beyond', 'fantastic', 'excellent' and 'brilliant' and praise was also given for being tidy and cleaning up well after a job.

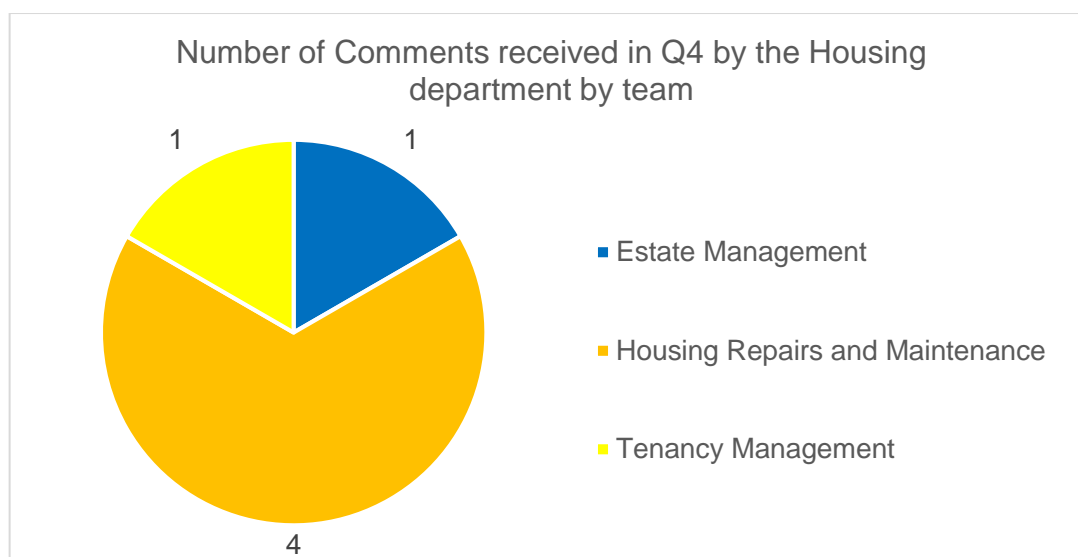
Compliments for Housing Options were primarily thanking Officer's for their support and assistance in finding/securing suitable accommodation. The team

was described as 'fantastic', 'excellent', 'amazing' and going 'above and beyond'.

Finally, compliments for Community Safety and Enforcement were to thank Officers for being helpful. The service offered / Officers were described as both 'excellent' and 'fabulous'.

Comments

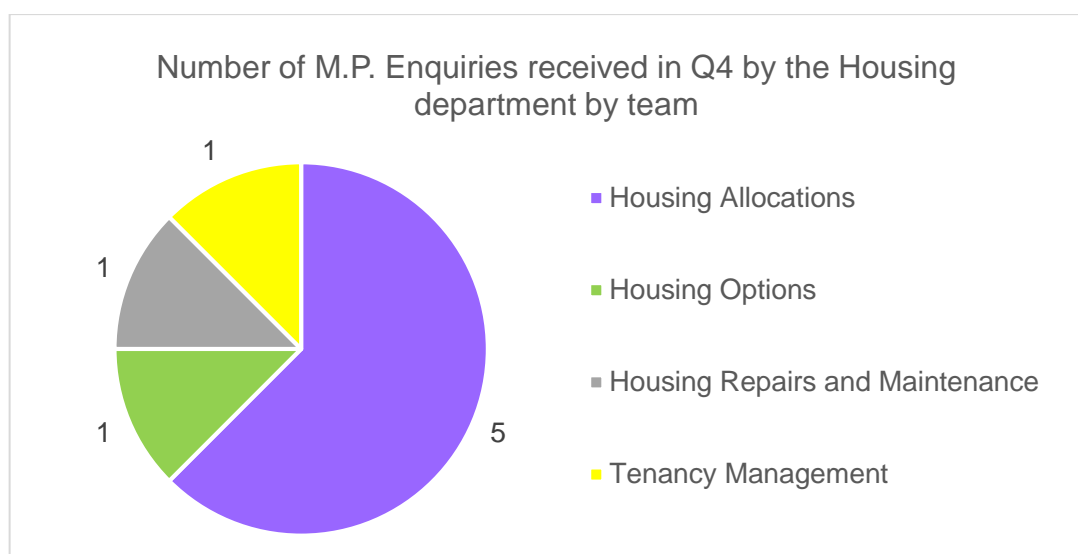
There were 6 comments received for the period 1st January 2025 to 31st March 2025 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



Most comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme found was in relation to communication from the Council to ensure tenants are kept updated.

MP Enquiries

In the period 1st January 2025 to 31st March 2025, the Housing department received 7 M.P. Enquiries.

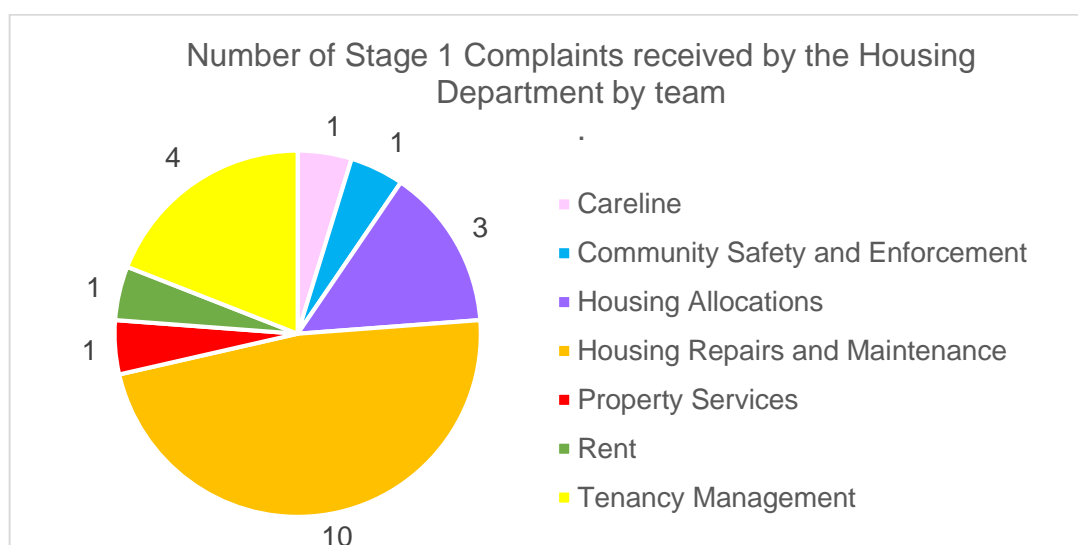


Housing Allocations have received the most M.P. Enquiries. Nearly all enquiries were in relation to refused housing applications for various reasons.

Complaints – Stage 1

In total 20 Stage 1 Complaints were recorded from the 1st January 2025 to 31st March 2025.

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 Tenancy Management, then Housing Allocations.

When analysing the themes of Stage 1 complaints, there was a range of reasons complaints were made about Dragonfly (Housing Repairs and Maintenance). Themes included behaviour and attitude of Repair Operatives and long standing repair issues (multiple repair jobs).

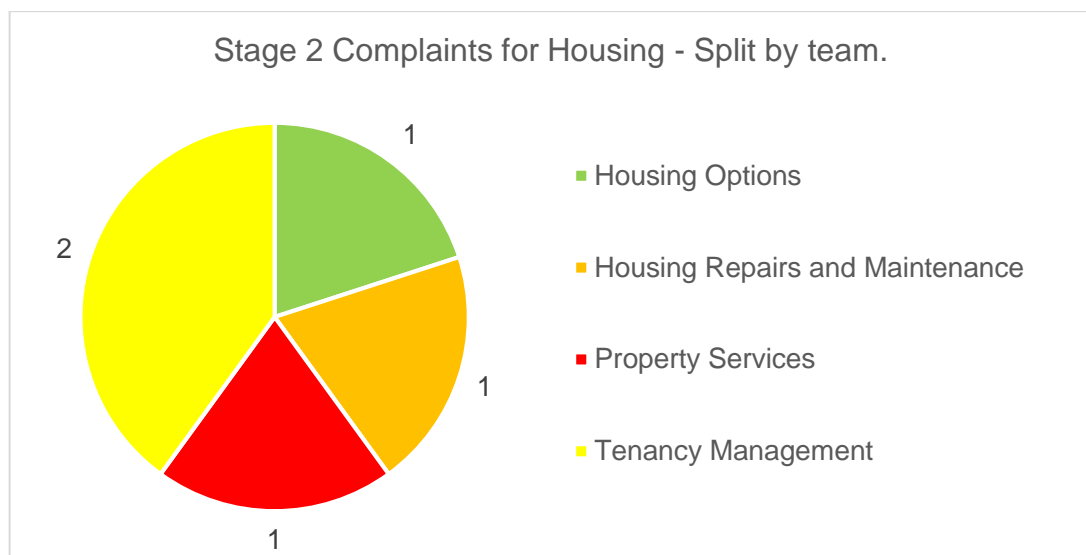
Tenancy Management complaints related to communication and Officer behaviour/attitude.

