



The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Tenant
Participation Review and Development
Group

Contact: Matthew Kerry
Telephone: 01246 242519
Email: matthew.kerry@bolsover.gov.uk

Monday, 8th July 2024

Dear Councillor,

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

You are hereby summoned to attend a meeting of the Tenant Participation Review and Development Group of the Bolsover District Council to be held in Committee Room 1, The Arc, Clowne on Tuesday, 16th July, 2024 at 10:30 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 3 onwards.

Yours faithfully,

Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

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TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP AGENDA

***Tuesday, 16th July, 2024 at 10:30 hours taking place in Committee Room 1, The Arc,
Clowne***

Item No.		Page No.(s)
1.	Apologies for absence	
2.	Minutes – 25th March 2024	4 - 11
3.	Terms of Reference Review	12 - 16
4.	Tenant Satisfaction Measures <ul style="list-style-type: none">• 2023/24 Reports are attached.• Q1 Performance 2024/25 is to follow.	17 - 63
5.	Annual Complaint Handling and Service Improvement Report 2023/24	64 - 116
6.	Housing Complaints Q1 2024/25	117 - 125
7.	Challenge and Change – Update on Implementation of Recommendations from Review of The Void Process	Verbal Update
8.	Stock Condition Survey	126 - 128
9.	Housing Annual Report	129 - 134
10.	Housing Strategy 2024-2029 – Planned Consultation	135 - 147
11.	Community Grants 2024	Verbal Update
12.	Date of Next Meeting	

To take place in Committee Room 1, The Arc, Clowne:

- Tuesday, 22nd October 2024, 10:30 start
- Monday, 13th January 2025, 10:30 start
- Tuesday, 22nd April 2025, 10:30 start

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

Notes of a meeting of the Tenant Participation Review and Development Group of the Bolsover District Council held in the Committee Room 1, The Arc, Clowne on Monday, 25th March 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Sandra Peake in the Chair

Councillors Janet Tait, Ashley Taylor and Jane Yates.

Officers:- Victoria Dawson (Assistant Director of Housing Management and Enforcement); Jo Wilson (Housing Strategy and Development Officer); Cathy Ford (Tenant Participation and Liaison Officer); and Jackie Martin (Principal Admin Officer).

Dragonfly Development Ltd.:- Andy Clarke (Head of Property (Repairs and Maintenance)).

Tenant Representatives: Mr. S. Bramley, Ms. A. Sharpe, Mrs. J. Payne, Mrs. H. Fretwell and Mrs. K. Blair.

1 APOLOGIES FOR ABSENCE

Apologies for absences were received on behalf of Councillor Rita Turner, Deborah Whallett (Housing Services Manager), Katie Walters (Head of Property Services), Mrs. D. Potts and Mrs. C. Morley.

2 NOTES OF A MEETING HELD ON 2ND NOVEMBER 2023

Note No. 9 – Joint Complaint Handling Code for the Local Government and Social Care Ombudsman and the Housing Ombudsman – the Housing Strategy and Development Officer reported that the new Compliments, Comments and Complaints Policy was being presented today at Customer Service Scrutiny Committee. Moving forward, a report would be produced on a quarterly basis for this meeting with the housing specific data and everyone was asked to consider the type of information they would like included in that report. It was intended to present Tenant related complaints/contact and compliance with customer standards at future meetings. The Housing Strategy and Development Officer would circulate a copy of the report being considered that morning and outlined the details. The Housing Strategy and Development Officer clarified that the report would only include the number and timescales in dealing with compliments, comments and complaints that had been submitted through the corporate reporting channels. The Assistant Director Housing Management and Enforcement said we could include a narrative if required and the aim was to identify hotspots/trends that the Group could consider.

AGREED that the notes of a meeting of the Tenant Participation and Development Group held on 2nd November 2023 be approved as a true and accurate record.

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

3

TENANT SATISFACTION MEASURES

The Assistant Director Housing Management and Enforcement stated the Council had carried out all planned invitations to complete the survey for 2023/24. In total 577 responses had been received, which reflected a 23.9% return rate (the original aim was for 30% at the end of the process). The final deadline for responses was 31st March 2024. The guidance was clear that based on the Council's stock size only 536 responses needed to be secured. The data received showed a positive response. Responses were being analysed to establish how many had been returned from the different property types so the data could be representative. All free text had been picked up and all Tenants contacted. The Housing Strategy and Development Officer had agreed to send the Head of Property (Repairs and Maintenance) the free text data from the latest survey responses, in relation to repairs.

Councillor Yates asked how the survey results compared with the last survey. The Assistant Director of Housing Management and Enforcement explained that the Star Survey had been carried out several years ago but asked different questions; only some questions were similar, but these could be compared and reported to in the next meeting. Councillor Yates asked if there were any set targets. The Housing Strategy and Development Officer stated this could be looked at in the future. Currently the Housing Stock Management Group monitored a set of targets on performance. Councillor Taylor queried why the Bolsover data was low. The Assistant Director of Housing Management and Enforcement stated this could be because of the Anti-Social Behaviour (ASB) in the area in 2023 and hopefully this could change with the next round of surveys.

The Housing Strategy and Development Officer circulated a further report at the meeting which gave details of stock profile, and the response rate so far which showed a higher return from those in older persons housing. The Council was now targeting general needs with follow up emails to boost the response from this housing type.

The surveys were to be carried out each year and would help the Council to identify areas to work on, as well as benchmarking against the sector average. This information would be reported to the Group and the Challenge and Change Group. Data collection methods would also be investigated to identify what worked best.

The Assistant Director of Housing Management and Enforcement stated the final survey results would be published on the portal as well as the Council's website by 30th June 2024.

A discussion was held about how to engage Tenants, i.e., outside normal working hours and different meeting places; this would be considered further at Agenda Item No. 9.

AGREED that: (1) the responses are noted and Tenants provide feedback on the approach taken for 2023-24;

(2) Officers complete a review of the methodology used in 2023-24 and evaluate the response rate and quality of the data; and,

(3) Officers submit the final results to the Regulator of Social Housing by deadline of 30th June 2024.

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

4

REGULATOR OF SOCIAL HOUSING CONSUMER STANDARDS

As previously reported to the Group in November 2023, the Regulator of Social Housing published a consultation on a revised set of consumer standards on 25th July 2023. The consultation ran for twelve weeks and closed on 17th October 2023. The Group reviewed the Council's response to the consultation as part of the November 2023 report, which had received Tenant input prior to submission.

The revised consumer standards would come into effect 1st April 2024.

The Regulator received 1,125 responses to the consultation on the consumer standards. Overall, these represented a positive response. A significant majority of respondents agreed that each of the proposed consumer standards set the right expectations of landlords, with the proportion agreeing ranging from 85% to 89% across the four standards. 86% of respondents agreed that the Code of Practice met its aim. In response to the consultation feedback, the Regulator had made several minor changes to the consumer standards to improve their clarity and consistency. They have also amended the Code of Practice to help amplify the outcomes they expected landlords to deliver.

Annex 3 set out the final suite of consumer standards, and Annex 4 the final Code of Practice that would apply to all registered providers and come into effect 1st April 2024.

Mrs. Payne referred to the Rent Statement letters recently sent out to all Tenants and expressed her concerns about how it was worded. The Assistant Director of Housing Management and Enforcement explained that it is a legal notice but took on board Mrs. Payne's comment. A short discussion took place on the difficulties of getting the right balance for all.

AGREED that: (1) Members note the final Consumer Standards and Code of Practice that the Council must operate under from 1st April 2024;

(2) Members ensure they are familiar with the approach to inspections attached at appendix 3;

3) Members work in conjunction with Officers to review the Council's current delivery against the expected standards and co-develop an action plan for required improvement actions where gaps in delivery are identified.

5

CHALLENGE AND CHANGE - VERBAL UPDATE

The Tenant Participation and Liaison Officer stated the Scrutiny Panel consisted of six Tenants that had met and had chosen The Voids Process; this work was almost complete. With part of this work, site visits had been carried out. Mr. Bramley explained the Tenants had looked at how the office worked as well as on site visits to consider all stages, including the financial aspects. Some void properties were more challenging than others and the whole process had provided an insight into what happened through the void process. The Tenant Participation and Liaison Officer stated the outcome of this review would be for the Tenants to make recommendations to the Council. The Housing Strategy and Development Officer also explained that it will link back to Council and the Customer Services Scrutiny meeting so all Members were aware. The Housing Strategy

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

and Development Officer would help the Tenants structure the report and how to present the information. The Head of Property Services (Repairs and Maintenance) stated it was good that the lettable standards had been brought up to date and made fit for purpose; it can be a technical document – this work would ensure a Tenant friendly document was produced. Mrs. Blair asked what the process would be if a Tenant died but had no living relatives. The Assistant Director of Housing Management and Enforcement advised Mrs. Blair that advice could be sought from the Law Centre or Citizens Advice regarding 'executor of will'.

AGREED that Mr. Bramley attend the Housing Stock Management Group meeting to be held on 7th May 2024 to present the final report.

6 MONITORING OF TENANT ENGAGEMENT STRATEGY ACTION PLAN

The Tenant Participation and Liaison Officer went through the key elements of the Action Plan; overall everything was on target.

Opinions were asked for regarding Ref. No. 4.1; the objective was to publish and promote a Tenant's newsletter and encourage Tenants to become actively involved in its production. A Tenant editorial team needed to be established to invite the Council's Communications Team to participate. The Assistant Director of Housing Management and Enforcement explained that there would be two newsletters produced per year; it was hoped to get this circulated to Members later in 2024.

The Head of Property (Repairs and Maintenance) referred to Ref. No. 4.3 and explained the Group needed to agree a report template and raw data would be presented to the next meeting to agree.

AGREED that progress against the action plan is noted and further action in relation to Ref. Nos. 4.1 and 4.3 be progressed.

7 STOCK CONDITION SURVEY - VERBAL UPDATE

The Assistant Director Housing Management and Enforcement reported that to meet the expectations of the Consumer Standards Code of Practice Safety and Quality Standard, the Council needed to undertake a Stock Condition Survey. The Council's last survey had been undertaken 10 years ago; unfortunately, new housing management systems had affected the data and so the Council had to have an element of concern. Also, new legislation was a result of Awaab's Law, which provided the Council with specific timeframes to handle hazards in the home.

The Head of Property (Repairs and Maintenance) stated the report would be detailed and provide a strategic map of where the Council needed to target repairs. The report would also provide a full list of vulnerable Tenants and those living with them.

The Assistant Director of Housing Management and Enforcement explained there were two options to undertake in the survey; (1) external provider; (2) in house. An explanation of the pros and cons of both was given, but whichever route was chosen, the cost would be in the region of £800,000 and a report would need to be submitted to Council in May

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

2024 to seek approval. The Council were using a framework and had gotten x3 indicative costs. It was confirmed that the Government would not be providing any funding either budget or grants to support this work. In the long term it was intended to have this work undertaken in-house.

Councillor Peake referred to the new Housing Allocation Policy and the downsizing options; any Tenant wishing to proceed would be offered support. The Head of Property (Repairs and Maintenance) referred to a Tenant who had moved out of their property to downsize, adding this example could be used in the next newsletter.

The Group supported the proposals.

8 DANGEROUS DOGS - VERBAL UPDATE

The Assistant Director of Housing Management and Enforcement stated an XL American Bully Ban update had been included with the rent letters and asked for further ideas for wider circulation. It was suggested that an article in the next Newsletter could include contact details to report any issues. Mrs. Payne and Mr. Bramley stated they had not received the update with their letters. The Assistant Director of Housing Management and Enforcement stated she would make enquiries on why they had not received the update and would send another copy to them directly.

With regard to current arrangements, the Council was currently developing a flag for the Council's Housing System, which would alert staff of dogs in properties. The Council would also have an Employee Protection Register, which recorded all incidents/threatening behaviours, and this was shared with all staff. All staff were aware they should report any incidents. Details of pet ownership in tenancy agreements was discussed and permissions required.

9 INCREASING TENANT ENGAGEMENT - GROUP DISCUSSION

The Tenant Participation and Liaison Officer gave a brief outline of Tenant involvement over the last twenty years. More recently it had become clear that the Council needed to look at best practice; what worked or did not work and the need to be flexible. Other organisations did a lot of community involvement and reference was made to the Bolsover Youth Council and whether that could be used as a pilot. Another option on how to engage was to arrange x4 workshops in each contact centre area. It was intended to have service specific groups and arrange mystery shopping with neighbouring authorities. Digital Engagement options could be explored using Zoom/Teams, with consideration in out of hours meetings.

The Housing Strategy and Development Officer referred to the report circulated setting out the Tenant Engagement and Governance Structure and explained the different parts of decision making and how they interacted and were linked.

The Tenant Participation and Liaison Officer stated she had attended a recent TPAS (Tenant Engagement Experts) event on Youth Engagement, which had been really useful.

The Council were running a joint Tenants Conference on the 15th May 2024 alongside

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

Rykneld Housing (North-East Derbyshire housing) and Chesterfield Borough Council; 30 places would be available for Bolsover Tenants and officers. It was an opportunity for Tenants to network with Tenants from other housing providers, speak to local agencies and influence future service delivery.

10 ALLOCATION POLICY - UPDATE AND LAUNCH

The Assistant Director Housing Management and Enforcement stated it was a statutory requirement under the Housing Act 1996 for Local Authorities to have an Allocation Policy in place which outlined how social housing located within their authority would be allocated.

The Council had approximately 380 properties becoming available each financial year to meet the housing needs of applicants. However, the Council had approximately 2,500 people on the housing register seeking Council housing.

Demand for social housing continued to rise, and it was important that the housing Allocation Policy provided a genuine route to access housing for households in need. The criteria to determine access to the housing register and priority banding were important. The policy had been reviewed in the context of local housing need. The changes proposed could mean that some households which did not have a housing need were no longer eligible to access social housing via the Bolsover District Council's Housing Register.

An 8-week period of consultation (13th November 2023 – 7th January 2024) had taken place resulting in 74 responses, of which 50% were applicants already on this list, 15% were existing Tenants and 19% were local residents. The full breakdown of responses was attached to the report. The vast majority of proposed changes were well received by the Group. There were only 2 which received less than 50% support:

- Amending the eligibility for permanent employment from 12 hours for more than 12 months to 16 hours for 6 months, and it take more than 90 mins on public transport to travel to employment – 41% agreed, 25% disagreed, 29% did not agree nor disagree and 6% were unsure.

The Council only had 7 applicants who were eligible for this reason out of 1469 active and 1066 suspended applicants – this represented a very small percentage of applicants which would be affected.

- Removing key worker status – 44% agreed, 18% disagreed, 28% neither agreed nor disagreed and 11% were unsure. The Council was satisfied that by removing this eligibility criteria no significant amount of the applicant population would be adversely impacted.

The Council only had 2 current applicants who had key worker status of the 1469 active and 1066 suspended; this was such a small percentage of applicants affected the Council did not consider this proposed change needed removing.

As mentioned earlier, a number of free text comments had been worked through and external advice has been sought which referred to Transgender individuals.

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

A decision would be made to adopt the Allocation Policy as per the consultation draft and this would take effect 29th April 2024. This would allow a period of downtime to ensure every application was reviewed and was re-banded in light of the new policy; there would be no properties advertised on the Council's website during that period and local Members were aware of this. Independent Living Scheme/emergency lets for homeless cases would continue.

AGREED that the revised Allocation Policy and consultation responses be noted.

11 HOUSING STRATEGY 2021-2024 - VERBAL UPDATE

The Housing Strategy and Development Officer stated work was ongoing for the new Housing Strategy. An Annual Monitoring update would be submitted to the Scrutiny Committee April 2024.

The Housing Strategy and Development Officer explained there were 25 objectives in total and 19 had been completed; 6 were still ongoing and would be carried forward to the next Strategy.

This work had been reported to Member Scrutiny on an annual basis, but officers would be looking to include some summary information out to Tenants and residents as a progress report. Tenants would also be consulted later in 2024 on the proposals for the new Housing Strategy 2024-2029.

The Housing Strategy and Development Officer stated service provision to care leavers had been addressed in the old and new Allocation Policy, alongside the Council signing up to the Derbyshire-wide Care Leavers Officer and all Armed Forces personnel that contacted the Council were added to a database to ensure they remained informed about local service provision and support events.

Mr. Bramley referred to Derbyshire County Council's withdrawal of their careline service which had now been handed over to Medequip. There had been no consultation, and this had caused undue upset and concerns. The Assistant Director Housing Management and Enforcement explained that the Council's Independent Living and Careline Manager had contacted the vast majority of the County's clients and they had agreed to stay with the Council; a meeting was being held later in the week where concerns would be raised. Mr. Bramley stated he would also be expressing his concerns at the Place Alliance meeting tomorrow also.

AGREED that a copy of the Housing Strategy 2021-2024 be circulated with the minutes.

12 TENANT CONFERENCE MAY 2024 - VERBAL UPDATE

The Tenant Participation and Liaison Officer stated she had been involved in a joint project with Chesterfield Borough Council and Rykneld Homes to arrange an event taking place 15th May 2024 (11:00 – 15:00 hours) at Chesterfield Football Stadium; X100 delegates capacity with 30 places for the District. There were keynote speakers from TPAS, a number of workshops would include mystery shopping, and there would be discussions around barriers to engagement. There would be an interactive quiz; "Who Wants to be a Millionaire" on housing related issues in teams. Transport and lunch would

TENANT PARTICIPATION REVIEW AND DEVELOPMENT GROUP

be provided. A flyer was due to go out shortly.

13 FEEDBACK FROM TPAS ENGAGING COMMUNITIES CONFERENCE - 13TH MARCH 2024 - VERBAL UPDATE

The Housing Strategy and Development Officer stated that the Council had signed up to TPAS (Tenant Engagement Experts) and advised the Group they could link into sessions, including training. The Housing Strategy and Development Officer and a Tenancy Management Officer had attended an Engaging Communities event earlier this month, with representatives from the Regulator of Social Housing, Housing Ombudsman and Chartered Institute of Housing would also be attending. If anyone would like to get more involved, they would need to contact the Tenant Participation and Liaison Officer and Housing Strategy and Development Officer.

14 DATE OF NEXT MEETING - TO BE DETERMINED

A brief discussion was held on suitable times/day. The date of the next meeting was agreed and the Housing Strategy and Development Officer/Principal Admin Officer would consider further dates avoiding Monday, clashes with other Council meetings and in line with quarterly reporting dates. 10:30 hours was the agreed start time.

AGREED that: (1) the date of the next meeting is Tuesday 16th July 2024 at 10:30 hours, Committee Room No. 1, The Arc, Clowne; and,

(2) further dates will be confirmed with a start time of 10:30 hours.

The meeting concluded.



OFFICIAL



Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 3: Terms of Reference

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

As per the Terms of Reference approved in July 2023, this report enables the annual review of the document to ensure the remit of the group remains clear and relevant to the requirements placed on the Council by the Regulator of Social Housing.

During the last twelve months, three substitute tenant members have been recruited to the group to ensure that the ratio of tenants in attendance can be maintained in the event of core tenant members needing to give apologies. The substitute members will receive all paperwork to ensure they remain aware of current work and recommendations made.

The Council has also taken the decision to formalise arrangements for the Group, with the Council's Governance team now taking control over the administration of the meeting. This will also enable the Housing Service to ensure that the paperwork is available online alongside other committee papers, giving greater visibility of the Group's work to tenants.

Attached at appendix 1 is the previous Terms of Reference with suggested amendments shown with track changes.

RECOMMENDATION(S)

1. That members of the group review the amended Terms of Reference at appendix 1 and make necessary amendments as required.
2. That members approve a revised Terms of Reference for the next twelve months.

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.	Amended Terms of Reference 2024/25

Tenant Participation Review and Development Group

Terms of Reference

Name	Tenant Participation Review and Development Group
Purpose	<ul style="list-style-type: none"> • To review and develop ment tenant engagement in line with current government Legislation, Regulator for Social Housing Consumer Standards and the Tenant National Engagement Standards. (TPAS) • To raise awareness of tenant engagement within the council. • To promote and support tenant involvement. • To review proposed policy/strategy changes ensuring tenant involvement during development and prior to formal Council approval. • To monitor the delivery of recommendations made as a result of Challenge and Change reviews. • To review service performance and complaints data, as required, and provide recommendations for improvement where necessary.
Key Aims	<ul style="list-style-type: none"> • To strengthen and develop improve the way we communicate with tenants. • To make tenant engagement an integral part of the housing service <ul style="list-style-type: none"> • To use tenant feedback to drive continuous improvement of -tthe housing service- by listening to what tenants tell us and making changes. • To increase the opportunity for tenant involvement and keep tenants informed. • To ensure tenants are aware of our services and how to challenge them.
Membership	

	<ul style="list-style-type: none"> • Membership of the group will be made up from 5 Councillors (including the <u>Pportfolio Hholder for Housing as Chair</u>), <u>5 selected tenants and 5 Council Officers from the Council and Dragonfly Management (wholly owned company who deliver the housing repairs and maintenance service)</u> • <u>A further 3 selected tenants will act as substitute members in the event that core tenant members cannot attend, to ensure the membership remains balanced and quorate.</u> <p><u>Council officers</u> <u>Assistant Director Housing Management & Enforcement</u> <u>Housing Services Manager</u> <u>Housing Strategy and Development Officer</u> <u>Tenant Engagement Officer</u> <u>Contract Administrator</u></p> <p><u>Dragonfly Management Ltd</u> <u>Director of Property & Construction</u> <u>Head of Property (Repairs and Maintenance)</u> <u>Head of Property Services</u> <u>Senior Repairs Co-ordinator</u></p> <p><u>The TPRDG reserves the right to invite/co-opt other tenants to assist with activities as appropriate.</u></p>
Meetings	<ul style="list-style-type: none"> • Meeting will be 4 times per year with additional meetings being called with the agreement from the group. • It is expected that members will be committed to achieving a consensus view, however if a decision cannot be reached the chair will have the deciding vote. • For a meeting to be able to be reach any decision there should at least <u>2-4</u> members present whom at least should be 2 members and 2 tenants. • All group members are expected to observe a strict code of conduct and respect the opinion of others.

Communication	<ul style="list-style-type: none"> • Bolsever housing team will provide administration support (minute taker).Agenda, minutes and reports will be available to all via the Councils website • Minutes of previous meetings will be sent out to the group as soon as possible following a meeting • Agendas and other relevant paperwork will be sent out within one week prior to a meeting. • Any members may submit agenda items prior to a meeting.
Diversity and Equal Opportunities	<ul style="list-style-type: none"> • Promote equality and diversity by treating people fairly and ensuring involvement opportunities are accessible to everyone
Last View Date Review	<ul style="list-style-type: none"> • The last review of the terms of reference took place 2023 • To review the terms of reference on an annual basis to ensure it is still applicable and accurate



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Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 4: Tenant Satisfaction Measures

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

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

Attached at appendices 1 and 2 are the final reports outlining performance against the TSMs for 2023/24. This has now been submitted to the Regulator of Social Housing for final sign off.

Officers have completed a review of the methodology used in 2023-24 and evaluated the response rate and quality of the data.

We are now in the process of gathering data for 2024/25. We are looking to review the questions within the survey which the Council added as additional questions. We are also looking to send the survey to all tenants this year, rather than just 50% of the stock as we are now able to contact over 50% of tenants by email reducing the costs associated with delivering the survey. It is hoped that the survey will be circulated to tenants late summer/early autumn, with at least one reminder period in the autumn. A second reminder wave will be used depending on the return rate.

An update on Q1 2024/25 data available will be provided verbally in the meeting, due to timing of publication.

RECOMMENDATION(S)

1. That the performance documented in the attached reports is reviewed and acknowledged.
2. That members of the group identify, where necessary service areas for further review as a result of 2023/24 performance.

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

Ambition: Housing

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

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

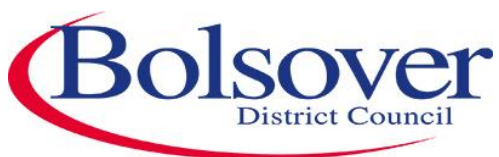
DOCUMENT INFORMATION

Appendix No	Title
1.	Tenant Satisfaction Measures – Perception Measures 2023-24
2.	Tenant Satisfaction Measures – Management Information 2023-24

Tenant Satisfaction Measures – Tenant Perception Survey

Summary Report 2023-2024

Kellie Bradford
1st May 2024



Equalities Statement

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- 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.
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Contents

Executive Summary	4
Results Summary	4
Results Table.....	4
Summary of approach	5
Representation	7
Responses by collection method	8
Accuracy and weighting.....	8
TP01 – Overall Satisfaction.....	10
TP02 – Satisfaction with repairs.....	11
TP03 – Satisfaction with time taken to complete most recent repair	12
TP04 – Satisfaction that the home is well maintained	13
TP05 – Satisfaction that the home is safe	14
TP06 – Satisfaction that the landlord listens to tenant views and acts upon them	15
TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them	16
TP08 – Agreement that the landlord treats tenants fairly and with respect	17
TP09 – Satisfaction with the landlord’s approach to handling complaints	18
TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained	19
TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods	20
TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour	21
Annex 1 – Copy of Questionnaire	22

Executive Summary

This report details the results of the 2023-2024 Bolsover District Council Tenant Satisfaction Measures (TSM) survey.

This is the first year the survey has been required by the Regulator of Social Housing to generate annual tenant perception measures. Bolsover District Council carried out the consultation exercise 'in house' using Snap Survey software to create the questionnaire and primarily through posting out paper surveys to our tenants.

Bolsover District Council has 5005 tenanted properties as follows:

1. Housing for older people (**2,143** properties) which is 43% of housing stock.
2. Housing for general needs (**2,667** properties) which is 53% of housing stock.
3. Sheltered housing (**195** properties) which is 4% of housing stock.

This summary report is based on 547 survey completions and presents **weighted** results for all questions showing percentages to one decimal place. Analysis of the results groups answers to reflect a *combined* satisfaction score (fairly satisfied *plus* very satisfied answers added together).

The Tenant Perception Survey for 2023/24 financial year targeted half of our tenants resulting in 608 responses (of which 547 were valid), giving a 25.2% return.

Results Summary

Overall satisfaction

The *overall satisfaction* result for Bolsover District Council's housing services for 2023-2024 runs high at **86.8%**.

The **top scoring Tenant Satisfaction Measures for 2023-24** are as follows:

1. TP02: Overall repairs satisfaction scores **89.0%**
2. TP05: Home is safe scores **87.0%**
3. TP01: Overall satisfaction scores **86.9%**
4. TP03: Repairs (time taken) scores **86.6%**

The **lowest scoring Tenant Satisfaction Measures (highest areas of dissatisfaction) for 2023-24** are as follows:

1. TP09: Approach to complaints scores **51.1%**
2. TP12: Approach to Anti-Social behaviour scores **64.4%**
3. TP06: Listens to views and acts upon them scores **69.9%**

Results Table

Guidance from the Regulator of Social Housing states that results should be as representative of the tenant population as possible. The Council chose to analyse by the core characteristic of housing type. The achieved sample was not sufficiently

representative between the proportion of 'general needs' which is 40% of the survey respondents (220 people), 'older' respondents which is 58% of the survey respondents (319 people) and 'sheltered' which is 2% of the survey respondents (eight people). To achieve representation, results have been weighted to adjust for the correct proportions of respondents. The table below shows a summary of the original results achieved and the weighted results.

