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

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Friday, 10<sup>th</sup> October 2025

Dear Councillor / Tenant,

**HOUSING LIAISON BOARD**

You are hereby summoned to attend a meeting of the Housing Liaison Board of the Bolsover District Council to be held in Committee Room 1, The Arc, Clowne on Tuesday, 21<sup>st</sup> October, 2025 at 10:30 hours.

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

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

Yours faithfully,

Solicitor to the Council & Monitoring Officer

### **Equalities Statement**

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

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

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## HOUSING LIAISON BOARD AGENDA

***Tuesday, 21<sup>st</sup> October, 2025 at 10:30 hours taking place in Committee Room 1, The Arc, Clowne***

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	To take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:	
	<ul style="list-style-type: none"><li>• Tuesday, 27<sup>th</sup> January 2026;</li><li>• Monday, 20<sup>th</sup> April 2026.</li></ul>	

## HOUSING LIAISON BOARD

Minutes of a meeting of the Housing Liaison Board of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Tuesday, 29<sup>th</sup> July 2025 at 10:30 hours.

### **PRESENT:-**

Members:-

Councillor Phil Smith in the Chair

Councillor Ashely Taylor.

Tenants:- Mrs. Kathleen Blair (Substitute), Mr. Steven Bramley, Mrs. Heather Fretwell (Substitute), and Mrs. Angela Sharpe.

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

### **HLB1-25/26      APOLOGIES FOR ABSENCE**

Apologies for absence were received on behalf of Councillors Janet Tait and Vicky Waplington, Tenants Mrs. Janice Payne, Mrs. Doreen Potts and Ms. Jackie Taylor, and Deborah Whallett (Housing Services Manager).

### **HLB2-25/26      MINUTES**

Moved by Mr. Steven Bramley and seconded by Councillor Ashley Taylor

**RESOLVED** that the minutes of a meeting of the Housing Liaison Board held on 22<sup>nd</sup> April 2025 be approved as a true and correct record.

### **HLB3-25/26      INSPECTION IMPROVEMENT PLAN**

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

The Council was one of the first to be inspected under the new inspection regime and had received a C2 Grading (C1 being the highest achievable, C4 the lowest).

The C2 Grading recognised that the Council had provided assurance, met the Consumer Standards in many areas, and had identified areas where improvement was needed.

A comprehensive Improvement Plan had been devised to show how the Council would drive improvement and demonstrate to the Regulator that weaknesses had been addressed – the Council had met with the Regulator on 5 occasions since inspection,

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most recently 17<sup>th</sup> July 2025.

A summary of progress to date on the 4 key areas of improvement was attached at Appendix 1.

92.7% of the Council's housing stock had been surveyed (350 properties had not been inspected).

It was intended for properties to be surveyed every 5 years or via a rolling stock programme – the Executive would be presented both options October 2025.

To identify trends and drive improvement, the Council had established the role of Housing Performance Manager. The Housing Performance Manager was introduced and shared previous knowledge and experience as a Housing Options Officer.

The Assistant Director of Housing Management & Enforcement explained the Tenant Census had been undertaken to establish, amongst other matters, basic information on tenancy household (incl. ages, languages and any disabilities within tenant households).

To a question on future access to properties currently proving challenging (whether deliberate or not), the Assistant Director of Housing Management & Enforcement informed communication with the Council's Legal Team had taken place to agree a process to gain access to every property (especially for the gas checks required annually).

It was noted several of the 350 properties not surveyed had been due to the inflexible arrangements of these households' schedules. For the households which were proving intentionally challenging, injunctions would be utilised.

**RESOLVED** that the Board note comments of the Improvement Plan.

### **HLB4-25/26      TENANT SATISFACTION MEASURES**

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

Following the Board's April 2025 meeting, the final Tenant Satisfaction Measure (TSM) figures had gone through internal data checks and had been provided to the Regulator before the deadline 30<sup>th</sup> June 2025.

Included in the report was a Table that detailed tenant perception satisfaction surveys for 2024/25 in comparison with 2023/24.

For 2023/24, 50% of tenants had been surveyed. For 2024/25, 100% had been surveyed to allow the evidence collected to be more representative.

The rate of complaints had decreased from 2023/24, while the rate of Anti-Social Behaviour cases had increased. 4 out of 5 safety measures had met internal targets, with Gas Safety checks fractionally below target.

Response times for Stage 1 Complaints had improved and had met the internal target. The response times for Stage 2 Complaints were also considered satisfactory (only one

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complaint was out of timescale by 1 day).

The volume of repairs was comparable with 2023/24 and performance had improved for non-emergency repairs (both repairs targets were met).

2025/26's survey was likely to commence September / October 2025.

A discussion was held on the technicalities of Complaints received. It was agreed to add some wording prior to the complaints section to define the difference between a complaint and a service request, to guide tenants answering the question that they should only answer in relation to formal complaints.

Printed versions of the posters would be provided in the Council's Contact Centres as well as digitally for the information screens.

**RESOLVED** that: 1) the performance for 2024/25 documented in the attached reports is reviewed and acknowledged (Appendices 1 and 2);

2) Tenants acknowledge and approve the Tenant version of the TSM Data attached at Appendix 3;

3) the performance for the Management Information Measures Q1 2025/26 is reviewed and acknowledged (Appendix 4).

### **HLB5-25/26      REPORT FOR HOUSING & REPAIRS QUARTER 1 (1ST APRIL 2025 TO 30TH JUNE 2025)**

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

20 Compliments had been received 1<sup>st</sup> April to 30<sup>th</sup> June 2025 – Dragonfly (Housing Repairs and Maintenance) had received the most Compliments, followed by Housing Options and Community Safety & Enforcement.

Compliments for Dragonfly (Housing Repairs and Maintenance) focussed on the Repairs Operatives who were praised for their work being 'excellent' and 'impeccable', and were reported to be 'friendly', 'pleasant', 'polite', 'courteous' and 'respectful'.

Whilst Dragonfly (Housing Repairs and Maintenance) Complaints had featured heavily for 2024/25, a tenant's personal experience of the service appeared to influence their bias in their response to the Council.

5 Comments had been received in the same period – 100% were acknowledged and passed to their respective department within the target time of 5 working days.

Most Comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme found was in relation to communication from the Repairs Team.

2 M.P. Enquires had been received in the same period. It was believed information provided to the M.P.'s Office could have led to a reduction in M.P. Enquiries overall as constituents were being appropriately advised of the action required (and dealt with) through other Council processes (i.e. as a service request / first enquiry).

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Both M.P. Enquiries regarded Housing Allocations.

25 Stage 1 Complaints were recorded in the same period, with 100% responded to within the Council's customer standard and the Housing Ombudsman Code of 10 working days. Dragonfly (Housing Repairs and Maintenance) had received the most Stage 1 complaints, followed by Tenancy Management then Property Services.

There was a range of reasons Complaints had been made about Dragonfly (Housing Repairs and Maintenance). Themes included communication issues, conduct of officers, and a perceived lack of action.

Tenancy Management complaints were mostly related to actions taken by officers such as the rent arrears process. All Complaints regarding Property Services were low and the only theme derived was a lack of / poor communication.

4 Stage 2 Complaints were recorded in the same period, with all responded to within the Council's customer service standard and the Housing Ombudsman Code of 20 working days (up to the point of the writing of the report). There were still 2 outstanding Stage 2 Complaints, both still within timescales.

The largest proportion related to Tenancy Management, though no theme could be identified as all Stage 2 Complaints related to varying issues.

The Housing Ombudsman (HO) and Local Government Ombudsman (LGO) had reviewed 1 Complaint during this period – a decision had not yet been made regarding this case.

Service improvements included:

- 1) The Managing Building Surveyor / Contract Administrator had confirmed they would review the process of sending letters out with the contractor;
- 2) Debtors would look at changing their system so that a bailiff letter was not triggered for debts under a certain value;
- 3) Dragonfly (Housing Repairs and Maintenance) had increased their presence on site to ensure standards were being maintained by Contractor Operatives;
- 4) New processes had been agreed for future contractors to monitor and respond to emails from the start of mobilisation;
- 5) A new process had been put in place for the scheduling of works which did not rely on jobs being sent back to the system before rescheduling was completed – this should prevent jobs being missed in the future; and,
- 6) The Council would check all out-of-hours repairs had been completed the following morning or ensure these were correctly logged to a Contractor.

The Council would continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which might not have been reported.

When analysing how customers contacted the Council to pass on a Compliment, Comment or Complaint, nearly all Compliments and Comments were made via telephone. Stage 1 Complaints were mostly made via telephone (followed by self-service) and stage 2 Complaints were equally made between telephone and email.

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When analysing the data on who was making reports to the Council for Compliments, Comments, M.P. Enquiries and Complaints, it was found that Tenants had submitted the most reports when compared to residents.

When compared to Q1 2024/25, there proved a similar number of Compliments and Stage 2 Complaints received in Q1 2025/26, though Comments had slightly increased from Q1 2024/25.

For both Q1 2024/25 and Q1 2025/26, Dragonfly (Housing Repairs and Maintenance) had received the most Compliments and Stage 1 Complaints.

Examples of Compliments and Complaints were detailed in the report.

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

### **HLB6-25/26      ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT 2024/25**

The Housing Strategy and Development Officer provided a verbal update and copies of the draft report to the Board.

The Housing Ombudsman Service's (HOS) Complaint Handling Code (the 'Code') had become statutory from 1<sup>st</sup> April 2024, and the Social Housing (Regulation) Act 2023 placed a legal duty on the HOS to monitor social housing landlords' compliance with the Code.

Section 8 of the Code required landlords to produce an annual performance report which provided analysis of the Compliments, Comments and Complaints received by the Council during 2024/25.

The draft report presented to the Board sought to provide information on the performance of the Council's handling of Complaints in terms of the volume and timeliness of the responses. In addition, the report sought to identify themes, trends, and lessons learnt that drove service improvements.

The Assistant Director of Housing Management & Enforcement noted that from the 18,000 repairs carried out, the few numbers of Complaints received could be taken as respectable. The Chair and a Tenant believed the percentage of Complaints received out of the repairs made should be published to highlight the good work being achieved.

**RESOVLED** that the draft annual report be noted.

### **HLB7-25/26      CURRENT SERVICE PERFORMANCE**

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

The Council's Plan "The Future 2024 - 2028" had outlined the provision and delivery of essential key services. The following 4 main aims were:



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

The Council's Housing Service had developed a number of Key Performance Indicators (KPIs) that showed its contribution to these ambitions. Attached at Appendix 1 was a summary of current performance for 2025-26.

A significant amount of performance related information (Complaints information, the Tenant Satisfaction Measures, the Council's own KPIs, etc.) were produced by the Council's Housing Management Team – the Council wanted to ensure tenants were provided with useful and informative data to ensure accountability.

Attached at Appendix 2 was the Q1 2025/26 performance poster for circulation in the Council's Contact Centres.

Following the recent refresh of the Council's website, a specific page for performance information had now been developed. Moving forward, the quarterly performance posters would be included in the Bolsover Homes Newsletter 'Tenant Participation'.

To a question on KPI.07, "Homelessness successful relief cases", the Housing Performance Manager informed it related to private tenants either remaining in their current properties following receivership of a Section 21 Eviction Notice or them moving into a Council property before officially being listed as homeless.

The Assistant Director of Housing Management & Enforcement informed more private landlords were leaving the sector, though the Council's performance in response to this was satisfactory.

The Chair noted the income absent from rent arrears could stretch back 10+ years – the Council was performing admirably with regards the current circumstances of the private rental sector.

The Chair also noted that the 'Average time taken to re-let properties' had been omitted pending formal discussion with tenants today. The Chair noted that this combined figure could potentially be misleading to tenants as there was no distinction between the different types of void (vacant) properties.

It was noted that there were 3 different types of voids that could be presented:

- Major repair voids;
- Standard voids; and,
- Management voids.

Following discussion, it was agreed that the re-let times would be presented for the 3 void types listed above and that this information would be positioned at the bottom of the poster in a larger section. The full definitions for the 3 void types would be agreed by officers at Housing Stock Management Group September 2025. To accommodate the extra information, it was agreed to remove the rent arrears figures and just keep rent

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collected.

The Board was informed the number of voids included new-build units that had yet to be moved into (for the first time). A Tenant stated the number of empty properties should not include the new-builds recently completed until the first tenant had successfully moved in. The Assistant Director of Housing Management & Enforcement added the loss of rent and the fact the Council had to pay Council Tax for these empty properties was not ideal.

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

2) the quarterly performance poster be amended as per discussion and agreement with tenants.

### **HLB8-25/26      HOUSING DAMP AND MOULD POLICY**

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

The Board was informed the Damp and Mould Policy (the 'Policy') could not be provided to it before the Executive meeting on 23<sup>rd</sup> July 2025 (attached at Appendix 1). The Executive had approved the Policy at that meeting.

The Council, as a landlord, was responsible for maintaining the properties it owned and managed them in line with the relevant regulations, legislation and guidance. This included keeping tenants' homes safe from hazards under the Health and Safety Rating System (HHSRS) under the Housing Act 2004 – one of those identified hazards was damp and mould.

Awaab's Law, introduced by the Social Housing (Regulation) Act 2023, would come into force for the social housing sector from October 2025 (with a phased implementation approach).