All Complaints for Housing Allocations were regarding housing application assessment (handling, eligibility for properties and banding).

Complaints – Stage 2

5 Stage 2 complaints were recorded, from the 1st January 2025 to 31st March 2025.

All but one Stage 2 complaints have been 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 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 4 2024/25

	January	February	March	Total
Compliments	5	9	10	24
Comments	3	1	2	6
Stage 1 Complaints	10	8	2	20
Stage 2 Complaints	1	3	1	5
MP Enquiries	2	2	3	7

Complaints Feedback

During quarter 4, the following service improvements were implemented as a consequence of complaints.

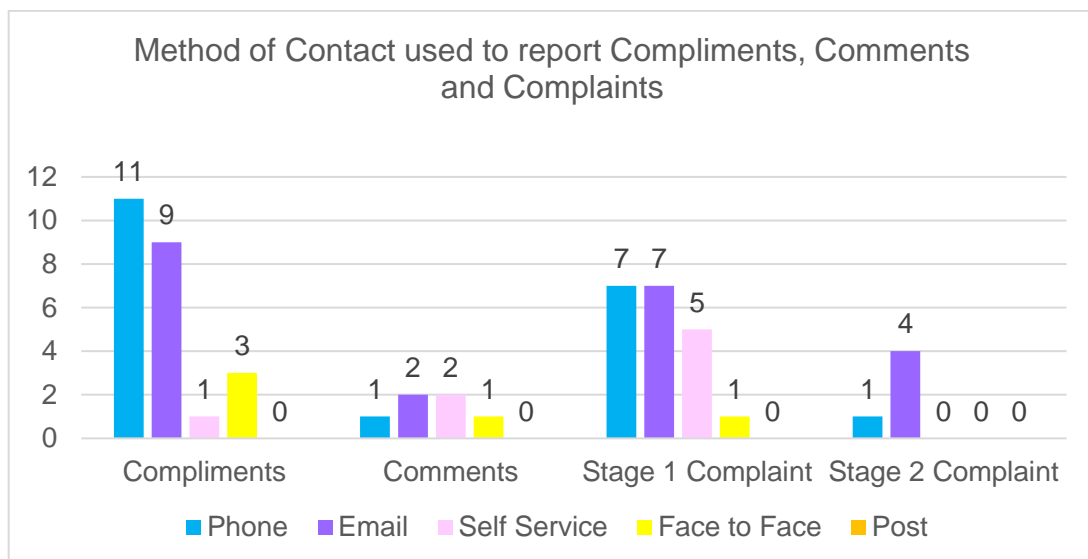
1. If the Council does any Stock Condition Surveys again or anything similar, the Council will ensure an established way of sharing data at the beginning of contracts.
2. Decision to provide all properties whose outbuildings are due to be demolished with replacement storage.
3. Dragonfly (Housing Repairs and Maintenance) have changed their working practices and external follow on works will now be contacted and receive an appointment date.
4. All Housing Officers have been reminded that a tenant should be alerted to their presence at a property.

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 (Housing Repairs and Maintenance) is scheduled for April/June 2025.

Method of Contact

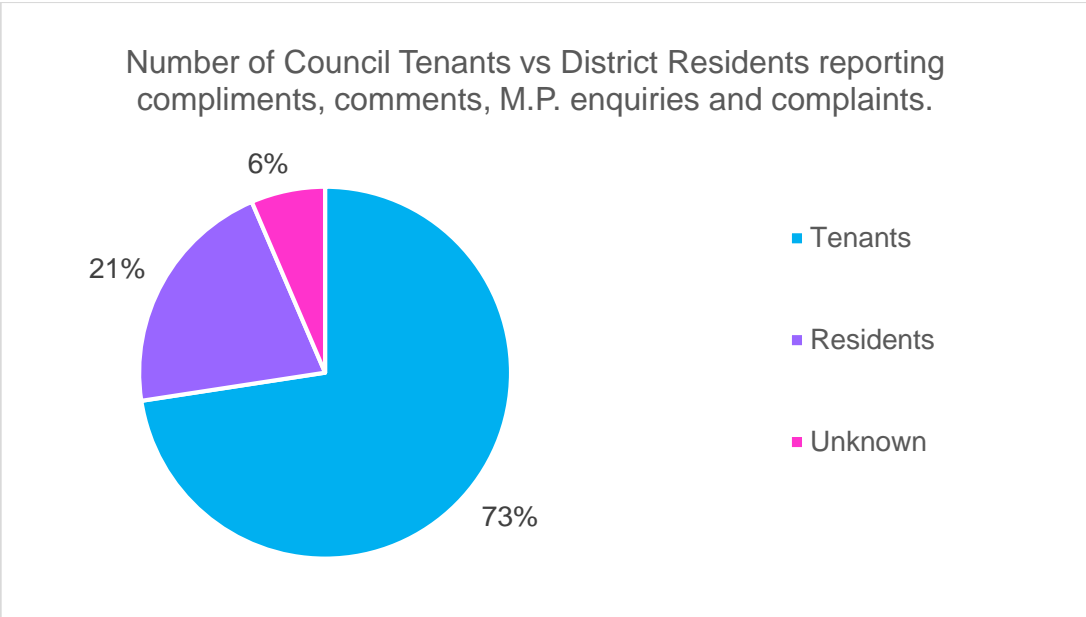
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

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. Comments were mainly made by email or self service. Stage 1 Complaints were made equally via telephone and email, followed by self service. Stage 2 Complaints were mainly made via 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.



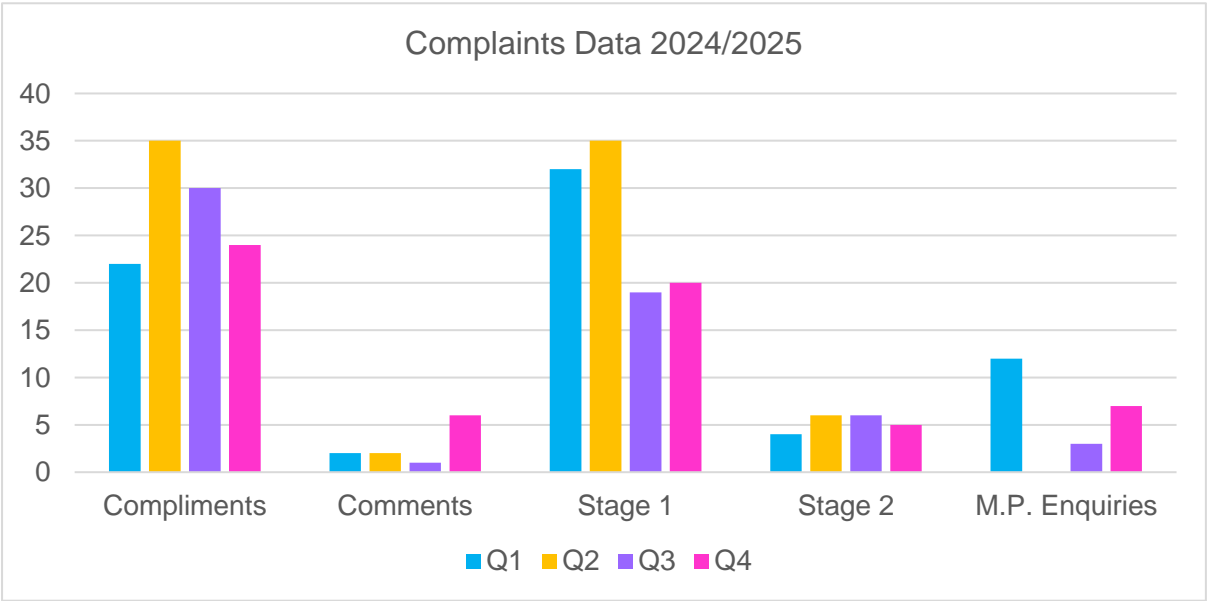
Tenants' vs Residents

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.