The results presented are rounded to one decimal place as per the technical requirements from the Regulator.

Code	TSMs collected from tenant perception surveys	Result	Weighted
TP01	Overall satisfaction	87.6%	86.9%
TP02	Satisfaction with repairs	89.9%	89.0%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%
TP05	Satisfaction that the home is safe	88.9%	87.0%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%

Summary of approach

While the council received 608 responses to the survey, a total of 61 responses were discounted as they were unable to be analysed against the core characteristic used in order to assess representativeness (housing type).

Feedback services provider (survey design and reporting)	Kellie Bradford, Improvement Officer, Bolsover District Council
Survey fieldwork dates	June 2003 to March 2024
Tenant engagement (collecting/validating PMs)	Housing Team (Victoria Dawson, Cathy Ford, Jo Wilson)
Total surveyable population	5005

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Statistical confidence required and achieved	Required: $\pm 4\%$ margin of error at 95% confidence level (i.e., requiring a minimum of 536 responses).
Total sample size achieved	547
Reasons for failure to meet sample	N/a
Collection method	Paper surveys, emails, QR codes, completion of surveys within contact centres and members of staff paying visits to homes of tenants.
Sampling method	Stratified Sampling was the initial approach (50% of properties in each of the four contact centres areas) which ensured the sample was even districtwide followed by Systematic Sampling which selected every second property in the list for the given area.
Type and amount of incentive offered	£50 High Street vouchers per town area (four areas: Bolsover, Clowne, Shirebrook, South Normanton). This was offered again as part of reminders sent between February and March.
Number of tenant households not included in the sample	The sample covered 50% of the stock across all housing types (including temporary accommodation). This enabled the survey costs to be kept in budget and was designed to limit consultation fatigue by only asking a household to respond every other year.
Summary of representativeness of the sample against the relevant tenant population	<p>The sample achieved is broadly representative of the tenant population, regarding housing type (sheltered), but was weighted due to an imbalance across the other two housing types. The sample also incorporated 50% of tenants across each of the four contact centre areas, ensuring equal geographic coverage.</p> <p>The reminders sent between February and March were specifically to those in general needs housing in order to boost responses from that group to ensure greater representativeness.</p>
Any weighting applied?	Weighting has been applied to ensure results are representative of housing type since the sample achieved did not closely enough match the proportion of general needs, older

	persons housing and sheltered housing.
Questions asked	12 x regulatory TSM questions. 1 x engagement question about getting involved in decision-making opportunities. 1 x repairs service question. 3 x questions about tenant home types. 6 x questions about the tenant. 4 x questions about the prize draw.
Any other methodological issues likely to have a material impact on the tenant perception measures reported	N/a

Representation

Category	Population	Responses
Housing Type		
General Needs (2,667)	53%	40% ▼
Older Persons (2,143)	43%	58% ▲
Sheltered (195)	4%	2% ▼
Property type		
Bungalow	39%	51% ▲
House	43%	31% ▼
Flat	14%	14%
Flat in a communal building	4%	4%
Geography (Stock by Contact Centre area)		
Bolsover	23%	25% ▲
Clowne	27%	27%
Shirebrook	26%	24% ▼
South Normanton	24%	25% ▲
Age		
18-64	62% (Census)	46% ▼
65 +	20% (Census)	54% ▲
Disability		
Limited a lot	11% (Census)	37% ▲
Limited a little	12% (Census)	22% ▲
No	78% (Census)	34% ▼
Prefer not to say	-	7%
Ethnicity		
White British	97% (Census)	94% ▼
Ethnic minority	3% (Census)	6% ▲

Under-representation: In comparison to tenant groups and where applicable, Census 2021 figures, we note an under-representation in survey responses in the following

categories: general needs housing, sheltered, housing, age (18-64), those with no disability and ethnicity (White British).

Over-representation: In comparison to tenant groups and where applicable, Census 2021 figures, we note an over-representation in our survey responses in the following categories: older persons housing, bungalow, age (65+), disability (limited a lot), disability (limited a little) and ethnicity (ethnic minority).

Responses by collection method

Of the 547 responses counted in the analysis the breakdown of the return method is as follows:

Completion and return method	Responses (unweighted)	Responses (weighted)
SMS	0 (0%)	0 (0%)
Telephone	0 (0%)	0 (0%)
Face to face	21 (3.8%)	21 (4.0%)
Internet	58 (10.6%)	69 (12.8%)
Postal	361 (66.1%)	356 (65.1%)
Other	106 (19.4%)	99 (18.2%)

During the first phase of the survey, the question gathering 'survey completion method', did not have an explicit option for 'paper/postal', as this was the only mechanism by which the survey was distributed. The question originally sought to capture those using non-postal returns. This resulted in a large number of respondents selecting 'Other' and then stating postal/post. Some also chose 'other' where they could not see their exact method of return. 3 that selected 'Other' subsequently left the sub-section blank or responded, 'not stated'. There was also a valid return from a tenant that did not answer this question, giving a total sample size of 547. This question was amended for the subsequent phases to ensure respondents had an option to select of paper survey/postal return, to ensure the data for this question was more robust. It is noted that the original technical guidance did not prescribe how this data should be gathered. Now it is clear how the regulator wishes to receive this information; our future surveys will gather collection method with the options specified in TSM return.

Accuracy and weighting

We have used a **margin of error calculator** to determine how accurate our survey data is as a representation of the wider sample which includes the total number of people our survey represents (our population size). Our sample size represents the respondents to our survey and their views are a sample of the total population and have been used to reflect opinions of the wider group. Lastly, the confidence level of 95% is how confident we are that the views expressed by the sample size are an accurate reflection of the total population.

Population ?

Sample size ?

Confidence level ?
☐ 90% ☒ 95% ☐ 99%

Margin of error ? **3.95%**

The image below shows how the ratios of tenant population by housing type were used as the core characteristic of the stock to weight the results to ensure representativeness.

RW1 - RIM Weight

Name: RW1 Label: Rim Weight RW1

Target total: Valid cases 547 Missing data: Include partial cases

Filter: Q14 =(1 OR 2 OR 3)

Variable	Code	Ratio	Expected	%	Actual	%
Q14	Housing for older people	42.82	234.2	42.8%	319	58.3%
	Sheltered housing	3.9	21.3	3.9%	8	1.5%
	Housing for general needs	53.28	291.4	53.3%	220	40.2%
	Other (please state below)		--	--	0	0.0%

Status: Built

As noted in the table assessing representation, and in the image above, there was a higher response rate from tenants in housing for older people. As such the results have been weighted with the following factors:

Older: 0.73 (previously 0.69 in the last tenant survey)
 General Needs: 1.32 (previously 1.52 in the last tenant survey)
 Sheltered: 2.66 (previously 1.05 in the last tenant survey)

The results and response numbers quoted in the report will be the weighted figures.

Excluding 'don't know' and 'not applicable'

In line with the guidance for calculation of satisfaction levels, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'not applicable' or 'don't know' (where these were possible responses to questions) are also excluded from the base in this report. Where these results are excluded, this is noted in the written comments and charts.

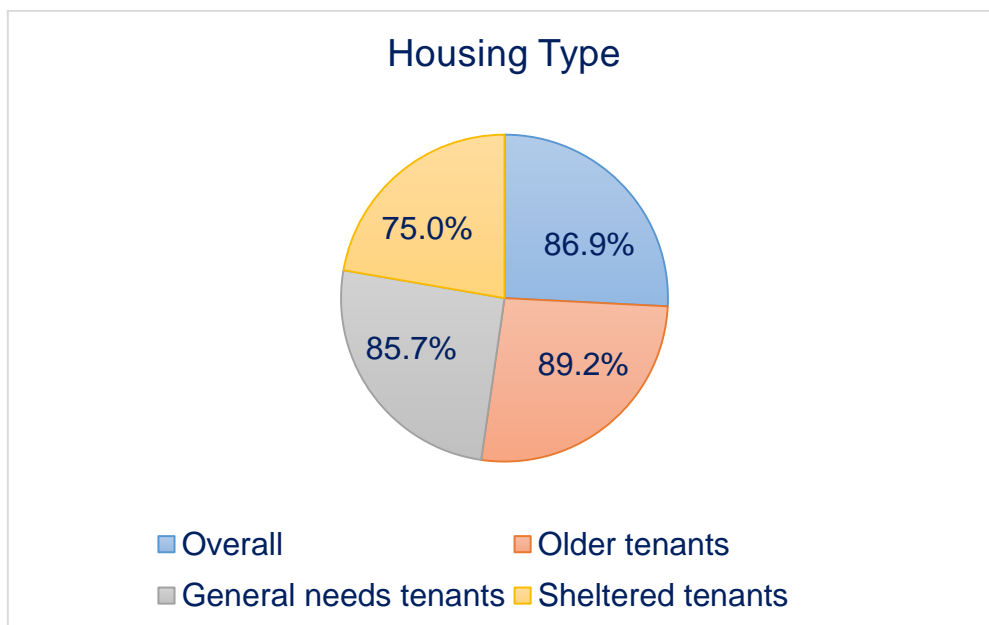
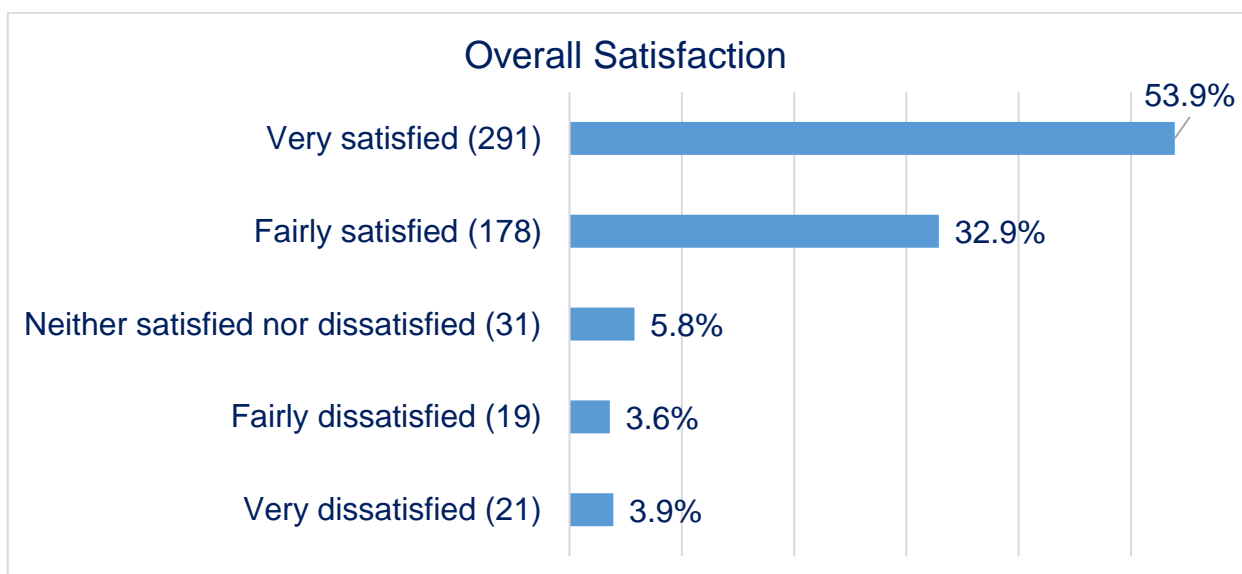
TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council's housing services?

86.9%

The clear majority of tenants (86.9%) are highly satisfied with the council's **overall housing services**.

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (89.2%), housing for general needs (85.7%), and sheltered housing (75.0%).



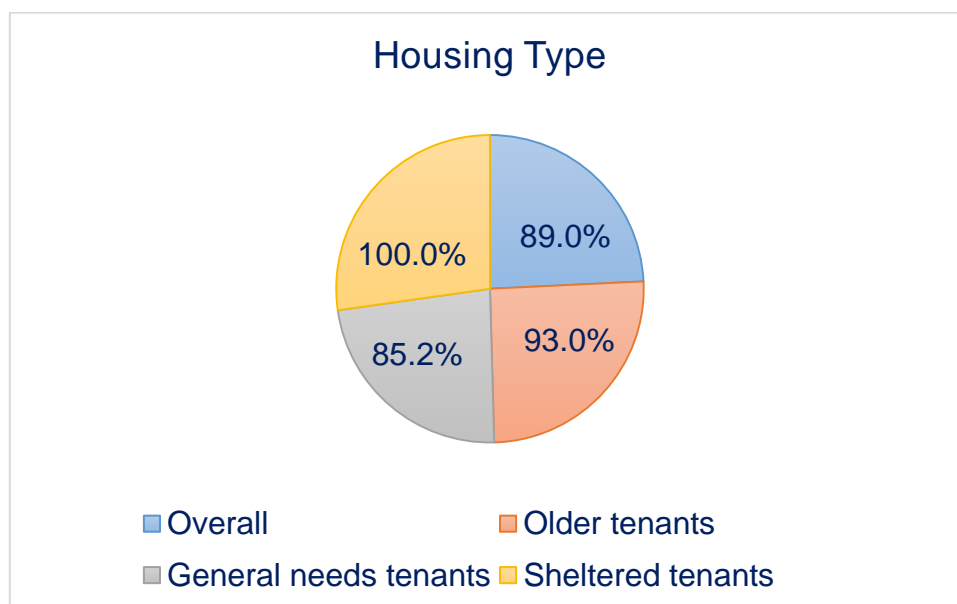
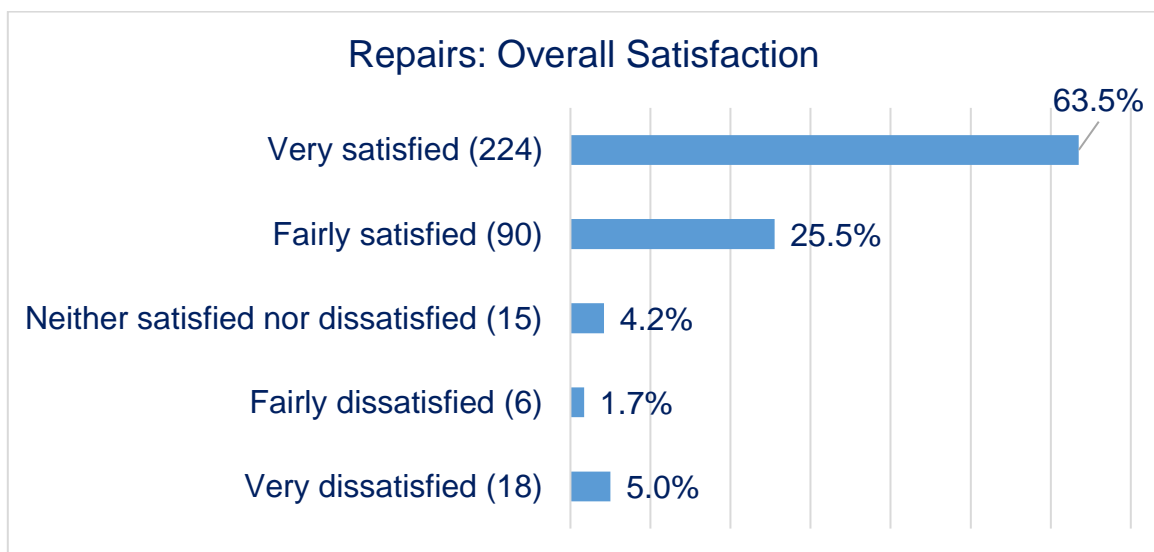
TP02 – Satisfaction with repairs

How satisfied or dissatisfied are you with the overall repairs service from the council's housing services over the last twelve months?

89.0%

Of the tenants indicating that have had a repair in the last twelve months, the majority have indicated a very high level of satisfaction with the council's **overall repairs service** (89.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (93.0%), housing for general needs (85.2%), and sheltered housing (100%).



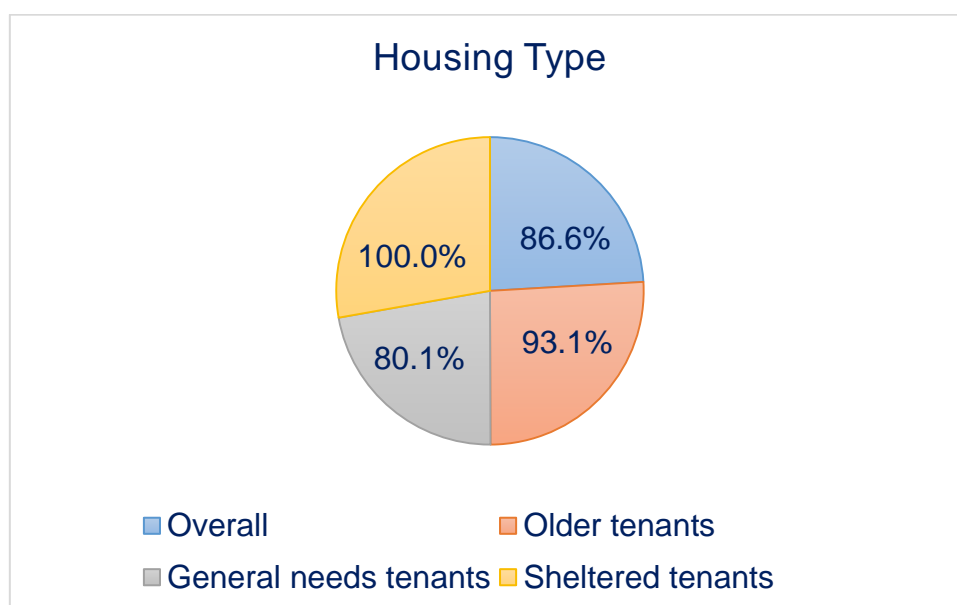
TP03 – Satisfaction with time taken to complete most recent repair

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

86.6%

Of the tenants indicating that have had a repair in the last twelve months, the majority have a high level of satisfaction with the amount of **time the council takes to make repairs** (86.6%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (93.1%), housing for general needs (80.1%), and sheltered housing (100%).



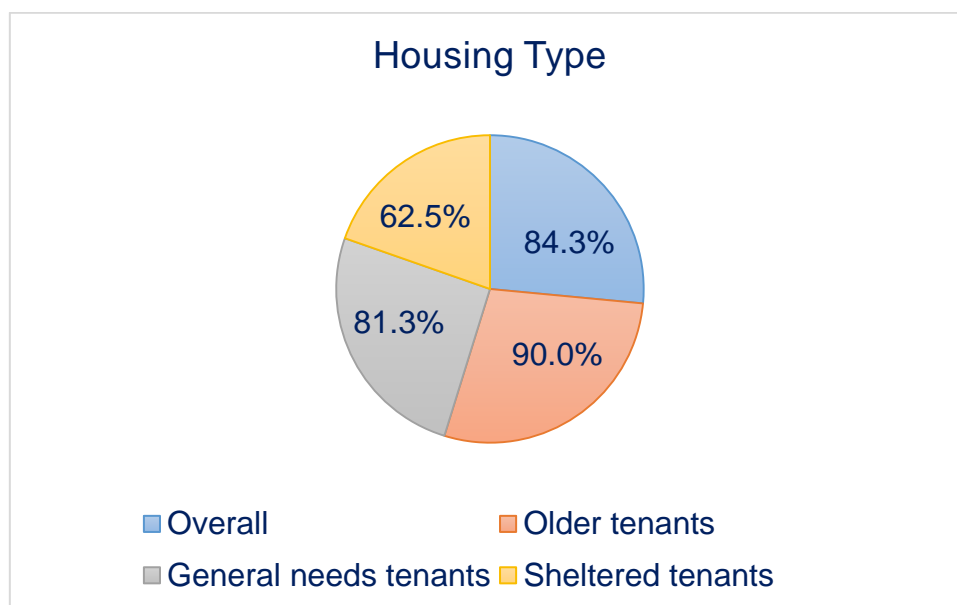
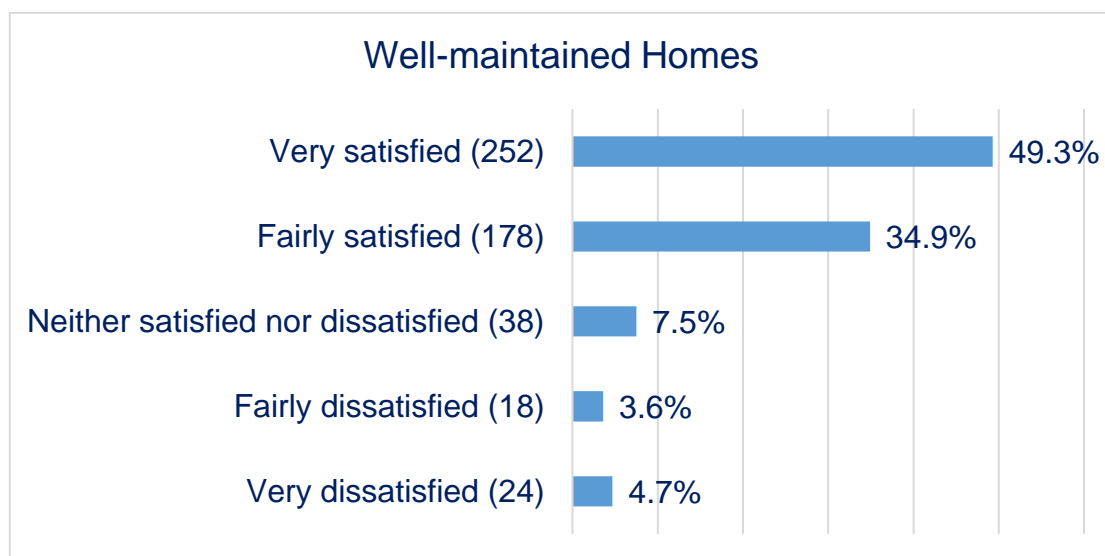
TP04 – Satisfaction that the home is well maintained

How satisfied or dissatisfied are you that the council's housing service provides a home that is well-maintained?

84.3%

The vast majority of tenants are highly satisfied that the council **maintains their home** to a very high standard (84.3%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (90%), housing for general needs (81.3%), and sheltered housing (62.5%).



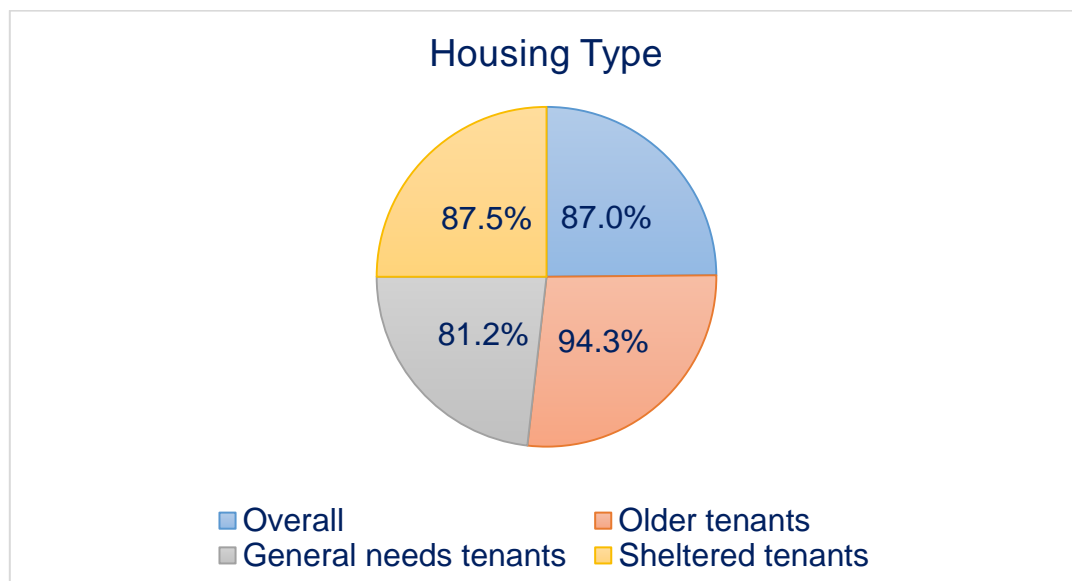
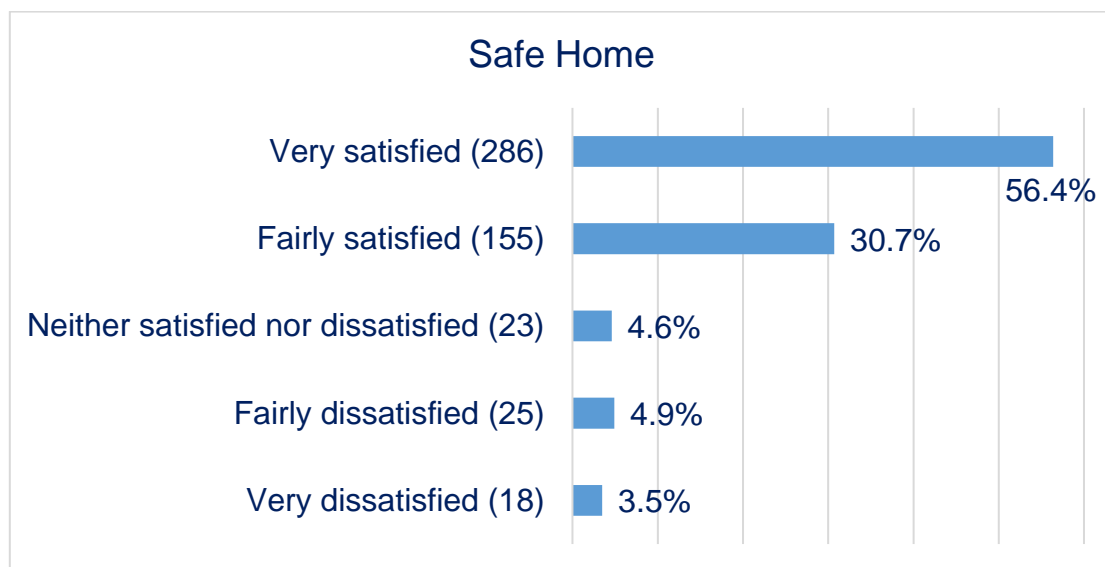
TP05 – Satisfaction that the home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the council provides a home that is safe?

87.0%

Tenants are highly satisfied that the council provides a **home that is safe** (87.0%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 1 (0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (94.3%), housing for general needs (81.2%), and sheltered housing (87.5%).