The key aim of the Policy was to raise awareness of the issues surrounding damp and the Council's tenanted properties. The Policy would additionally:

- Provide a clear framework for identifying, reporting, and addressing damp and mould issues;
- Ensure timely and effective responses to reports of damp and mould, and ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles, repairing leaks to pipework, etc.) were carried out as quickly and efficiently as possible to minimise impact on the health of the resident and any damage to the structure, fixtures and fittings of the property;
- Promote tenant awareness and provide access to information in a variety of formats, and access to support to help residents prevent and reduce risks of damp and mould in their homes;
- Ensure all tenants were treated in a fair, respectful, empathetic and consistent way; and,
- Comply with relevant legislation and regulatory standards (including the HHSRS).

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The Council would ensure all resident-facing housing officers and operatives were responsible for spotting instances of damp and mould, reporting and recording information gathered (relevant training would be provided).

The Council would additionally ensure Dragonfly Management (Bolsover) Ltd. staff and subcontractors were also competent to diagnose and remedy damp / mould issues – all submitted reports would be assessed and responded to appropriately

One factor of Awaab's Law was for social landlords to use a person-centred approach and that a hazard did not need to be reported as a Category 1 Level (under HHSRS) where a particular tenant was at greater risk from hazardous conditions – it was imperative to know who was residing and what their vulnerabilities were (if any).

**RESOLVED** that members of the Board note the Policy.

### HLB9-25/26      HOUSING SERVICE STANDARDS

The Tenant Engagement Officer presented the report to the Board.

The Regulator for Social Housing Consumer Standards had been updated (with effect) from 1<sup>st</sup> April 2024. The Transparency, Influence and Accountability Standard stated the following:

*“1.4.1 Registered providers must communicate with tenants and provide information so tenants [could] use landlord services, understand what to expect from their landlord, and hold their landlord to account”; and,*

*“2.3.1 Registered providers must provide tenants with accessible information about the[...] available landlord services, how to access those services, and the standards of service tenants [could] expect”.*

The Council wanted to ensure tenants were provided with information to hold the Council to account – tenants could only do that when provided with a set of service standards and if they knew the level of service to expect.

Attached at Appendix 1 was the Customer Service Standard – it was intended to introduce a similar set of service standards for all Housing services.

Details of the possible Housing Service Standards was attached at Appendix 2.

**RESOLVED** that the Board note the contents of the report and confirm agreement to introducing Housing service standards.

### HLB10-25/26      CHALLENGE & CHANGE GROUP UPDATE

The Tenant Engagement Officer presented the report to the Board.

As part of the Tenant Engagement Strategy, one of the ways in which tenants could engage with the Council was via the Challenge and Change Group (the 'Group').

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The Group delivered the scrutiny function of the Tenant Engagement and Governance Structure (attached at Appendix 1).

The Group had completed a review of the void process in 2024. At its meeting April 2025, the Board had been presented with the Void Process Review Monitoring Action Plan. One action was to carry out site visits to monitor completion of works and ensure the lettable standard was being met – these site visits had taken place 12<sup>th</sup> June 2025.

7 Tenants had attended site visits to: 3 void properties; 2 standard voids; and 1 refurbished flat. Tenants had agreed on the following:

- The standard of voids had improved;
- The lettable standard was being met;
- The 2 standard voids were eligible for full redecoration allowance; and,
- The standard of finish was of a “typical Council standard”.

The Ground Maintenance Review had taken place June 2024 – March 2025 (across 6 meetings and 1 day of site visits).

Tenants had chosen to review Grounds Maintenance (provided by Streetscene) due to concerns on the quality of the service, and whether void gardens were being maintained (to the required standard) and the negative impact non-maintenance could have on neighbourhoods.

A site visit to 3 new build schemes, 2 existing estates with communal open spaces, and 2 void properties were made to assess the standard of Grounds Maintenance.

Tenants had looked at the different areas of Ground Maintenance, reviewed work schedules, and sought clarification on how the service adjusted when impacted by weather.

Tenants had agreed recommendations across 4 areas:

- Clarification of responsibilities for both tenants and the Council;
- Clarification of the current maintenance programme and potential factors which could impact planned works;
- Evaluation of the quality of maintenance works and how this was assessed by the service; and,
- Analysis of Complaints related to Grounds Maintenance and action taken.

The final report from the review for the Board's attention was attached at Appendix 2.

The Tenant Engagement Officer circulated the Review of Grounds Maintenance on Council Estates Action Plan (attached appendix 3).

The Board was informed the next review would be on Anti-Social Behaviour – a review scope would be discussed at the Group's next meeting.

**RESOVLED** that the Board note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the site visits for the voids review and the Grounds Maintenance on Council Estates.

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### **HLB11-25/26      BOLSOVER HOMES NEWSLETTER**

The Tenant Engagement Officer provided a verbal update on the Bolsover Homes Newsletter (the 'Newsletter') to the Board.

Due to the number of items expected for the next issue, the Newsletter would likely prove substantial – performance information, policies updates, advice on managing damp and mould would be some of the topics included.

While discussing the look of the newsletter, the use of all angled images on the front page of the Complaints report was questioned. Officers agreed to speak with the Communications Team and source revised images / redesign the front cover.

*Mrs. Heather Fretwell left the meeting at 12:28 hours.*

The Chair noted advice on managing damp and mould would be appropriate. A Member added information on scams and fraud might also prove useful, as might the education of online connected doorbell cameras.

The Assistant Director of Housing Management & Enforcement agreed the newsletter would prove substantial but contain high-quality, important content.

*The Customer Standards and Complaints Officer left the meeting at 12:31 hours.*

A Tenant noted the use of photos of only new-build properties in publications was likely not a true reflection of all Council units. The Tenant Engagement Officer stated more general photos could be utilised in future.

All agreed to a redesign of the front cover following feedback from a tenant. The Tenant Engagement Officer would work with the Communications Team on some examples which could be circulated for comment. All agreed a more 'magazine style' approach with snippets / titles identifying main articles would capture readers' attentions.

### **HLB12-25/26      HOUSING SECTOR UPDATE**

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

Following the formation of the Electrical Safety in Social Rented Homes Working Group in 2021, a consultation in summer 2022 had invited views on proposals to introduce mandatory checks for electrical installation, bringing parity with the private rented sector and requiring mandatory checks of appliances provided by social landlords.

On 25<sup>th</sup> June 2025, the UK Government had issued a response to the consultation with the conclusion being there would be: mandatory electrical safety checks at least every 5 years in the social rented sector; and that the requirement of a copy of the Electrical Installation Condition Report (EICR) report be issued to social tenants within 28 days (or to any new tenant before they occupied the property).

A copy of the EICR report could be issued to the tenant in person, by post or electronically.

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*Mrs. Heather Fretwell returned to the meeting at 12:33 hours.*

It was noted the EICR reports were technical in nature with potential confusion for tenants to understand. Landlords were encouraged to provide a summary sheet or cover letter alongside the report which would explain the contents of EICR reports to tenants.

*The Customer Standards and Complaints Officer returned to the meeting at 12:34 hours.*

It was proposed the required changes would commence November 2025 for new tenancies and May 2026 for existing tenancies. The Council would work towards achieving an EICR every 5 years by the end of the 2025/26 financial year.

A brief discussion was held on tenants being able to decorate their homes themselves, though it was noted those typically residing in social housing might still require support.

**RESOLVED** that the Board note the update.

### **HLB13-25/26      DATE OF NEXT MEETING**

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

- Tuesday, 21<sup>st</sup> October 2025.

The Board were further informed of the other meetings of 2025/26, which would take place at the same time and location on:

- Tuesday, 27<sup>th</sup> January 2026; and,
- Monday, 20<sup>th</sup> April 2026.

The meeting concluded at 12:43 hours.



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 21<sup>st</sup> October 2025**

**Agenda Item 3: Regulator of Social Housing - Improvement Plan**

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

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

**Background**

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

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

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

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

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

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

### Improvement Plan

Following the C2 Grading we have devised a comprehensive Improvement Plan to show how we will drive improvement and demonstrate to the Regulator that weaknesses have been addressed so that outcomes for our tenants are improved.

We have met the Regulators on six occasions since our inspection, most recently on 7<sup>th</sup> October 2025.

Appendix 1 has a summary of progress to date on these 4 key areas. Since the last update in July 2025, we have reviewed the Savills stock condition survey data and successfully uploaded this to the Open Housing Management System 'Train' system and testing of accuracy is going well. We are reviewing the required work as specified by Savills for years 1-5 so we have a clear capital programme for the next 5 years which will feed into the Councils 30 year HRA Business Plan.

We must ensure that we know our housing stock and the preferred approach is an inhouse rolling programme of stock condition, with approximately 1000 properties per year. We are in the process of internal approvals to be able to commence this from April 2026.

We are training existing Asset Management Officers on [Housing Health and Safety Rating Systems \(HHSRS\)](#) with a view to undertaking the outstanding 296 surveys before end March 2026. During the period we are also devising a survey which can be completed on tablets at an inspection which will also directly link into the Open Housing Management System.

It is imperative we know our tenant base so we can deliver services tailored to their needs. The uptake and completion of the Tenant Census has been slow. We are looking at how we can capture this information at all tenant touch points.

We continue to develop Tenant Engagement activities, including consultation on the revised Welfare Adaptation Policy and an Easy Read Tenancy Agreement. These have been very well received by the Regulator.



**RECOMMENDATION(S)**

1. That members of the Board note comments of the Improvement Plan.

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Regulator Social Housing Bolsover District Council Improvement Plan

## Regulator of Social Housing - Improvement Plan

### Housing Liaison Board - Regulator Social Housing Improvement Plan update @ Oct 2025

Requirement	Action	Priority	Progress	Target date
<b>Safety &amp; Quality Standard</b> <b>1.1 Stock Quality</b>  RPs must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.	Full Stock Condition Survey (SCS) required. <ul style="list-style-type: none"> <li>This will provide accurate stock condition data to ensure compliance with Decent Homes Standards.</li> <li>The results will show where we need to make improvements to our housing stock and will drive future capital spend.</li> </ul> Compliance <ul style="list-style-type: none"> <li>Actively capture and report on compliance</li> <li>Compliance Policies to be in place</li> </ul>	High	Savills appointed - Commenced 27 <sup>th</sup> August 24 – now finished on site 92.7% of stock surveyed.  296 properties remain to be surveyed. Relevant officers are undertaking HHSRS training in Oct and Nov with a view to picking these up thereafter.  Future surveys – preferred approach is to have an inhouse rolling programme, 1000 per year. Additional staff resource may be required, a report will be presented to full Council.  Non-Decency Figure calculated using SCS data and BDC data, 0.95% stock declared non decent for Tenant Satisfaction Measures Return and Local Authority Housing Statistics (LAHS) Return – 24/25  Compliance data being reported quarterly internally and to the RSH. Damp and Mould Policy now in place Gas and Electrical Compliance in place Fire Safety and Asbestos in development	Outstanding surveys to be completed by March 26.  Long term capital investment plan to be reviewed and updated – Feb 2026  Ongoing
<b>The Transparency, Influence and</b>	We need to understand the individual and whole tenant base.	High	Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred	To have data from all tenants

<p><b>Accountability Standard</b></p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</p>	<ul style="list-style-type: none"> <li>• We then need to use this data to shape the services we provide to benefit all our tenants.</li> <li>• By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible.</li> </ul>		<p>method of communication, whether we need to make any reasonable adjustments to improve communication as well as whether there are any disabilities within the household</p> <p>Around 1100 responses to date. It is essential we know our tenants to shape delivery of services, so we need to be proactive in seeking this information at all Tenant touch points</p> <p>Customer Services also seeking this updated information from tenants.</p>	<p>by March 2026</p>
<p><b>The Transparency, Influence and Accountability Standard</b></p> <p>2.5 Performance information</p> <p>RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p> <p>We also expect landlords to provide more holistic information to tenants about their overall performance and plans</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> <li>• We will work with the Tenant Groups to establish what information the tenants want and how this is presented</li> <li>• Ensure we are collating the required TSM data and have the means to extract this easily. Publish these in a way which is most impactful and informative for tenants.</li> </ul>	<p>Medium</p>	<p>TSM 24/25 full results published by 30<sup>th</sup> June 2025 as per requirements. Tenant friendly version of the data also available, a video voice over version to be created and uploaded.</p> <p>Annual report – content and layout approved with tenants and will be published in November 24 newsletter</p> <p>Performance reports presented to HLB quarterly from October 2024. These are on the website site and accessible. This has been promoted in the November newsletter and will be a regular item every 6 months – see issue 10</p> <p>Recruited to a Housing Performance Manager who can interrogate housing data and provide recommendations on service and performance improvements</p>	<p>Ongoing</p>

for performance improvement.	<ul style="list-style-type: none"> <li>Quarterly performance data to be on website and in contact centres</li> </ul>			
<b>The Transparency, Influence and Accountability Standard</b>  2.6 Complaints RPs must ensure complaints are addressed fairly, effectively, and promptly. Emphasis on complaints, learning from them, making changes as a result of them.	<p>We need to ensure the complaint process is accessible to all.</p> <p>We need to assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.</p>	Medium	<p>Complaints information leaflet, approved by tenants and issued to all tenants at sign up and referred to new tenancy visits.</p> <p>Articles in the Nov 24 newsletter</p> <p>Complaints reports on agenda item for all future HLB meetings. 6 monthly summary in every newsletter with effect from Nov 2024 Newsletter</p> <p>Additional resources secured to support complaints team with additional housing cases.</p> <p>Transactional surveys to monitor Complaints performance.</p>	<p>Completed</p> <p>Jan 25</p> <p>Ongoing</p>



OFFICIAL

## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 21 October 2025**

#### **Agenda Item 4: Tenant Satisfaction Measures**

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

#### **Background**

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

#### **Tenant Satisfaction Measures 2025/26 – Management Information Measures Q2 2025/26**

Attached at Appendix 4.1 is the Q2 data for the 10 management measures. Performance is generally on track and comparable to Q2 last year. The number of anti-social behaviour cases is at a slightly higher rate. Complaints number are lower compared with the same period last year. Our compliance with the decent homes standard has significantly improved due to stock surveys and improved data quality/analysis.