2024-2025 quarterly comparison

2024-2025 breakdown by quarter				
	Q1	Q2	Q3	Q4
Compliments	22	35	30	24
Comments	2	2	1	6
Stage 1	32	35	19	20
Stage 2	4	6	6	5
M.P. Enquiries	12	0	3	7



Stage 1 complaints in Q4 have remained similar to Q3 and there has been small decrease in compliments. Q1 and Q2 stage 1 complaints were comparative and Q3 and Q4 were comparative. Whereas Q2 and Q3 compliments are comparative and Q1 and Q4 are comparative. Comments have remained low throughout Q1-Q3 and have slightly increased in Q4 and the number of stage 2 complaints have remained similar throughout.

As noted in previous reports, it is noted due to the small number of comments received throughout 2024-2025 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 a gradual increase in M.P. Enquiries following the General Election and new M.P., however this is still lower than Q1. The Complaints team have communicated with the MP's Office to ensure that they are able to signpost the constituent to the appropriate organisation and have provided them with the Complaints policy (for out of scope issues). This information may have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.

2024-2025 breakdown via team					
	Compliments	Comments	M.P. Enquiries	Stage 1	Stage 2
Careline	5			6	1
Community Safety & Enforcement	13	2	3	11	5
Estate Management		1			
General (all)	1		1		
Housing Allocations	13	1	13	15	2
Housing Innovations	1				
Housing Options	25		1	4	1
Housing Repairs and Maintenance	57	7	2	51	7
Property Services	1			6	1
Rent	1		1	7	2
Tenancy Management	6	1	4	23	10

*The highest number from each category has been highlighted in red text.

Dragonfly (Housing Repairs and Maintenance) have received the most compliments for 2024-2025 and all have been regarding the Repairs Operatives politeness and excellent work. In most quarters compliments have also been received for Operatives friendliness, keeping areas clean/tidy and their efficiency. Housing Options received the second most compliments followed by Housing Allocations and Community Safety Enforcement.

Dragonfly (Housing Repairs and Maintenance) also received the most comments for 2024-2025. Most comments received were regarding communication or keeping tenants informed followed by comments regarding Council vehicle parking/driving.

Housing Allocations received the most M.P. Enquiries for 2024-2025. The majority of M.P. Enquiries were with regards to refusal onto the housing list and cancellation of housing applications following the Housing Allocation Policy renewal. This is followed by eligibility for bungalows under the Policy. Tenancy Management received the next most M.P. Enquiries and these related to issues with neighbouring Council tenants.

Upon analysis of Stage 1 complaints received for 2024-2025 it has been found that Dragonfly (Housing Repairs and Maintenance) had the most complaints, with a similar number of complaints being made throughout the year, although Q4 has seen the lowest figure for this financial year Q1 – 13, Q2 – 16, Q3 – 12, Q4 – 10. This has been despite implementing a range of service improvements this year, this trend will be monitored further over the next financial years to see if the variety of improvements lead to a reduction.

This is followed by Tenancy Management and Housing Allocations. Tenancy Management complaints reduced significantly from Q1 – Q3 (Q1 -13, Q2 5, Q3 – 1) but have seen a small increase again in Q4 with 4 complaints. Housing Allocations have also received a similar number of complaints throughout the year Q1 – 4, Q2 – 5, Q3 – 3, Q4 – 3.

The number of stage 2 complaints have remained similar throughout 2024-2025. Overall Tenancy Management have received the most stage 2 complaints, followed by Dragonfly (Housing Repairs and Maintenance) and then Community Safety and Enforcement. Unfortunately, no themes could be found within the stage 2 complaints.

While there has not been a reduction as with stage 1 complaints (Q3 and Q4 compared to Q1 and Q2), the consistently low numbers escalating to stage 2 indicates that our general approach to complaint handling at stage 1 is robust.

Throughout 2024-2025 it has been noted that tenants are reporting more compliments, comments and complaints than residents. This supports that the Housing department provide detailed information to tenants on how to make compliments, comments and complaints. This percentage increased from 58% in Q1 to 73% in Q2 and has remained similar in Q3 and Q4 (Q3 - 75%, Q4 – 73%).

Compliments/complaints for Q4 included:

Compliments	Complaints
Customer wanted to say a massive thank you to the Plumber that completed the works. They said the Plumber was brilliant, had done a fantastic job and went above and beyond.	Customer is not happy with how their housing application has been handled or the communication with Housing Allocations team.
Customer wanted to thank the Housing Options Officer for keeping them up to date with any updates/progression and despite the case being very complex was positive throughout.	Customer has complained about damp and mould issues in their property.
Customer has thanked two Community Enforcement Rangers for their fast and helpful response with an incident despite challenging circumstances.	Customer is not happy that the Contractors carrying out the Stock Condition Survey did not arrange an appointment as requested
Customer complimented the Repairs Operative for being polite and considerate, they did an extremely good job and cleaned up thoroughly. The customer is happy to know that there are Operatives that take pride in their work and deserve a pay rise.	Customer is not happy that conflicting information has been received regarding an invoice and promised maintenance has not been carried out.
The customer wanted to thank the Housing Options Officer for their help in securing accommodation, they felt that the Officer went above and beyond for them.	Customer is not happy with the number of housing disrepairs in the Council Property
Customer thanked both the Bricklayer and Joiner who were very pleasant, did a good job and cleared up afterwards.	Customer has complained about the behaviour of the Tenancy Management Officer.

Compliments	Complaints
The customer has thanked the Community Enforcement Rangers for their assistance in clearing the side of their father's property so they could access it with their mobility scooter. The customer states they did a fantastic job and provide an excellent service.	Customer has complained regarding the attitude of a Repairs Planned and that their request for visits to be prearranged was not followed.

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



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Bolsover District Council

Meeting of the Housing Liaison Board on 22 April 2025

Agenda Item 7: 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 produces 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.

of the numerous performance reports we produce which do tenants feel are the most important to be aware of, and the most informative.

Attached at appendix 1 is a summary of performance against our service indicators for the year 2024-25.

Attached at appendix 2 is a the Q4 performance poster for circulation in contact centres. Following the recent refresh of the Council's website, a specific page for performance information will be developed.

Moving forward the quarterly performance posters will be included in the Bolsover Homes Newsletter.

RECOMMENDATION(S)

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

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 HOU4: 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.	Housing Key Performance Indicators as at Quarter 4 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 Outturn 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%	94%	94%	92%		<p>Q1 - 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>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3.2%	3.27%	3.4%	3.2%	3.2%	3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2%	2.1%	2%	2%	2%	2%		Q3 - 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. Q4 – 2.05%
04	Current tenants arrears as a % of rent due in the financial year	5%	5.5%	5%	4%	4%	4%		Q1 - 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

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
									<p>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> <p>Q4 - At year end we are at target and we are continuing to see 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</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
									<p>firm in our approach to the arrears.</p> <p>To address the arrears we have made some temporary changes to the Officers working on arrears. For a six month temporary basis one of the Tenancy Management Officers will be working solely on rent arrears to progress the high level rent arrears cases. One of the Housing Assistant Tenancies has been seconded to cover the Tenancy Management role.</p>
05	Allocations – from Dragonfly handover to relet – 14 working days (average)	20	16	27	16	TBC	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>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
									<p>Q3 – figure amended following last HLB from 7 to 27. This figure is considerably higher for quarter 3 following the completion of safe and warm works at Valley View. It was necessary for at least 50% of the Scheme to be void for the works to be carried out. As a result, when these voids are Let it adversely affects the figures. If you remove the 2 allocations at Valley View this quarter the figure would be 14 days.</p> <p>Q4 - From Dragonfly handover to Allocation - 16 days. This figure includes 2 long term voids allocated in this period which total 251 days. By removing these properties, it reduces the figure to 11 days.</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
06	Homelessness successful prevention cases	84%	79%	80%	69%	-	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>Q4 – Of 55 cases closed under prevention duties, 38 were successful housing outcomes. Totalling 69% of cases closed in Q4 that were successful prevention cases.</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
07	Homelessness successful relief cases	80%	67%	61%	62%	-	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>Q4 – Of 29 cases closed, 18 were successfully rehoused. Totalling 62% overall successful relief case outcomes. in Q4. (Homeless upon presentation to the local authority).</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%	100%	100%	100%	100%	100%		<p>Q1 – 32 stage one 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> <p>Q4 – 20 stage one complaints were recorded of which all were answered within timescales.</p> <p>Annual Outturn – 100% responded to within timescale. to be calculated once all response periods close. 106 stage one complaints in total.</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
09	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%	100%	100%	80%	95.24%	100%		<p>Q1 – 4 stage two all answered within timescales.</p> <p>Q2 – 6 stage two all answered within timescales.</p> <p>Q3 – 6 stage two complaints, 5 answered in time and 1 still awaiting response within response period.</p> <p>Q4 – 4 out of 5 stage two complaints answered in time. 1 still awaiting response within response period.</p> <p>Annual Outturn – 20 out of 21 stage two complaints answered in time.</p>
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%	80%	-	90%		<p>Q4 – 2 callers were not happy as the warden were not sent (1 x toileting and 1 x wanted a TV turning on).</p>