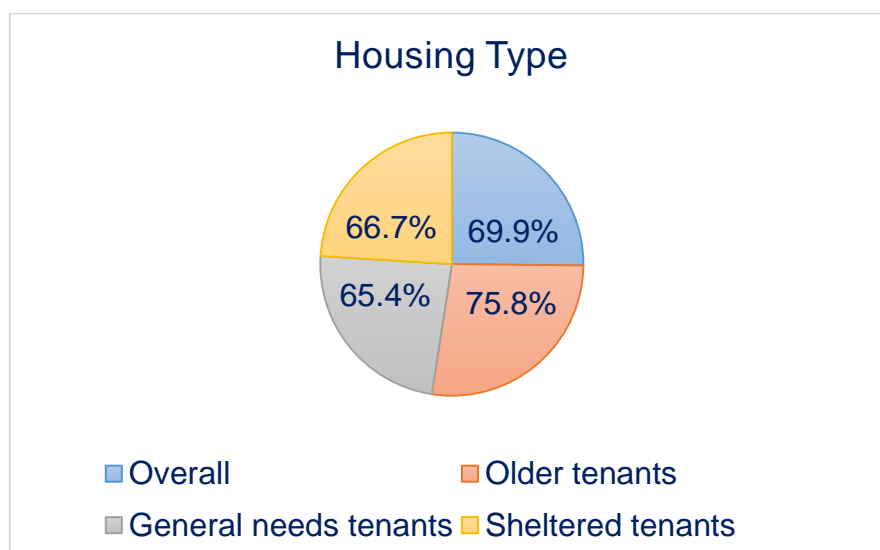
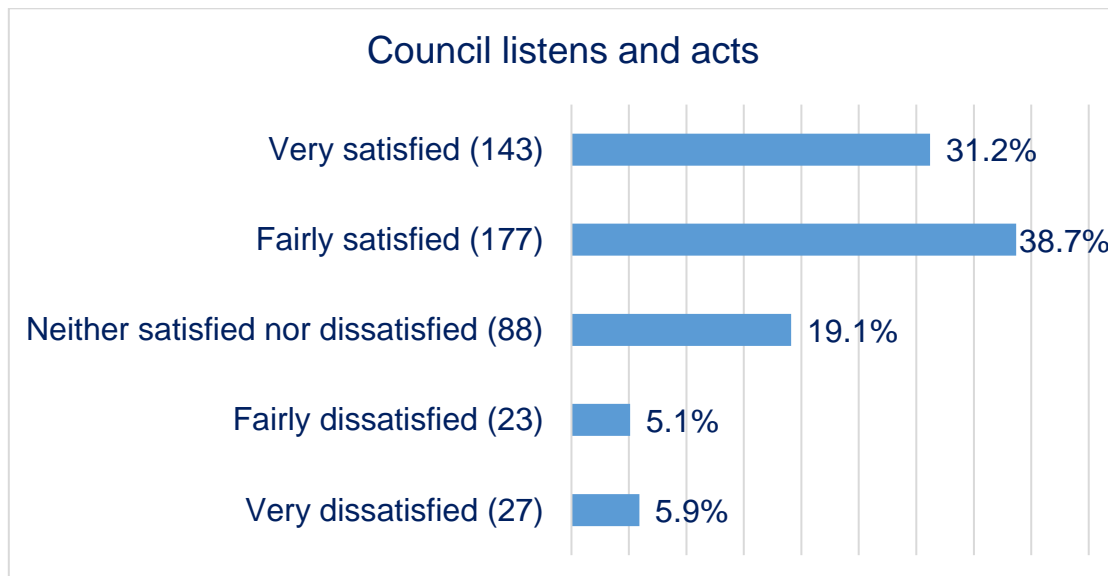
TP06 – Satisfaction that the landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that the council's housing services listens to your views and acts upon them?

69.9%

Tenants are satisfied that the council **listens to their views** and acts upon them (69.9%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 49 (10%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (75.8%), housing for general needs (65.4%), and sheltered housing (66.7%).



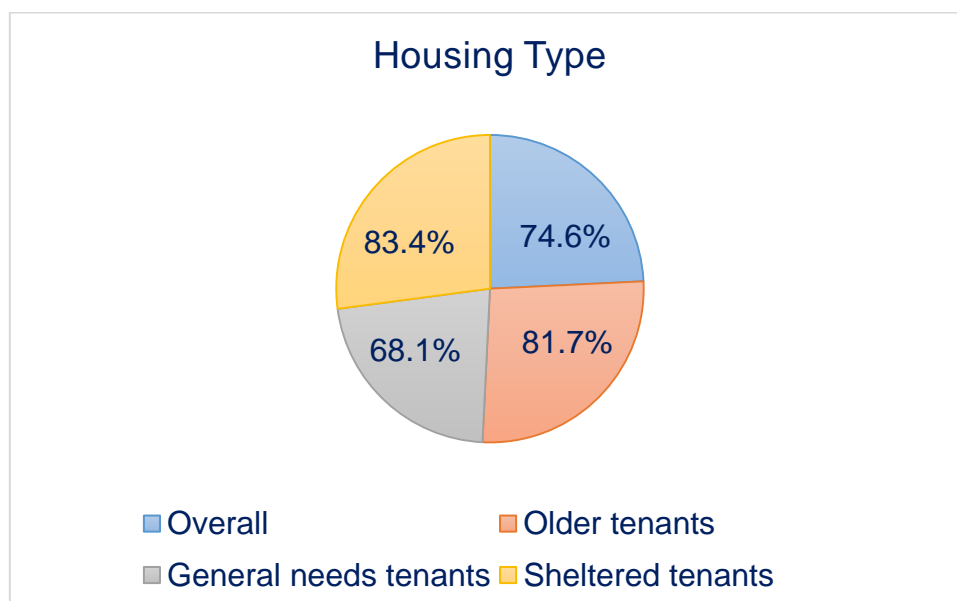
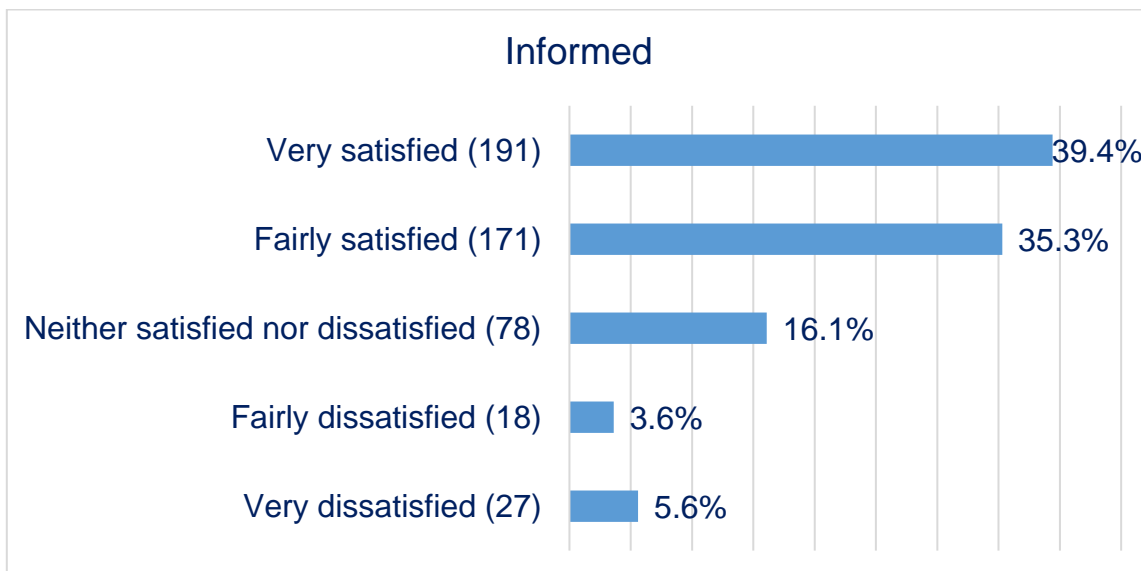
TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that the council's housing services keeps you informed about things that matter to you?

74.6%

Tenants are satisfied that the council keeps them **informed about things** that matter to them (74.6%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 22 (4.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older people (81.7%), housing for general needs (68.1%), and sheltered housing (83.4%).



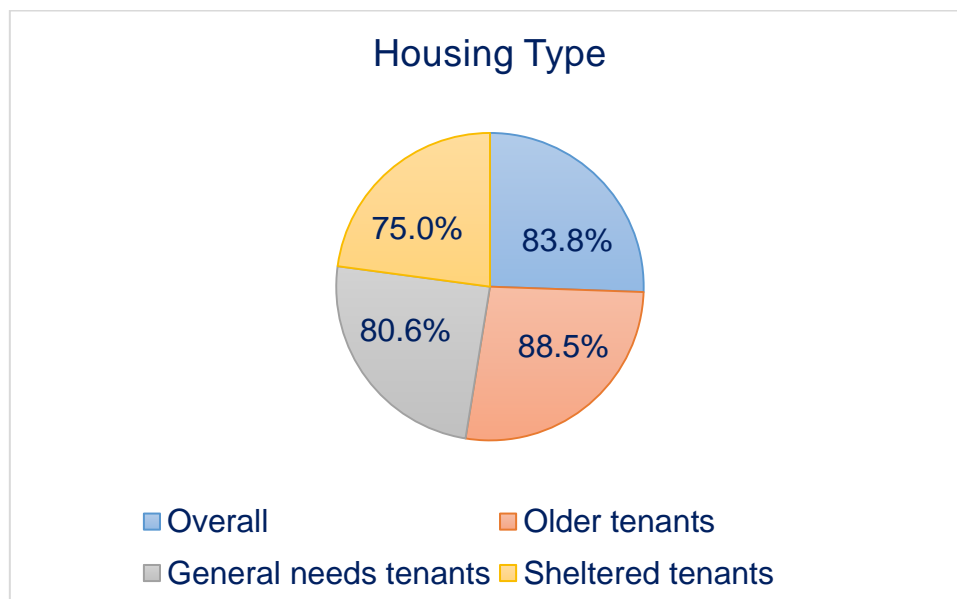
TP08 – Agreement that the landlord treats tenants fairly and with respect

To what extent do you agree or disagree that the council's housing services treats you fairly and with respect?

83.8%

The clear majority of tenants are highly satisfied that the council treats them **fairly and with respect** (83.8%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 6 (1.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three housing type categories as follows: housing for older tenants (88.5%), housing for general needs (80.6%), and sheltered housing (75.0%).



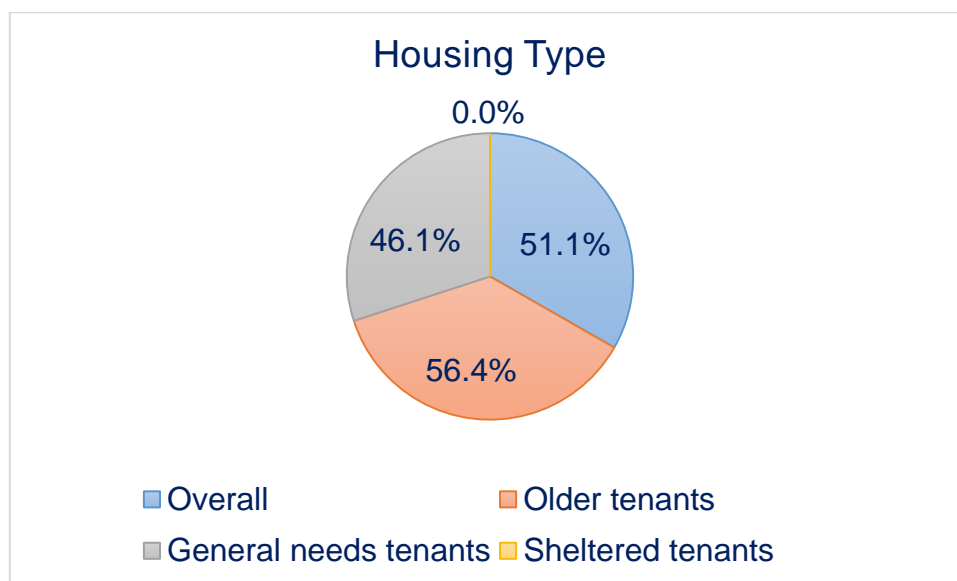
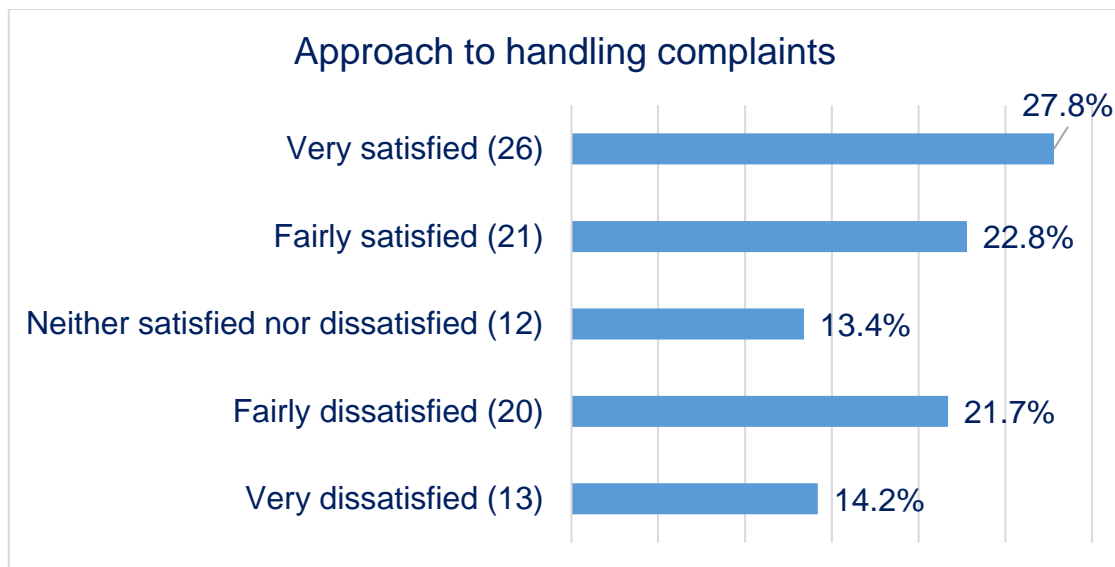
TP09 – Satisfaction with the landlord’s approach to handling complaints

How satisfied or dissatisfied are you with the council’s housing services approach to complaints handling?

51.1%

Slightly more than half of the respondents who have made a complaint in the last 12 months are satisfied with the council’s **approach to complaints** (51.1%).

This overall satisfaction result also compares with the satisfaction levels across the council’s three housing type categories as follows: housing for older people (56.4%) and housing for general needs (46.1%). No feedback was submitted from tenants in the sheltered housing group.



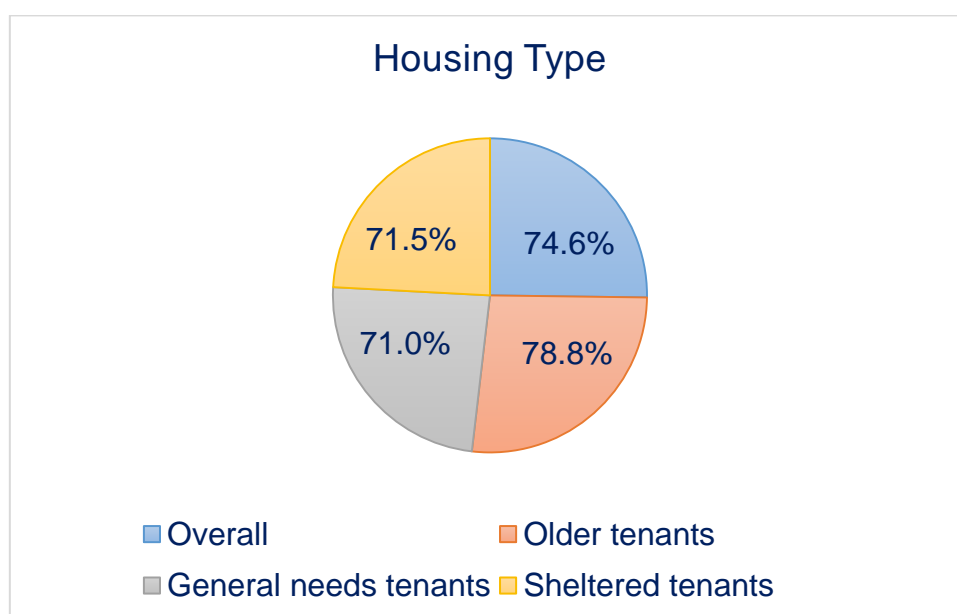
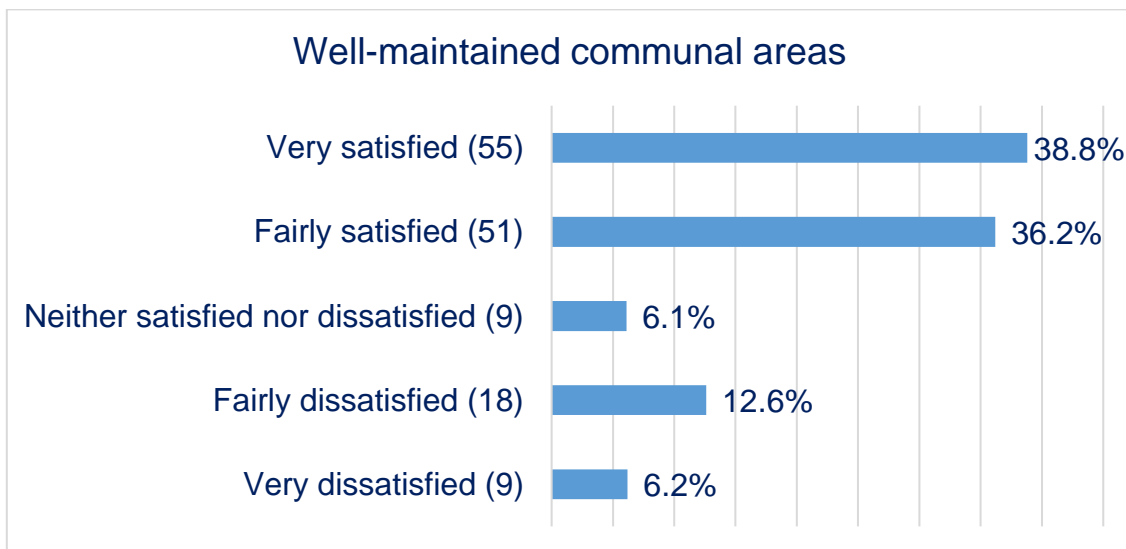
TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

How satisfied or dissatisfied are you that the council's housing services keeps communal areas clean and well-maintained?

74.6%

From the tenants responding who live in a building with communal areas, either inside or outside, a high proportion are satisfied that the council keeps **communal areas clean** and well-maintained (74.6%).

This overall satisfaction result also compares with the council's three housing type categories as follows: housing for older people (78.8%), housing for general needs (71.0%), and sheltered housing (71.5%).



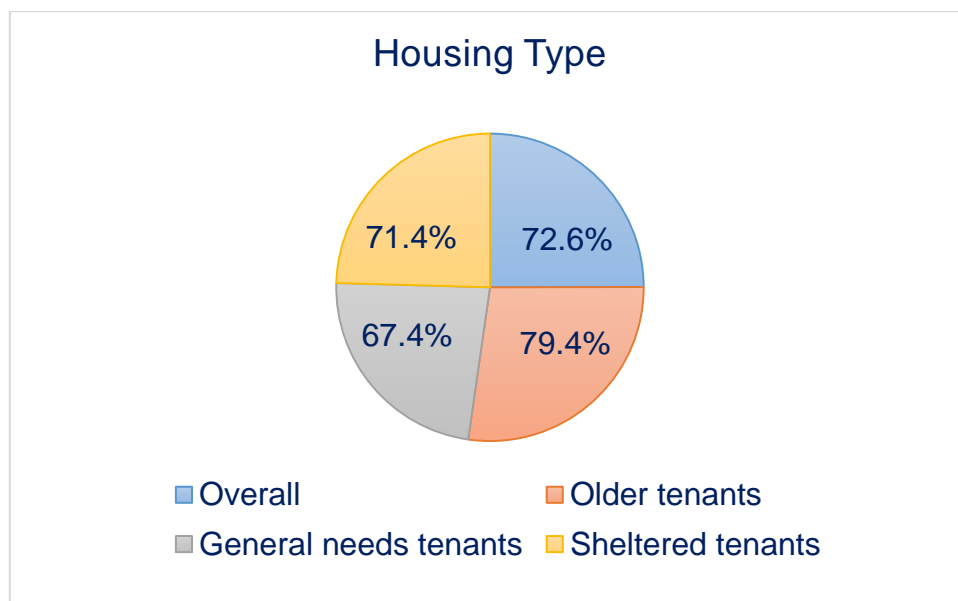
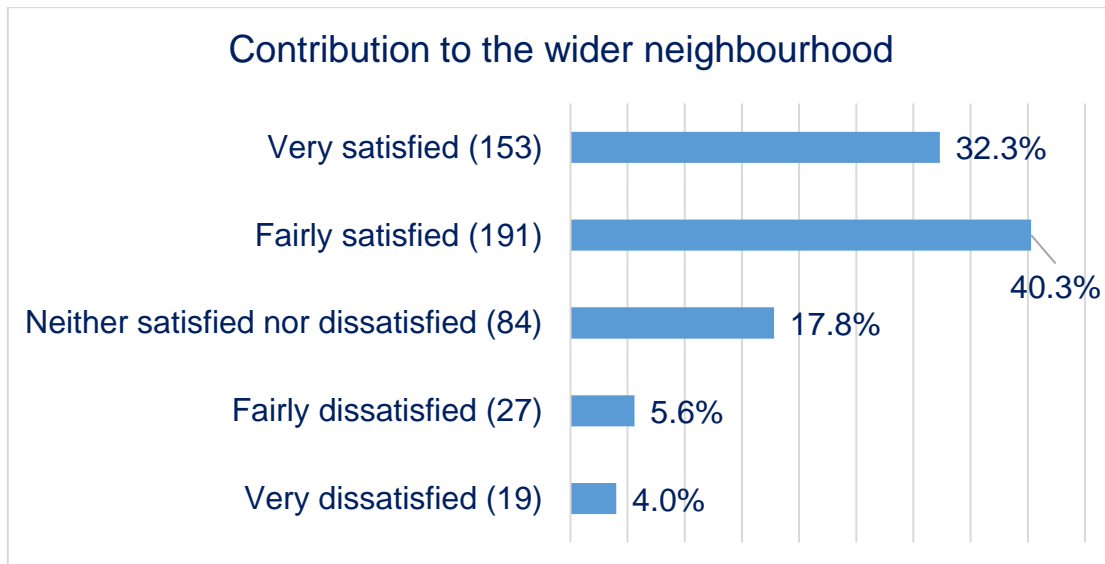
TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that the council's housing services makes a positive contribution to your neighbourhood?

72.6%

Tenants are satisfied that the council **makes a positive contribution to their neighbourhood** (72.6%). This question included a response option of 'Not applicable/don't know' which has not been incorporated in to the satisfaction score, with a response rate of 24 (5.0%).

This overall satisfaction result also compares with the satisfaction levels across the council's three *housing type* categories as follows: housing for older people (79.4%), housing for general needs (67.4%), and sheltered housing (71.4%).



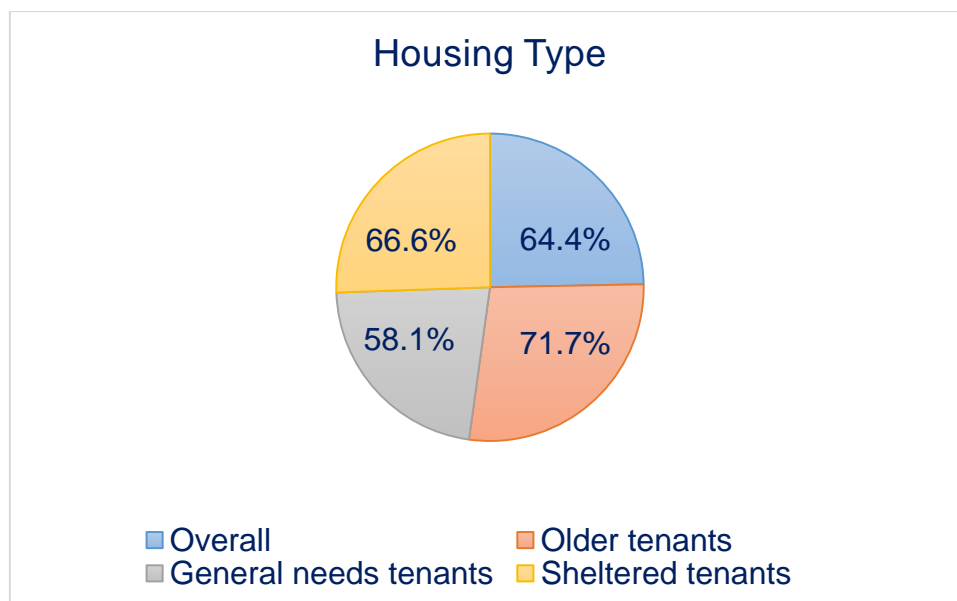
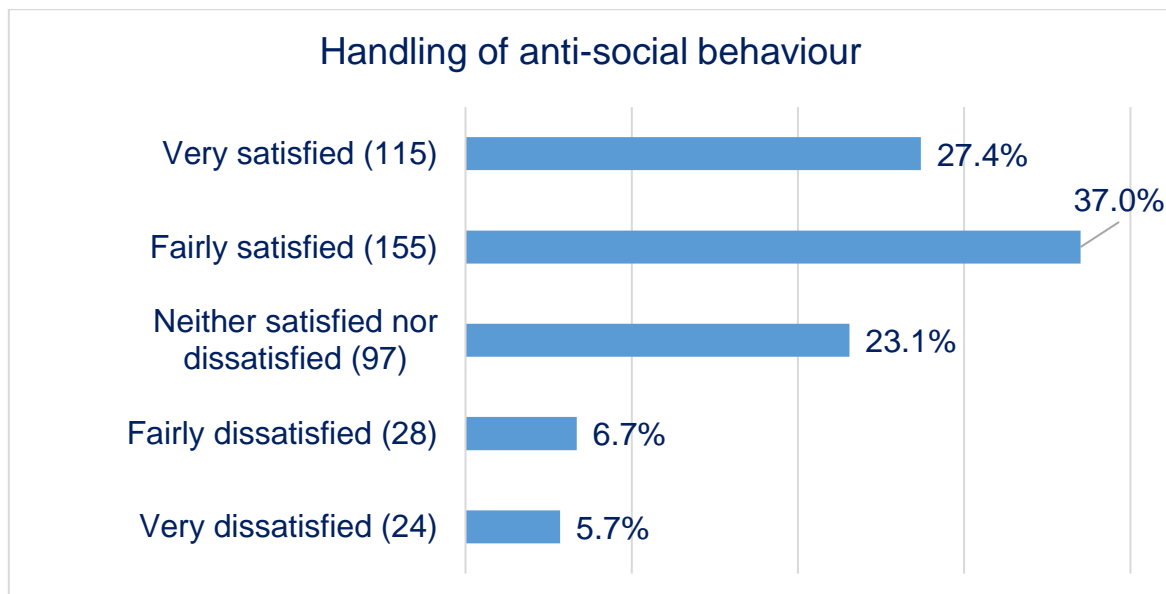
TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour

How satisfied or dissatisfied are you with the council’s housing services approach to handling anti-social behaviour?