#### **Tenant Satisfaction Survey 2025/26**

This year's survey is likely to commence October/November 2025. It is hoped that there will be national analysis of 2024/25 data by that stage which might further shape the approach for 2025/26.

There is likely to be little change to the additional survey questions that the Council includes, but a more automated approach will be used for respondents requiring further contact re repairs, downsizing and involvement in engagement due to software updates. Furthermore we are trialling an automated approach to inviting tenants to complete the survey and using the software to track invites and responses where we hold an email address on file.

As the survey has not yet commenced there is no data for the Perception Measures to report.

**RECOMMENDATION(S)**

1. That the performance for the Management Information Measures Q2 2025/26 is reviewed and acknowledged (Appendix 4.1).
2. That the approach for the 2025/26 survey be acknowledged.

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

Ambition: Housing

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

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

**DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
4.1	TSMs Q2 2025/26 – Management Information Measures

## Agenda Item 12. B1 Tenant Satisfaction Measures – Management Information

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	4.7	7.9				N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	4.0	0.8	1.2				N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%	100%				100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%	100%				100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	18.9	39.1				N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	0	0.4				N/a

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	1.0%	0.25%				3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	94.58%	91.7%				80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	96.80%	94.1%				90%
BS01	Gas safety checks	99.2%	99.5%	99.5%	99.3%				100%
BS02	Fire safety checks	100%	100%	100%	100%				100%
BS03	Asbestos safety checks	100%	100%	100%	100%				100%
BS04	Water safety checks	69%	100%	100%	76%				100%
BS05	Lift safety checks	84.5%	100%	100%	100%				100%

#### Notes Q1:

- Stock figure as of 30.06.25 – 4919
- CH01 (1) – 23 out of 25 stage 1 complaints were from tenants.  $23/4919 \times 1000 = 4.68$
- CH01 (2) – All four stage 2 complaints were from tenants.  $4/4919 \times 1000 = 0.81$
- CH02 (1 and 2) – There are a number of complaints still in progress but all responded to so far are in timescale.
- RP02 (1) – 2653 out of 2805 repairs completed in time – 96.80%
- RP02 (2) – 696 out of 719 repairs completed in time – 94.58%
- NM01 (1) – 93 Anti-social behaviour cases related to tenants/tenancy.  $93/4919 \times 1000 = 18.90$
- NM01 (2) – There were 0 ASB cases involving hate incidents.
- BS01 – 21 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.



Notes Q2:

- Stock figure as of 30.09.25 – 4934 (This includes both Old Woburn House and New Woburn House due to pending changes by the Valuation Office).
- CH01 (1) – 16 out of 18 were from tenants,  $16/4934 \times 1000 = 3.24$ . Cumulative total of 39 out of 43 YTD,  $39/4934 \times 1000 = 7.90$
- CH01 (2) – 2 out of 3 were from tenants,  $2/4934 \times 1000 = 0.41$ . Cumulative total of 6 out of 7 YTD,  $6/4934 \times 1000 = 1.22$
- CH02 (1 and 2) – At present all responses in time. There are 2 outstanding stage 1 complaints and 2 outstanding stage 2 complaints which have not received a response but are still within timescales.
- RP02 (1) – 2616 out of 2853 repairs completed in time – 91.69%
- RP02 (2) – 796 out of 846 repairs completed in time – 94.09%
- NM01 (1) – 100 Anti-social behaviour cases related to tenants/tenancy.  $100/4934 \times 1000 = 20.27$  (20.3). Cumulative outturn of 193 cases –  $193/4934 \times 1000 = 39.11$  (39.1)
- NM01 (2) – 2 Anti-social behaviour cases that were hate incidents.  $2/4934 \times 1000 = 0.41$  (0.4). Cumulative outturn of 2 cases –  $2/4934 \times 1000 = 0.41$  (0.4)
- BS01 – 34 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks. 4615 out of 4649 have a valid LGSR (99.26%).
- BS04 – 166 out of 218 properties. 218 properties, includes 32 properties within the Old Woburn House. The current legionella Risk Assessment expired in July 25, a new one was not commissioned as the Tenants moved out mid-July and the property was demolished in Sept but is still on the stock list until they have been removed from the Valuation Office. This is expected imminently. 20 properties relate to the new Woburn House, water samples were taken but no formal Risk Assessment. We have just procured a new supplier and this is high priority for them.
- BS05 – All 218 properties compliant which includes 32 properties within the Old Woburn House, the lift compliance was in date as of 30th Sept (was due 3rd Oct but has since been demolished). New Woburn House – Lift checked as part of the build and handover to BDC.



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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 21 October 25**

#### **Agenda Item 5: Update on Tenant Engagement Strategy Action Plan**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Tenant Engagement Officer

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

#### **Action Plan Update (Appendix 5.1)**

In relation to Action Plan progress, please see appendix 5.1 for full details. Officers have been progressing the following key activity:

Action	Update
1.3 a & 1.3 c	<p>Promotion of Tenant Engagement through new tenancy visits and the Tenant census. Since 1<sup>st</sup> April 2025- 30<sup>th</sup> September 25 16 tenants have expressed an interest in being involved. All have been contacted. Of these 12 have now registered to be involved, 6 of whom have registered following promotion by Housing Assistants (Tenancy) and the Tenant Engagement Officer at New Tenancy Visits.</p> <p>A number of tenants who have had Welfare Adaptions completed have been consulted on the Welfare Adaption Policy review in July 2025.</p> <p>RANT members consulted on Decent Homes Standard 2 consultation in August 25.</p>
1.4 a	<p>Evaluation forms completed for Challenge and Change Review on Grounds Maintenance.</p> <p>20 Feedback forms completed from tenants on Locality Groups held in July and August 2025.</p>
2.2 b	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly. 903 have been completed and processed, with approximately 200 more received and to be processed (as of 07.10.25.25).
2.3 a	Gov.notify used to circulate 2850 Tenant Newsletter May 2025.

Action	Update
3.1 a & c	Housing Service standards developed and approved at HLB 22.07.25. To be implemented by March 2026.
3.1 b	<p>Five Locality events held in July and August 2025 at four geographical locations, including one evening meeting. Compliments, comments and complaints information was presented.</p> <p>This is covered in a separate report item 11. Further locality events are to be planned for February/March 2026. Topics for suggestions include update on Stock Condition Survey and planned improvement works.</p>
3.4 a	Annual Report 2024/25 to be released in November 25 Bolsover Homes Newsletter, tenants agreed to retain design.
3.5 b	Joint Tenant Conference with CBC and Rykneld Homes held 14.05.25. BDC delivered a workshop. Planning for next Joint Tenant Conference commenced September 2025.
3.5 c	TEO attended TPAS Scrutiny training 17.04.25.
3.5 d	Tenants invited to attend TPAS Tenant Scrutiny Members meetup on-line 30 <sup>th</sup> April 25 and 12 <sup>th</sup> Nov 25.
3.6 b & d	1 tenant has been recruited as a new member of Challenge and Change for the review on Anti-Social Behaviour. The review commenced in June 25. Due to complete March/April 2026.
3.6 e	<p>Site visits to completed voids undertaken on 12<sup>th</sup> June 25. Tenants evaluated the quality of the works against the criteria and confirmed the lettable standard is being met.</p> <p>Tenant Evaluation forms completed June 2025 on Grounds Maintenance Review.</p>
4.1 a	Promotion of edition 10 of Bolsover Homes via Facebook.
4.3 b	Feedback form completed for Locality Groups on compliments, comments and complaints.
4.3 c	From April 25 additional information is being provided on repair satisfaction. Information now includes the number of satisfaction surveys completed and the percentage of jobs completed. This is reported to RANT.

### **RECOMMENDATION(S)**

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

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

Ambition: Customers

Priorities:

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

Ambition: Housing

Priority:

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

## DOCUMENT INFORMATION

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

## Tenant Engagement Strategy 2023- 2026 – Action Plan – Updated October 2025

Status Key:

Complete	In progress, on track	Alert

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

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.2	Regularly monitor the strategy to ensure it continues to meet its objectives	M	a. To review and monitor by HLB to ensure the strategy meets the tenants needs and aspirations	First review to be completed within 6 months of the approved strategy  6 monthly review completed: 2 November 23 March 24 October 24 April 25 October 25	ADH TEO	Every 6 months	
g3	Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies	M	a. Increase tenant data base using various consultation methods (including set milestones below):	Tenant Satisfaction Measure survey asks for new tenants to provide contact details, where they are interested in further involvement in service design and decision-making.  58 Tenants expressed an interest in being involved from the 23/24 survey, 4 have since engaged and 1 of these is now a regular attendee.  TSM Survey 24/25 53 tenants have expressed an interest in being involved. Some of these are existing engaged tenants.  From 1 <sup>st</sup> April 2025- 30.09.25 16 tenants have expressed an interest in being involved via the New	TEO HSDO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
31				<p>Tenant Survey. Of these 12 have now registered to be involved.</p> <p>A number of tenants who have had Welfare Adaptions completed have been consulted on the Welfare Adaption Policy review in July 2025.</p> <p>RANT members consulted on Decent Homes Standard 2 consultation in August 25</p>			
		H	b. Developing a leaflet in line with the strategy promoting tenant involvement and encouraging tenants to get involved at the level they wish	<p>Leaflet used as part of both 'New Tenant' visits and general officer visits to highlight opportunities and encourage engagement.</p> <p>Leaflet updated to cover latest engagement options</p> <p>From November 24-to date 49 tenants have completed the Tenant Engagement leaflet.</p>	TEO	<p>September 23 Completed</p> <p>October 24 Completed</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
32		H	c. TMO/HAT/HAA to use as part of their visits to promote and increase engagement.	<p>From April 2024 onwards, recruitment/referrals from officer visits to be tracked.</p> <p>Since 1<sup>st</sup> April 24 18 tenants expressed an interest in being involved via New Tenant Visits. Initial low level engagement planned at geographic locations; new option developed “Tea with Tenants”.</p> <p>TEO undertaking joint visits with HATs to promote Tenant Engagement.</p> <p>6 tenants have registered to be involved from promotion by HATs at New Tenancy Visits for the period from 1<sup>st</sup> April 25 – 30<sup>th</sup> September 25.</p>	TEO TMO	Ongoing from December 23	



Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
1.4       33	Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.		a. Develop and implement regular evaluation of engagement sessions, to ensure approach meets both tenant and service needs.	<p>Feedback form developed for: Challenge Days; Tea with Tenants and Locality Group sessions.</p> <p>Evaluation Form to be developed for completion at end of Challenge and Change Reviews.</p> <p>Evaluation of Challenge and Change Review on Grounds Maintenance obtained in June 2025.</p>	TEO	<p>Ongoing from Sept 24</p> <p>To be in use 2025 onwards</p> <p>June 25 Completed</p>	

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
2.1 34	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	M	a. Review menu of involvement annually and measure by number of tenants held within each section of the database.	<p>Menu of involvement and database created April 2022. Ongoing until next review.</p> <p>As noted in 1.3 this forms part of the leaflet used by officers to further encourage engagement.</p> <p>New Engagement Officer in post as of August 24, menu of engagement reviewed and updated to reflect current activity.</p>	TEO	<p>1 year from approval of strategy – September 24</p> <p>Completed Nov 24 – to include ongoing review and evaluation of offer.</p>	
2.2	Offer a range of options for engagement both traditional and technology based	M	a. Explore options to what extent both methods are welcomed.	<p>Measure of tenants held on data base, indicating openness to use of technology for communications and engagement.</p> <p>Housing Service now developing use of Gov.notify service. This will allow use of text and email for large scale communication and surveys.</p> <p>Tenants supported to join online Tpas sessions for networking/training.</p>	ADH TEO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
35		M	b. Use information obtained via the previous STAR survey and current TSM responses	<p>Ongoing work by officers to gather current telephone and email contact details to enable communication and engagement using technology.</p> <p>Tenant census form developed to capture desired communication options. Volume of email address on file increased significantly and hopefully this will increase cost efficiencies. 903 have been completed and processed, with approximately 200 more received and to be processed (as of 07.10.25.25).</p>	TEO	Ongoing	
2.3	Expand communication channels used by the service to create improved modern interaction and cost efficiencies		a. Establish gov.notify accounts for use for TSM Survey; Newsletter distribution; and general communication, to offer greater coverage via digital channels. This should also generate service efficiencies.	<p>Used for consultation on new draft Housing Strategy 2024-2029</p> <p>Used for mailout of 2024/25 TSM survey. 3000+ emails and 2200+ text messages, alongside reduced postal contact.</p> <p>Gov.notify used to circulate Tenant Census link to all email addresses on file. This has led to a surge in responses following each use.</p> <p>Gov.notify used to circulate 2850 Tenant Newsletter May 2025</p>	ADH HSDO	August 24 onwards	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
			b. Establish self-service options for registering for tenant involvement.	Form re-developed as part of the refresh of the leaflet.	TEO	October 24 Completed Nov 24	
36			c. Develop and implement a Tenant Census form, with hard copy and digital formats, to be completed every two years (to establish data on preferred method of contact).	Initial roll-out alongside Stock Condition Survey.  903 completed on file, approximately 1100 received in total (as of 07.10.25)	ADH	October 24 Form Completed October 24 and roll-out commenced	