Indicator No.	KPI Description	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Annual Outturn 2024/25	Annual Target 2024/25	Status	Commentary
11	95% falls responded to within 30 minutes	98.58%	98.2%	96.8%	98.97%	-	95%		<p>Q2 – 278 falls, 5 responded within 30-45 mins</p> <p>Q4 - Jan 105 falls, 104 answered within 30 minutes 1 answered in 32 mins -99.05%. Feb – 80 falls – 79 answered within 30 minute and 1 answered in 56m (warden with another faller) = 98.75%. March - 105 falls, 104 answered within 30 minutes 1 answered in 33mins (in another property) - 99.05%.</p>



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

Agenda Item 8: Domestic Abuse Policy

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

Background

The Regulator for Social Housing introduced revised consumer standards effective from 1st April 2024, and all Registered Providers will be expected to meet these.

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

The proposed Domestic Abuse Policy set out how the Housing department, will tackle domestic abuse, support victims and survivors of domestic abuse and hold perpetrators to account.

The Policy statement at section 4 explains the training officers will undertake to recognise the signs of Domestic Abuse and how to make appropriate referrals.

The Policy explains the role of the Specialist Domestic Abuse Officer, who has expertise in this area and whose role is to work with and support victims and survivors of domestic abuse.

There are two referral pathways, which show the support and assistance offered to non-Council tenants approaching the Council for housing assistance due to domestic abuse and to existing tenants. These are very similar in that we will support the customer with seeking refuge, where they want to remain in their own home we can offer some security measures, and sign post to the appropriate agency depending on the risk level.

There are grounds within the tenancy agreement to take action against perpetrators of domestic abuse, however we will always take into account the wishes of the customer fleeing when we look at what action we will take.

The Policy has been presented to Customer Services Scrutiny and was approved by Executive on 14th April 2025.

RECOMMENDATION(S)

1. That members of the Board note the Domestic Abuse Policy

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.	Domestic Abuse Policy



Housing Domestic Abuse Policy

2025-2028

Equalities Statement

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

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

Access for All statement

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

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

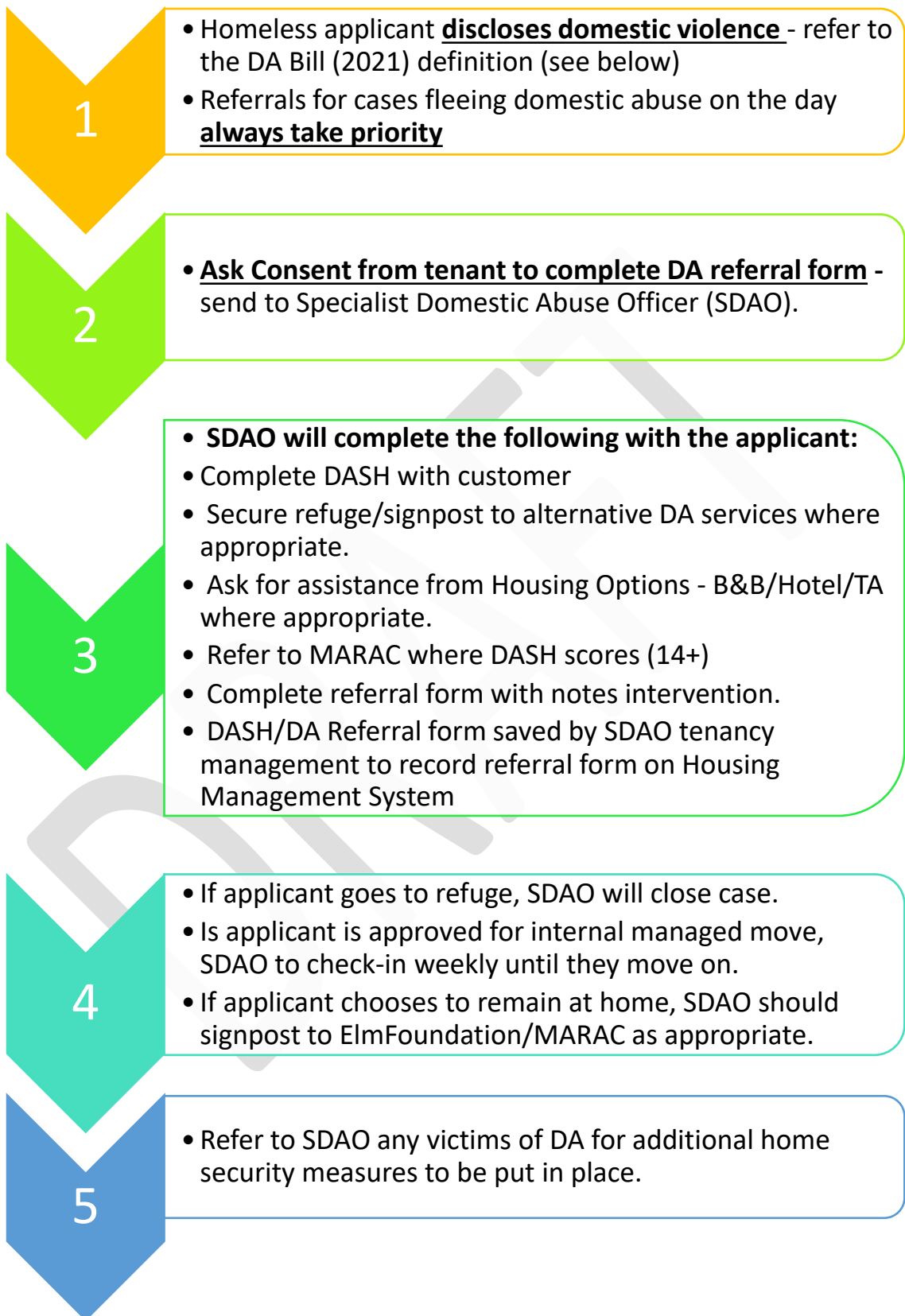
CONTROL SHEET FOR HOUSING DOMESTIC ABUSE POLICY

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

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1. Introduction

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

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

2. Policy Scope

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

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

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

2.1 Defining domestic abuse

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

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

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

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

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

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

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

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

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

3. Policy Principles

3.1 Our Vision

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

3.2 Aims of Policy

The aims of the policy are identified below:

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

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

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

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

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

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

3.3 Bolsover Ambition 2024-2028

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

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

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

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

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

3.4 Chartered Institute of Housing ‘Make a Stand’

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

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

3.5 Derbyshire County Council (DCC)

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

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

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

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

4. Policy Statement and Service objectives

4.1 Identifying Cases of Domestic Abuse

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

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

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

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

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

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

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

4.2 Our Support to Council Tenants

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

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

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

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

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

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

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

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

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

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

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

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

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

4.3 Support for victims and survivors who are not council tenants

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

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

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

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

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

4.4 Perpetrators of domestic abuse

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

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

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

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

4.5 Information sharing and confidentiality

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

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

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

5. Responsibility for Implementation

5.1 Monitoring and Reviewing the Policy

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

5.2 Awareness and communication of the Policy

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

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

5.3 Governance of the Derby and Derbyshire Partnership approach

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

Standing subgroups and structures:

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

6. Glossary of terms

Multi Agency Risk Assessment Conference (MARAC)

MARAC is a multi-agency approach to managing cases of domestic abuse where the victim has been identified as being at high risk of serious harm or homicide. This is a group of highly skilled professionals is coordinated by the police and consists of representatives from the local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sector. MARACs were established across Derbyshire in September 2008.