64.4%

Just over half of the respondents indicated their satisfaction with the council’s approach to **handling anti-social behaviour** (64.4%). This question included a response option of ‘Not applicable/don’t know’ which has not been incorporated in to the satisfaction score, with a response rate of 91 (18.0%).

This overall satisfaction result also compares with the satisfaction levels of the council’s three housing type categories as follows: housing for older people (71.7%), housing for general needs (58.1%), and sheltered housing (66.6%).



Annex 1 – Copy of Questionnaire



Tenant Satisfaction Measure Survey

The Council is seeking the views of its tenants and leaseholders on its housing services as part of its landlord function. This includes the repairs and maintenance service, how we deal with anti-social behaviour and complaints, and how we treat you. The information from this survey will be used to calculate an annual Tenant Satisfaction Measure (TSM) which will be published on our website. All registered housing providers are required to collect this information and publish their results. It's important to us that a large representative sample of tenants complete this survey so that we have a wide, fair and informed view from our tenants to help drive future improvements.

Please answer the following survey questions which will take less than ten minutes to complete.

If you'd like the chance to win a £50 voucher, you'll be able to enter your details in the prize draw at the end of this survey.

Overall

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council's housing services?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

Repairs and maintenance

Q2 Has the Council carried out a repair to your home in the last 12 months?

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

Q2a How satisfied or dissatisfied are you with the overall repairs service from the Council over the last 12 months?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

Q3 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- ☐ Very satisfied
 ☐ Fairly dissatisfied
☐ Fairly satisfied
 ☐ Very dissatisfied
☐ Neither satisfied nor dissatisfied

Condition of your home and Health and Safety

Q4 How satisfied or dissatisfied are you that the Council provides a home that is well-maintained?

- ☐ Very satisfied
 ☐ Fairly dissatisfied
☐ Fairly satisfied
 ☐ Very dissatisfied
☐ Neither satisfied nor dissatisfied

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Council provides a home that is safe?

- ☐ Very satisfied
 ☐ Fairly dissatisfied
☐ Fairly satisfied
 ☐ Very dissatisfied
☐ Neither satisfied nor dissatisfied
 ☐ Not applicable/don't know

Estates and communal areas

Q6 Do you live in a building with communal areas, either inside or outside, that the Council is responsible for maintaining?

- ☐ Yes
 ☐ No
 ☐ Don't know

Q6a How satisfied or dissatisfied are you that the Council keeps these communal areas clean and well-maintained?

- ☐ Very satisfied
 ☐ Fairly dissatisfied
☐ Fairly satisfied
 ☐ Very dissatisfied
☐ Neither satisfied nor dissatisfied

Q7 How satisfied or dissatisfied are you that the Council makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
 ☐ Fairly dissatisfied
☐ Fairly satisfied
 ☐ Very dissatisfied
☐ Neither satisfied nor dissatisfied
 ☐ Not applicable/don't know

Listening and engagement

Q8 How satisfied or dissatisfied are you that the Council listens to your views and acts upon them?

- ☐ Very satisfied
 ☐ Fairly dissatisfied
☐ Fairly satisfied
 ☐ Very dissatisfied
☐ Neither satisfied nor dissatisfied
 ☐ Not applicable/don't know

Q9 How satisfied or dissatisfied are you that the Council keeps you informed about things that matter to you?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | <input type="radio"/> Not applicable/don't know |

Q10 To what extent do you agree or disagree with the following, "Bolsover District Council treats me fairly and with respect"?

- | | |
|--|---|
| <input type="radio"/> Strongly agree | <input type="radio"/> Disagree |
| <input type="radio"/> Agree | <input type="radio"/> Strongly disagree |
| <input type="radio"/> Neither agree nor disagree | <input type="radio"/> Not applicable/don't know |

Complaints

Q11 Have you made a complaint to the Council in the last 12 months?

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

Q11a How satisfied or dissatisfied are you with the Council's approach to complaints handling?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

Anti--Social Behaviour

Q12 How satisfied or dissatisfied are you with the Council's approach to handling anti-social behaviour?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | <input type="radio"/> Not applicable/don't know |

About your home...

This section is seeking information about your home to enable us to build an informed picture of who has completed the survey. This information will not identify you but it helps us to check that we have views from a representative sample of our tenants.

Q13 Are you interested in finding out more about getting involved in shaping the housing service including decision-making opportunities?

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

Please supply your email address;

Q14 Which of the following best describes the type of housing that you live in:

- ☐ Housing for older people
 ☐ Housing for general needs
☐ Sheltered housing
 ☐ Other (please state below)

Q15 Which of the following best describes the type of home that you live in:

- ☐ House
 ☐ Bungalow
☐ Flat
 ☐ Other (please state below)
☐ Flat in a communal building

Q16 Which of the following best describes your household:

- ☐ Single tenant
 ☐ Single tenant with children
☐ Couple
 ☐ Single tenant with other adults
☐ Couple with children
 ☐ Other (please state below)
☐ Couple with other adults

Q17 If you expressed dissatisfaction with the repairs service you received from us earlier in the survey, would you like us to contact you in order to try and find a solution?

- ☐ Yes (please briefly state below the nature of the problem and include your phone number)
 ☐ No

About you...

This section is seeking information about you to enable us to build an informed picture of who has completed the survey. This information will not identify you but it helps us to check that we have views from a representative sample of our tenants.

Q18 What is your age?

- ☐ 12-17
 ☐ 55-59
☐ 18-24
 ☐ 60-64
☐ 25-34
 ☐ 65-74
☐ 35-44
 ☐ 75+
☐ 45-54

Q19 How would you describe your ethnic group?

- | | |
|---|---|
| <input type="radio"/> English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Black/African/Caribbean/Black British |
| <input type="radio"/> Any other white background | <input type="radio"/> Mixed |
| <input type="radio"/> Asian | <input type="radio"/> Any other ethnic group (please state below) |
| <input type="radio"/> Asian British | |

Q20 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- | | |
|---|---|
| <input type="radio"/> Yes, limited a lot | <input type="radio"/> No |
| <input type="radio"/> Yes, limited a little | <input type="radio"/> Prefer not to say |

Q21 What is your postcode?**Q22 Is your nearest Contact Centre in:**

- | | |
|--------------------------------|---------------------------------------|
| <input type="radio"/> Bolsover | <input type="radio"/> Shirebrook |
| <input type="radio"/> Clowne | <input type="radio"/> South Normanton |

Q23 How are you completing this survey...

- | | |
|---|---|
| <input type="radio"/> Paper survey which I received in the post | <input type="radio"/> At a Contact Centre |
| <input type="radio"/> Received an email containing a link | <input type="radio"/> At my home assisted by a staff member |
| <input type="radio"/> QR Code | <input type="radio"/> Other (please state below) |

Would you like to enter the Prize Draw to win a £50 voucher?

Please include your contact details below if you wish to enter the prize draw.



By completing and submitting this online form, you will be confirming that you have given us consent to use the information you have provided to administer the prize draw. We will not publish or share any of your personal information provided.

Q24 Name:

Q25 Phone number:

Q26 Email address:

Q27 Postal address:

Thank you for taking the time to complete this survey.

Tenant Satisfaction Measures (TSMs) – Landlord Management Data

Summary Report 2023-2024



Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community. The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

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](#) 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

Contents

Introduction	4
Summary Table.....	5
CH01: Complaints relative to the size of the landlord.....	7
CH02: Complaints responded to within Complaint Handling Code timescales.....	7
NM01: Anti-social behaviour cases relative to the size of the landlord.....	8
RP01: Homes that do not meet the Decent Homes Standard	8
RP02: Repairs completed within target timescale	9
BS01: Gas safety checks	10
BS02: Fire safety checks.....	11
BS03: Asbestos safety checks	13
BS04: Water safety checks	17
BS05: Lift safety checks	18

Introduction

The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the regulator.

The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about how a landlord is complying with consumer standards.

All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis in accordance with all requirements.

All TSMs must be reported for either or both of the following two stock types:

- Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing.
- Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).

As a Council, we only own LCRA stock.

Many of the TSMs are defined in terms of numbers of dwelling units owned by providers. All our current stock consists of self-contained units, we have no units that consist of a bedspace in non-self-contained housing.

The building safety TSMs require providers to report the number of dwelling units for which all specified safety checks have been carried out (BS01-BS05). Statutory obligations require providers to conduct a range of safety checks, including on individual dwelling units but also on communal parts or whole buildings that contain multiple dwellings units. For the purposes of the building safety TSMs, providers must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out. If multiple safety checks are required for a dwelling unit (e.g. both within the dwelling and on any communal parts that serve the dwelling), providers must ensure that all these checks have been carried out to report compliance for the dwelling unit – dwelling units must therefore not be double counted when calculating the TSM.

For the purposes of reporting TSMs, a provider owns a dwelling unit when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the dwelling unit (this body is often described as the landlord).

Providers that own 1,000 or more dwelling units of relevant social housing stock (LCRA and/or LCHO) must collect information and report TSMs annually pertaining to a reporting year that runs from 1 April to 31 March. Where this document requires information to be calculated as at year end such providers must report information as of 31 March. As a Council we own 5005 dwelling units, as of 31 March 2024.

Summary Table

The following returns relate to our LCRA stock and as per TSM Guidance are reported to one decimal place.

TSM Code	TSM Issue	2023/24 Outturn	2023/24 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
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100.0%	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
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	0% (target to be reviewed following stock condition survey)
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%
BS01	Gas safety checks	99.2%	100%
BS02	Fire safety checks	100.0%	100%
BS03	Asbestos safety checks	100.0%	100%

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TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)
BS04	Water safety checks	69.0%	100%
BS05	Lift safety checks	84.5%	100%

CH01: Complaints relative to the size of the landlord

Tenant Satisfaction Measure	Number of <ol style="list-style-type: none"> 1. stage one complaints and 2. stage two complaints received per 1,000 homes
Calculation	<ol style="list-style-type: none"> 1. Stage one complaints <ol style="list-style-type: none"> A. Total number of stage one complaints for 2023/24 – 102 B. Number of dwelling units owned at year end – 5005 $104/5005*1000 = 20.78$ (20.8) 2. Stage two complaints <ol style="list-style-type: none"> A. Number of stage two complaints for 2023/24 – 10 B. Number of dwelling units owned at year end – 5005 $10/5005*1000 = 1.99$ (2.0)

CH02: Complaints responded to within Complaint Handling Code timescales

Tenant Satisfaction Measure	Proportion of <ol style="list-style-type: none"> 1. stage one complaints responded to <i>and</i> 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
Calculation	<ol style="list-style-type: none"> 1. Stage one complaints response time <ol style="list-style-type: none"> A. Number of stage one complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 88 B. Number of stage one complaints made by tenants during the year - 102 $88/104*100 = 84.61\%$ (84.6%) 2. Stage two complaints response time <ol style="list-style-type: none"> A. Number of stage two complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 10 B. Number of stage two complaints made by tenants during the year – 10 $10/10*100 = 100.0\%$

NM01: Anti-social behaviour cases relative to the size of the landlord

Tenant Satisfaction Measure	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.
Calculation	<p>1. Anti-social behaviour cases</p> <p>A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents) – 283</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 5005 $283/5005*1000 = 56.54$ (56.5)</p> <p>2. Anti-social behaviour cases that involve hate incidents</p> <p>A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year – 1</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 5005 $1/5005*1000 = 0.199$ (0.2)</p>

Time period	Number of anti-social behaviour cases	Number of anti-social behaviour cases that involve hate incidents
Quarter 1 2023/24	104	0
Quarter 2 2023/24	69	1
Quarter 3 2023/24	63	0
Quarter 4 2023/24	47	0
Total	283	1

RP01: Homes that do not meet the Decent Homes Standard

Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard
Calculation	<p>A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end – 803</p> <p>B. Number of dwelling units to which the Decent Homes Standard applied at year end – 5005</p> <p>$803/5005 * 100 = 16.04\% (16.0\%)$</p>

RP02: Repairs completed within target timescale

Tenant Satisfaction Measure	Proportion of: <ol style="list-style-type: none"> Non-emergency <i>and</i> Emergency Responsive repairs completed within the landlord's target timescale
Calculation	<p>1. Non-emergency repairs</p> <p>A. Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year – 9851</p> <p>B. Number of non-emergency responsive repairs completed during the reporting year – 12349</p> <p>$9851/12349 * 100 = 79.77\% (79.8\%)$</p> <p>2. Emergency repairs</p> <p>A. Number of emergency responsive repairs completed within the provider's target timescale during the reporting year – 3764</p> <p>B. Number of emergency responsive repairs completed during the reporting year – 3942</p> <p>$3764/3942 * 100 = 95.48\% (95.5\%)$</p>

Note:

Emergency Jobs, Total 3942, In Time 3764, OOT 178 = **95.48%**

- Emergency In-Hours (ED) (24hrs) – 3538, In Time 3453, OOT 85 = **97.59%**
- Emergency Out of Hours (EO) (24hrs)– 404, In Time 311, OOT 93 = **76.98%**

Non-Emergency jobs, Total 12349 – In Time 9851, OOT 2498 = **79.77%**

- Responsive Appointment's (RAs) (15 days) – 6132, in Time 5709, OOT 423 = **93.10%**
- Routine Non-Urgent's (RNs) (30 days) – 2565, in Time 1536, OOT 1029 = **59.88%**
- Routine Repair's (RRs) (60 days) – 3652, in Time 2606, OOT 1046= **71.35%**

BS01: Gas safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required gas safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned for which gas safety checks were carried out and record as at year end – 4908</p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out at year end – 4950</p> <p>$4908/4950 \times 100 = 99.15\% (99.2\%)$</p>

Note: 11 properties with legal due to refusal of access. A total of 5058 gas services were completed on dwellings with individual gas appliances – this included re-commissions for new tenants after the property was void.

Dwelling units for which gas safety checks are required	No. of relevant dwelling units	Gas safety checks carried out
Dwellings with individual gas appliances	4739	Yes
Dwellings with individual gas appliances	11	No – refused entry, seeking access via legal services
Ashbourne Court	44	Yes on communal boiler, completed 22/08/23
Valley View	31	No. Communal boiler checked on installation in March 2023. To be completed May 2024.
Jubilee Court	31	Yes on communal boiler, completed 21/09/23
Woburn House	32	Yes on communal boiler, completed 22/08/23
Victoria House	31	Yes on communal boiler, completed 16/05/23
Parkfields	31	Yes on communal boiler, completed 11/05/23
TOTAL	4950	

BS02: Fire safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required fire risk assessments (FRA) have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end – 542</p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end – 542 $542/542 \times 100 = 100.0\%$</p>

Properties with communal areas	Number of dwelling units	Up to date?
76	342 (flats/bungalows)	Y
Ashbourne Court	44	Y
Valley View	31	Y
Jubilee Court	31	Y
Woburn House	32	Y
Victoria House	31	Y
Parkfields	31	
TOTAL	542	

See following summary table:

Location	Survey Date	Next Survey Due	Up to date?
<u>Flat Common Areas</u>			
Brookhill Avenue	31 January 2023	29 January 2026	Y
Chestnut Court	22 November 2022	20 November 2025	Y
Church Street	23 January 2023	21 January 2026	Y
Crich View	23 January 2023	21 January 2026	Y
Downing Street	23 January 2023	21 January 2026	Y
George Inn Court	31 January 2023	29 January 2026	Y
Hides Green	27 October 2022	25 October 2025	Y
High Street, Clowne	30 January 2023	28 January 2026	Y
Lime Tree Avenue	30 January 2023	28 January 2026	Y
Longlands	13 December 2022	11 December 2025	Y
Orchard Close	13 December 2022	11 December 2025	Y

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Location	Survey Date	Next Survey Due	Up to date?
Pattison Street	27 October 2022	25 October 2025	Y
Sandhills Road	13 December 2022	11 December 2025	Y
The Croft	23 January 2023	21 January 2026	Y
The Paddock	30 January 2023	28 January 2026	Y
Woodfield Road	31 January 2023	29 January 2026	Y
<u>Sheltered Schemes</u>			
Ashbourne Court	11 December 2023	09 December 2024	Y
Parkfields	20 June 2023	18 June 2024	Y
Jubilee Court	21 June 2023	19 June 2024	Y
Valley View	17 April 2023	15 April 2024	Y
Woburn House	21 June 2023	19 June 2024	Y
Victoria House	20 June 2023	18 June 2024	Y
<u>Community Rooms</u>			
Mill Lane	27 June 2023	25 June 2024	Y
Park View	27 June 2023	25 June 2024	Y
Queens Court	27 June 2023	25 June 2024	Y
Recreation Close	27 June 2023	25 June 2024	Y

BS03: Asbestos safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end – 542</p> <p>B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end – 542 $542/542 \times 100 = 100.0\%$</p>

Properties with communal areas	Number of dwelling units	Last Survey Date	Up to date?
76	342 (flats/bungalows)	See subsequent table	Y
Ashbourne Court	44	11 December 2023	Y
Valley View	31	17 April 2023	Y
Jubilee Court	31	21 June 2023	Y
Woburn House	32	21 June 2023	Y
Victoria House	31	20 June 2023	Y
Parkfields	31	20 June 2023	Y
TOTAL	542		

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Asbestos surveys of common areas of flats, communal facilities and sheltered schemes

Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Flat Common Areas						
Brookhill Avenue 12-19	12th January 2024					1
Brookhill Avenue 20-26	12th January 2024					1
Chestnut Court 1-4	31st January 2019	No asbestos present				
Chestnut Court 5-8	12th January 2024				1	
Chestnut Court 9-12	13th August 2023	No asbestos present				
Chestnut Court 13-16	31st January 2023	No asbestos present				
Church street 6-12	30th January 2023	No asbestos present				
Church street 14-20	30th January 2023	No asbestos present				
Crich View 1-4	13th February 2024					5
Crich View 5-8	13th February 2024					6
Crich View 9-12	13th February 2024				1	4
Crich View 13-16	13th February 2024					3
Downing Street 2-18	17th January 2024					1
George Inn Court 3-4	7th February 2024					3
George Inn Court 5-6	7th February 2024					3
Hides Green 2-8	16th January 2024					2
Hides Green 5-11	16th January 2024					1
Hides Green 10-16	9th June 2023					1
Hides Green 15-21	16th January 2024					1
Hides Green 18-24	16th January 2024					2
Hides Green 23-29	16th January 2024					2
Hides Green 31-37	16th January 2024					1
Lime Tree Avenue 2-8	30th January 2019	No asbestos present				
Lime Tree Avenue 10-16	10th June 2023					1
Lime Tree Avenue 34-40	17th January 2024					1
Lime Tree Avenue 48-52	29th December 2018	No asbestos present				
Lime Tree Avenue 54-60	22nd November 2021					2
Lime Tree Avenue 62-68	31st January 2019	No asbestos present				
Lime Tree Avenue 72-78	31st January 2019	No asbestos present				

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		Numbers of Priority/Risks				
Location	Survey Date	Very High	High	Medium	Low	Very Low
Lime Tree Avenue 78-84	31st January 2019	No asbestos present				
Longlands	16th January 2024					4
Longlands	16th January 2024					4
Longlands	16th January 2024				1	3
Orchard Close 1-4	30th January 2024					3
Orchard Close 5-8	30th January 2024					4
Orchard Close 9-12	7th February 2024					1
Orchard Close 14-17	30th January 2024					3
Orchard Close 18-21	30th January 2024					3
Orchard Close 22-25	30th January 2024					1
Orchard Close 26-29	30th January 2024					2
Orchard Close 30-33	30th January 2024					1
Orchard Close 34-37	30th January 2024					1
Orchard Close 38-41	30th January 2024					1
Pattison Street 1-6	31st August 2023	No access				
Pattison Street 7-12	6th September 2023					2
Pattison Street 9-12	31st August 2023					1
Pattison Street 14-17	9th June 2023				1	
Pattison Street 18-21	9th June 2023			1	1	1
Pattison Street 22-25	10th June 2023			1	1	1
Pattison Street 26-29	9th June 2023			1	1	2
Pattison Street 30-31	9th June 2023				1	
Pattison Street 32-35	10th June 2023			1	2	1
Pattison Street 36-39	9th June 2023			1	3	
Pattison Street 38-42	14th December 2020	No asbestos present				
Pattison Street 40-43	9th June 2023				2	
Sandhills Road 5-11	7th February 2024					1
Sandhills Road 15-21	11th January 2024					1
Sandhills Road 23-29	11th January 2024					2
The Croft 2-18	17th January 2024					1
The Paddock 1-4	8th April 2021	No asbestos present				
The Paddock 5-8	1st July 2021	No asbestos present				
The Paddock 9-12	1st July 2021	No asbestos present				
The Paddock 14-15	3rd May 2022				1	2
The Paddock 16-19	8th April 2021	No asbestos present				

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		Numbers of Priority/Risks				
Location	Survey Date	Very High	High	Medium	Low	Very Low
The Paddock 20-23	16th January 2024	No asbestos present				
The Paddock 24-27	21st January 2020	No asbestos present				
The Paddock 28-31	21st January 2020	No asbestos present				
The Paddock 29-33	11th January 2024	No asbestos present				
The Paddock 34-37	9th April 2021	No asbestos present				
The Paddock 38-41	11th January 2024				1	
Woodfield Road 41-47	12th January 2024					4
Woodfield Road 49-55	12th January 2024					1
Woodfield Road 57-63	12th January 2024					4
Woodfield Road 65-71	12th January 2024					4
Woodfield Road 68-74	12th January 2024					1
Woodfield Road 76-82	12th January 2024	No asbestos present				
Woodfield Road 84-90	22nd January 2020					1
Woodfield Road 92-98	24th August 2023				1	2
Woodfield Road 100-106	12th January 2024					2
Woodfield Road 108-114	12th January 2024					4
Sheltered Schemes						
Ashbourne Court	1st July 2019			2	10	61
Parkfields	19th May 2022				11	54
Jubilee Court	24th January 2023			1	14	32
Valley View	4th June 2023					2
Woburn House	17th January 2024			2	3	87
Victoria House	1st February 2024				2	39
Community Rooms						
Mill Lane	15th January 2024		2		3	7
Park View	7th February 2024		2		1	4
Queens Court	17th January 2024			2	4	5
Recreation Close	17th January 2024		6		3	8

BS04: Water safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required legionella risk assessments have been carried out.
Calculation	<p>A. Number of dwelling units owned for which required legionella risk assessments (LRAs) were carried out and recorded as at year end – 138</p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end – 200</p> <p>$138/200 \times 100 = 69.0\%$</p>

Independent Living Scheme	Number of dwelling units	Last Check (every 2 years)	Due	Up to date?
Ashbourne Court	44	03.07.2023	July 2025	Y
Valley View	31	22.04.2021	April 2023	N, booked for 7 th May 2024
Jubilee Court	31	20.04.2021	April 2023	N, booked in for May 2024
Woburn House	32	29.06.2023	June 2025	Y
Victoria House	31	06.07.23	July 2025	Y
Parkfields	31	11.07.23	July 2025	Y
TOTAL	200			

NOTE – both Schemes which are out of time for the necessary checks have been subject to significant Safe and Warm upgrades and it was necessary to delay the tests whilst work was carried out. At the time of publication of the report and Tenant Satisfaction Measures the necessary checks have been completed.

BS05: Lift safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties with communal passenger lifts for which Lifting Operation and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end – 169</p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end – 200</p> <p>$169/200 \times 100 = 84.5\%$</p>

Note: Lift safety checks are required by insurance every 6 months.

Independent Living Scheme	Number of dwelling units	Last inspections	Up to date?
Ashbourne Court	44	02/02/2024	Y
Jubilee Court	31	02/02/2024	Y
Parkfields	31	14/12/2023	Y
Victoria House	31	10/10/2023	Y – redone 02/04/24
Valley View	31	18/09/2023	N
Woburn House	32	12/10/2023	Y
TOTAL	200		

NOTE – Valley View has been subject to Significant Safe and Warm upgrades and it was necessary to delay the tests whilst work was carried out. There are no tenants located on the first floor and the lift is out of operation.



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Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 5: Annual Complaint Handling and Service Improvement Report 2023/24

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

The Housing Ombudsman's Complaint Handling Code became statutory from 1 April 2024, which means that social housing landlords are now obliged by law to follow its requirements.

The Social Housing (Regulation) Act 2023 places a legal duty on the Ombudsman to monitor social housing landlord's compliance with the Code. Section 8 of the HOS Complaint Handling Code requires that landlords must produce an Annual Complaints Performance and Service Improvement Report for scrutiny and challenge.

This annual report provides an analysis of the complaints, comments and compliments received by the Council during 2023/24.

This report seeks to provide information on the performance of the Council's complaint handling in terms of the volume and timeliness of the responses. In addition, the report seeks to identify themes, trends and lessons learnt that drive service improvements.

The Housing Ombudsman Service (HOS) has a two-stage complaint handling process which requires:

- All Complaint Acknowledgements responded within 5 working days.
- Stage One complaints must be responded to within 10 working days.
- Stage Two within 20 working days.

During 2023/24, the Council's Complaints, Comments and Compliments Policy (CCC Policy) had a 3-stage procedure:

- Stage One Informal – 3 working days
- Stage Two Formal – 15 working days
- Stage Three Internal Reviews – 20 working days

For the purpose of this report, HOS Stage One complaints consist of the Informal and Formal stages.

Whilst the report must show the Council's performance against the new HOS Complaint Handling Code, some of the tables and charts present the data to enable analysis against the CCC Policy which was in operation during the transition period.

Whilst the main driver for the report is to look at complaints, the Council can learn a lot from the comments, compliments and M.P. enquires received and therefore this report also seeks to analyse this data.

Our self-assessment contained in the report shows that the Council considers the service offered to be compliant with the Code.

The documents were reviewed by the Bolsover Tenants Challenge and Change Group on 18 June prior to submission.

In 2023/24, there were 16 Complaints categorised as HOS Stage One which were responded to outside of Housing Ombudsman timescales (10 working days), however all were within the CCC Policy timescale of 15 working days.

In the future, any complaints which are out of the Housing Ombudsman timescales the reasons will be documented and the Council will investigate. Measures will be put into place to ensure that complaints can be answered within the Housing Ombudsman timescales contained within the Statutory Code.

Our annual submission to the HOS providing access to our report and self-assessment was made prior to the deadline on 30 June 2024. The documents are available on the [Council website](#) and within contact centres.

RECOMMENDATION(S)

1. That members of the Group acknowledge the report and self-assessment in appendix 1.
2. That members review the proposed content for the tenant summary version, as suggested by the Challenge and Change Group.