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.1 37	Publish and promote our service standards and ensure tenants know how to challenge them	M	a. Publish on Council website, tenants newsletter and produce standalone leaflet	<p>Article planned for May 24 newsletter</p> <p>Leaflets for Customer Service Standards Leaflet and How to make a complaint updated</p> <p>A set of Housing Service Standards have been approved by Housing Liaison Board 29 July 25 to be implemented by end of March 2026</p>	TEO CSSCM CMDM	<p>May 24 Completed</p> <p>June 24 Completed and in use</p> <p>March 26</p>	
		M	b. Hold Tenant Challenge Days/Locality meetings	<p>4 events in held April 24.</p> <p>4 Drop-in sessions "Tea with Tenants" planned October 24. Service standards for repairs and customer standards to be promoted at event.</p> <p>4 Locality events held in January and February 25.</p>	TEO	<p>Ongoing</p> <p>Completed October 24</p> <p>Completed Jan/Feb 25</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
38				<p>Repairs Performance figures presented. Tenants were consulted on repairs priorities.</p> <p>5 Locality Group events on compliments, comments and complaints held July and August 2025.</p> <p>Future Locality group events to be held February/March 2026</p>		Completed August 25	
		M	c. Define service standards per team and review annually.	<p>Project agreed as part of TEO workplan for 25-26. Target date revised from April 25 to March 26.</p> <p>Housing Service standards developed and approved at HLB 22.07.25. To be implemented by March 2026.</p>	ADH HSDO TEO	March 26	
		H	d. Regular review of approach taken by C1 authorities.	Initial assessment of C1 authorities following receipt of Bolsover judgement in August 24.	TEO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.2	Develop and implement a quarterly service performance report to be submitted to Housing Liaison Board, and Executive twice a year.	H	a. Implement quarterly report format for use at Housing Stock Management Group and Housing Liaison Board.	Developed format of report in October 24 meeting, for refinement and use thereafter.	ADH HDSO	Jan 25 onwards  Completed Jan 25	
		H	b. Implement bi-annual service performance report for use at Executive.	Q1-Q3 Report presented to Executive in March 25.	ADH HSDO	October 24 onwards	
3.3	Produce specific 'Tenant Summary' reports, in conjunction with tenants, for all core regulatory reports.	H	a. Annual Tenant Summary of Tenant Satisfaction Measures outcomes.	<p>Draft developed and to be reviewed by tenants alongside other authority examples, prior to agreement of final version.</p> <p>Design options presented to tenants; final version agreed January 25.</p> <p>Video explaining both the Measures and each set of annual results in development, for use on website.</p>	HSDO	July 24 and annual thereafter	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	b. Annual Tenant Summary of Housing Complaints Handling and Service Improvement Report.	First report developed and published in July 24 with tenant input.  2 <sup>nd</sup> edition covering 2024/25 complete and on website	HSDO	July 24 and annual thereafter  Completed July 24  September 25 Completed	
34	Produce an annual report, in conjunction with tenants, providing an overview of the last 12-months	H	a. Annual release within Bolsover Homes Newsletter.	First edition released in November 23 Bolsover Homes Newsletter; tenants involved in design  2023/24 report to be released in November 24 Bolsover Homes Newsletter, tenants agreed to retain design.  Performance page on website reviewed to accommodate revised approaches.  <i>2024/25 report to be released in November 25 Bolsover Homes Newsletter, tenants agreed to retain design.</i>	TEO ADH	Ongoing – annual  Completed Nov 24  Completed April 25	



Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
3.5  41	Empower tenants to hold us to account by providing appropriate training, support and feedback	M	<p>a. Work with tenants to provide a training programme based on their needs</p> <p>Measure = Number of tenants involved in training events</p>	<p>Evidenced by the number of tenants we get involved in training events.</p> <p>Tenants invited to join online TPAS events on Tenant Involvement week in October 24.</p> <p>January 25, 3 Involved tenants booked onto TPAS Webinar – “Getting the most from your membership”.</p>	TEO	Ongoing	
		M	<p>b. Support joint training with other tenants and landlords</p>	<p>Tenants Conference joint with CBC and Rykneld Homes</p> <p>Exploring options to learn from CBC and Rykneld Homes use of Estate Walkabouts and Mystery Shopping.</p> <p>Second Tenants Conference joint with CBC and Rykneld Homes to be held 14.05.2025.</p> <p>2026 event planning commenced autumn 2025</p>	TEO	<p>Conference held 15<sup>th</sup> May 2024</p> <p>Dec 2026</p> <p>Completed 14<sup>th</sup> May 2025</p> <p>Provisional date of 13 May 2026.</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	c. Utilise online/face to face training provided by TPAS	<p>Officers regularly attend; some tenants have engaged with Awaab Law events.</p> <p>TEO attended TPAS Scrutiny training 17.04.25</p>	TEO	Ongoing	
42		H	d. Encourage tenants to engage with workshops/ networking provided by TPAS.	<p>Promote in Tenants Newsletter – Nov 23 and then ongoing. Tenants have attended TPAS online events</p> <p>July 24 Challenge and Change meeting - tenant members signed up for TPAS accounts.</p> <p>Challenge and Change members attended a TPAS Scrutiny Members meetup on-line January 25.</p> <p>Tenants invited to attend next TPAS Tenant Scrutiny Members meetup on-line 30<sup>th</sup> April 25.</p> <p>Tenants invited to attend next TPAS Tenant Scrutiny Members meetup on-line Nov 25.</p>	TEO	Ongoing and as part of the conference on 15 <sup>th</sup> May 24	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
43		H	e. Produce quarterly KPIs poster/report to ensure key data is shared with tenants via Contact Centres, to encourage greater interaction with the service.	Initial Performance Poster format developed for use in Contact Centres and on website.  Quarterly performance poster finalised at Jan 25 HLB meeting. Posters can be used in Contact Centres, website and in Bolsover Homes newsletter.	ADH HSDO	October 24  January 25 onwards Completed	
		H	f. Ensure quarterly KPIs report is considered by Housing Liaison Board.	Report in place from October 24 onwards.	ADH HSDO	January 25 onwards Completed Oct 24	
3.6	Develop and support a tenant led scrutiny process that will challenge the housing service and make recommendations and improvements.	H	a. Engage with TPAS on national scrutiny week to gain full understanding of the tenant scrutiny process	Officers/members attended training 5 <sup>th</sup> Oct 23.  Officers/tenants to engage with Involvement Week 2024  TPAS event altered for 2025, no longer a full week of mixed events, full conference attendance outside of budget limits.	ADH TEO HSDO	Ongoing  Completed Oct 24	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
44		H	b. Recruitment of scrutiny panel members	<p>Challenge and Change – June 23 recruitment (Review of Void process July 23-April 24) – 6 tenants.</p> <p>Recruitment of new review panel for current Challenge and Change review (Grounds maintenance) May 24 – 11 tenants.</p> <p>April 24 -153 tenants consulted on service areas for next Challenge and Change Review.</p> <p>1 new Challenge and Change member recruited and involved from June 2025</p>	TEO	Recruitment ongoing	
		H	c. Training of tenant scrutiny members	<p>Introductory briefing delivered.</p> <p>Training skills survey planned. Promote TPAS Involvement week Oct 24.</p>	TEO HSDO	Ongoing	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
45		H	d. Set timetable of projects to scrutinise – 2 per year	<p>First project “The voids process” completed.</p> <p>Review of Grounds Maintenance commenced June 24. Due to complete May-July 25.</p> <p>Meetings set for next 12 months.</p> <p>Review of Anti-Social Behaviour commenced June 2025. Due to complete March/April 2026.</p>	TEO	<p>Completed April 24</p> <p>July 25</p>	
		H	e. Ensure a tenant evaluation is completed following every challenge and change review to ensure continuous learning and process improvement is embedded.	<p>Form to be designed for use with Review of Grounds Maintenance and thereafter.</p> <p>Site visits to completed voids planned for 12 June 25 for tenants to evaluate completed void standards and that the recommendations are being met.</p> <p>Tenant Evaluation forms completed June 2025 on Grounds Maintenance Review.</p>	TEO	<p>December 24</p> <p>Completed June 25</p> <p>Completed June 25</p>	

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

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.1  46	Publish and promote our tenants newsletter and encourage tenants to become actively involved in its production	L	a. Establish tenants editorial team. Invite 12 tenants with aim to recruit 6-8 members Invite the Communications officer to work alongside tenants ensuring their views are taken into account.	1 <sup>st</sup> review meeting  Review meeting at TPRDG July 23  Aim to recruit Editorial panel from tenants who have recently expressed an interest to be involved.  Milestone reviewed and decision taken to use a virtual network of tenants for feedback as an initial approach.  March 25, 134 tenants sent newsletter survey.  Promotion of edition 10 of Bolsover Homes via Facebook	TEO	July 26       Commenced Jan 25	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
4.2 47	Produce regular <i>You Said, We Did</i> article highlighting where customer feedback has made a difference to how we deliver services	H	a. Publish an article in each edition of the newsletter and within the housing section of the Council website. Aim for 2 articles per year.	<p>Articles published in various newsletters and format to be reviewed to improve clarity of information.</p> <p>Included in next issue 9, due November 24.</p> <p>Included in Issue 10, due June 25.</p>	TEO	<p>Ongoing with each edition</p> <p>Issue 7 released Nov 23.</p> <p>Completed in Issue 8 May 24 Newsletter.</p> <p>Completed Issue 9, November 24.</p> <p>Completed Issue 10, June 25</p>	
4.3	Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations	H	a. Create a satisfaction survey to gather data required for the Tenant Satisfaction Measures – annually.	<p>Guidance by social housing regulator. 2023/24 survey complete and return submitted.</p> <p>Survey for 24/25 due for circulation for autumn 24.</p> <p>TSM survey for 24/25 completed 31.03.25.</p>	TEO ADH HSDO	<p>April 23 <b>Completed</b></p> <p>Target completion of data collection March 2025. <b>Completed March 25</b></p> <p>Submission completed June 2025.</p>	

Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
		H	b. Ensure all face to face consultation workshops provide feedback forms.	<p>Ongoing</p> <p>Feedback forms completed for Tea with Tenants and Repairs Locality Group.</p> <p>Feedback form completed for Locality Groups on compliments, comments and complaints.</p>	TEO	Ongoing	



Ref No.	Priority	Priority L/M/H	Milestone/How will success be measured	Progress	Lead	Target Date	Status
49		H	c. Gather repairs feedback on PDA after each repair.	<p>Operatives endeavour to secure feedback on all repairs completed, and management complete regular audits of both repairs standards and customer satisfaction feedback.</p> <p>Review of processes taking place.</p> <p>10% of repairs over £250 in value get a post-inspection evaluation on Total Mobile and an in-person visit.</p> <p>Report template to be developed to enable performance reports to RANT and HLB.</p> <p>Satisfaction reported to Housing Stock and Rant from November 2024.</p> <p>Additional information provided on number of satisfaction surveys are completed and percentage per jobs completed from April 25, reported to RANT.</p>	HOP	<p>June 24</p> <p>Autumn 24</p> <p>Ongoing</p> <p>November 24</p> <p>Ongoing</p>	

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

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

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

#### Lead Staff Code:

ADH - Assistant Director Housing Management and Enforcement

HSDO - Housing Strategy and Development Officer

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

TEO - Tenant Engagement Officer

CMDM - Communications, Marketing and Design Manager

CSSCM - Customer Service, Standards & Complaints Manager

TMO – Tenancy Management Officer

HAT – Housing Assistant Tenancy

HAA – Housing Assistant Applications



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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 21<sup>st</sup> October 2025**

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

#### **Report for Housing & Repairs Quarter 2 - 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025**

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

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

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing Management and Repairs services.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to identify improvements within its Housing Management & Repairs services.
- To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025.

#### **REPORT DETAILS**

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

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

## 2. Details of Proposal or Information

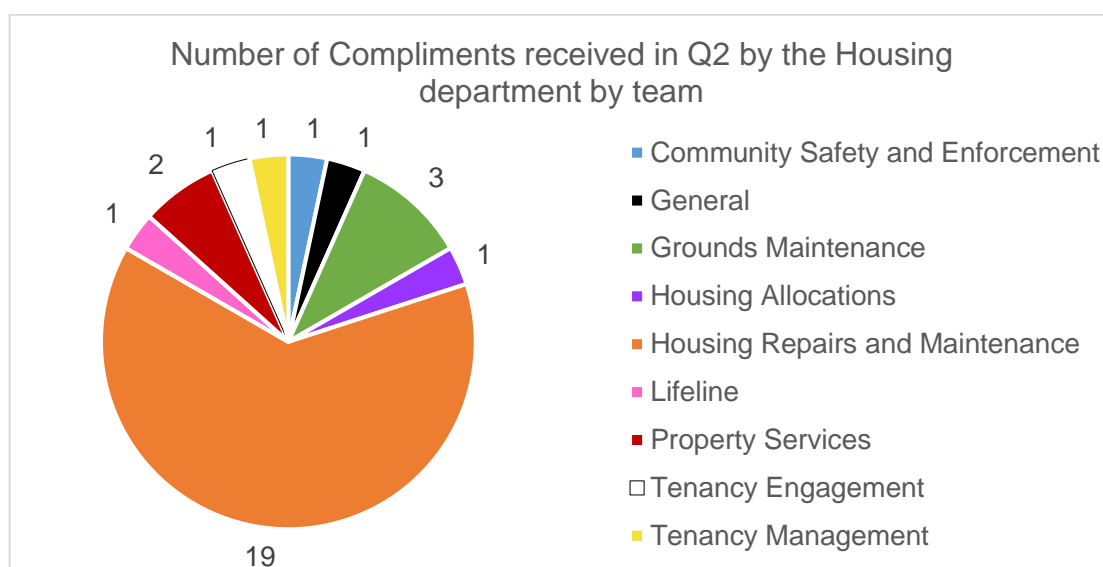
### 2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q2 covered more than one service area, therefore when analysing the data by Housing teams these do not mirror the actual volume of contacts received.