DASH risk assessment

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

7. Appendices

7.1 National Legislative Framework

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

7.2 UK Legislation enabling prosecution and sanctions

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

More recent developments in UK legislation include:

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

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

7.3 Local Policy Framework

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

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

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

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

7.5 Supporting projects

Respect

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

The Changes project

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

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

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

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

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

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

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

Changes is delivered across Derbyshire and Derby City.

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

The 180° Project

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

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

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

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

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

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

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

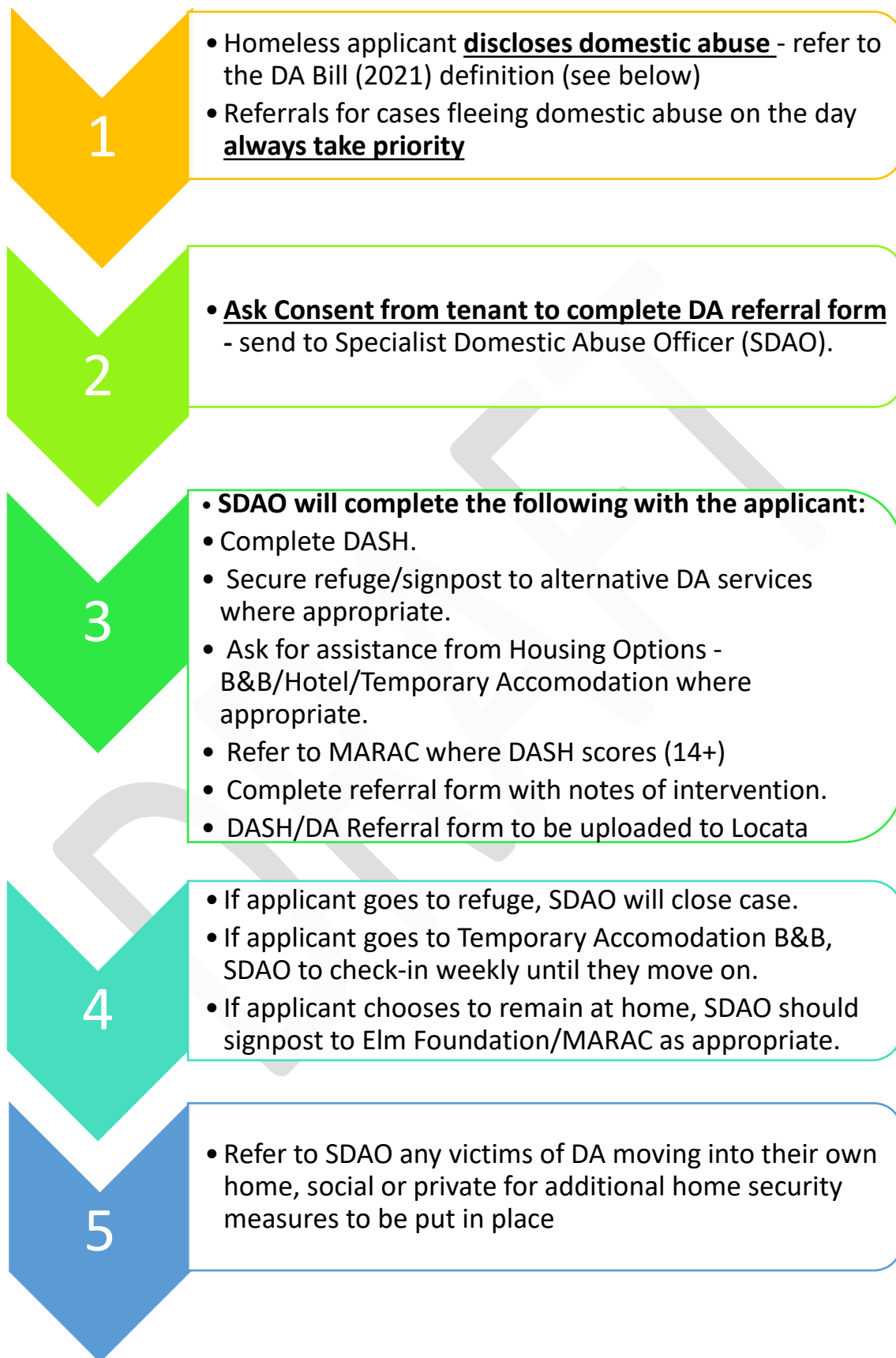
The ISS team complete regular check-ins and will offer a range of support which can include one-to-one contact, safety advice and information and signposting to other agencies. This is all in addition to helping them build a positive support network for themselves and their children.

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

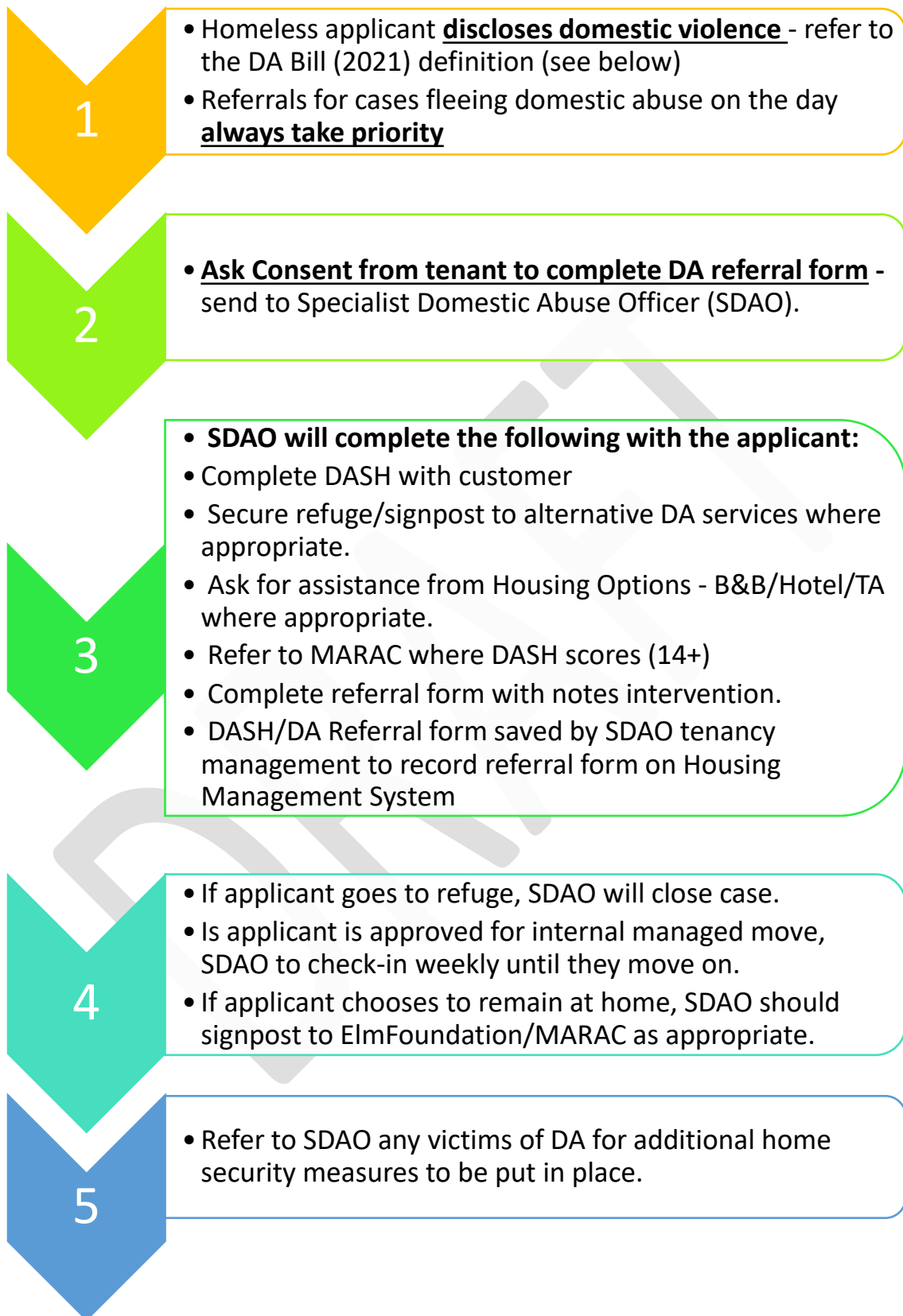
Email 180derbyshire@findtheglow.org.uk

Call 07974 608015

7.6 Homeless applicant pathway referral



7.7 Tenant Pathway Referral



Definition of Domestic Abuse, from The Domestic Abuse Act (2021) ([Domestic Abuse Act 2021 - GOV.UK](#))

The Domestic Abuse Act 2021 definition is set out below. For the purpose of the legal definition “A” is referred to as the perpetrator and “B” is referred to as the victim.