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

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

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.	Annual Complaint Handling and Service Improvement Report 2023/24
2.	Draft Tenant Summary – Annual Complaint Handling and Service Improvement Report 2023/24 (to follow)



Housing Ombudsman Service Complaint Handling Code

Annual Complaint Handling and Service Improvement Report 2023-2024



Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community. The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

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

- **Phone** - [01246 242424](tel: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

Contents

Foreword	4
Introduction	5
Analysis of complaints performance for 2023/24.....	6
Types of complaints	6
Volume of complaints (as per Tenant Satisfaction Measures (TSM) figures).....	6
Satisfaction with the complaints handling process (as per TSM figures)	7
Volume of complaints by contact centre area	9
Satisfaction by contact centre area	10
Themes and trends in the complaints received.....	11
Volume of compliments, comments and M.P. enquiries	14
Method of contact	16
Benchmark data.....	17
Comparison in volume of complaints received – 2022/2023.....	17
Comparison with national trends on themes for complaint	18
Comparison with national trends in reasons for complaints 2023/24	18
Findings of non-compliance	19
Service improvements.....	20
Improvements 2023/24	20
Forward Improvements 2024/25	21
Tenant scrutiny of complaints	22
Housing Ombudsman Service (HOS) reports to landlord.....	22
Appendix A: Self-assessment form 2024	23
Section 1: Definition of a complaint.....	23
Section 2: Exclusions.....	26
Section 3: Accessibility and Awareness.....	28
Section 4: Complaint Handling Staff	31
Section 5: The Complaint Handling Process.....	33
Section 6: Complaints Stages	38
Stage 1	38
Stage 2	41
Section 7: Putting things right	44
Section 8: Self-assessment, reporting and compliance	46
Section 9: Scrutiny & oversight: continuous learning and improvement.....	48

Foreword

Governing Body Response

The Council is very proud of the Housing Department and is committed to delivering excellent customer services. We recognise the importance of complaints, and always strive to listen to our tenants' ensuring complaints are dealt with appropriately. We learn from complaints and tenant feedback, and take action to implement service improvements.

The self-assessment demonstrates that Bolsover District Council is compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received from our tenants will be dealt with in accordance with the Code.

The updated Compliments, Comments and Complaints Policy further ensures we are meeting the requirements of the Housing Ombudsman, by aligning our processes and procedures with the Code. This has been embedded through staff training.



Cllr Mary Dooley
Portfolio Holder for Health and
Wellbeing
(Including Customer Services)



Cllr Sandra Peake
Portfolio Holder for Housing

Bolsover Tenants Challenge and Change Group Response

As tenants, we are pleased to see that the annual complaints performance and service improvement report for 2023/24, together with the Council's self-assessments against the Complaint Handling Code, show that we are compliant.

We are pleased that going forward there will be a quarterly complaint performance report being presented at the Tenant Participation Review and Development Group meeting which will give tenants the opportunity to monitor and scrutinise the Council's complaints handling and provide constructive challenge where required.

Introduction

The Housing Ombudsman's Complaint Handling Code became statutory from 1 April 2024, which means that social housing landlords are now obliged by law to follow its requirements.

The Social Housing (Regulation) Act 2023 places a legal duty on the Ombudsman to monitor social housing landlord's compliance with the Code. Section 8 of the HOS Complaint Handling Code requires that landlords must produce an Annual Complaints Performance and Service Improvement Report for scrutiny and challenge.

This annual report provides an analysis of the complaints, comments and compliments received by the Council during 2023/24.

This report seeks to provide information on the performance of the Council's complaint handling in terms of the volume and timeliness of the responses. In addition, the report seeks to identify themes, trends and lessons learnt that drive service improvements.

The Housing Ombudsman Service (HOS) has a two-stage complaint handling process which requires:

- All Complaint Acknowledgements responded within 5 working days.
- Stage One complaints must be responded to within 10 working days.
- Stage Two within 20 working days.

During 2023/24, the Council's Complaints, Comments and Compliments Policy (CCC Policy) had a 3-stage procedure:

- Stage One Informal – 3 working days
- Stage Two Formal – 15 working days
- Stage Three Internal Reviews – 20 working days

For the purpose of this report, HOS Stage One complaints consist of the Informal and Formal stages.

Whilst the report must show the Council's performance against the new HOS Complaint Handling Code, some of the tables and charts present the data to enable analysis against the CCC Policy which was in operation during the transition period.

Whilst the main driver for the report is to look at complaints, the Council can learn a lot from the comments, compliments and M.P. enquires received and therefore this report also seeks to analyse this data.

Analysis of complaints performance for 2023/24

Types of complaints

The Customer Advisors have all had thorough training of the CCC Policy. Following this training the Council's Customer Advisors can appropriately determine whether the issue raised is a service request/enquiry or a complaint.

The CCC Policy defines a complaint as an "expression of dissatisfaction", however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals. However, a service request is defined as a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

The Council also receives Member of Parliament enquiries (M.P. enquiries) which are dealt with under the CCC Policy. The M.P. has been updated with the changes to the CCC Policy to follow the Housing Ombudsman Statutory Code. Within this training, the M.P.'s Office agreed to determine whether a customer would like to raise their enquiry as an M.P. enquiry or as a complaint. The M.P. was given a copy of the CCC Policy and an explanation of the stages of a complaint, so their constituents can be appropriately informed.

Currently, if a customer makes a complaint which does not fall within the CCC Policy the customer is appropriately directed to the correct place to complain or be assisted with their enquiry/request. For example, the Council has the right to deal with service requests for the first time before a complaint is made.

Volume of complaints (as per Tenant Satisfaction Measures (TSM) figures)

Tenant Satisfaction Measures form part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services, with one specific measure being around effective handling of complaints. There are 22 Tenant Satisfaction Measures in total which include 12 Tenant Perception Measures and 10 Management Information Measures.

Each Registered Provider will be required to complete the Tenant Satisfaction Measures annually and upload the data to the Regulator of Social Housing. The Council are also required to publish the result on the Councils' website so it is accessible to tenants.

The data below summarises the Council's compliance with the Housing Ombudsman response times. As mentioned previously, during 2023/24 the Council's complaints policy was a 3 stage process and these figures reflect performance in accordance with the Housing Ombudsman Code and the CCC Policy.

While the Council's handling of HOS Stage Two complaints was compliant, 16 of the Stage One complaints received exceeded the HOS response times. For those that exceeded the 10 days, no formal extensions were agreed. While 7 Informal complaints were outside of the Council's local response timescales, all the Informal complaints met the HOS response times.

Table 1 – Number of Housing related complaints received and compliance with response times

Complaint Stage	Number received	Within BDC timescales	Within HOS timescales
Informal (HOS Stage One)	60	53 (88.3%)	60 (100%)
Formal (HOS Stage One)	44	44 (100%)	28 (63.6%)
HOS Stage One – Total	104	97 (93.3%)	88 (84.6%)
Internal Review (HOS Stage Two)	10	10 (100%)	10 (100%)

This data is used to calculate one of the Management Information Measures

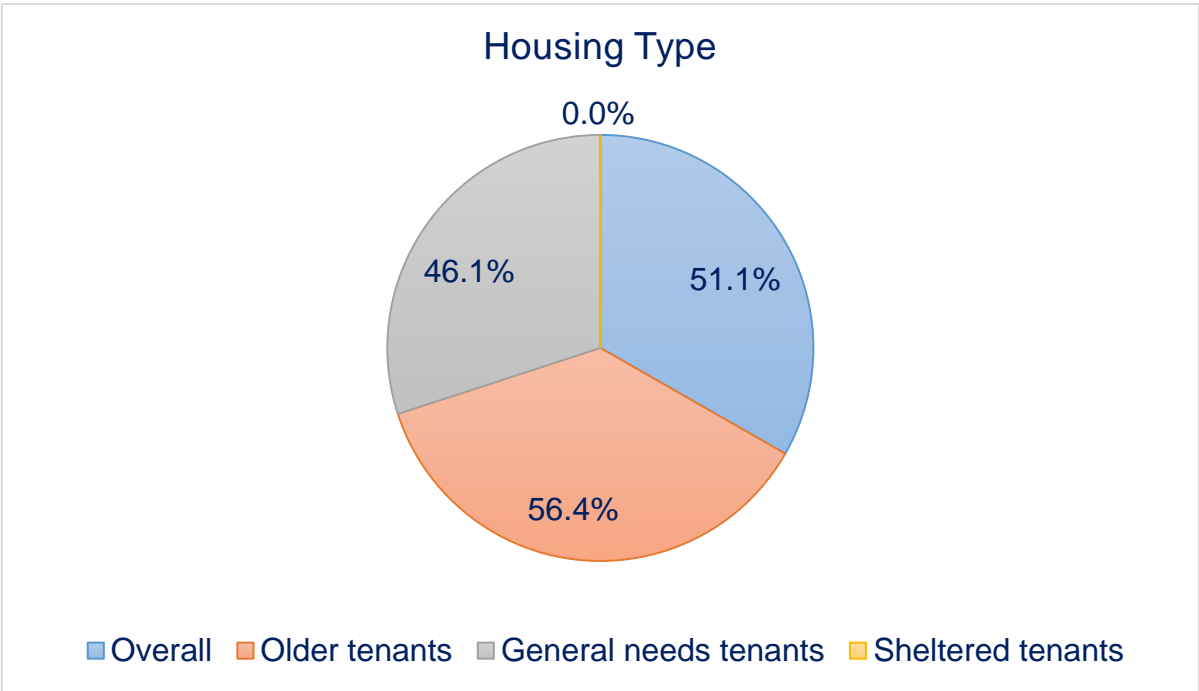
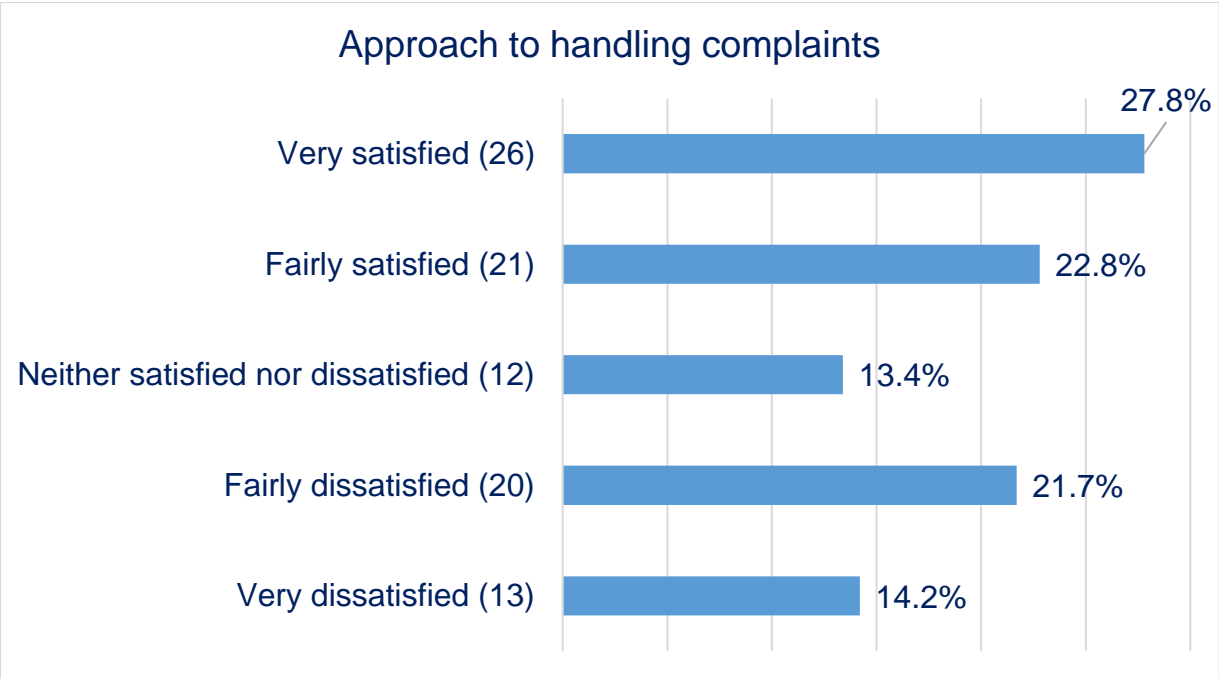
Management Information Measures	
CH01(1) Number of Stage One complaints received per 1000 homes	20.8
CH02(2) Number of Stage Two complaints received per 1000 homes	2.0

Satisfaction with the complaints handling process (as per TSM figures)

As part of the Tenant Perception Survey element of the Tenant Satisfaction Measures, respondents who had made a complaint within the last 12 months were asked to declare their level of satisfaction with the complaints handling process. 93 out of the 547 valid respondents had made a complaint in the last 12 months (unweighted figure of 95 out of 547).

When adding together those that were 'very satisfied' and 'fairly satisfied', this represents a 51.1% satisfaction level.

The charts below show the satisfaction levels of those making complaints by housing type, indicating that those in general needs housing are less satisfied. This low number of complainants is reflective of the fact that traditionally the Council receives a low level of complaints.

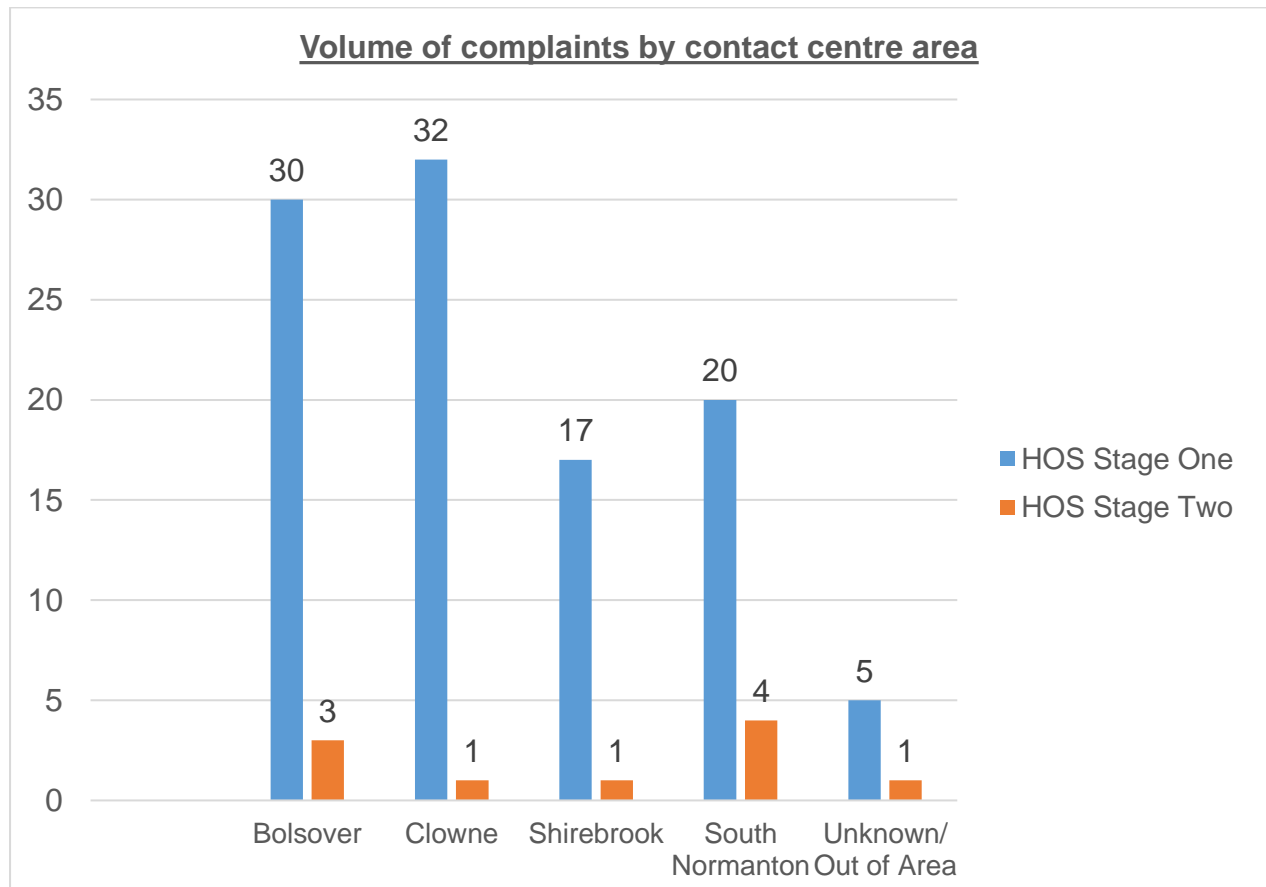


Volume of complaints by contact centre area

When analysing the complaints received by contact centre area, a larger proportion in total are received from the Bolsover and Clowne areas. This mirrors the TSM Perception Measures survey responses indicating that tenants in those areas are more likely to complain. This requires further investigation into whether this is related to property types found in those areas or whether dissatisfaction can be attributed to the teams operating in those patches. According to the complaints data for 2023/24, tenants in the Shirebrook area have complained the least and the difference in volume of complaints in Shirebrook and South Normanton is the reverse of that found from TSM survey respondents. See analysis on satisfaction with complaint handling by contact centre area further on in the report.

Table 2 – Volume of complaints received by contact centre area

Contact Centre Area	HOS Stage One	HOS Stage Two	Total
Bolsover	30	3	33
Clowne	32	1	33
Shirebrook	17	1	18
South Normanton	20	4	24
Unknown/ Out of Area	5	1	6
Total	104	10	114



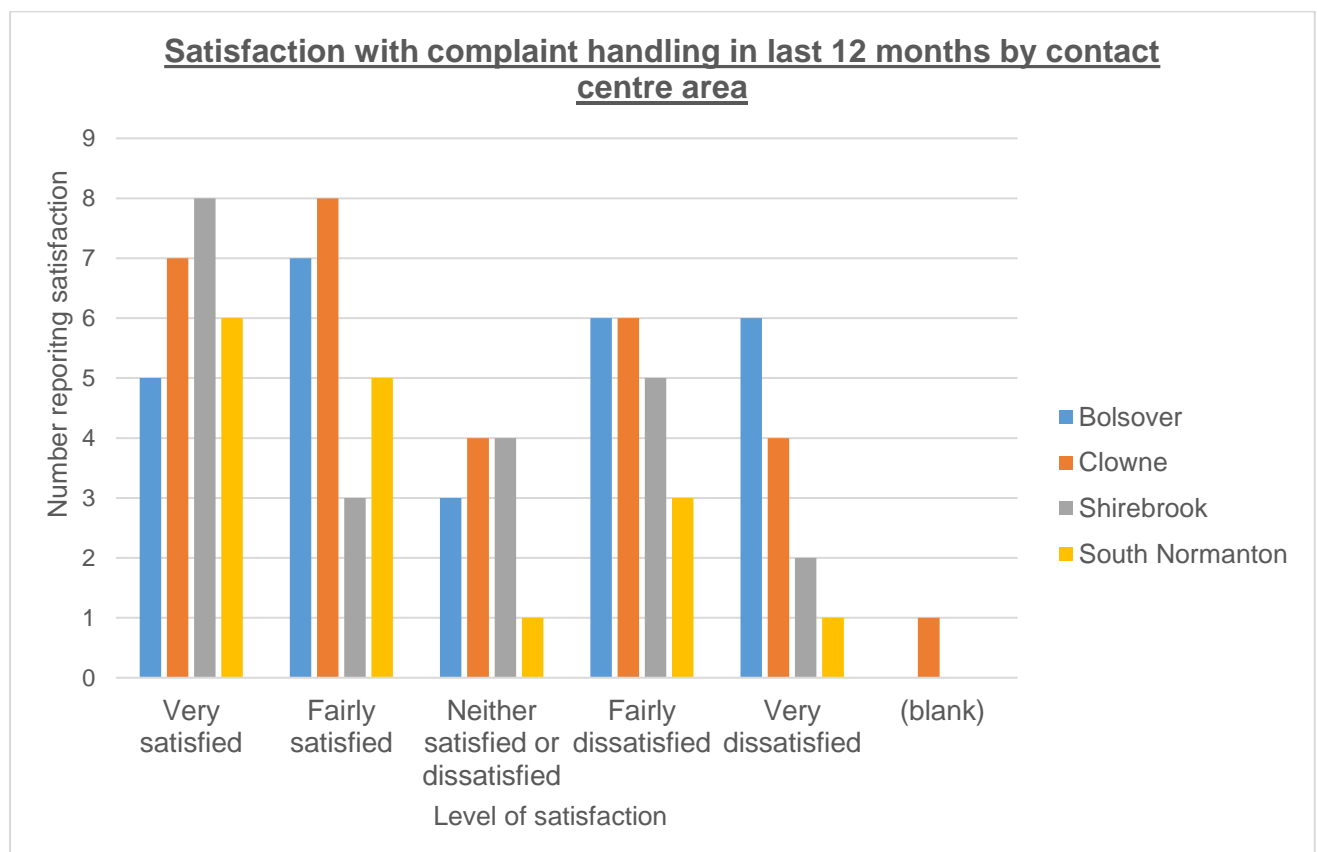
Satisfaction by contact centre area

Those indicating their satisfaction with complaints handling can also be broken down by contact centre area, via the responses to the Tenant Perception Survey. There were a higher number of survey respondents within the Bolsover and Clowne areas making a complaint with the levels of satisfaction and dissatisfaction in Bolsover split equally at 44.4% each, the highest dissatisfaction.

Tenants in Clowne had higher satisfaction (50%) compared to dissatisfaction (33.3%). Within Shirebrook 50% were satisfied compared to 31.8% dissatisfied and South Normanton tenants were most satisfied at 68.8% satisfaction, with dissatisfaction significantly lower at 25%.

Table 3 – Satisfaction with complaint handling in the last 12 months by contact centre area

Level of Satisfaction	Bolsover	Clowne	Shirebrook	South Normanton	Grand Total
Very satisfied	5	7	8	6	26
Fairly satisfied	7	8	3	5	23
Neither satisfied nor dissatisfied	3	4	4	1	12
Fairly dissatisfied	6	6	5	3	20
Very dissatisfied	6	4	2	1	13
(blank)	0	1	0	0	1
Grand Total	27	30	22	16	95



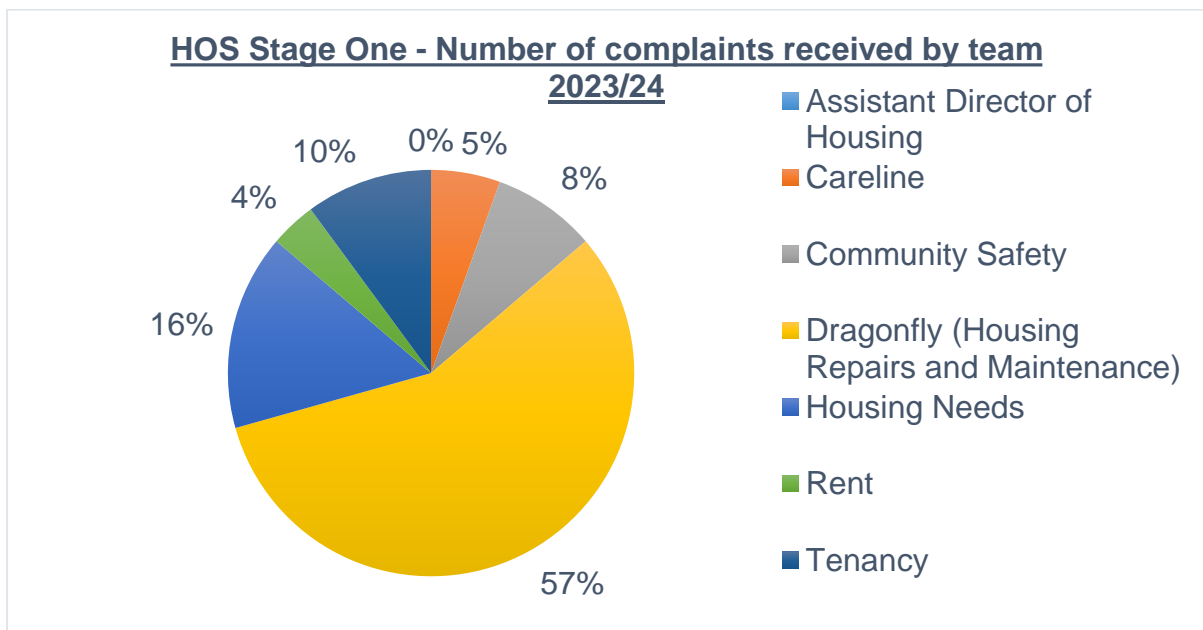
Themes and trends in the complaints received

Some customer contacts/complaints received during 2023/24 covered more than one service area, therefore the totals below do not mirror the actual volume of contacts received. Out of 114 complaints, 63 (55%) related to Dragonfly (Housing Repairs and Maintenance). The next most common service area was Housing Needs (19, 17%) followed by Tenancy (15, 13%).