For 2025/2026 the data contained within Housing Liaison Board reports has been reviewed. Any non-tenancy related data has been removed including Housing Options, Housing Allocations, Community Safety & Enforcement, Careline. It is important to note, that tenancy related data for these teams will be recorded. The Council have also added tenancy related Grounds Maintenance data to the report.

#### Compliments

In total 29 compliments were received during the period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025. Compliments were received from customers who appreciated excellent service. The pie chart below shows the breakdown across the teams.



When analysing the compliments received in Q2, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Grounds Maintenance.

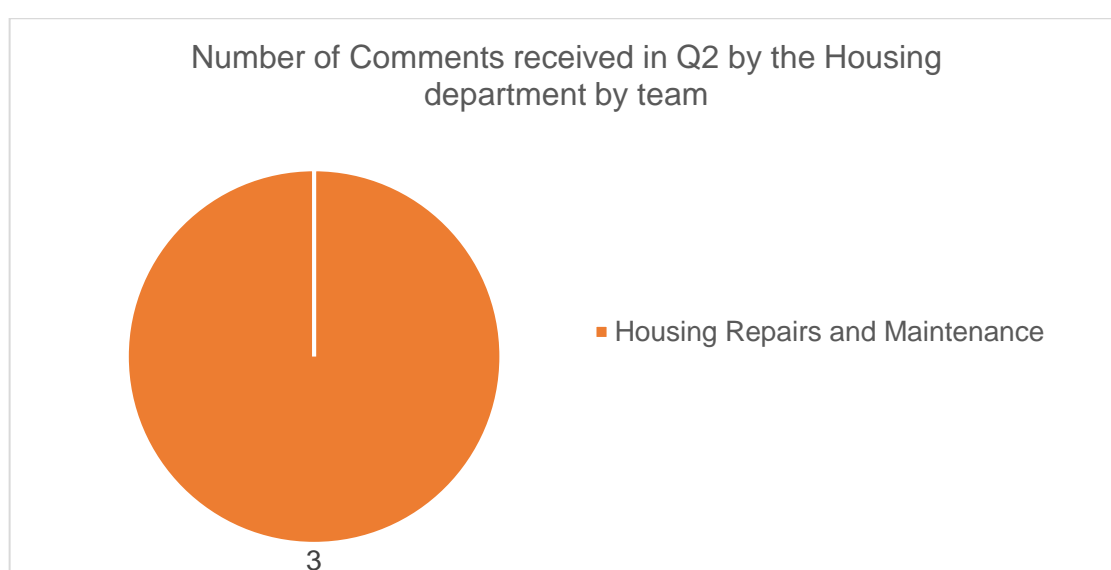
As also shown throughout 2024-2025, it is useful to note whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

Most compliments for Dragonfly (Housing Repairs and Maintenance) praised Repair Operative's for their friendliness, attitude and politeness. Repair Operatives also received numerous compliments for being clean and tidy, doing an 'amazing' job, being professional and helpful.

Compliments for Grounds Maintenance were primarily thanking the team for the job the Grounds Maintenance had completed.

### Comments

There were 3 comments received for the period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



All comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme that could be derived was in relation to Repair Operative conduct / action taken. One comment related to inappropriate language, another was non-use of protective shoe coverings and finally cleaning equipment in an inappropriate place.

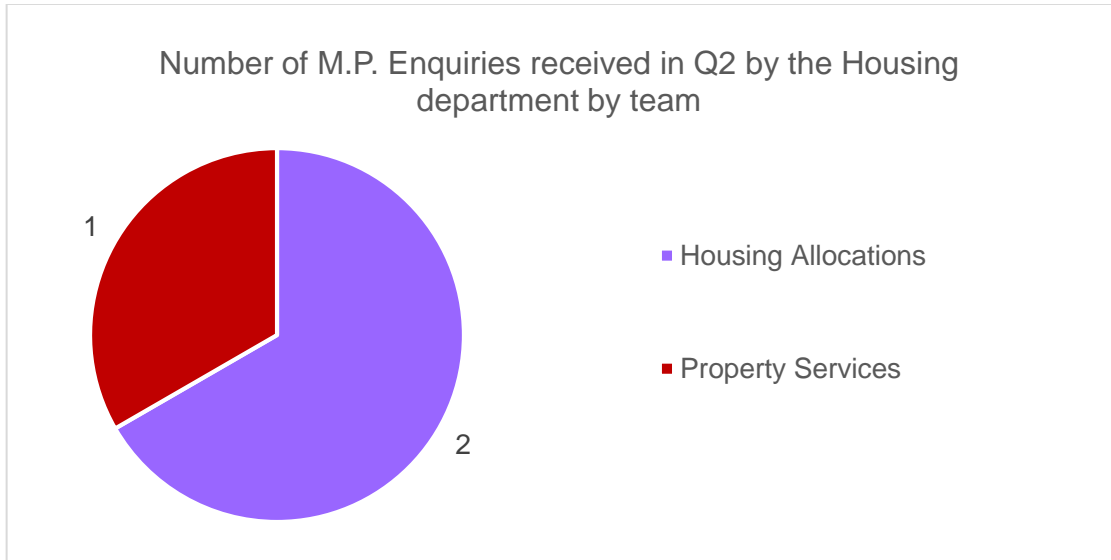
As noted in previous reports, it is noted due to the small number of comments received in Q2, that customers may not use comments as frequently as they utilise the Customer Services Department to make enquiries, service request or liaising teams direct with suggestions.

### MP Enquiries

In the period 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025, the Housing department received 3 M.P. Enquiries.

The Complaints team have witnessed a low number of M.P. Enquiries since early 2024. It is thought the information provided to the MP's Office

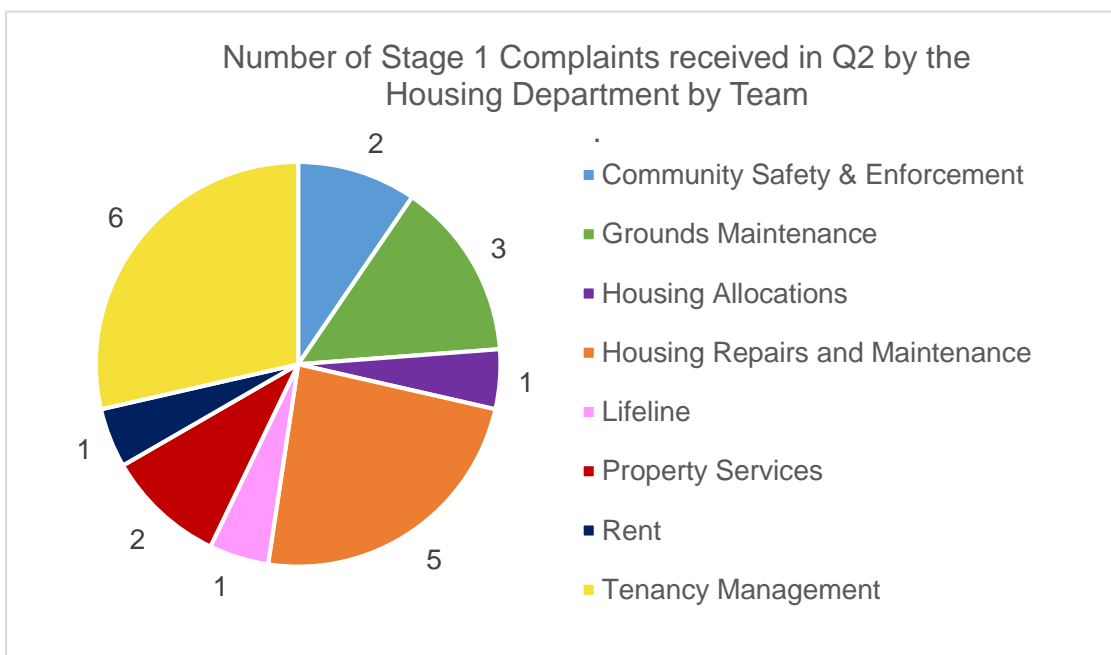
including signposting the constituent to the appropriate organisation and providing them with the Complaints policy (for out of scope issues) may have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.



2 of the 3 M.P. Enquiries were regarding Housing Allocations, although no themes could be derived due to the lack of data.

### Complaints – Stage 1

In total 18 Stage 1 Complaints were recorded from the 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025.





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

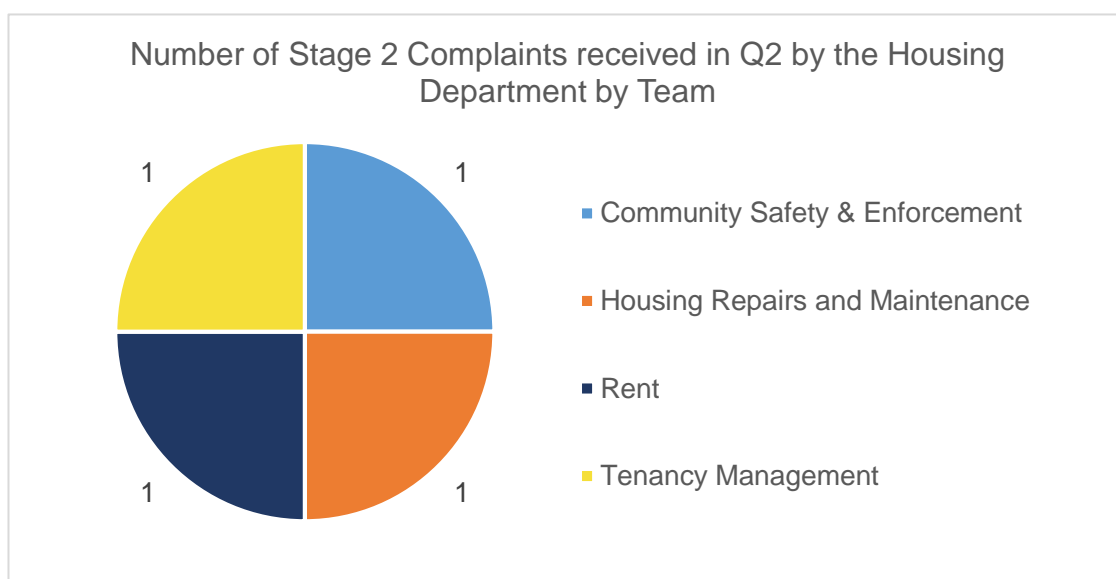
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Tenancy Management followed by Dragonfly (Housing Repairs and Maintenance).

When analysing the themes of stage 1 complaints, Tenancy Management complaints related to dissatisfaction with the action taken or with a lack of action including: lack of tenancy enforcement action, communal area rules and right to buy complaints.

Dragonfly (Housing Repairs and Maintenance) themes included conduct of Repair Operatives and health and safety issues.

### Complaints – Stage 2

3 Stage 2 complaints were recorded, from the 1<sup>st</sup> July 2025 to 30<sup>th</sup> September 2025.



All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days.

Each of the 3 complaints were for different teams and reasons. Therefore, no common themes could be drawn.

### Ombudsman

No Ombudsman complaints were reviewed during this period.

## Summary for Quarter 2 2025/26

	July	August	September	Total
Compliments	8	9	12	29
Comments	2	1	0	3
Stage 1 Complaints	5	8	5	18
Stage 2 Complaints	2	1	0	3
MP Enquiries	1	0	2	3

### Complaints Feedback

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

1. The Repairs and Voids Manager has advised that inappropriate language will be an item in the up and coming toolbox talk.
2. All Customer Advisors have been reminded of the importance of updating departments when requested via internal systems.
3. The Contractor's Director has reinforced the importance of safe work practices and undertaken a Toolbox Talk focused on asbestos safety.
4. Request made to alter the pre-eligibility housing application script on the customer information system to add a tick box for Customer Advisors to use when information regarding an appointment has been explained.
5. The Contractor has been reminded to inform the Council for any loss of services in the future to allow for appropriate notice and contingencies.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported.

### Method of Contact

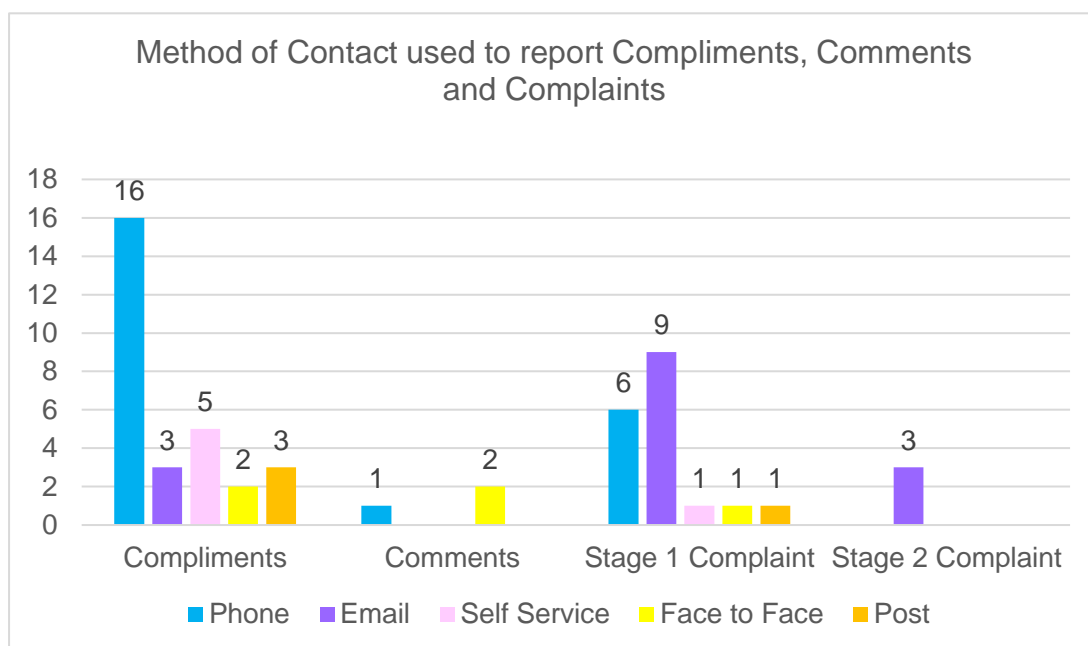
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, most compliments were made via

telephone, followed by self-service. Stage 1 Complaints were mostly made via email followed by telephone and all stage 2 Complaints were made by email.