1. **21.7** Behaviour of a person “A” towards another person “B” is domestic abuse if “A” and “B” are each aged 16 years, or over, are “personally connected” to each other and the behaviour is abusive. A’s behaviour may be behaviour “towards” B despite the fact that it consists of conduct directed at another person (for example, B’s child). Behaviour is “abusive” if it consists of any of the following:
 1. (a) **physical or sexual abuse**
 2. (b) **violent or threatening behaviour**
 3. (c) **controlling or coercive behaviour** – controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.
 4. (d) **economic abuse** – economic abuse means any behaviour that has a substantial adverse effect on B’s ability to - (a) acquire, use or maintain money or other property, or (b) obtain goods or services.
 5. (e) **psychological, emotional or other abuse**
1. **21.9** In the context of defining domestic abuse, the Domestic Abuse Act 2021 states that two people are ‘personally connected’ to each other if any of the following applies:
 1. (a) they are, or have been, married to each other;
 2. (b) they are, or have been, civil partners of each other;
 3. (c) they have agreed to marry one another (whether or not the agreement has been terminated);
 4. (d) they have entered into a civil partnership agreement (whether or not the agreement has been terminated);
 5. (e) they are, or have been, in an intimate personal relationship with each other;
 6. (f) they each have, or there has been a time when they each have had, a parental relationship in relation to the same child;
 7. (g) they are relatives.

Please note that this guidance framework does not seek to be exhaustive and that housing authorities must use their judgement as to whether a behaviour constitutes domestic abuse.

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Bolsover District Council

Meeting of the Housing Liaison Board on 22 April 2025

Agenda Item 9: Challenge and Change Process

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

Purpose of the Report

To clarify the Challenge and Change process and how topics are chosen.

Background

The Challenge and Change process was introduced in early 2023 with existing involved tenants who were involved in the Repairs Action Network Team (RANT) meeting at the time. The first review started early in 2023 but took a lengthy period of time to complete due to scheduling of meetings/visits around other tenant commitments. Towards the end of that review a number of new tenants had been recruited which has helped to progress the tenant challenge process (scrutiny) further, allowing for more regular meetings.

The Review Process

The following step-by-step guide sets out the review process, other bodies engaged and how decision-making occurs.

Prioritisation of Review Topics

- (1) Tenants complete Topic Suggestion Form (attached at appendix 1d) and submit to Tenant Engagement Officer (TEO), or respond to contact from TEO when they are consulting on suggested topics. This is then presented to Housing Liaison Board (HLB) for discussion on an annual basis, to set priority topics for review for the coming year.
- (2) If the topic suggestion is in-year, submit the completed form to the TEO.

- (3) Discussion by HLB Members of the topics and score the topics using the prioritisation aid (to be shared at meeting). HLB members agree priority order for topics suggested.

Recruitment of tenants and agreement of objectives

- (4) TEO recruits a panel of 8-10 tenants from those on database and invites to next scheduled Challenge and Change meeting.
- (5) At first meeting for new topic, tenants agree the review objectives (scope) and the method of review from the following.
- i. full review (in-depth Task & Finish by tenant panel) – likely 3-6 meetings, but could cover up to a year.
 - ii. mini-review (short Task & Finish by tenant panel) – likely 2-3 meetings
 - iii. Agree presentation or briefing to HLB is sufficient at this time, with potential for a review at a later date.
- (6) If a full review or mini review, complete standard Scoping template

Delivery of the Review

- (7) Gathering of evidence by tenants involved in the Review. This could be via face-to-face meetings or gathering evidence via site visits.
- (8) Specific meeting to consider summary of evidence gathered and tenants agree short-list of recommendations.
- (9) Circulation of draft report and recommendations to officers/witnesses engaged during the Review; relevant Senior Mgmt; and Service Response to the proposed draft recommendations gathered.
1-2 tenants on the panel to act as representatives of the group and engage in report drafting.
- (10) Final meeting of tenant panel to agree the Final Draft Report.
- (11) Final Report presented to Housing Stock Management Group by 1-2 tenants, for acknowledgement/agreement by operational staff.
- (12) Final Report presented to next available Customer Service Scrutiny (for information only) to ensure link between Cllr and

Tenant scrutiny of Housing Services, and to reduce duplication in service review. Presentation to be by 1-2 tenants

Monitoring of Recommendations

- (13) Housing Liaison Board commence a 12 month Post-Scrutiny Monitoring period, with an Interim Update at six months.

Review of The Void Process

Attached at appendix 1a is the action plan outlining the agreed recommendations and progress against them. All recommendations have been implemented and a site visit is planned for RANT members to review current void sites in June. Attached at appendix 1b is the revised Welcome to your Home leaflet which reflects the new lettable standard and appendix 1c is a sample of the decorating voucher.

Members are asked to review this information and agree whether they feel that the review has been fully delivered.

Future Review Ideas – Consultation

As part of the decision-making process, we recently contacted all tenants that have either been involved with Challenge and Change or expressed an interest in involvement in decision-making.

At the time of this meeting the consultation is still in progress, however the Tenant Engagement Officer can guide members of the Board through the suggestions so far.

Members of the Board are requested to choose the next priority topic for review.

RECOMMENDATION(S)

1. That members of the Board review the process for choosing topics and delivering reviews as set out in the report, and approve for future review work from April 2025 onwards.
2. That members of the Board review progress against implementing the recommendations from the Review of The Void Process, and associated appendices (1a-1c) and agree if they are satisfied that the Review has been fully delivered.
3. That members of the Board acknowledge the verbal update on progress of the Review of Ground Maintenance on Council Estates.

4. That members review existing suggestions for Challenge and Change Reviews and choose the next priority topic.

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 HOU4: 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
1a.	Recommendations – The Void Process
1b	Welcome to your New Home leaflet
1c	Decorating Voucher Scheme
1d	Topic Suggestion Form

Review of The Voids Process – Implementation of Recommendations

Area of Impact	Recommendation	Reason for Recommendation	Timescale	Responsible Officer/Team	Progress	Status
Lettable Standard 108	<ul style="list-style-type: none"> Amend tenant specification <u>see appendix 5</u> 	<p>The document was last update in 2018 and does not reflect current requirements of living standards i.e. – increasing the number of electrical sockets in the property.</p> <p>To also ensure that the document is easy to read and accessible for all tenants.</p>	November 2024	Dragonfly Management Ltd.	New revised lettable standard effective from 01.11.24	Complete
Void Costs	<ul style="list-style-type: none"> Investigate a programme for decorating through the Repairs Action Network Team. This could involve decorating vouchers. Enhance systems for tenants to be involved in the monitoring of the cleaning contract. 	<p>The group were aware that there is currently no decorating allowance paid to tenants and feel that this would be a great benefit. The tenants however were told of a cleaning programme and would like to explore these standards further.</p>	<p>Scheme development during 2024-25</p> <p>Implement from April 2025 onwards</p>	RANT Dragonfly Management Ltd.	Decoration voucher scheme implemented from 01.04.25, range of products agreed with RANT.	Complete

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Area of Impact	Recommendation	Reason for Recommendation	Timescale	Responsible Officer/Team	Progress	Status
Void Timescales	<ul style="list-style-type: none"> That regular performance information on voids turnaround is presented to RANT. 	The group are aware of staff shortages which has led to longer void times in some areas. The group would like to monitor this to ensure that targets set by the council are being maintained.	Quarterly report from	Dragonfly Management Ltd.	Monthly / Quarterly voids performance report to be shared.	Complete
 New tenant information	<ul style="list-style-type: none"> Develop an information leaflet for new tenants which identifies what they should expect from their new home – easy read version of the lettable standard. Consider the use of pictures to show relevant standards. Ensure the leaflet is prepared in easy-to-read language with no jargon To update the current tenants void certificate 	<p>This would help prospective tenants understand the standard of property to expect and include basic practical information about the property. The group are also keen to see pictures included but happy to discuss further.</p> <p>The current void certificate for new tenants is outdated and a more modern, up to date version would be more appropriate.</p>	Finalisation and launch during 2024-25	Bolsover District Council	<p>Lettable standard leaflet “Welcome to your new Home” completed and in use since March 2025.</p> <p>Void certificate redesigned and in use.</p>	Complete

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Area of Impact	Recommendation	Reason for Recommendation	Timescale	Responsible Officer/Team	Progress	Status
Use of site visits as part of reviews	<ul style="list-style-type: none"> Where site visits are used as part of a Challenge and Change review, tenants request a revisit, where possible (or photos), as follow up to completion of works. 	Tenants wish to ensure their views are being considered and that property standards are being met.	July 24 onwards	Tenant Engagement Officer Dragonfly Management Ltd.	Site visit to inspect completed voids arranged for 12.06.25	Complete
Tenant Satisfaction	<ul style="list-style-type: none"> Review how tenant satisfaction information is gathered to ensure it accurately reflects tenant's views 	Uncertain that tenants are satisfied with new property standards following the voids process.	April 2024	Tenant Engagement Officer Dragonfly Management Ltd. Voids Process Co-ordinator	Satisfaction survey completed at 1 st New Tenant Visits from 01.04.24 Review of first years data in progress.	Complete

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Appendix 2



DRAGONFLY
MANAGEMENT



Welcome to your new home

Bolsover District Council, The Arc, High Street, Clowne S43 4JY

t: 01246 242424 **e:** enquiries@bolsover.gov.uk

w: www.bolsover.gov.uk

What you should expect from your new home.