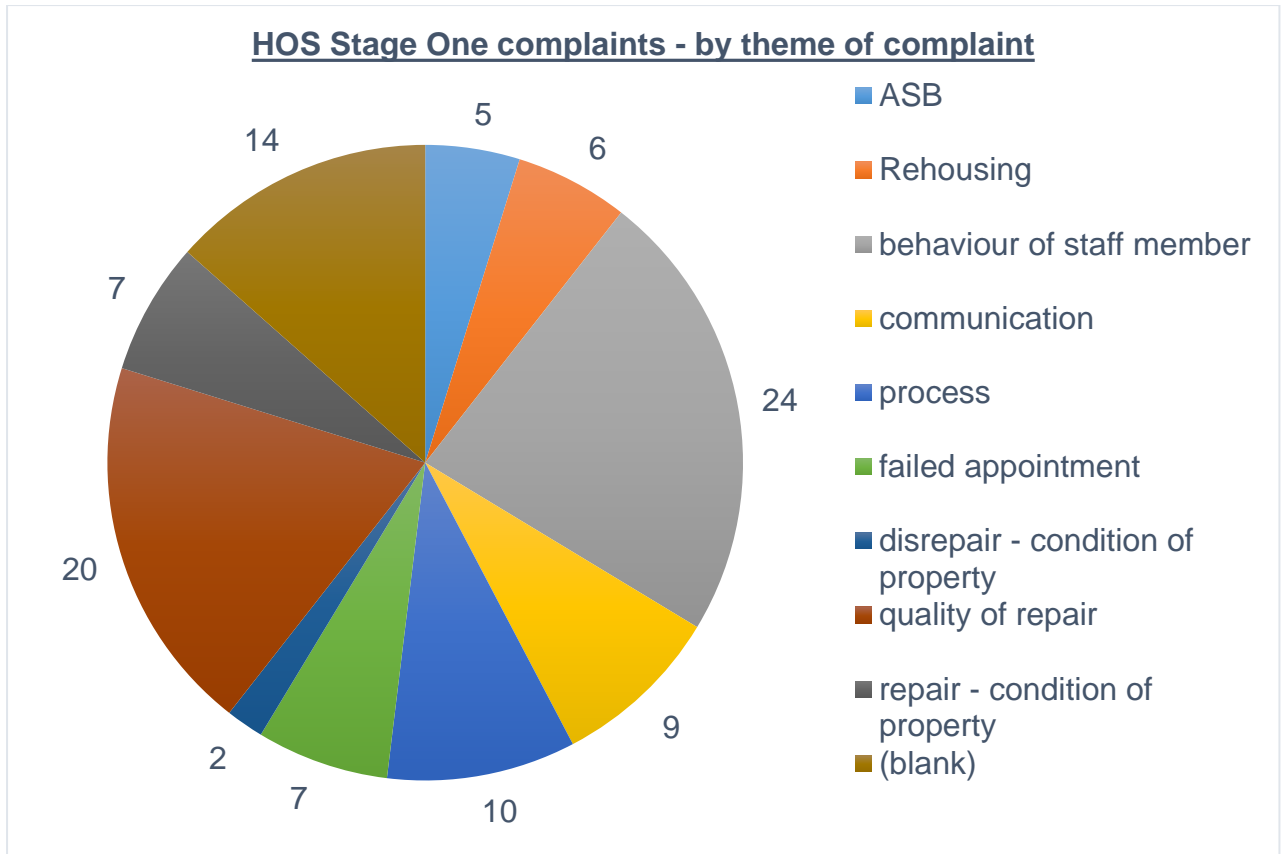
Table 4 – Breakdown of customer contact by team – complaints

Team	HOS Stage One	HOS Stage Two	Total for Team
Assistant Director of Housing	0	1	1 (1%)
Careline	6	1	7 (6%)
Community Safety	9	3	12 (11%)
Dragonfly (Housing Repairs and Maintenance)	62	1	63 (55%)
Housing Needs	17	2	19 (17%)
Rent	4	1	5 (4%)
Tenancy	11	4	15 (13%)
Total	109	13	-
Total (excluding cross cutting)	104 (5 cross cutting)	10 (3 cross cutting)	

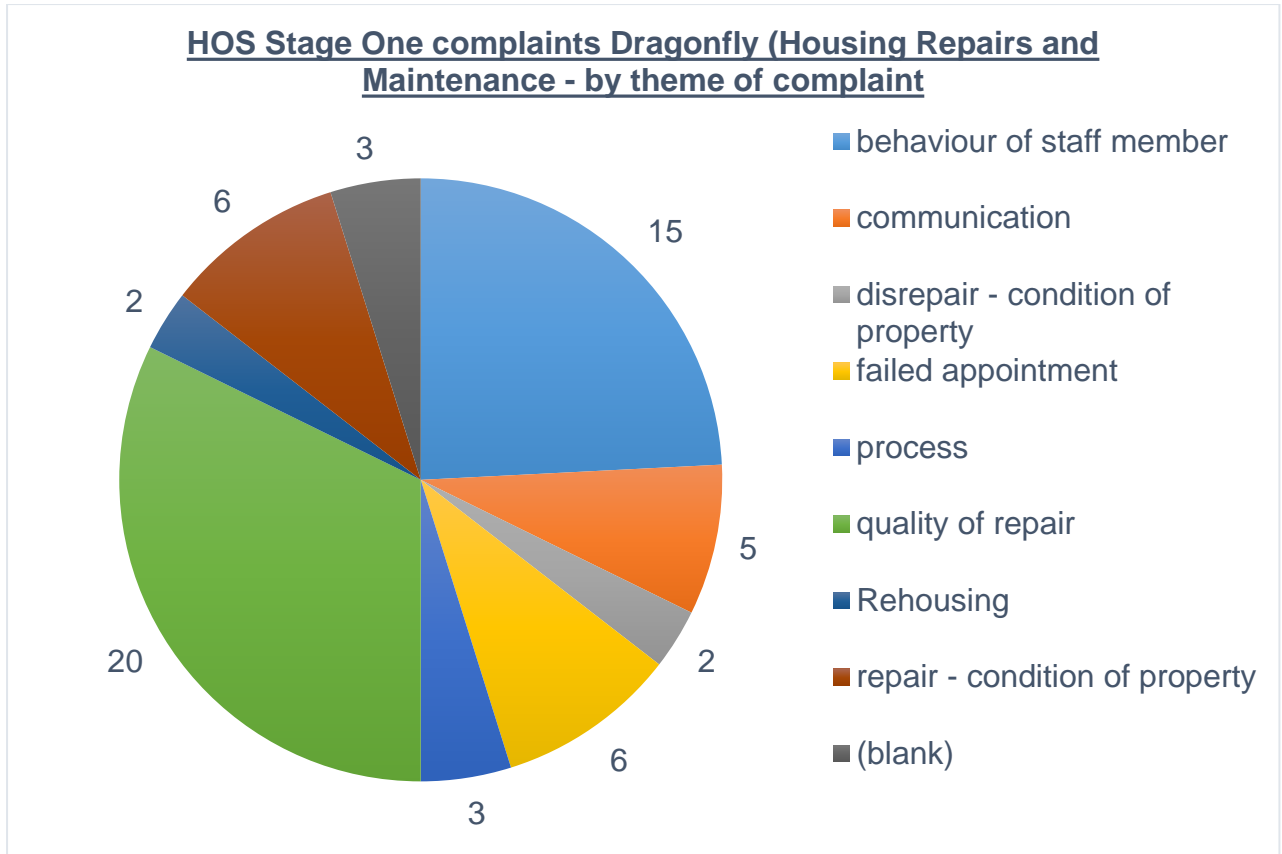
The chart below shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance).



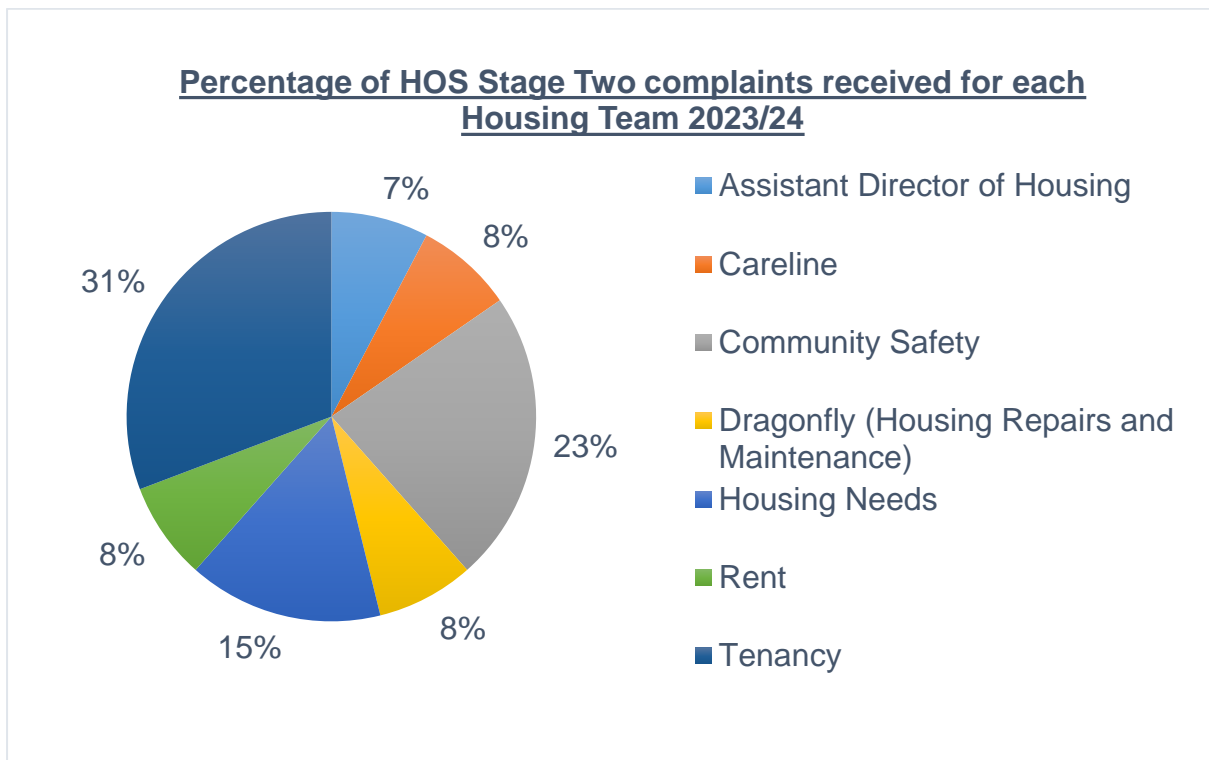
When analysing the themes of the HOS Stage One complaints, the most common factor was behaviour of staff member, followed by quality of repair. However, there were two further themes related to condition of property adding further weight to the investigation on the quality of the repairs service. 14 of the complaints had no clear theme.



57% of the HOS Stage One complaints related to the Dragonfly (Housing Repairs and Maintenance) team. When assessing those complaints by theme, they account for nearly two thirds of the complaints related to 'behaviour of staff member'.



For the complaints received at HOS Stage Two, (as outlined in Table 4), the largest proportion related to Tenancy, closely followed by Community Safety and Housing Needs (homelessness).



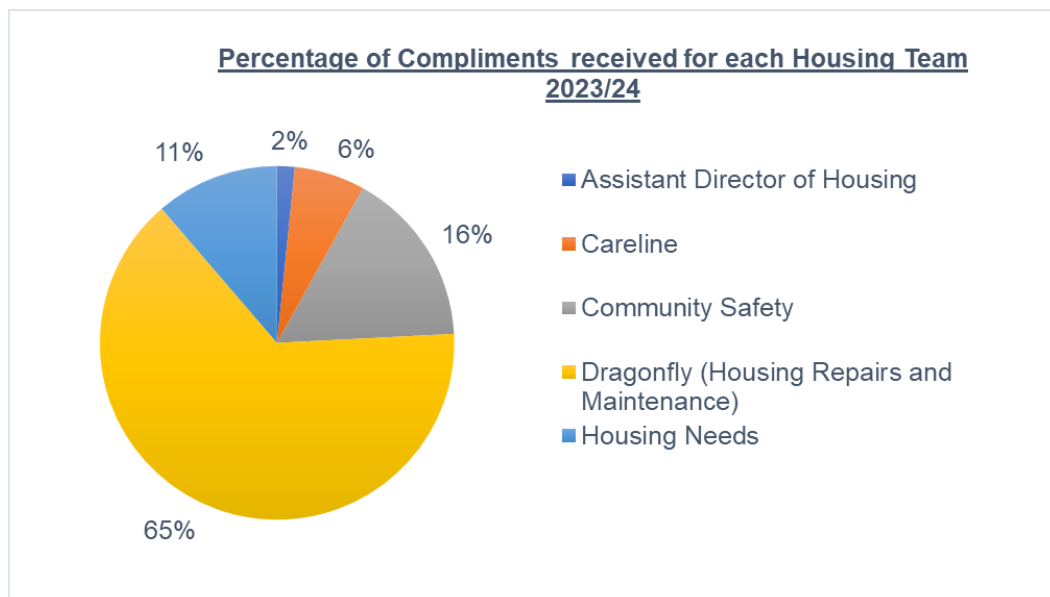
Volume of compliments, comments and M.P. enquiries

The following charts show the volume of compliments, comments and M.P. enquires received by team. For compliments and comments the largest proportion related to Dragonfly (Housing Repairs and Maintenance). However, for M.P. enquiries the majority related to Housing Needs (homelessness).

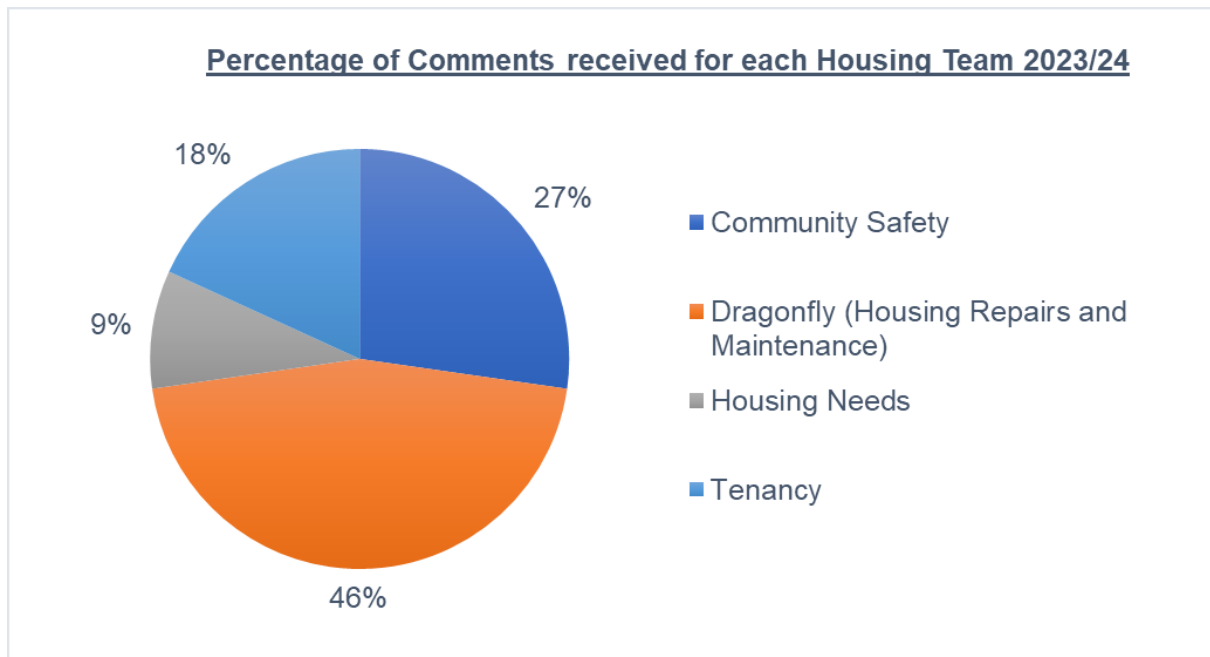
Table 5 – Breakdown of customer contact by team – compliments, comments and M.P. enquiries

Team	Compliments	Comments	M.P. enquiries	Total for Team
Assistant Director of Housing	1	0	1	2
Careline	4	0	0	4
Community Safety	10	3	19	32
Dragonfly (Housing Repairs and Maintenance)	40	5	15	60
Housing Needs	7	1	59	67
Rent	0	0	3	3
Tenancy	0	2	11	13
Total	62	11	108	-
Total (excluding cross cutting)	61 (1 cross cutting)	10 (1 cross cutting)	95 (13 cross cutting)	

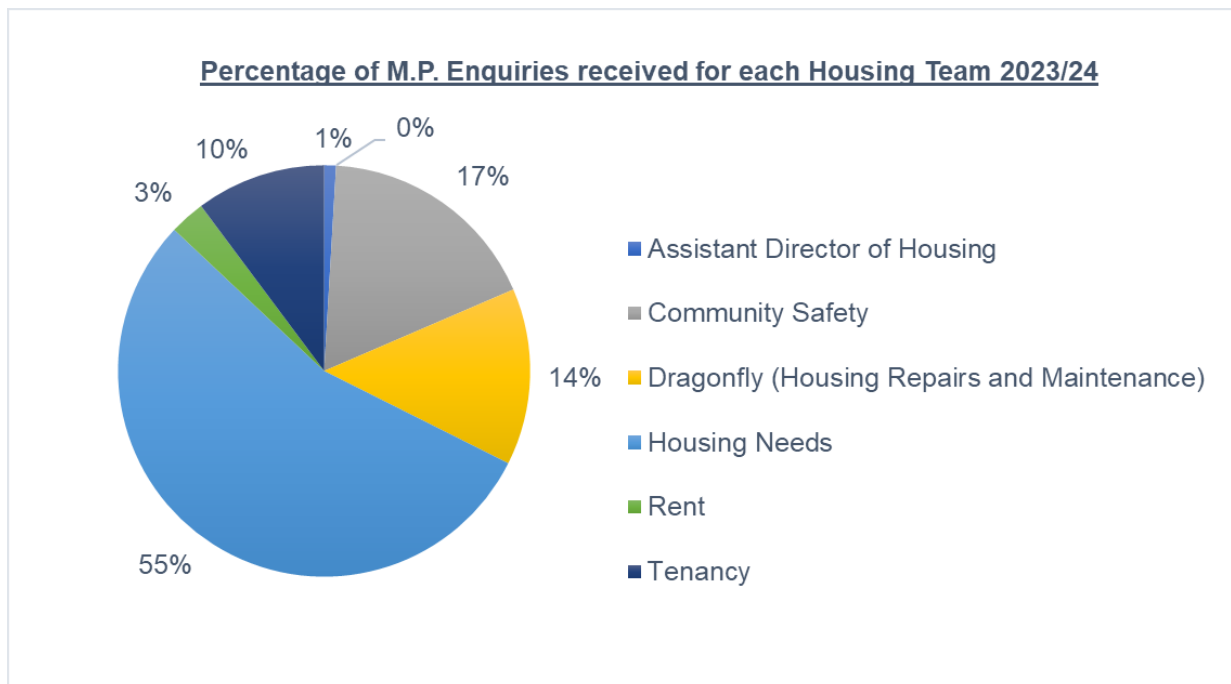
When analysing the compliments received in 2023/24, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by the Community Safety team and Housing Needs, respectively. This is useful to note as whilst repairs and maintenance has featured heavily as a core reason for complaint, 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.



The Council received a limited number of comments from tenants during 2023/24 and all were passed back to the teams for further action where required.



The chart below shows volume of M.P. enquires by team. When analysing the M.P. enquiries received during 2023/24, the highest number related to the Housing Needs team and the most common themes were rehousing applications, ASB and disrepair (condition of property).

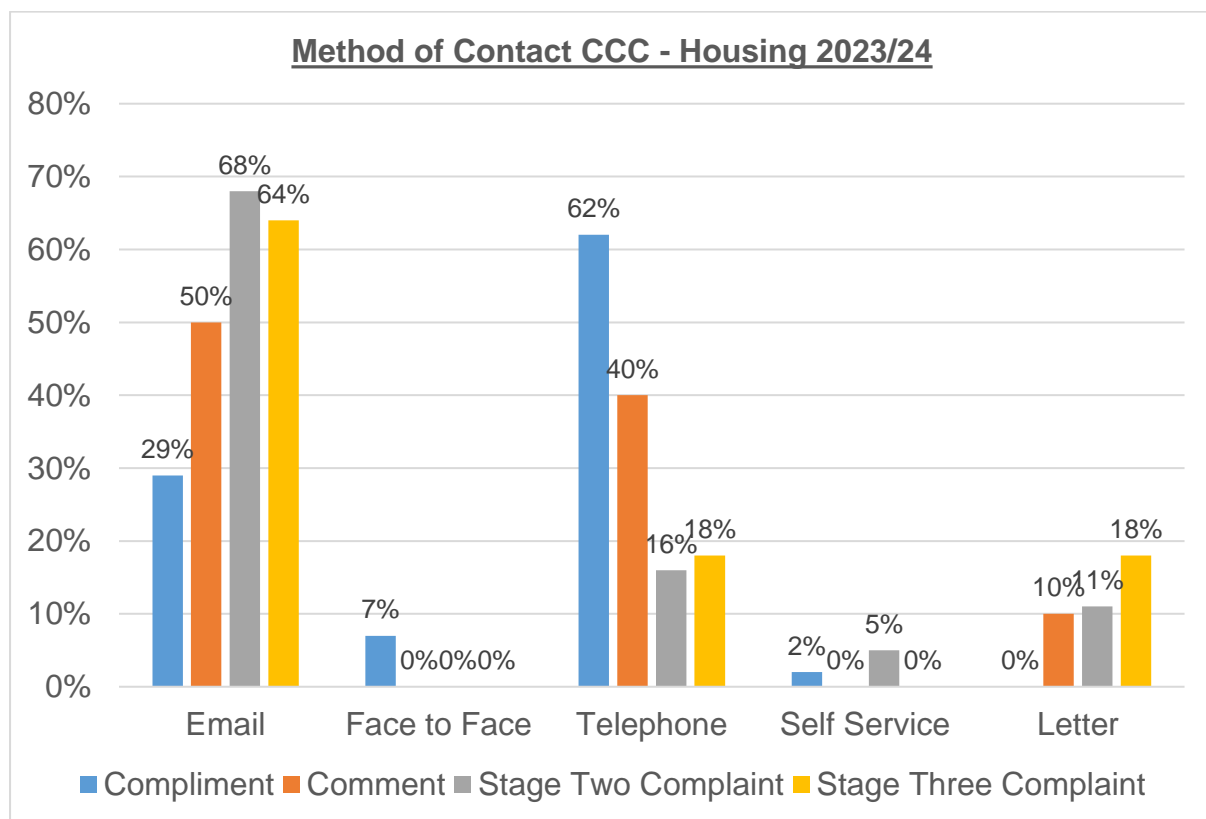


Method of contact

When analysing how tenants contact the Council to pass on a compliment or make a complaint, most compliments were via telephone, but Stage Two and Stage Three complaints were mostly via email followed by telephone and letter, respectively. This is interesting as through previous tenant surveys it has shown that tenants prefer contact via post/letter however the preferred method of contacting the Council in relation to complaints is clearly email.

The Council have had a significant move towards increasing digital transactions over the last four years and made several changes to the self-serve functions on the Council website. It is therefore encouraging to see tenants choosing to use this method of contact.

For 2023/24 data was not gathered in relation to the method of contact for complaints classified as 'Stage One Informal' (equivalent to HOS Stage One). This will be rectified for 2024/25 under the new statutory code and revised local policy, as this type of complaint no longer exists within the new CCC Policy.



Benchmark data

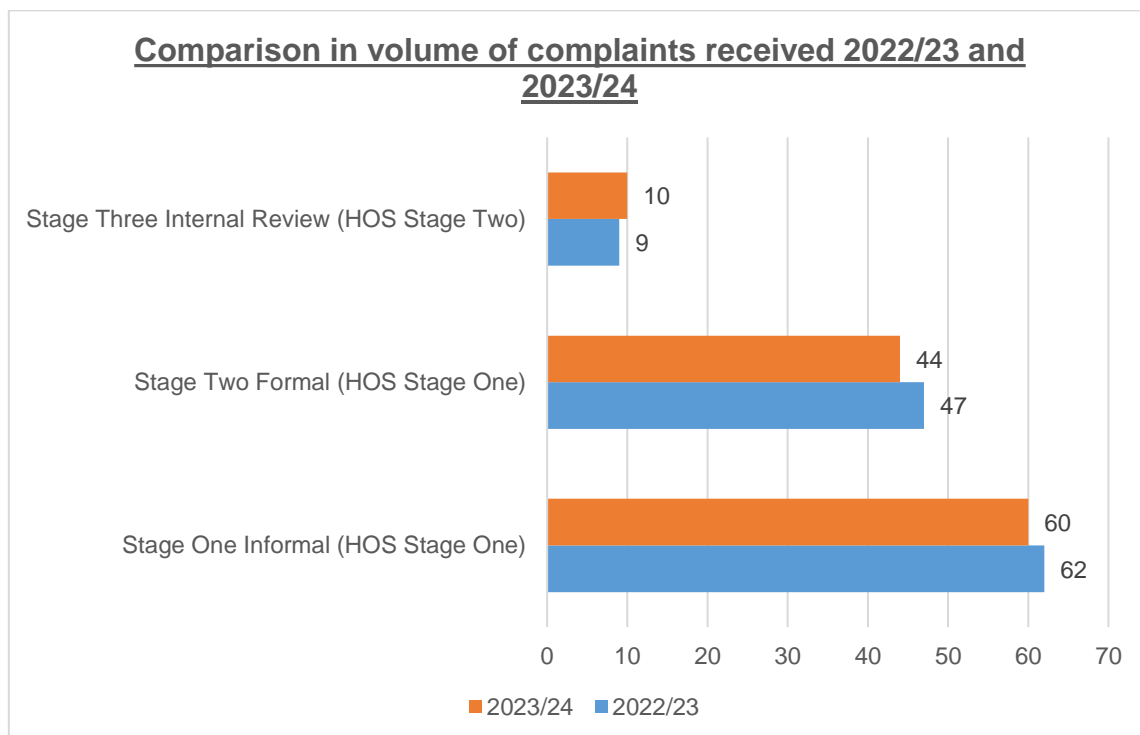
Comparison in volume of complaints received – 2022/2023

When comparing changes in local complaints data, this is in relation to the Council's 3-stage CCC Policy in place at the time, not the HOS code. In 2022/2023 there were 62 Stage One Informal complaints made. 33 of these were related to Dragonfly (Housing Repairs and Maintenance). The other 29 were categorised as Housing Management and Enforcement.

For Stage Two Formal complaints in 2022/2023 there were 47. 18 of these were related to Dragonfly (Housing Repairs and Maintenance). The other 29 were categorised as Housing Management and Enforcement.

There were 9 Stage Three complaints in 2022/2023. 2 of these were related to Dragonfly (Housing Repairs and Maintenance). The other 7 were categorised as Housing Management and Enforcement.

In comparison to the 2023/2024 data both Stage One and Stage Two complaints have decreased from 62 to 60 and 47 to 44, respectively. Stage Three complaints have increased slightly from 9 to 10.



Comparison with national trends on themes for complaint

A HOS Spotlight report on complaints about repairs from March 2019 acknowledges that repairs is "...year on year,...consistently the biggest category of complaint we deal with...". The report indicates that the most common causes of complaints about repairs fall in to four areas:

- "
1. New lettings
 2. Responsibility for the repair
 3. The time taken to carry out repairs
 4. Record-keeping "

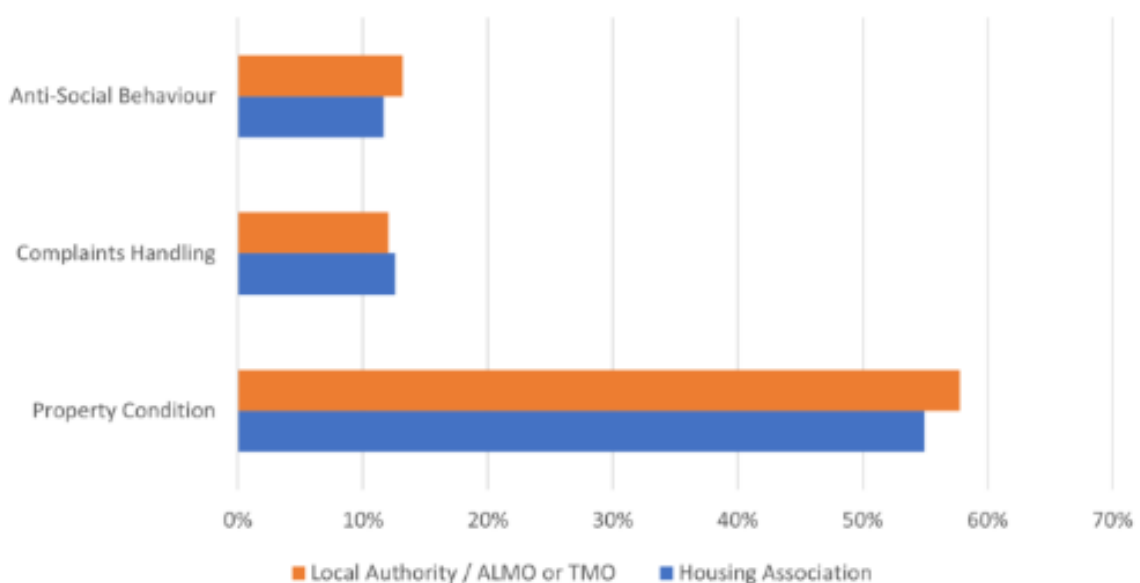
(HOS, (March 2019), Room for improvement: Spotlight on repairs, p7)

When reviewing repairs complaints for 2023/24, they do not typically fall into any of these areas, and most commonly relate to the quality of the repair, staff conduct, timing of the repair, and contact with the tenant during the repair process.