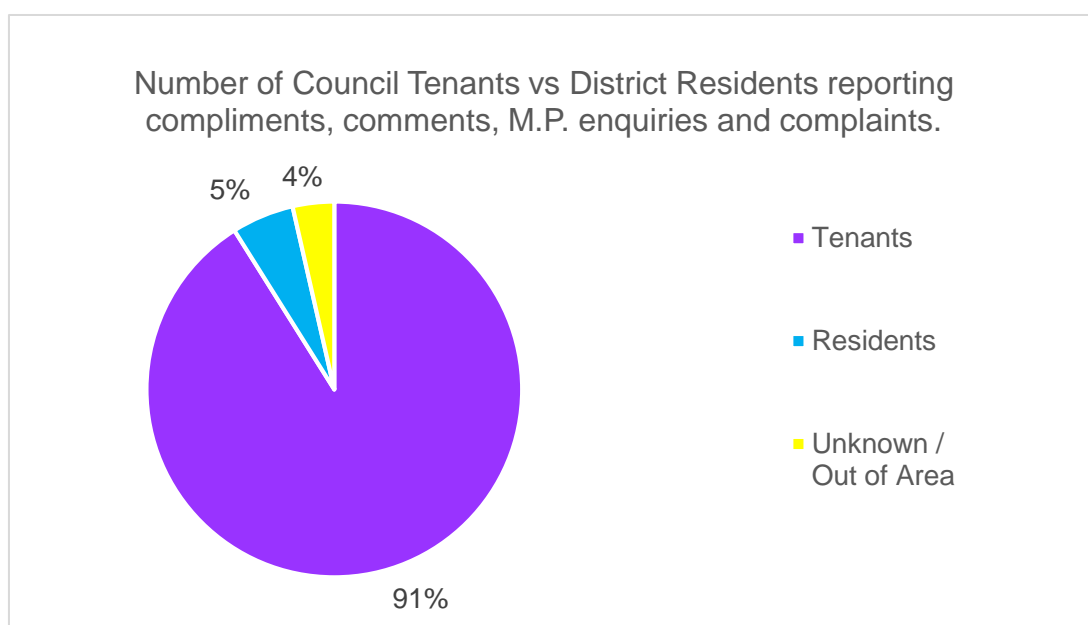
Analysis of method of contact over the last year has shown a shift to use of telephone or email over the more long-standing use of post/letter.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.



### Tenants' vs Residents

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



## Comparison to Q2 2024-2025

	2024/25	2025/26
<b>Compliments</b>	35	29
<b>Comments</b>	2	3
<b>Stage 1</b>	35	18
<b>Stage 2</b>	6	3
<b>M.P. Enquiries</b>	0	3

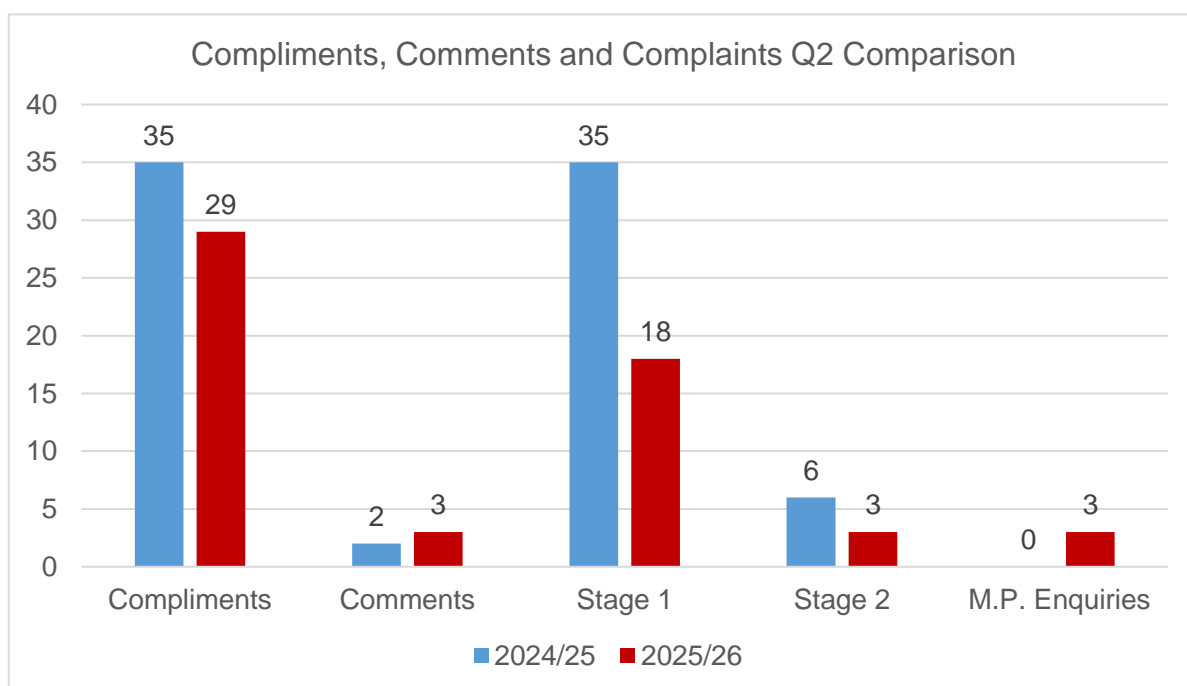
There was a similar number of compliments and comments received in Q2 2024/25.

Stage 1 complaints and stage 2 have decreased by half. However, as the data reported on was reviewed from the beginning of this year, it could be an explanation for the decreased figures.

For both periods Dragonfly (Housing Repairs and Maintenance) had the most compliments and Housing Allocations had the most M.P. Enquiries.

For method of contact, both Q2 2025/26 and 2024/25 found that compliments were mainly reported by telephone. However, stage 1 complaints were mainly reported by email followed by telephone in 2025/26 and in 2024/25 by telephone followed by email.

Similarly to 2024/25, 2025/26 Q2 has shown that tenants made the most reports, however the percentage of tenants to residents has significantly increased. In 2024/25 this was 73%, whereas in 2025/26 this is 91%. However, this may be a result of the data changes within this report.



## Comparison to Q1 2025-2026

	Q1	Q2
<b>Compliments</b>	20	29
<b>Comments</b>	5	3
<b>Stage 1</b>	25	18
<b>Stage 2</b>	4	3
<b>M.P. Enquiries</b>	2	3

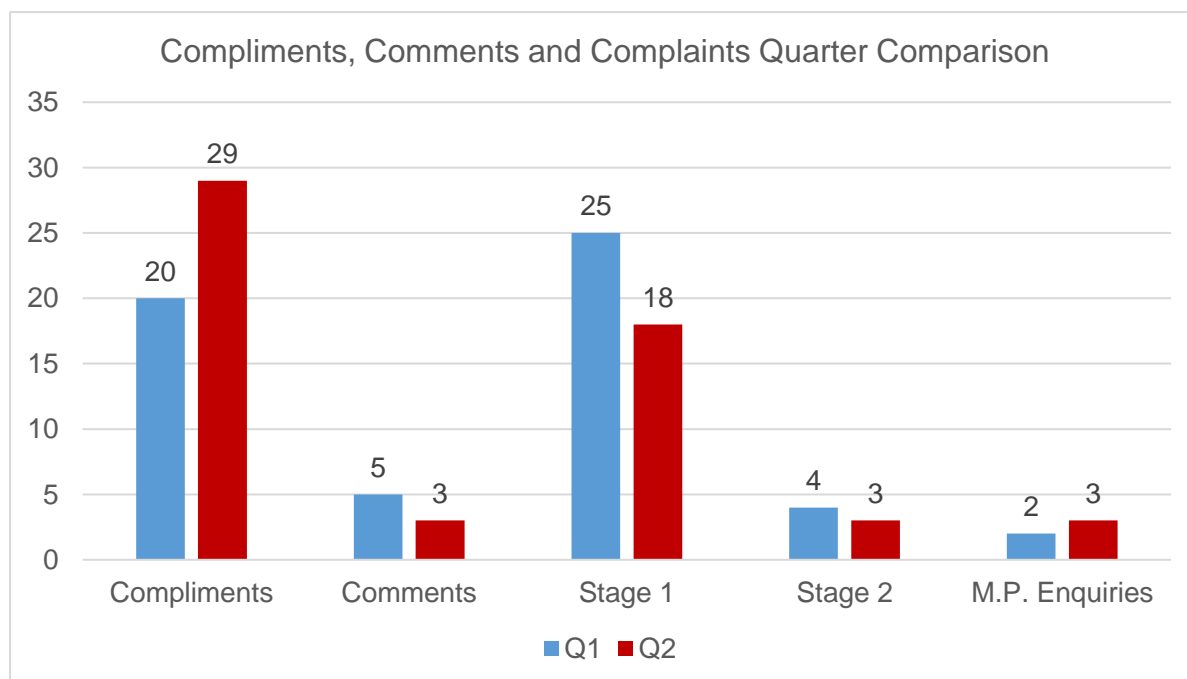
Q1 to Q2 has found an increase in compliments and decrease in stage 1 complaints.

A similar number of comments, stage 2 complaints and M.P. Enquiries were found across both quarters.

Both Q1 and Q2 found that Dragonfly (Housing Repairs and Maintenance) received the most compliments and comments. Housing Allocations received the most M.P. Enquiries for both quarters.

For method of contact in both Q1 and Q2, most compliments were received via telephone. For stage 1 complaints, Q1 found most were received via telephone, followed by self service, but in Q2 most were received by email followed by telephone.

In both Q1 and Q2 tenants reported the largest majority of data both at 91%.



**Compliments/complaints for Q2 included:**

Compliments	Complaints
Customer would like to thank the Plumber who was a very friendly person, they were prompt and arrived early for the job and were happy to wait. They have done an amazing job and left the place clean and tidy.	The customer has complained that rent reminder letters are causing distress and their requests concerning rent have not been logged or communicated by the Contact Centre.
Customer has passed on that the Tenancy Management Officer was super!	Customer is dissatisfied with the conduct of Repairs Operatives and the works they were completing.
Customer has thanked the Careline Warden and Community Enforcement Ranger for their help and assistance after they attended to help the customer up following a fall.	Customer has complained regarding lack of action from the Tenancy Management team concerning a rat issue.
The customer had recent works completed and complimented the Repairs Operatives for being excellent, polite, professional at all times and cleaning up afterwards.	Customer has complained regarding outstanding repairs required for a sprinkler system and the Council's lack of action.
Colleague wanted to thank the Tenant Engagement Officer for their knowledge and assistance in writing recent response to a customer.	Customer is complaining on behalf of their father regarding housing rules and mobility scooters.
Customer wanted to thank the Grounds Maintenance team for cutting the grass, they have made a very good job and the customer is most grateful.	Customer has previously reported their neighbours overgrown garden which is impacting their phone line.
The customer complimented the Repairs Operative for being very efficient, friendly, caring, wiping their feet and being lovely with their dog.	Customer has complained that their building was left without cold or hot water for a few days.

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## **RECOMMENDATION(S)**

1. That members of the Board review the overall performance on

Compliments, Comments and Complaints handling performance as detailed in the report.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
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Ambition: Housing
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Priorities: Building more, good quality, affordable housing, and being a decent landlord.
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Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
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<b>DOCUMENT INFORMATION</b>
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<b>Appendix No</b>	<b>Title</b>
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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 21 October 2025**

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

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

#### **Background**

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

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

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

#### **Keeping Tenants informed of our performance**

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

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

Attached at appendix 1 is a summary of performance against our service indicators for the year 2025-26.



Attached at appendix 2 is a the Q2 performance poster for circulation in contact centres. Following the recent refresh of the Council's website, a specific page for performance information has now been developed [Our service performance](#).

Moving forward the quarterly performance posters are now included in the Bolsover Homes Newsletter [Tenant Participation](#).

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### **RECOMMENDATION(S)**

1. That the performance documented in the attached reports is reviewed and acknowledged.
2. That members review the Q2 performance poster and formally agree the new layout.