It will be:

- ✓ Safe
- ✓ Secure
- ✓ Clean

What you need to do

- Installation of appliances including cooker by a suitably qualified fitter
- Provide all furnishings including curtain poles/tracks, floor covering and lampshades.

Kitchen

- Sink unit with splash back and plug and chain.
- Where space permits plumbing and electrics for a washing machine and fridge space.
- A space for a cooker will be provided with a cooker point. This could be gas or electric. Kitchen units and worktops will be clean, chip free and in good working order.

Bathroom and toilet

- All sanitary wear including the shower will be clean and sanitised.
- You will be provided with a new shower head and hose if applicable.

- Bath and wash hand basin will be fitted with plug and chain
- All WCs will be fitted with new seats.

Ceilings, floors and walls

- All polystyrene ceiling tiles will be removed.
- All flooring will be free from damage and suitable to receive floor covering.
- Walls will be free from major damage, damp, mould and cracks. Pin holes etc will have been made good to allow for decoration.

Doors and windows

- External doors will be fitted with new locks.
- Windows will be secure and in safe working order.

Heating, electrics and gas

- All safety checks will have been conducted.
- Smoke alarms and carbon monoxide detectors will have been installed in line with current legislation.
- Access is required on an annual basis to carry out a gas service.
- Each room will have sufficient power sockets.

Garden

- Your garden will be tidy and free of rubbish.



- Hedges, grass and shrubs will be trimmed and cut back (this may take place following the commencement of your tenancy).

Decoration

- You are responsible for the decoration of your property.
- Properties will not be decorated by Bolsover District Council other than in exceptional circumstances.

New tenant visit

- You will be visited approximately 6 weeks following the commencement of your tenancy to ensure you have settled in and the property meets your needs.

- We will carry out a further 3 visits in your first year of tenancy.

Non-standard fixtures and fittings

- Items such as laminate flooring, sheds, porches etc. may have been left in situ if deemed fit for purpose and safe.
- You will be asked to sign an undertaking confirming you accept responsibility for these items and that Bolsover District Council will not be responsible for upkeep or ongoing maintenance.

Equalities Statement

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

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

Access for All statement

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

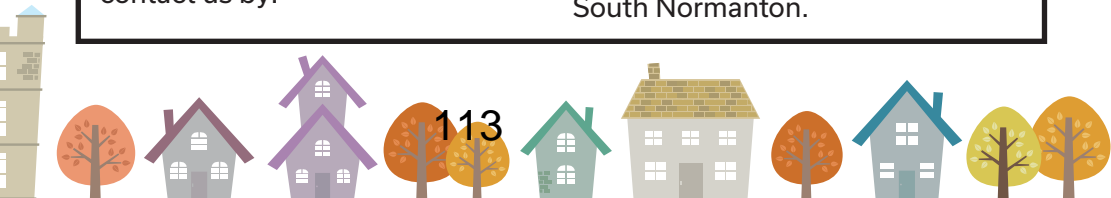
Phone – 01246 242424

Email – enquiries@bolsover.gov.uk

BSL Video Call – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.

Call with Relay UK via textphone or app on 0800 500 888 – a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.

Visiting one of our offices at Clowne, Bolsover, Shirebrook and South Normanton.





VOID CERTIFICATE

We are pleased to present you with this certificate to confirm your property meets Bolsover District Council's Void Standard set by our tenants.



DRAGONFLY
MANAGEMENT



Bolsover District Council Tenant Decorating Voucher

Voucher Number (V)	
Voucher value (£)	
Property Address	
Tenant Name	
Contact Number	
Email Address	

CODE	Description	Product	Pricing	Quantity	Sub-Total £
148371	ARMSTEAD TRADE VINYL MATT WHITE 2.5L	Matt emulsion	£11.99		
349679	ARMSTEAD TRADE VINYL MATT WHITE 5L	Matt emulsion	£15.80		
349680	ARMSTEAD TRADE VINYL MATT WHITE 10L	Matt emulsion	£30.00		
148370	ARMSTEAD TRADE VINYL MATT MAGNOLIA 2.5L	Matt emulsion	£11.99		
443558	TRADE VINYL MATT MAGNOLIA 5L ARMSTEAD	Matt emulsion	£20.62		
443556	TRADE VINYL MATT MAGNOLIA 10L ARMSTEAD	Matt emulsion	£98.20		
665683	CROWN 2.5L TRADE VINYL SILK WHITE 2.5L	Silk emulsion	£17.00		
665687	CROWN 2.5L TRADE VINYL SILK MAGNOLIA 2.5L	Silk emulsion	£17.00		
349760	ARMSTEAD ACR PRIMER UNDERCOAT 1L	Primer / undercoat	£8.54		
443569	ARMSTEAD ACR PRIMER UNDERCOAT 2.5L	Primer / undercoat	£19.99		
148372	ARMSTEAD TRADE QK DRY GLOSS B/WHITE 1L	Gloss	£13.16		
349766	ARMSTEAD TRADE QK DRY GLOSS B/WHITE 2.5L	Gloss	£17.99		
507072	POLYCELL ALL PURP POLYFILLA R/MIX 1KG	Filler	£6.17		
945079	GEOCEL CONTRACTORS DECORATNG CAULK 380ML	Caulk	£2.22		
485710	HAMILTON SYNTHETIC 5 BRUSH BOX SET	Paint brushes x 5	£15.75		
709622	4TRADE MED PILE WOVEN ROLLER SET 9" PK2	Roller set 9"	£6.93		
709621	4TRADE MINI ROLLER KIT	Mini roller set	£2.51		
237020	RODO PLASTIC BACKED DUST SHEET 3.7X2.7M	Dust sheet	£7.07		
294397	4 TRADE MASKING TAPE 48MM X 50M	Masking tape	£0.86		
134236	4TRADE GENERAL PURP SANDPAPER 5PK ASSRTD	Sand paper	£1.74		
309667	ANAGLYPTA 1200G SINGLE LINING PAPER	Lining paper	£1.99		
903697	4TRADE STRIPPING KNIFE 3"	Scraper	£4.40		
				Total Cost	£

Welcome to your new home!

As an additional benefit, Bolsover District Council would like to assist you in the purchasing of painting/decoration materials, contributing to the cost of decorating your new home. Please see the list of available materials we can offer within your allotted voucher value. To claim your required materials, please complete the form on the reverse of this sheet confirming which items you require. To arrange delivery of materials from the Bolsover Travis Perkins Store, you can either:

- Email the form directly to Bolsover@Travisperkins.co.uk
- Post the form directly to branch Travis Perkins Managed Stores, Riverside Depot, Mansfield Road, Doe Lea, Chesterfield, S44 5NY.
- Visit any of Bolsover District Council's Contact Centres who will forward on to Travis Perkins on your behalf.

On receipt, the branch will contact you directly to arrange delivery.

**** Please note – unfortunately, visiting the branch is not possible, the location is not suitable for public access*****

Should you require any further materials from the list, that exceed the voucher amount, the ability to purchase additional items is available with payment being made over the phone via a debit or credit card. You can do this by phoning the branch directly on 01246 855629. Please note this must be done within 6 weeks of receiving the voucher.