Comparison with national trends in reasons for complaints 2023/24

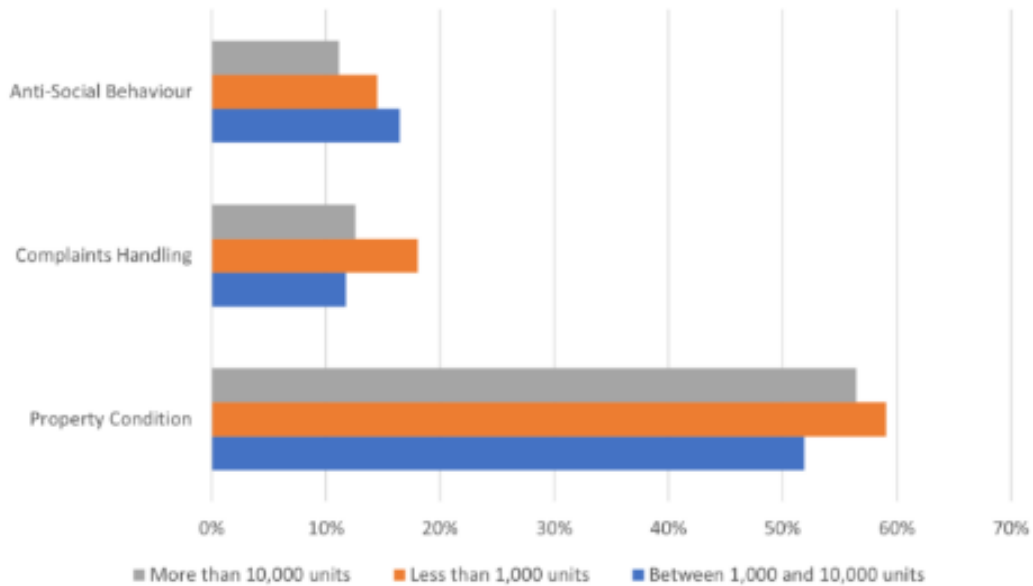
At the time of producing this report, the HOS have not yet published their analysis of Q4 2023/24 data. However, when looking at their analysis at Q3 2023/24 and previous quarters for the year, by landlord type and size of landlord, 'property condition' was the top category of complaint they received, with anti-social behaviour at a similar rate to the Council's complaints related to community safety. This indicates that the reasons for tenants complaining is comparable with the national picture.

Type of landlord



[Q3 Quarterly Data 23-24 | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Size of landlord



*Note: The Council have between 1,000 and 10,000 units

[Q3 Quarterly Data 23-24 | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Findings of non-compliance

In 2023/24, there were 16 Complaints categorised as HOS Stage One which were responded to outside of Housing Ombudsman timescales (10 working days), however all were within the CCC Policy timescale of 15 working days.

The Housing Ombudsman Code became statutory on the 1 April 2024 and the Council updated its CCC policy to reflect these timescales.

In the future, any complaints which are out of the Housing Ombudsman timescales the reasons will be documented and the Council will investigate. Measures will be put into place to ensure that complaints can be answered within the Housing Ombudsman timescales contained within the Statutory Code.

Service improvements

Improvements 2023/24

- 1) As a result of the statutory changes from 1 April 2024, the Customer Service, Complaints and Standards department have reviewed and aligned the CCC Policy and Customer Service Standards to meet the requirements of the Housing Ombudsman Complaint Handling Code. This is to ensure the process is effective for both the Council and the Ombudsman whilst resolving complaints quickly and improving services through learning. The approach to complaint handling offers an emphasis on early intervention and being proactive with the customer to ensure their issues and concerns wherever possible, are resolved at the earliest opportunity.
- 2) Acknowledgement and response templates have been adapted to meet the new requirements ensuring the Council is being open, transparent and communication is clear. The template ensures the Council demonstrates an understanding of the issues, the expected outcome or remedy, or clear reason for decisions, timeframes and the escalation process if a resolution is not met are clearly set out.
- 3) A revised Complaints, Comments and Compliments leaflet has been updated to reflect the new CCC Policy and the Customer Service Standards Leaflet is also updated. The leaflets will be available in paper format at each of the contact centres and online via the Councils website in accessible format by request. The 3rd Party Authorisation has been added as an improvement to streamline the process alongside the new timescales, escalation process and contact details for the Council and the Housing Ombudsman.
- 4) Mandatory corporate Customer Service, Standards and Complaints training has been adapted to reflect the updated CCC Policy and Customer Service Standards. Training will also be delivered to all new Council employees. Customer Advisors have also had training to ensure upon first point of contact they establish whether the enquiry is a complaint or service request and adapted to ensure that all relevant data can be gathered clearly.
- 5) One of the main improvements is that the Council have streamlined complaints onto one corporate system for effective monitoring. Previously initial repairs complaints were reported separately within the main Housing system.
- 6) Accessibility of making and escalating a complaint has where improved as complaints can now be raised or escalated verbally or in writing. Previously this was just in writing. Customers can request a verbal response following Housing Ombudsman guidance; however the Council will also give a written response together with a verbal response.

- 7) The Customer Service, Complaints and Standards department have biannual service review meetings with the Housing Management department and Dragonfly Management (Bolsover). Complaints and Standards reporting have been added to the agenda to enable discussion on performance and updates in relation to any complaints trends or improvements identified.
- 8) In February 2024, all tenants were written to, advising them of the annual rent change which included information about the 53 week year, and the need for an extra weeks rent. This generated some complaints in the way the monthly rent had been calculated. As a result of 2 complaints being received from tenants, an article was placed in the Bolsover Homes Newsletter Issue 8 to all tenants, together with an explanation on the Council's website to limit any further complaints. Since this the Council have not received any further complaints
- 9) Following an increase in reports of attacks by XL bullies and the change in legislation the Council received some comments and complaints about tenants with suspected XL Bullies. Officers arranged for information to be sent to all tenants in the February rent letter, as well as an article in the Bolsover Homes Newsletter to inform tenants on the reporting procedure.

Forward Improvements 2024/25

- 1) The Council intend to collate data on areas of complaints received to gain meaningful information and analysis and to be able to identify trends and make improvements. This information will be fed back to Council tenants quarterly in reporting at the Tenant Participation Review and Development Group Meetings, and with Councillors at the Customer Services Scrutiny Committees. These meeting reports and minutes are published on the Council's website which will ensure customers are kept informed.
- 2) Where the Council have made changes as a result of customer feedback or complaints, officers will ensure that this is fed back, this will be in the form of articles within the Bolsover Homes Tenants Newsletter and via the Council's website.
- 3) Officers will capture the method of contact preferred by tenants to report an issue, complaint or compliment, and any reasonable adjustments or 3rd Party authorisations required to ensure all tenants have access to the Council's services.
- 4) Due to the revised consumer standards that became operational as of 1 April 2024, the Council are required to ensure under the Transparency, Influence and Accountability Standard to ensure that officers are addressing complaints fairly, effectively and promptly to build trust with the Council's tenants. From April 2024, all tenants will be informed of the complaints process as part of the property sign-up procedure and new tenancy visits and given advice on how to

contact the Council should they wish to make a complaint. The Council endeavour to ensure that regular updates are provided to the tenant throughout the complaints process, so they are aware of steps to be taken by the Council and the clear timescales.

- 5) From 1 April 2024, the Council will keep a formal record of any complaints refused. While this is something that rarely occurs, if at all, to improve transparency all such contact will be recorded including where a complaint is redirected elsewhere when the complaint falls outside the scope of the CCC Policy or relates to a service by another provider.

Tenant scrutiny of complaints

The Council will include complaints reports as part of the Tenant Participation Review and Development Group meetings. This group is the most strategic consultative group and consists of an equal mix of Tenants, Councillors and Officers.

Tenants were consulted in March 2024 as to potential future report formats and reviewed the information currently presented to Councillors via Customer Services Scrutiny Committee. Tenants were happy with the format and understood that the report will be specific to Housing related complaints rather than all services across the Council.

Tenants will use the data presented to assess any trends related to service areas/teams, any changes in volume, identify areas that need to be considered by the Challenge and Change Group (tenant scrutiny group), and compliance/non-compliance with response times.

Tenants involved in Challenge and Change work (tenant scrutiny) were also engaged in the production of this report, reviewing the presentation of the data and providing tenant feedback on service performance and areas for improvement.

Housing Ombudsman Service (HOS) reports to landlord

No formal determination was made by the HOS for 2022/23 in relation to Bolsover District Council complaints handling. The HOS only create individual reports for landlords with five or more findings of maladministration to ensure meaningful interpretation can be achieved. During 2022/23 the Council had no findings of maladministration.

Whilst the HOS are yet to publish their reports for 2023/24, officers are aware that no cases were escalated to the HOS during 2023/24.

Appendix A: Self-assessment form 2024

This self-assessment form has been completed by the Complaints and Housing Management Services Teams, and has been reviewed and approved by the landlord's governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the Annual Complaints Performance and Service Improvement Report on the website, with hard copies available in each contact centre.



Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6 and page 9.</p> <p>Portfolio Member updated and Policy approved at Customer Services Scrutiny 25.03.24, Executive 15.04.24.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors Recorded training available on staff portal.</p> <p>Senior Leadership Team updated at a number of team meetings via P. Brown, Service Director for Complaint handling.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			Policy uploaded to website.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6.</p> <p>CIS (customer information system) scripts updated to reflect CCC Policy changes.</p> <p>Third party authorisation form is completed.</p> <p>Cllrs and the MP have been updated with CCC Policy and changes.</p> <p>Customer Advisors updated via team meetings and attending overview training 12.06.24 regarding the changes to policy and new 2 stage process. Customer advisors aware to give tenants the choice to make a complaint if dissatisfied with an outcome. Must fall within scope of policy.</p>
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1 page 6.</p> <p>Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			of team meetings via P. Brown, Service Director for Complaint handling. Recording of training available on staff portal.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	This is not specifically stated within the policy, but the Council do this in practice. The CCC Procedures to be updated for Service Areas to follow to meet policy requirements and will be included here.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6. Advice and or link to how to make a complaint has been added to external satisfaction surveys and the Realtime Satisfaction survey. Performance team updated.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9. CCC Procedures to be updated for Service Areas to follow and meet policy requirements.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9-11.
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 9.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.		
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Compliments, Comments and Complaints Procedures to be updated. Corporate procedures to be updated to reflect advice to CSCO and Service areas.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 9.

Section 3: Accessibility and Awareness

94

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3 page 6.</p> <p>Multiple channels – letter, email, face to face, via staff.</p> <p>Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment will be completed to support the updated policy.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.4 page 18.</p> <p>CCC Overview refresher training delivered via 'Teams' 18.04.24 to key service area Managers, Officers, Directors. Senior Leadership Team updated at a number of team meetings via P Brown Service Director for Complaint handling.</p> <p>Recording of training available on staff portal.</p>
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	<p>Performance reporting monitored by Scrutiny, and Executive.</p> <p>Service Review meetings are held annually and biannually depending on the service are requirements, Corporate Complaints and Customer Service Standards are to be introduces as an agenda item to discuss CCC</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			volumes and type, information will be shared and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition any Complaints that also result in a compliment will be recorded. Through the training for CCC/Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the 2 stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2 page 18, the role of the ombudsman page 15-16, the Regulators code page 17-18.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2 page 6. Third party authorisation form includes section for complaints.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format, the information leaflet

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	individual can engage with the Ombudsman about their complaint.		<p>has been reviewed to incorporate the Policy changes and timeframes.</p> <p>Customer Service Standards Leaflet also to be updated Changes have been passed to the Communications Officer to include within the next In Touch district Publication and the Tenants Magazine. Included within Stage 2 response template.</p>

Section 4: Complaint Handling Staff

97

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer (CSCO) These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	CCAdmin@bolsover.gov.uk Complaints are a key priority for the authority, emails come from a designated CCC Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to a CCC Admin email inbox for the attn of the Customer Standards and Complaints Officer (CSCO). Updates to portfolio holder monthly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –Section 5 page 17-18. Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Cover and additional resource for the service is in place with a Customer Advisor

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	core service and must be resourced to handle complaints effectively		working temporarily 1 day per week and covering any absence to maintain effective complaint handling. Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints. CSCO to update re performance and services areas to update re improvements to service delivery following comment or complaint.

Section 5: The Complaint Handling Process

66

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only. Officers advised in recent training of new CCC Policy and Procedure that informal stages are not appropriate.
5.3	A process with more than 2 stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – 2 stage process only.
5.4	Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the 2 stage complaints process set out in this Code. Residents must not be expected to go through 2 complaints processes.	Yes	The Council allow 3rd party complaints and complaints from the local MP. These are carried out in accordance with the 2-stage process as set out in the policy.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Policy shared with 3 rd party organisations and also available on website. 3rd party auth is now included within the CCC form.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9 page 11. Included within Stage 1 and Stage 2 Template.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, Page 5 Introduction. Corporate procedures to be updated to reflect advice to CSCO and Service areas

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.		
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 3.3 page 6-7. CCC Leaflet includes access for all statement. The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 18 explains this

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Excel Spreadsheets with all complaint data. CCC system keeps a record. Folders within a dedicated drive on the system where all correspondence is saved. Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3 year data retention for all records.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Remedies for a complaint page 13-14.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 17-19 Vexatious/habitual complaints.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	for the provisions of the Equality Act 2010.		

Section 6: Complaints Stages

Stage 1

104

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11-12.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 page 11-13.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9 Page 11.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11. Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Acknowledgement Stage 1 and Stage 2 templates. Include within procedure advice.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10 page 13.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.		
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13. This is included as standard in all Stage 1 responses.

Stage 2

107

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – complaints handling process, page 12.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Introduction, Page 5.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – The Complaints handling process page 12.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11.
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 –page 11.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – page 11.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Not explicitly stated within the CCC Policy but responses are monitored by the CSCO and service areas are made aware they must ensure all actions are completed and update the CSCO.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13. This is included as standard in all Stage 2 responses.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<ul style="list-style-type: none"> b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 		
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – responses page 13.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – remedies page 14.
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11 page 13- 4.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	appropriate. Any remedy proposed must be followed through to completion.		
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The CCC Policy has been edited to include Remedies which were suggested within the HO Complaint Handling Code.

111

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ol style="list-style-type: none"> the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; any findings of non-compliance with this Code by the Ombudsman; the service improvements made as a result of the learning from complaints; any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the 	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>From April 2024, this will also be reported to the Tenant Participation Review and Development Group (a Cllr and Tenant meeting).</p> <p>Annual Performance report and Ombudsman decisions presented Scrutiny, Standards Committee and to Executive.</p> <p>Service Review Meetings for Complaints to discuss service improvements.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	Ombudsman in relation to the work of the landlord.		
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Assessment 23-24 will be presented to the Customer Services Scrutiny meeting on 3 rd June 2024, executive on 24 th June, submitted to the Tenant Participation Review and Development Group on 16 th July 2024.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any request.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18. Presented at Customer services scrutiny quarterly, trends analysed.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Updates in the In Touch & Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Customer Service, Standards and Complaints Manager. Presented at Customer Services Scrutiny quarterly, trends analysed. From April 24 this will also be presented and discussed in the Tenant Review and Development Meetings.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8 page 23. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress 	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18. Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.		
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5 page 17-18. Mandatory training for all new employees.



OFFICIAL

Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 6: Customer Service Compliments, Comments and Complaints and Standards **Report for Housing & Repairs Quarter 1 1st April 2024 to 30th June 2024**

Classification	This report is Public.
Report By	Lesley Botham Customer Service, Complaints and Standards Manager Telephone: 01246 242230 Email: Lesley.botham@bolsover.gov.uk
Contact Officer(s)	Alice Willoughby Customer Service, Complaints and Standards Officer Telephone: 01246 242355 Email: Alice.willoughby@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing and Repairs.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to identify improvements within its Housing & Repairs services.
- To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st April 2024 to 30th June 2024.

REPORT DETAILS

1. Background

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

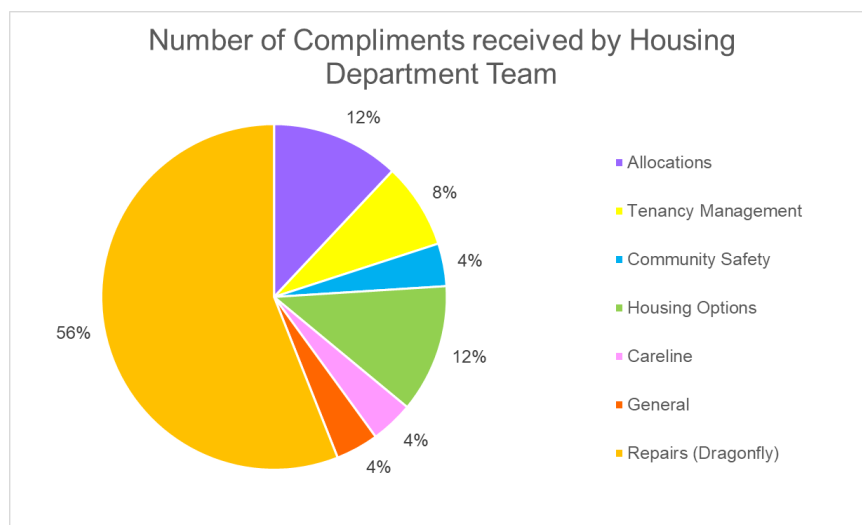
2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

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

Compliments

In total 22 written compliments were received during 1st April 2024 to 30th June 2024. Compliments were received from customers who appreciated excellent service.



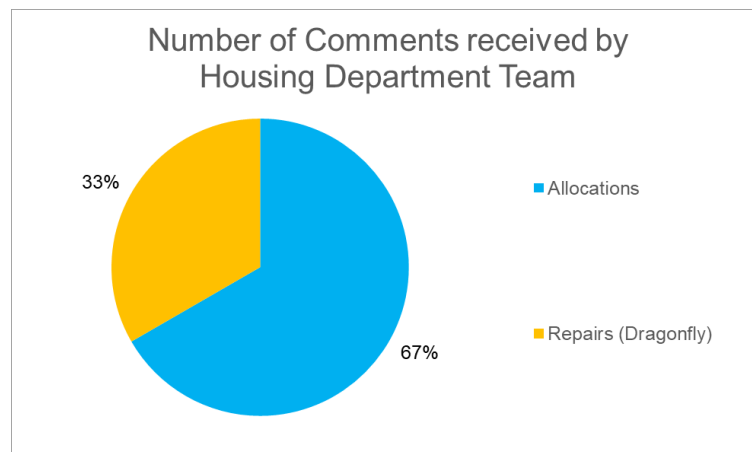
When analysing the compliments received in Q1, Dragonfly (Housing Repairs and Maintenance) received the most compliments with 14, followed by the Housing Allocations Team and Housing Options Team with 3 compliments. The Tenancy Management Team received 2 compliments and the Careline Team, the Community Safety Team and General Housing received 1 compliment.

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

Compliments for repairs were focussed on the repairs operatives for doing excellent work and being polite, they also included a thank you to the repairs team for organising repairs to their property. Compliments for Allocations Team were mainly regarding the Teams being informative and guiding residents through the application process. Finally, compliments for the Housing Options Team were to thank the Officers in this department for being understanding and providing help to prevent homelessness.

Comments

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

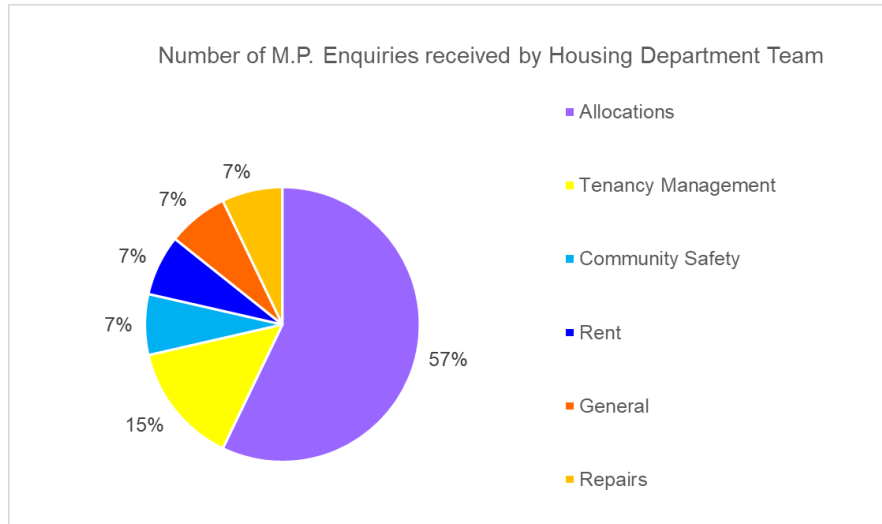


Out of the 2 written comments, one of these was cross cutting between two departments. Therefore, the Community Safety Team received 2 comments and Repairs Team received 1 comment.

The Council received a limited number of comments during Q1 and all were passed back to the teams for further action where required. All comments received during Q1 were made by residents and no comments by tenants were received.

MP Enquiries

In the period 1st April 2024 to 30th June 2024, the Housing Department received 12 M.P. Enquiries, 100% of these M.P. Enquiries were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.



The chart below shows volume of M.P. enquires by team. When analysing the M.P. enquiries received during Q1, the highest number related to the Allocations Team with 8 M.P. Enquiries and the Tenancy Management department received 2. The Community Safety Team, Rent Team, Repairs Team and General Housing all received 1 M.P. Enquiry.

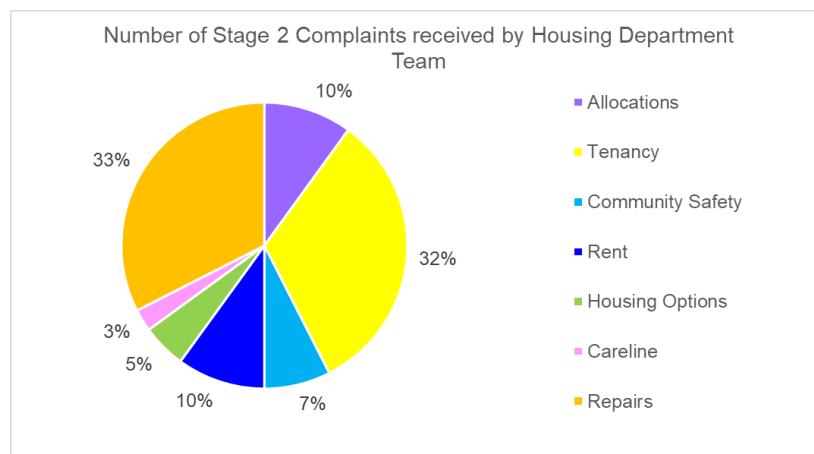
The most common themes for M.P. Enquiries were in relation to Housing Applications including new applications and tenant applications to facilitate a property move.

Complaints

Stage One

In total 32 Stage One Complaints were recorded from the 1st April 2024 to 30th June 2024.

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



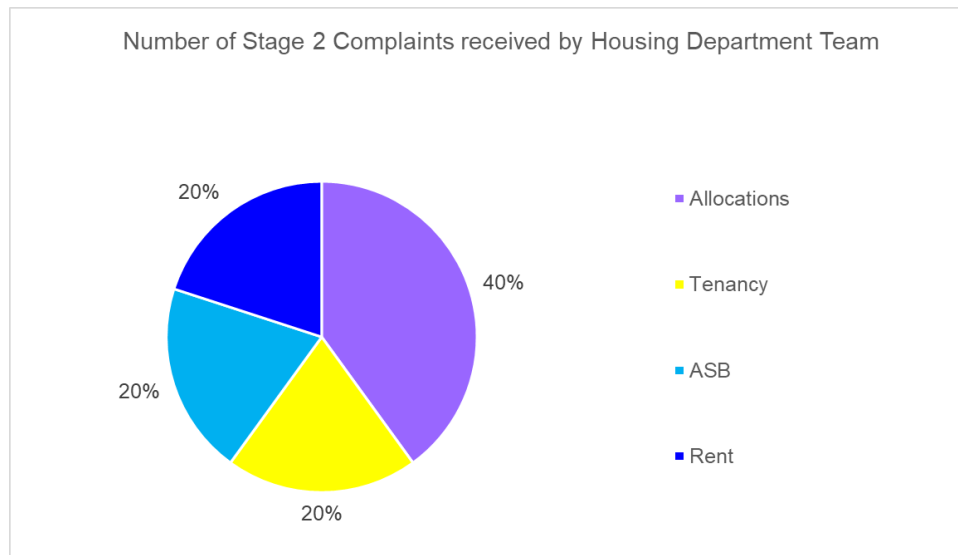
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance) and the Tenancy Management with 13 Stage One Complaints, next was the Allocations Team and Rent Team with 4, Community Safety had 3, Housing Options 2 and Careline 1.

When analysing the themes of Stage One complaints, the most common factor was behaviour of staff member, followed by quality of repair or repairs outstanding.

Stage Two

4 Stage Two complaints were recorded, from the 1st April 2024 to 30th June 2024.

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



For the complaints received at Stage Two, the largest proportion related to Housing Allocations, which received 2 Stage Two Complaints. the Tenancy Management Team, Community Safety Team and Rent Team all received 1 Stage Two Complaint.

When identifying themes for Stage Two Complaints it was found that both complaints for Housing Allocations related to Housing Application eligibility. This may be due to the fact that in April 2024 the Council revised its Housing Allocation Policy following a consultation period in order to prioritise housing applicants which changed the eligibility criteria for Council housing.

Ombudsman

The Housing Ombudsman (HO) has reviewed 1 complaint during this period. This complaint is still being investigated by the Housing Ombudsman and all data was given to them on the 19th June 2024.