### **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**

<b>Appendix No</b>	<b>Title</b>
1.	Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 2 2025/26)
2.	Q2 2025-26 Performance poster <i>(to follow at meeting)</i>

## Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 2 2025/26)

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
01	Proportion of rent collected as a % of rent due in the financial year	87%	93%				92%		
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	2.34%	2.63%				3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.33%	2.18%				2%		A slight reduction on the last quarter as the Income Management Team are starting to pick up the former tenants arrears work. We also have a large write off report with Finance which will reduce the debt in Q3.
04	Current tenants arrears as a % of rent due in the financial year	4.59%	4.58%				4%		To address the arrears we have made some temporary changes to the Officers working on arrears. April to Oct 2026, a Tenancy Management Officer worked solely on rent arrears to progress the high level rent arrears cases. This has had some successes

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
									<p>and we anticipate these will be reflected in Q3 performance reports</p> <p>The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p>
05	Allocations – from Dragonfly handover to relet – 14 working days (average)	40	<i>Pending at meeting</i>				14		<p>Q2 - <i>pending</i></p> <p>Q1 - This figures include the relet of 6 properties in ILS which have had substantial save and warm schemes carried out with longer than average periods of relet required. If these were removed this would reduce the figure to 24.23 days. it should also be noted that in this period we successfully let 2 historically low demand properties which impacted significantly on these figures, (663 days for the 2 properties) if these were discounted the actual time with allocations reduced to 11.69 days.</p>

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
06	Homelessness successful prevention cases	76%	79%				75%		Of 63 cases closed under prevention duties, 50 were successful housing outcomes. Totalling 79% of cases closed in Q2 that were successful prevention cases.
07	Homelessness successful relief cases	75%	78%				45%		Of 40 cases closed under relief duties, 31 were successful housing outcomes. Totalling 78% of cases closed in Q2 that were successful relief cases.
08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%	100%				100%		Q2 - 18 Stage one complaints all responded to in time. Q1 - 25 Stage one complaints all responded to in time.
09	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%	100%				100%		Q2 - 3 stage 2 complaints all responded to in time. Q1 - 4 stage 2 complaints all responded to in time.

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	<i>Pending</i>	<i>Pending at meeting</i>				90%		
11	95% falls responded to within 30 minutes	<i>Pending</i>	<i>Pending at meeting</i>				95%		



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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 21 October 2025**

#### **Agenda Item 9: Terms of Reference**

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

As per the Terms of Reference approved in July 2024, 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.

Three substitute tenant members were established prior to the agreement of the Terms of Reference in 2024, 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 supporting 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.

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#### **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**

<b>Appendix No</b>	<b>Title</b>
1.	Amended Terms of Reference 2025/26

**Housing Liaison Board~~Tenant Participation Review~~  
~~and Development Group~~**  
**Terms of Reference**

<b>Name</b>	<del>Housing Liaison Board (HLB)</del> <del>Tenant Participation Review and Development Group</del>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• To review and develop tenant engagement in line with Legislation, Regulator for Social Housing Consumer Standards and the Tenant National Engagement Standards. (TPAS)</li> <li>• To raise awareness of tenant engagement within the council.</li> <li>• To promote and support tenant involvement.</li> <li>• To review proposed policy/strategy changes ensuring tenant involvement during development and prior to formal Council approval.</li> <li>• To monitor the delivery of recommendations made as a result of Challenge and Change reviews.</li> <li>• To review service performance and complaints data, as required, and provide recommendations for improvement where necessary.</li> </ul>
<b>Key Aims</b>	<ul style="list-style-type: none"> <li>• To strengthen and develop the way we communicate with tenants.</li> <li>• To make tenant engagement an integral part of the housing service.</li> <li>• To use tenant feedback to drive continuous improvement of the housing service by listening to what tenants tell us and making changes.</li> <li>• To increase the opportunity for tenant involvement and keep tenants informed.</li> <li>• To ensure tenants are aware of our services and how to challenge them.</li> </ul>
<b>Membership</b>	<ul style="list-style-type: none"> <li>• Membership of the group will be made up from 5 Councillors (including the Portfolio Holder for Housing as Chair), 5 selected tenants and <u>a combination of 5</u> -Officers from the Council and Dragonfly Management (wholly</li> </ul>



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	<p>owned company who deliver the housing repairs and maintenance service)</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b><u>Council officers</u></b>  Assistant Director Housing Management &amp; Enforcement  Housing Services Manager  <u>Housing Performance Manager</u>  Housing Strategy and Development Officer  Tenant Engagement Officer  Contract Administrator</p> <p><b><u>Dragonfly Management Ltd</u></b>  Director of Property &amp; Construction  Head of Property (Repairs and Maintenance)  Head of Property Services  Senior Repairs Co-ordinator</p> <p><u>Other officers may attend for the purpose of presenting reports to the Board.</u></p> <p>The <u>HLBTPRDG</u> reserves the right to invite/co-opt other tenants to assist with activities as appropriate.</p>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Meetings will be 4 times per year with additional meetings being called with the agreement from the <u>Boardgroup</u>.</li> <li>• 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.</li> <li>• For a meeting to be able to reach any decision there should at least 4 members present whom at least should be 2 members and 2 tenants.</li> <li>• All group members are expected to observe a strict code of conduct and respect the opinion of others.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Agenda, minutes and reports will be available to all via the Councils website</li> <li>• Minutes of previous meetings will be sent out to the group as soon as possible following a meeting</li> <li>• Agendas and other relevant paperwork will be sent out within one week prior to a meeting.</li> <li>• Any members may submit agenda items prior to a meeting.</li> </ul>

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<b>Diversity and Equal Opportunities</b>	<ul style="list-style-type: none"> <li>Promote equality and diversity by treating people fairly and ensuring involvement opportunities are accessible to everyone.</li> </ul>
<b>Last View Date Review</b>	<ul style="list-style-type: none"> <li>The last review of the terms of reference took place <u>July 2024.2023</u></li> <li>To review the terms of reference on an annual basis to ensure it is still applicable and accurate.</li> </ul>



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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 21<sup>st</sup> October 2025**

**Agenda Item 11: Locality Group Sessions**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Tenant Engagement Officer

**1. Background**

Following the C2 Grading at/from our Inspection in May 2024, we have devised a comprehensive Improvement Plan to show how we will drive improvement and demonstrate to the Regulator that outcomes for our tenants are improved.

One of the key areas of weakness identified by the regulator was/ is Complaint handling. We need to ensure the complaint process is accessible, to assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.

To investigate this further we held 5 Locality Event Sessions in July and August 2025.

**2. Locality Group Sessions**

The Sessions were delivered by the Complaints Team and the Tenant Engagement Officer. 23 tenants attended the various sessions.

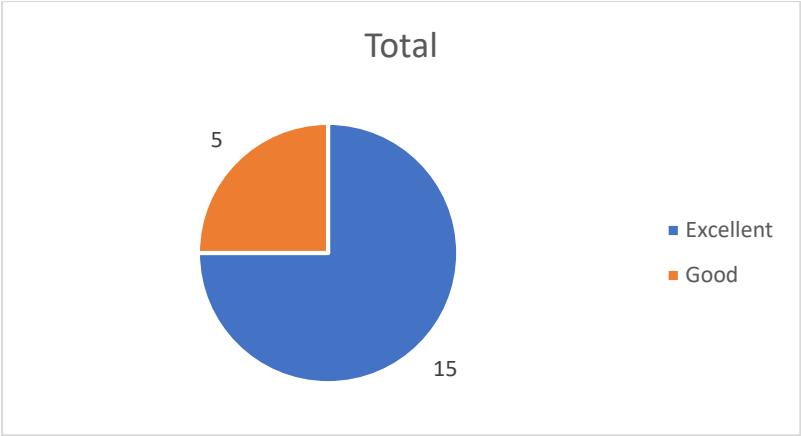
The sessions covered:

- Interactive exercises, including logging a complaint online
- Definitions of a compliment, comment and complaint
- Ways to log a compliment, comment and complaint
- The process followed on receipt of a compliment, comment and complaint
- The Ombudsman Service
- Service Improvements made following a compliment, comment and complaint
- Performance
- Other ways tenants can provide feedback

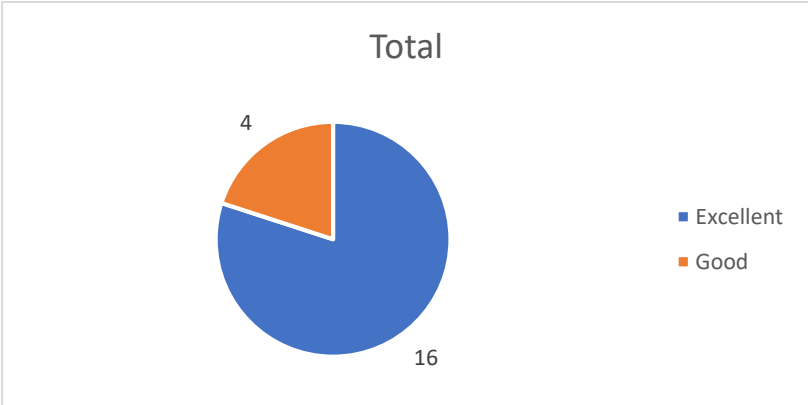
**3. Feedback**

20 feedback forms were completed.

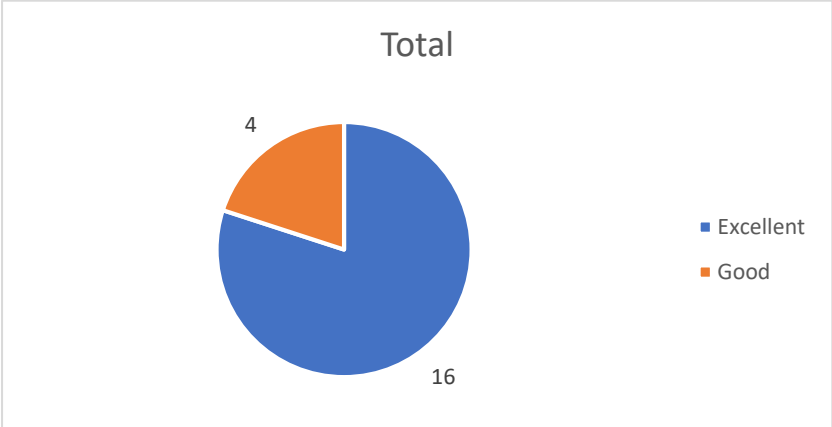
**Event as a whole**

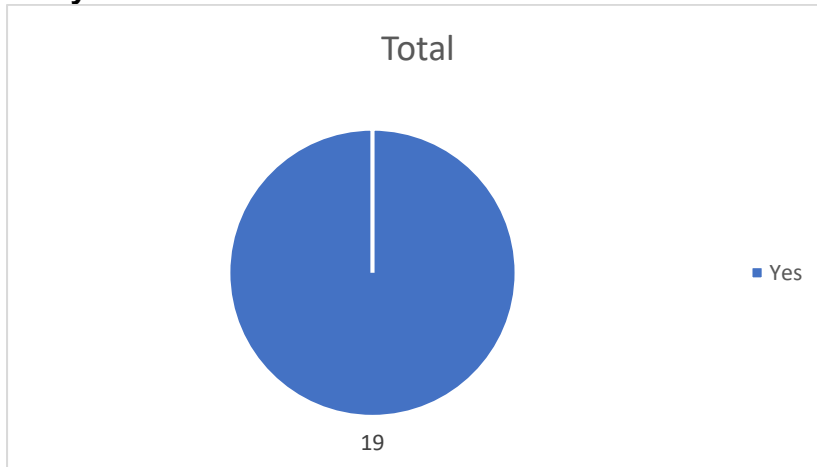
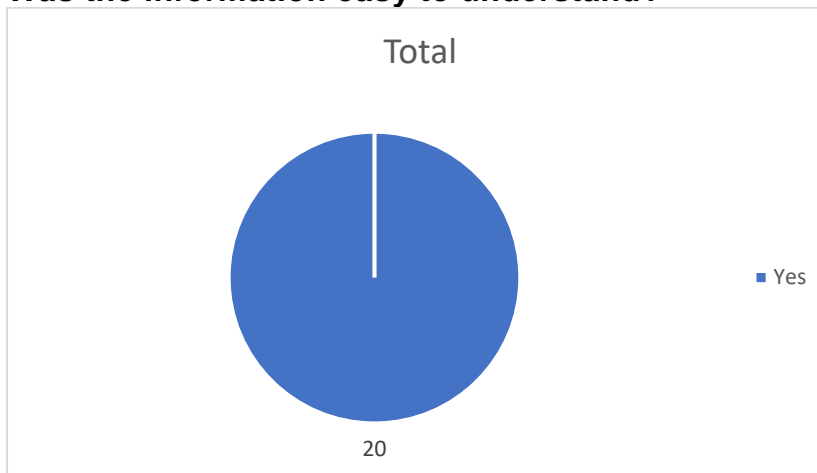


**Information Available**



**Presentation**



**Did you find the event useful?****Was the information easy to understand?****Other comments on the event:**

- very informative
- will willingly attend more of these
- lovely friendly discussions
- really useful and informative
- this was really good to gain further information on housing complaints etc
- we found it very useful and informative, it was easy to understand and showing how to access it online was excellent

**4. Outcomes****4.1 Website**

The majority of tenants commented there are too many web screens to click to log a compliment, comment and complaint. Tenants suggested options that a link is available on the home screen and on menu options on self-serve.

**4.2 Barriers why tenants may not log a complaint**

Some of the following reasons were given why tenants may not want to make a complaint:

- Not easy to find on the website and tenants may give up if it's too difficult

- Can't be bothered
- No point, it won't make any difference, the council won't listen, why bother
- Nothing will change
- Fed up of telling the council and then nothing changes.
- The Council are not really interested and don't care
- Think there may be negative consequences
- If the complaint is affecting several people/neighbours, they may make assumption that someone else will have put in a complaint so leave it for someone else to report.
- A misconception, that it is a complicated process

### 4.3 Perception

There appears to be a difference in tenants and the councils understanding of a service request versus a complaint.