All vouchers will expire within 6 weeks following the start of your tenancy. No further voucher will be issued following this period. In addition, no refund or credit will be given for unused balances or vouchers.

Should you have any queries please contact the Housing Allocations Team on 01246 242424

APPENDIX – Tenant Challenge & Change Review Topic Suggestion Form

Please return this form to:

Tenant Engagement Officer, Housing Management, Bolsover District Council, The Arc, High Street, Clowne, Chesterfield, Derbyshire, S43 4JY. Please contact the office if you require advice on 01246 593060 or tenantparticipation@bolsover.gov.uk

Name:

Contact number/email:

Please list up to two suggestions below:

Criteria for evaluating and prioritising suggested topic	Topic No.1	Topic No.2
What topic are you suggesting and the possible review title e.g. Review of. ...		

Criteria for evaluating and prioritising suggested topic	Topic No.1	Topic No.2
<p>Does this issue have a potential impact on one or more section(s) of the tenant population?</p> <p>Does this topic relate to a specific geographical area or the whole District?</p>		
<p>Would the tenant review activity improve the Council's, and/or its partners' overall performance?</p> <p>(Include reference to current issues with service dissatisfaction/ under performance/complaints)</p>		

Criteria for evaluating and prioritising suggested topic	Topic No.1	Topic No.2
Is it likely to lead to effective outcomes? (E.g. improve value for money, increase income, make savings)		
Is the topic an issue of concern for multiple tenants?		

The following sections will be completed by staff once the form is submitted.

Criteria for evaluating and prioritising suggested topic	Topic No.1	Topic No.2
<div><div>**For completion by staff on receipt of form.</div><div>Is this function or service area currently being reviewed?</div><div>120</div></div>		
<div><div>**For completion by staff on receipt of form.</div><div>Is it an issue of concern to partners and stakeholders?</div></div>		

Criteria for evaluating and prioritising suggested topic	Topic No.1	Topic No.2
<p>**For completion by staff on receipt of form.</p> <p>Does the suggested review address a requirement for delivery under the Consumer Standards?</p> <p>Specify the Standard/reference to Code of Practice, where possible.</p> <p>12 (Include reference to how it contributes to the delivery of the Council's priorities)</p>		
<p>**For completion by staff on receipt of form.</p> <p>Are there adequate resources available to complete the service review?</p>		

Criteria for evaluating and prioritising suggested topic	Topic No.1	Topic No.2
<p>**For completion by staff on receipt of form.</p> <p>Has this subject been reviewed in the last 3 years? If so when, what was the outcome and what would a further review achieve or how would it make an impact?</p> <p>122</p>		

Method of Delivery – support to Scoping of Review	Topic No.1	Topic No.2
<p>**For completion by staff on receipt of form.</p> <p>Is there Statutory Responsibility for the area in question, i.e. planning enforcement?</p> <p>123</p>		
<p>**For completion by staff on receipt of form.</p> <p>Does the review topic allow for other tenants from the area to be engaged in the work? e.g. survey, discussion group or co-opted onto a Panel</p>		

Method of Delivery – support to Scoping of Review	Topic No.1		Topic No.2	
** To be determined by Housing Liaison Board when topic is scored. Please tick one of the boxes to your right to identify which type of review your topic is suitable for:	In depth review (up to 6 months, potentially longer)		In depth review (up to 6 months, potentially longer)	
	Mini review (1-2 meetings) – formal report to Challenge and Change group with recommendations agreed on the day/at the subsequent meeting.		Mini review (1-2 meetings) – formal report to Challenge and Change group with recommendations agreed on the day/at the subsequent meeting.	
	Update Presentation or Report to the Housing Liaison Board (HLB) to support development of future review topic (low priority issue)		Update Presentation or Report to the Housing Liaison Board (HLB) to support development of future review topic (low priority issue)	



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

Agenda Item 10: Bolsover Homes Newsletter – next issue

Classification:	This report is Public
Report By:	Tenant Engagement Officer

This report is to advise members of the Board of feedback from a recent tenant survey on the Tenants Newsletter Bolsover Homes.
The purpose of this report is to provide information on the next planned edition of tenant newsletter Bolsover Homes.

REPORT DETAILS

Background

A priority of the Tenant Engagement Strategy action plan (4.1) is to “Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production.”

An editorial panel has not yet been established. There are time restrictions on printing deadlines given by the Communication Team which limit the option of an editorial panel to meet prior to each issue. This milestone has therefore been reviewed to be able to involve tenants in the contents/style of the newsletter. With the development of the new Tenant Engagement Leaflet we now hold a new database of tenants who wish to be involved in communications. A decision has been taken to use a virtual network of these tenants for feedback as an initial approach.

To deliver this action a survey on the last newsletter (issue 9) was created. In March 25 the survey was sent to 134 tenants who have expressed an interest at being involved. We received 20 anonymous responses.

Survey Feedback

The survey had 11 questions on issue 9 (November 2024):

- Q1. Did you receive your copy of the last issue in November?
Q2. Did you find the articles useful?

- Q3. Was everything easy to understand?
- Q4. Were there any articles you did not find useful/interesting? If so which articles?
- Q5. Do you have any comments on layout/design of the newsletter?
- Q6. Please see in the last edition the article “Improving our Service” (pages 20-21). Is the information clear?
- Q7. How would you like to see complaints and performance information provided in the future?
- Q8. Are there any topics or information you would like to be included in the next newsletter?
- Q9. What would you like to see as “regular” articles?
- Q10. What would you like to see as “one-off” articles?
- Q11. Do you read the newsletter online or would you prefer to receive this in hard copy?

Feedback

Q1 Did you receive your copy of the last issue in November?



Q3 Was everything easy to understand?



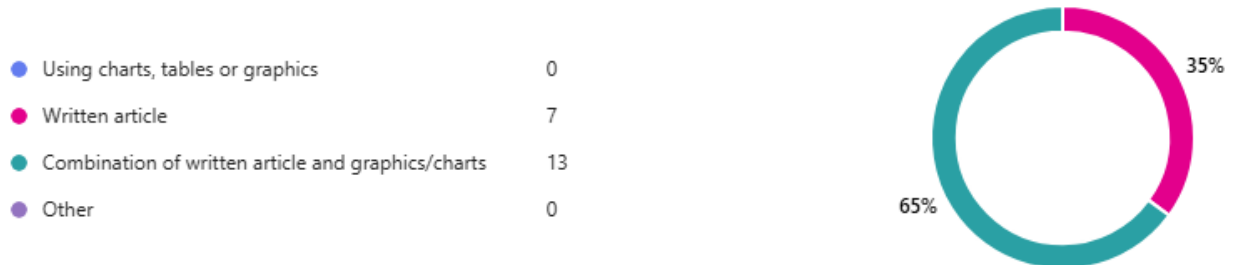
Q5 Do you have any comments on layout/design of the newsletter?

9 positive comments were received, including:

- It's a good layout and easy to read.
- It is very easy on the eye and very easy to read.
- Good modern layout. Very like a tabloid newspaper.
- The layout and format is good.

- At the moment it is clear to read and understand.

Q7 How would you like to see complaints and performance information provided in the future?



Tenant suggestions for articles in next edition:

- Repair requests, still not happy with that.
- Keeping our local areas clean so the neighbourhood retains some respectability.
- What are the council doing to stop dog fouling in the streets/ reports of responsible dog ownership and anti-fouling requirements.
- New social housing plans.
- Dates of when the grass is cut outside OAP bungalows. Improvements in off road parking.
- Boundary walls and fencing around property and between property and public footpaths/ roads etc.
- Updates regarding the construction and letting of new properties.
- More transparency where our money within BDC is going.
- Information about tenants' rights when ASB is from homeowner.

Tenant suggestions for one off articles:

- Information about tenant participation.
- Information on Right to Buy.
- More clarification all round in BDC decisions.
- Anti-social behaviour, abandoned vehicles and rubbish.
- Advice on various topics concerning how to look after your property.
- Cooking on a budget.

Tenant suggestions for regular articles:

- More housing options.
- What tenants really think.
- Recycling and public tipping sites.
- Reports on council decision making regarding property repairs and lettings
- Housing maintenance performance and tenant satisfaction.

Rant members have also suggested topics for articles:

- Repairs – tenant responsibility, self help guide
- Outreach worker
- Tenant Census

RECOMMENDATION(S)

1. That members of the Board review the contents of the report and comments received.
2. That members of the Board agree if there are specific suggestions they want to see taken forward for content in issue 10 of Bolsover Homes.

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