2.2 Summary for Quarter 1 2024/25

	Apr	May	Jun	Total
Compliments	7	9	6	22
Comments	1	0	1	2
Stage 1 Complaints	9	11	12	32
Stage 2 Complaints	1	1	2	4
MP Enquiries	4	5	3	12

Complaints Feedback

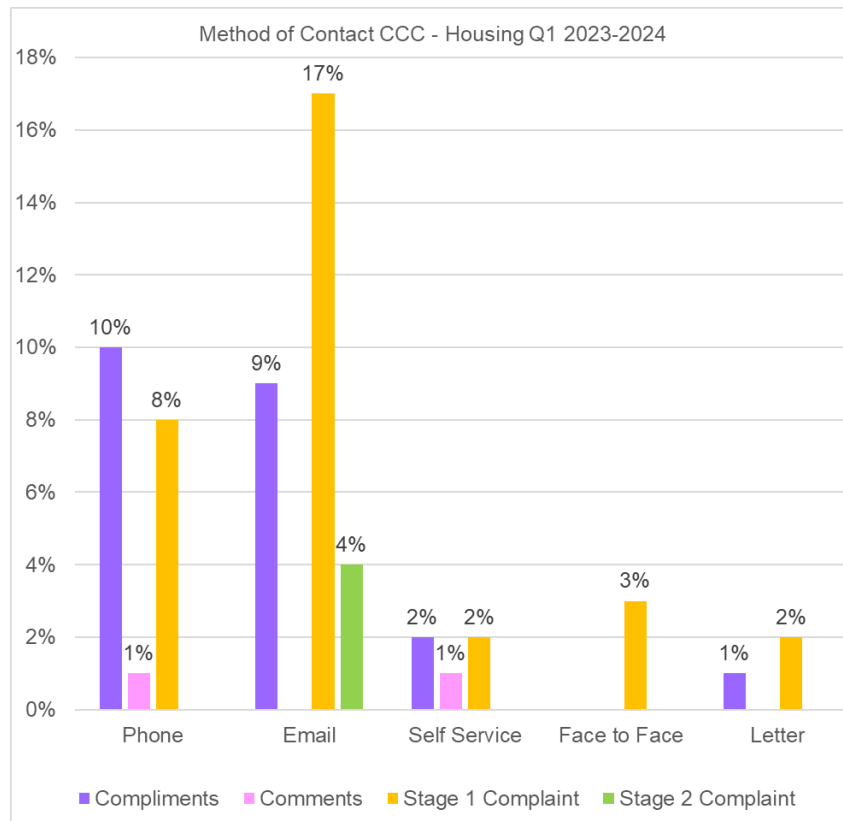
Whilst there were no trends leading to service improvements during this quarter of the financial year. The Council will be reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported. The Dragonfly Service Review is on the 25th September 2024 and the Housing Service Review is on the 30th September 2024.

Method of Contact

When analysing how tenants contact the Council to pass on a compliment, a comment or make a complaint, most compliments were via telephone and comments were an equal split between telephone and self service. Most Stage 1 Complaints were mostly via email followed by telephone, face to face, then letter or self service and all Stage 2 Complaints were 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 clearly email.

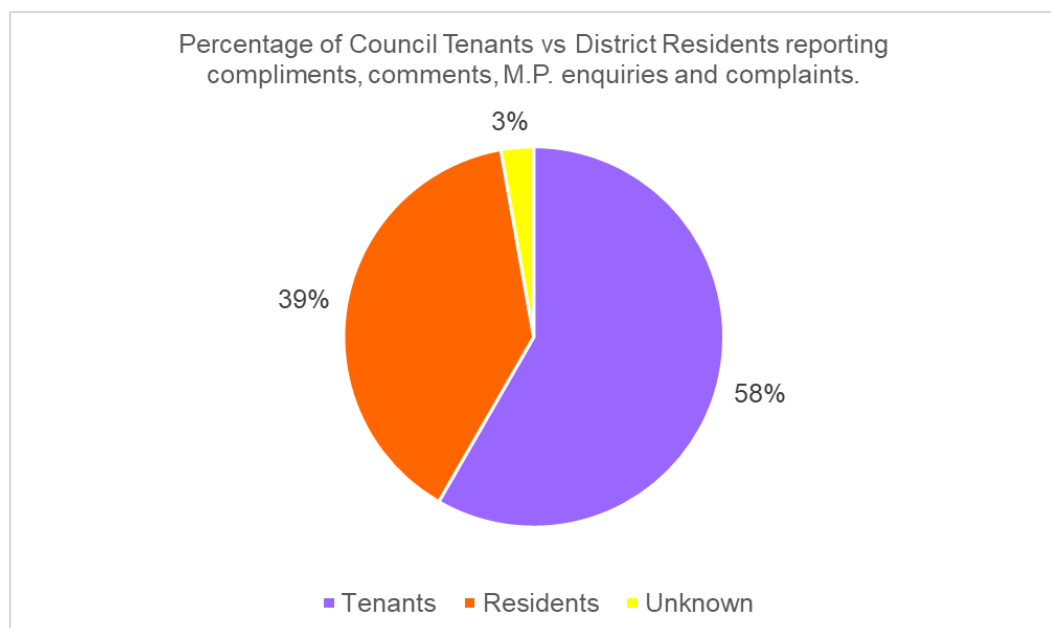
The Council have had a significant move towards increasing digital transactions over the last four years and made several changes to the self-serve functions on the Council website. It is therefore encouraging to see tenants choosing to use this method of contact.

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's for compliments, comments, M.P. enquiries and complaints we found that Tenants make over half of these reports compared to residents.



2.3 Compliments/complaints included:

Compliments	Complaints
Would like to thank the Council for a warm welcome into the Tenant Participation Group, they want to thank all involved for giving them an exciting opportunity to become more involved.	Customer has found themselves homeless and advises that the Council have not helped them secure accommodation as a vulnerable adult.
Wanted to thank the Repairs Operatives who attended their repairs, they were punctual, friendly and very efficient. Thanked them for the excellent service.	Customer has concerns regarding repair works at their property and the communal areas.
Customer thanked the Council's Contractor for the exceptionally good, professional and caring way they installed a wet room and extended the back doorstep. They are grateful for the wet room but also that the staff took the greatest care of them and the property. The repair operatives were a credit to the company.	Customer having to wait a long time for a repair appointment because no-one attended the first scheduled appointment.
Customer would like to thank the Housing Allocations Manager and the repairs team for all the help provided in getting the house ready for sign up quickly.	Customer is not happy with the way the Rent and Recovery Team spoke with them.
Customer would like to thank the Housing Allocations Manager for all the background work done with regards to an application for a bungalow.	Customer has complained about ongoing damp in the property and repairs that aren't being fully looked at and resolved.
Customer would like to thank the Careline Staff who saw their mother whilst they had the fall bracelet, it gave them peace of mind if they were not there.	Customer is not happy with the attitude of the Housing Officer.

The Repairs Operative was very polite and the customer wanted to thank them. They were conscientious and passionate about the work they did.	Customer is not happy that their rent payments have gone up by £40 a month.
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RECOMMENDATION(S)

1. That members of the Group review Q1 performance and compliance with response times.
2. That members makes recommendations for action, where required, should the data indicate the need for further investigation on service delivery by individual teams.

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 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



OFFICIAL

Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 8: Stock Condition Survey

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

The Social Housing (Regulation) Act 2023 received Royal Assent in July 2023, and has introduced significant changes to the Social Housing Sector. It was introduced to improve the quality of social housing for tenants by tightening the regulations imposed on the social housing sector.

The Act has given increased powers to the Regulator of Social Housing to carry out inspections of Local Authority Registered Housing Providers, at least every **five years** to ensure they are meeting the consumer standards. The Regulator also has the power to issue unlimited fines to those that fall below the prescribed standard; fines of which, are uninsurable.

The Regulator for Social Housing has updated the Consumer Standards with effect from 1st April 2024. The Safety and Quality Standard requires Registered Providers know the condition of their stock. We must have an accurate record at an individual property level of the condition of homes. In addition, this information must be kept up to date and it is suggested that there be a minimum five-year rolling programme of stock condition surveys.

The Social Housing (Regulation) Act 2023 also introduced “Awaab’s Law”. This will introduce two key requirements, the implementation of a specific timeframe and procedures for addressing hazards in the home and an implied term with the social housing tenancy agreements that Registered Providers comply with those requirements. It is proposed that Awaab’s Law is applied to all the Housing Health and Safety Rating System (HHSRS) and not just damp and mould. It is further imperative that the Council has accurate data regarding its housing stock, whether there are any hazards under the HHSRS and the Energy Performance Certificate (EPC) ratings.

The last Council stock Condition survey was carried out in 2014 and covered approximately 70% of internal surveys and 100% of external surveys being completed. Where access was not granted, assumptions were made using similar

local properties. Due to its age, the stock condition database has become unreliable and in need of refresh.

In June 2024, the Executive and Full Council agreed a budget to undertake a 100% stock condition survey. It is proposed the survey would capture the following information:

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

At the end of the survey programme, together with the full dataset and photographs, the service provider will provide a report setting out the key information from the surveys and an updated 30-year outline asset investment. The intention would also be to receive the data in a format compatible with the Council's Housing Management System

The survey will mean the Council will have access to every property, providing valuable opportunity to capture up to date and accurate data about tenants and their households in terms of any vulnerabilities that the Council needs to be aware of and respond to.

RECOMMENDATION(S)

1. That members of the group note the Councils intention to commence a 100% Stock Condition Survey and provide comments on the communication needed to tenants explaining the purpose of the survey, to reach the 100% target.

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

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

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



OFFICIAL

Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 9: Housing Annual Report

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

The Tenant Involvement and Empowerment Standard 2017 specifically required the Registered providers provide *“timely and relevant performance information to support effective scrutiny by tenants of their landlord’s performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets”*

In 2023 members of the group agreed the content of the Councils 2022-23 Annual Report. This became a 4 page document published within Issue 7 Bolsover Homes Newsletter, November 2023 (Appendix 1.)

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

Specifically, we must annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). We have provided the information to the Regulator of Social Housing and published two reports on the Councils website which contain performance with regards to the Landlord Management Data and the Tenancy Perception Survey, as explained within Agenda item 4.

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

Additionally quarterly complaints monitoring will also be reported to the group as explained within Agenda item 6.

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

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

It is our intention that a Housing Annual Report is still produced although this will now focus on achievements over the past financial year as well as planned priorities for the coming year. This report will also contain the financial information required and examples of where we have made improvements as a result of tenant feedback. We do not intend to recreate all the information contained within the TSM or complaints report.

RECOMMENDATION(S)

1. That members of the group review the Housing Annual Report 2022-23 and agree required performance information to be included in the Annual Report 2023-24

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 Annual Report 2022-23

Appendix 1 Housing Annual Report

This report summaries the performance of our housing service during the last financial year and also highlights some of our achievements whilst setting out priorities for 2023/24.

I am pleased to share this report with you as part of our latest Bolsover Homes magazine and hope you find the information contained within the report useful and informative.

We continue to work hard on your behalf to improve our service and give you a voice in how we operate and what we do. Over the past 12-months we have:

- Continued to deliver high quality new homes, including 21 at Whitwell, 19 at Langwith with an additional 14 units at Ashbourne Court.
- Improved our Independent Living Schemes through the ambitious Safe and Warm programme with work continuing at Valley View in Hillstown and Jubilee Court in Pinxton and work has started at Woburn Close in Blackwell.
- Enhanced the allocation and tenancy sign up process so that applicants deal with the same person throughout and up to the six-week first tenancy visit.
- Prioritised tenancy sustainment with each new tenant being visited a minimum of three times in the first year of the tenancy. This benefits both ourselves and the tenants with improved communication and awareness of support services.
- Received an increased number of welfare adaption requests, with 107 requests processed resulting in 388 adaptations, allowing people to live independently in their own homes for longer. We have also updated our welfare adaption policy to reflect our commitment on this.
- Introduced our new tenancy agreement which makes it clearer and more logical for tenants to understand.
- Introduced our new online application form.
- Made significant progress in reducing the void times, meaning we make properties available quicker for tenants to move into.

- Seen a substantial rise in the number of homeless approaches (477) and we have undertaken 306 homeless assessments.

Our priorities for 2023/24 are to:

- Undertake a stock condition survey and a robust capital programme plan to ensure we are providing safe, secure and good quality housing for our tenants.
- Increase tenant engagement by putting tenants at the heart of what we do and seeking their opinion on our service.
- Ensure the allocations policy gives priority to those with a housing need, encourage mutual exchange schemes for those who do want to move and look at encouraging downsizing to free up high demand properties.
- Continue exploring digitalisation of services to improve the tenant experience and their interactions with us.
- Create a dedicated homeless team to support those at risk and prevent homelessness.
- Continue to develop and enhance our services to fully meet the requirements of the Regulator for Social Housing.

If you have any comments about this annual report then please email us on enquiries@bolsover.gov.uk

**Councillor
Sandra Peake**
**Cabinet Member for
Housing**



April 2022-March 2023

OUR PERFORMANCE

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

Council housing

- We own 5006 properties
- 54 new properties built/acquired
- 477 homeless approaches made to us
- 47 properties sold under the right to buy scheme



We own
5006
properties



54
new properties
built/acquired



Rent

- 93.68% of rent was collected in full
- The average weekly rent of all council properties was £85.54
- £1,227,363 was the current tenant arrears at the end of 2022/23
- 37% of tenants paid by Direct Debit

Letting homes

- 2094 people on our housing register
- 372 properties allocated
- 321 void properties received for occupancy



61,703
Careline calls
made via pendants

Bolsover Careline

- 622 people supported in their homes
- 61,703 calls made to Careline via the pendants
- 1084 emergency calls (uninjured people) attended

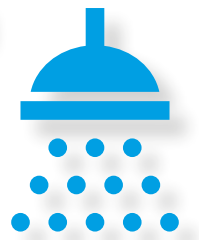
Welfare Adaptations

- 388 adaptations completed
- 126 wet rooms completed, 43 of which were installed in bungalows
- 9 stair lifts installed
- 132 grab rails/drop down rails installed

9 stair lifts installed



126 wet rooms completed



209 roof replacements



248 bathrooms modernised



181 kitchens modernised



181 heating replacements/updates

Improving Properties/Your Home

- 181 heating replacements/upgrades
- 209 roof replacements
- 181 kitchens modernised
- 248 bathrooms modernised
- 2 UPVC window replacements
- 67 external doors
- 50 external wall insulations
- 22 cavity wall insulations

Repairs & Maintenance

Day-to-day costs, including voids:

Employee costs: £2,538,004

Material costs: £1,220,155

Sub contractors and specialist contractors: £1,562,627

Other expenditure: £253,223

Total: £5,574,009

- Overall satisfaction with the repairs service 99.7%
- 11,337 responsive repairs carried out, and within timescales
- 3,625 of which were carried out within six-hour target



Overall satisfaction with the repairs service 99.7%



3,625 repairs carried out within six-hour target

How is your rent spent?

We manage over 5,000 properties and the total income for 2022/23 was £22,606,120.

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

- Housing rents £21,605,712
- Non-dwelling rent (garages) £88,783
- Leaseholders/leasehold shops £17,039
- Independent Living £401,803
- Central control monitoring charges £298,942
- Misc income £193,841

Expenditure

- Repairs and maintenance £3,036,005 (includes materials, repairs costs, contractors and void work)
- Supervision and management £8,980,279 (includes staffing costs)
- Independent Living Schemes £480,883 (includes staffing and running costs)
- Careline service £1,003,323 (includes staffing and vehicles)
- Tenant participation £73,610
- New build scheme evaluations £264,424
- Rents and rates £211,622
- Miscellaneous £9,071
- Interest on loans £4,026,657
- Contribution to Major Repairs Reserve £5,125,472
- Other appropriations £605,226
- N.B: Additional Capital monies of £4,892,843 was spent on schemes for our existing properties such as safe and warm and decent homes.



£3,036,005

spent on repairs and maintenance

£480,883
Independent Living Schemes



£8,980,279

spent on supervision, management and staffing



£1,003,323

Careline services including staffing and vehicles



**Total income
£22,606,120**



£5,125,472

Contribution to Major Repairs Reserve

£4,026,657
interest on loans



OFFICIAL

Bolsover District Council

Meeting of the Tenant Participation Review and Development Group on 16 July 2024

Agenda Item 10: Housing Strategy 2024-2029 – planned consultation

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

The Council's current Housing Strategy 2021-24 is due to expire in 2024 and as such a revised strategy is required. Officers propose to run the incoming strategy from 2024-2029 to ensure that it covers the Council Plan 2024-28 but also takes the Council beyond this point, allowing the incoming Council in 2027 to formulate their new Council Plan. Furthermore, having a plan that covers a longer period will allow us to align with existing district and countywide strategies.

The Strategy forms a plan on how the Council will work with partners in the public, private and voluntary sectors to enable housing growth across all sectors, and the quality and range of housing to meet the resident's needs of the district, including housing and support for the most vulnerable.

The strategy will also have a key role in helping to secure potential external funding for housing related projects across the district.

The Council's outgoing Housing Strategy 2021-2024 identifies the following key strategic housing priorities to address the challenges highlighted by national and local policy and data:

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

Following the last report in April 2024, the teams have been working on the draft content based on the existing wider policy framework, gathering district profile data and have commissioned the Local Housing Needs Study jointly with Chesterfield Borough Council.

Attached at Appendix 1 is an outline structure for the new strategy based on the recently approved council plan Bolsover District The Future 2024-2028, and our wider policy framework at national and local level.

The revised proposed timeframes for the development and implementation of the new strategy allows for a longer public consultation period and takes account of the revised timescales for completion of the Housing Needs Study.

During the live window for the public consultation, the survey will be circulated to the following stakeholders and will feature as a main link on the Council website:

- Circulation to tenant email addresses, where held
- Circulation to Parishes – to include a poster with QR code
- Poster with QR code in contact centres and hard copy for viewing
- Poster with QR code in the following libraries and hard copy for viewing:
 - Bolsover
 - Clowne
 - Creswell
 - Pinxton
 - Shirebrook
 - South Normanton
 - Whitwell
- Circulation to Citizen's Panel mailing list
- Circulation to Communications email lists
- Circulation to Private Registered Providers with properties within the district
- Circulation to private landlords contact list
- Circulation to neighbouring councils
- Circulation to Derbyshire County Council/NHS partners.

RECOMMENDATION(S)

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

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

The Strategy links to all the corporate aims:

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

Priorities:

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

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

DOCUMENT INFORMATION

Appendix No	Title
1.	Housing Strategy 2024-2029 – initial strategy outline 150724

Housing Strategy 2024-2029

Initial Strategy Outline

~~March~~ July 2024

Purpose of the document

A core objective over the coming months is to adopt a Housing Strategy for the District which will provide a framework to draw together policy strands and funding into a coordinated strategy to tackle local housing issues. The Strategy will:

- develop national and regional policy at a local level to meet the current and future communities needs of Bolsover, and
- provides a link between planning and the economy and the local housing strategy.
- Identify partners necessary to meeting the housing priorities.

Our Priorities

The BDC Housing Strategy will carry forward the corporate priorities relating to the Housing aim as set out in the Council's new corporate plan – Bolsover District The Future:

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

These will be addressed within the new strategy as follows:

- Priority 1 – Providing Good Quality Housing

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

- Priority 2 – Enabling Housing Growth

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

- Priority 3 – Supporting Vulnerable and Disadvantaged People

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

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

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

Proposed objectives as per council plan

To deliver the priorities in the corporate plan we have set ourselves a number of objectives. These will be acknowledged within the relevant section of the strategy and supporting delivery plan:

1. Prepare and adopt new Council Housing Strategy by October 2024
2. Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028
3. 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.
4. Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
5. Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.
6. Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.
7. Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs
8. Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.
9. Develop strategies to support the private rented sector in supporting the Council in its duties.
10. Deliver the actions within the Council's Homelessness Strategy by December 2027

Accountability and Responsibilities

Who	Roles and Responsibilities
Customer Services Scrutiny Committee	Informed of initial outline proposals and engaged as part of consultation process. Recommends from the Scrutiny Committee to be reported to Executive.
Executive	Executive who will confirm the contents of the proposal in the strategy before recommending it to Council.
Council	Approves the Strategy.
<ul style="list-style-type: none"> Victoria Dawson Assistant Director of Housing Management and Enforcement Sarah Kay Assistant Director of Planning Policy and Planning Chris McKinney Senior Devolution Lead for Planning Policy, Strategic Growth and Housing. 	Overall responsibility for the Housing Strategy.
<ul style="list-style-type: none"> Jo Wilson Housing Strategy and Development Officer Neil Oxby Principal Planning Policy Officer. 	Producing the Housing Strategy and reporting on the delivery of the Strategy
<ul style="list-style-type: none"> Keely Green Senior Planning Information Officer & Violet Parker Planning Policy Information Officer. 	Supporting information for the Strategy.

Project Plan (Key Milestones) and Input from Stakeholders

Action	Involvement/ Responsibility	Planned Dates/ Deadlines	Revised Dates/ Deadlines
Collating information and determining Housing Priorities/ Strategy contents	Portfolio Holder - Housing Councillors/ Housing Strategy Team/ Environmental Health Team	4 th March – 31 st May 2024	4 th March – 26 th July
Local Housing Needs Study (joint with Chesterfield Borough Council)	Planning Policy and Housing Strategy Team	1 st February 2024 – 7 th June 2024	<ul style="list-style-type: none"> • Submission of a full draft report by w/c 2nd of September 2024. • Final report by the week commencing 7th of October.
Development/ finalisation of the Draft Strategy	Housing Strategy Team working closely with Portfolio Holder - Housing	3 rd June – 12 th July	23 rd April – 26 th July
Scrutiny consultation	Housing Strategy Team	15 th July 2024	15 th July 2024
Final draft consultation with stakeholders – mixture of online survey and face to face workshops.	Stakeholders - partner/public /internal – see Appendix 2	16 th July 2024 – 9 th August 2024 Specific dates: Tenant Participation Review and Development Group – 16 th July Parish Council Liaison – 22 nd July Councillors Workshop – 31 st July	Online survey - 5 th August – 20 th September Specific dates: <ul style="list-style-type: none"> • Tenant Participation Review and Development Group – 16th July • Parish Council Liaison – 22nd July • Councillors Workshop – 31st July • Housing Stock Management Group – 13th

Action	Involvement/ Responsibility	Planned Dates/ Deadlines	Revised Dates/ Deadlines
			August/ 10 th September
Consultation analysis and strategy amendments where necessary	Housing Strategy Team	1 st August 2024 – 18 th September 2024	23 rd September – 31 st October
Presentation of working draft and consultation results to Senior Leadership Team	Assistant Director of Housing Management and Enforcement/ Assistant Director of Planning and Planning Policy	5 th September 2024	3 rd October 2024
Executive Report and Papers to Governance	Housing Strategy Team	11th September 2024	Removed – decision is a Council function. Will go to Executive for recommendation later in the process.
Deadline for any final amendments prior to committee publication	Housing Strategy Team	26 th September 2024	31 st October
Scrutiny Pre Meeting	Housing Strategy Team		4 th November
Deadline for any final amendments prior to committee Executive/ Council publication	Housing Strategy Team	26 th September 2024	6 th November
Executive/Council Pre Meeting	Portfolio Holder - Housing	18 th September 2024	13 th November 2024
Scrutiny after any amendments due to consultation (only if required)	Housing Strategy Team	16 th September 2024	18 th November 2024
Executive Meeting	Portfolio Holder - Housing	7 th October 2024	2 nd December 2024
Council Meeting	Portfolio Holder - Housing	9 th October 2024	4 th December 2024
<i>If Agreed at Council:</i> Implementation date – Circulate and publicise	Housing Strategy Team	9 th October 2024	4 th December 2024

This will be supported by fortnightly meetings by the Housing Strategy Team to review and progress.

Housing Strategy document structure outline

1. Introduction

2. District profile with infographics section to include data such as the following:

Council owned homes – stock profile	Number of Registered Providers affordable homes across the district	Number of Council housing allocations per annum	Numbers on Council housing register
Right to buy sales	Average private rent costs	District Tenure Breakdown % private rented % Council and RP % owner occupied	House price to earnings ratio
Average Gross Salary/ Median salary	Numbers presenting as homeless	Shortfall of affordable housing	House Price Trends
Population Change Estimates 2023-2028	New build council homes completed	OTHERS AS APPROPRIATE	

3. National and Local Context (potential for brief reference in main document with greater detail in an appendix)

- Social Housing Regulation Act 2023
- East Midlands Combined County Authority
- Derbyshire All Age Accommodation Strategy
- Derbyshire Health and Wellbeing Strategy
- Bolsover District The Future 2024-2028
- Bolsover Local Plan
- North Derbyshire and Bassetlaw Housing Market Area - Local data profile via the 2024 Housing Needs Assessment
- Bolsover Homelessness and Rough Sleeping Strategy 2022-2027
- Bolsover Private Sector Housing Strategy 2024-2027
- Private Sector stock condition survey and evidence base

4. Council vision for housing in Bolsover

5. Achieving our Strategy: Priorities and objectives

Priority 1 – Providing Good Quality Housing

Narrative to include:

- Background information on these aspects – why it is important, summary of the evidence.
- What has been achieved already - summary of what has been achieved in this area already – including previous Strategy action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

2. Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.
3. 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.
4. Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
5. Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.

Areas for potential additional actions:

- Build New Council Housing. – use strategy to set clear build standard in relation to net zero target.
- Purchase properties from private development companies to increase the Council's housing stock.
- Carbon Reduction.
- Refurbishment / regeneration to existing Council Housing Stock. – this can only be determined once the stock condition survey is complete.
- Making best use of the Council's Housing Stock.
- Consumer Standards
- Decent Homes Work – Implement Decent Homes 2.
- Delivery of Tenant Engagement Strategy.

Priority 2 – Enabling Housing Growth

Narrative to include:

- Background information on these aspects - why it is important, summary of the evidence.
- What has been achieved already - summary of what achieved in this area already – previous Strategy action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

6. Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.
7. Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs
8. Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.

Areas for potential additional actions:

- Bringing Empty Properties Back into Use (private sector)
- Custom and Self-Build
- Support to Gypsy and Travellers community
- Housing Growth and Regeneration – Covers:
 - Housing Growth – Local Plan and Growth Plans.
 - Improve the quality and design of new housing. – Design Codes. BNG
 - Ensure there is the necessary infrastructure to support new housing developments – Links to S106 work
- Affordable Housing to Meet Local Need - Supply, mix and quality of affordable housing. Building stronger partnerships with Registered Providers. (Integrates Partnership Working to Enable Housing Growth).
- Increasing choices in the housing market:
 - Meeting the Housing Needs of Older People?
 - Housing for people with disabilities
 - Housing Mix.
- Priority Sustainable Homes - Climate change, sustainable living and enhancing the natural environment should be key considerations at all stages of planning, delivery, and occupations of homes.

Priority 3 – Supporting Vulnerable and Disadvantaged People

Narrative to include:

- Back ground information on these aspects - why it is important, summary of the evidence.
- What has been achieved already - summary of what achieved in this area already – previous Strategy Action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

10. Deliver the actions within the Council's Homelessness Strategy by December 2027

Areas for potential additional actions:

- Prevent and Relief Homelessness.

- Enable Supported Housing / Housing with Care for Older People, People with Physical Disability / Mental ill health / Domestic Violence / Complex Needs.
- Supported Accommodation – potential strategy development
- Older People’s Housing Accommodation and Support – including Careline.
- Support to Care Leavers.
- Support to Armed Forces.

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

Narrative to include:

- Back ground information on these aspects - why it is important, summary of the evidence.
- What has been achieved already - summary of what achieved in this area already – previous Strategy Action results
- Objectives under this priority.

Relevant Corporate objectives (as above):

9. Develop strategies to support the private rented sector in supporting the Council in its duties.

Areas for potential additional actions:

- Private Rented Sector.
- Private Sector Stock Condition Survey.
- Private Sector – Owner Occupiers (OO) Actions
- Home Improvements / Energy Efficiency – OO and PRS
- Disabled Facilities Grants / Adaptations

6. Delivery Plan (Appendix)

Other potential appendices:

- Housing Needs Assessment
- Wider District Profile
- Detailed national/local context information