The presentation at the events provided the following definitions:

- Service request is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.
- A complaint is 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.

Tenants use the terminology that they want to complain but BDC may record this as a service request. Further analysis of service requests and complaints is needed to ensure accurate recording.

### **RECOMMENDATION(S)**

1. That members of the Board review the findings of the Locality Groups.

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

DOCUMENT INFORMATION	
Appendix No	Title



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## **Bolsover District Council**

### **Meeting of the Housing Liaison Board on 21 October 25**

### **Agenda Item 12: Update to Welfare Adaptations Policy**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Housing Services Manager

## **PURPOSE/SUMMARY OF REPORT**

To inform tenants of recent updates to the Welfare Adaptations Policy.

## **REPORT DETAILS**

### **1. Background**

- 1.1 Bolsover District Council has 4940 housing properties. The Council is committed to providing suitable housing to meet the needs of its residents and housing adaptations can play an important role in allowing people to live independently in comfort and safety in their own home.
- 1.2 The Welfare Adaptation Policy ("the Policy") provides a framework for the provision of adaptations to the homes of tenants living in Council accommodation. This could be in their current home or rehousing to suitable accommodation that may already be adapted and would meet their housing need.
- 1.3 For the purpose of this Policy, an adaptation is alterations or addition to the property to make it safer and easier to move around the home and do everyday tasks.

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

- 2.1 The Council approved the Welfare Adaptation Policy in May 2022. This set out who can apply for a Welfare Adaptation and the procedure we follow when considering requests. To be eligible for an adaptation the tenant or a member of the tenant's household must be an occupant of a BDC property using this as their permanent or principal home.



- 2.2 The Policy also provides definitions of adaptations at paragraph 4.2. Minor adaptations are simple, cost-effective solutions to assist a person to live independently. Examples include grab rails, small external handrails and over bath showers. These tend to be under £1000. In the last financial year, we have undertaken 42 minor adaptations.
- 2.3 Major adaptations are valued over £1000 and are generally structural changes to a property, for example, replacing a bath with a level access shower or wet room, hard standing/driveways and stair lifts. In the last financial year, we have undertaken 141 major adaptations.
- 2.4 The Policy is now due for renewal. As part of the review process, we held several sessions with the various officers involved in the Welfare Adaptation process, including a representative from Derbyshire County Council. In addition, we reviewed the Housing Ombudsman Good Practice Guidance issued in February 2025 regarding disabled adaptations in social housing.
- 2.5 We invited several tenants who had been through the Welfare Adaptation process to form a working group to discuss their experiences, make suggestions for improvement to the Policy and Process. The key theme was around improved communication during the process. As a result of which we have implemented an additional step within the process regarding the applicant being notified in writing about the application, outlined at paragraph 4.5. We have also stated the applicant will be notified of the reasons for refusal in writing and be provided details of who they are able to appeal the decision (paragraph 4.9).
- 2.6 We have amended the Policy to be clearer with regards to what works, we can and will undertake to ensure that we are managing expectations. The key changes within the policy are as follows;
- Eligibility – we have added that the occupant must be using the property as their permanent or principal home for 12 months or more.
  - Where a stair lift is required in a block of flats this will only be considered following a feasibility and fire risk assessment.
  - Feasibility assessments will be undertaken when looking at the provision of hard standing for wheelchairs users or where this could provide a more economical solution to provide a hard standing than providing additional paths/ramping from the roadside.
  - Ramping for self-purchased wheelchairs or mobility scooters may not be considered unless assessed as a necessary requirement by an Occupational Therapist or other suitably qualified medical professional.
  - Where a level access shower is required in properties at first floor or above, this can be considered following a feasibility and/or accommodation needs assessment.
  - Should alternative suitable accommodation become available prior to work commencing we can make this as an alternative offer to the adaption agreed.
  - We have removed reference to £500 rent arrears threshold, rather stating

where there are any arrears, that we make contact with the applicant to ensure a payment plan is in place and being adhered to, prior to works being carried out.

- 2.7 Customer Services Scrutiny have reviewed and provided comments on the updated Policy which were verbally reported to the Executive.

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

- 3.1 It is considered good practice to have a policy which sets out the Council's approach to Welfare Adaptations. Having a robust policy protects the Council, both when it makes decisions to make adaptations and in those limited circumstances when we have no alternative but to refuse the request.

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

- 4.1 The policy is considered necessary so that members of the public are aware of the adaptations we are able to undertake, the process we will follow and provides an appeals process. The changes made are based on Ombudsman recommendations and comments from our tenants.

---

## **RECOMMENDATION(S)**

That members note the updated Welfare Adaptation Policy approved by Executive on 6<sup>th</sup> October 2025.

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

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1.	Updated Welfare Adaptation Policy



# **Welfare Adaptations Policy**

## **Council Owned Properties**

May 20~~25~~22 - 20~~28~~25

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

## CONTROL SHEET FOR WELFARE ADAPTATION POLICY

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Adaptations Policy
Current status – i.e. first draft, version 2 or final version	Final version
Policy author (post title only)	Housing <del>Policy</del> and <del>Intelligence Officer</del> <u>Services Manager</u>
Location of policy (whilst in development) – i.e. L-drive, shared drive	S drive
Relevant Cabinet Member (if applicable)	<del>Cllr. Phil Smith</del> <u>Sandra Peake</u> <u>Portfolio holder for Housing</u>
Equality Impact Assessment approval date	<del>January 2023</del>
Partnership involvement (if applicable)	N/A
Final policy approval route i.e. Joint Strategic Alliance Committee, Cabinet/Executive/Council	Executive
Date policy approved	<del>16<sup>th</sup> May 2022</del>
Date policy due for review (maximum three years)	<del>May 2025</del>
Date policy forwarded to Improvement (to include on Intranet and Internet if applicable to the public)	<del>January 2023</del>

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# 1. Introduction

The purpose of this policy is to adopt a consistent and common approach to the management of disabled adaptations delivered by the Council.

Housing adaptations can play an important role in allowing people to live independently, and in the comfort and safety in their own home.

Bolsover District Council's (BDC) Adaptations Policy sets out the policy and procedures framework for the provisions of adaptations in council accommodation. This could be in a tenant's current home or to enable the seeking of rehousing to suitable accommodation that may already be adapted and would better meet their housing need.

For the purpose of this policy, an adaptation is defined as an alterations or additions to a property to make it safer and easier to move around the home and undertake everyday tasks.

## 1.1 Aims

The aim of this policy is to assist, where reasonable and within financial and legislative constraints, tenants to access services that will help them or a member of their household to live as independently as possible. The Council will take a person-centred approach to identify suitable solutions and will work toward achieving this aim by:

- Working in partnership with Derbyshire County Council (DCC) Adult Care Services
- Being fair and accessible
- Encouraging independent living
- Recognising the vital importance of adaptations in supporting disabled people and people with significant health related issues to remain living independently in the community
- Ensuring that all adaptations are necessary, reasonable and practicable
- Prioritising adaptation needs to prevent hardship and to support vulnerable families and individuals
- Making best use of BDC's adapted housing stock by working with the Housing Needs Team
- Minimise waiting lists and waiting times
- Providing advice, assistance and support to explore all other support options  
Facilitating transfers to more appropriate accommodation where required
- Continuing to focus on providing a high quality adaptation service, delivering cost effectiveness and investment in adaptations within available budgets

# 2. Scope

The policy takes into account the growing recognition of housing authorities' role in supporting the health and social care system. We will work in conjunction with a

range of partners to deliver adaptations and assistance to BDC tenants, or members of their household, who have a disability or chronic illness to help them to continue to live independently.

Homeowners, leaseholders and private sector tenants are not included within the scope of this policy because they are eligible to apply for a Disabled Facilities Grant from the Council if they require financial assistance for disabled adaptations.

## **2.1 Legal Framework**

The policy will have due regard to local policies and procedures as well as national legislation, which include the;

- Chronically Sick and Disabled Persons Act 1970
- Housing Act 1985
- Regulatory Reform (Housing Assistance) (England and Wales) Order 2002
- Human Rights Act 1998
- UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018
- Disabled Persons Act 1986
- Housing Grants, Construction and Regeneration Act 1996
- Housing Act 1996
- Equality Act 2010
- Care Act 2014.
- Home Adaptations for Disabled People 2013
- BDC Housing Allocations Policy

## **3. Principles**

Bolsover District Council is committed to delivering an excellent service, ensuring that council tenants and their household, as far as possible, continue to live safely and independently whilst ensuring well-being and quality of life.

The policy will help to fulfil the Council's corporate priorities by;

- Promoting equality and diversity and supporting vulnerable and disadvantaged people
- Providing good quality council housing where people choose to live
- Improving health and well-being

## **4. Statement**

### **4.1 Equality Act 2010 Disability Definition**

Under the Equality Act 2010 the Council has a duty to make reasonable adjustments for people with disabilities to ensure they receive the same services, as far as this is possible, as someone who is not disabled.



A disability under this Act is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on the ability to do normal daily activities.

'Substantial' and 'Long-term' mean;

- 'substantial' is more than minor or trivial, i.e. it takes much longer than it usually would to complete a daily task like getting dressed
- 'long-term' means 12 months or more, i.e. a breathing condition that develops as a result of a lung infection

## 4.2 Definition of Adaptations

### Minor Adaptations

Minor Adaptations have a value of up to **£1000.00**. They are simple, cost effective solutions to assist a person to live independently. They can be installed swiftly, promote wellbeing and reduce the risk of accidents, consequently averting additional costs associated with hospital admissions, or residential care and support.

Minor adaptations, as an example, can include:

- grabrails
- additional stair rails
- installation of lever taps
- small external handrails
- half steps
- small low-level ramps
- over bath showers
- minor kitchen alterations

### Major Adaptations

Major Adaptations are valued over **£1000.00** and are generally structural changes to a property, for example:

- replacing a bath with a level access shower or wet room
- installing ramps
- hard-standing/drive ways
- property extensions
- adapting a room specifically to make it safer for a disabled person
- installing access facilities, such as a stair lift, through floor lift, door widening

## 4.3 Who Can Apply?

BDC tenants of any age can apply for an adaptation for themselves or for any member of their household.

Carers of a disabled person can apply on the tenant's behalf.

To be eligible for an adaptation, the tenant or a member of the tenant's household must be an occupant of a BDC property using this as their permanent or principle home for 12 months or more or in exceptional medical circumstances.

In the case of a split household where the disabled person is a child (less than 16 years or a child who is in full-time education under 19 years), adaptations will only be considered on one property. This would be the property where the parent the child is dependent on resides. When deciding on which parent the child is dependent on, the following will be taken into account, but is not limited to:

- Who the child resides with primarily
- Any Court Orders in place
- Who Child Benefit is paid to
- Written Agreements between parents
- The individual facts of the case.

Cases outside the above may be reviewed by BDC Welfare Team and will be considered sensitively prior to a decision being made.

If more than one member of the household is disabled and requires adaptations to meet their needs, each disabled person would be required to complete an application form and receive an assessment from Derbyshire County Council's (DCC's) Occupational Therapist.

To be eligible for an adaptation there must be a proven assessed need.

Homeowners, leaseholders and private sector tenants should apply for a [Disabled Facilities Grant](#) from the Council if they require financial assistance for disabled adaptations.

#### 4.4 How to Apply

In the first instance, tenants or a member of their household will be required to do a self-referral to Call Derbyshire, Adult Care, or Starting Point for Children and Young Adults up to 18 years old. In some cases organisations can refer on the disabled persons behalf, for example carers.

Contact [Call Derbyshire](#), telephone: **01629 533190** and request an assessment of needs.

Derbyshire County Council (DCC) Occupational Therapy service will assess the applicants requirements and needs in line with [DCC's policy and procedures](#).

DCC will then make a formal recommendation to BDC to undertake the work.

**Hospital Referrals** - Patients in hospital who live in council housing can be assessed by the hospital occupational therapist prior to discharge, in these cases they will send their recommendation direct to BDC.

## 4.5 Welfare Adaptation Procedure

BDC can discharge its duties by any of the following means:

- Rehousing to alternative adapted accommodation
- Provision of adaptations that can be reasonably carried out
- Offer suitable re-housing

Once the assessment and adaptation needs have been identified a panel meeting will be held with a Service Manager from DCC and the Council's Welfare Team where the requests will be considered. The applicant will be notified in writing of the outcome of this meeting.

A further visit may be undertaken if ~~necessary~~necessary, with the Occupational Therapist and an officer of Bolsover District Council. , Housing Allocations Manager, Asset Management Inspector or Independent Living Manager , and Housing Needs/Tenancy Management Officer.

Throughout the process, the applicant will be kept updated.

## 4.6 Prioritising Adaptations and Timescales

All works will be carried out in chronological order from the date the referral is received unless the Occupational Therapist or the BDC Welfare Team determine the adaptation needs to be prioritised.

## 4.7 Maintenance and Tenant Obligations

The Council will meet the costs of all routine repairs and maintenance to any adaptation it funds through this policy. The Tenant must allow access for any servicing or repairs.

It is the responsibility of the Tenant to ensure that any adaptations are not misused or abused. Any repair costs as a result of misuse will be charged to the Tenant.

All adaptations are the property of BDC and must NOT be removed or resold by the tenant.

## 4.8 Feasibility and Pricing Assessment

The Council will consider a number of factors before approving an adaptation based on the Occupational Therapist's advice, for example:

- Are the adaptation works reasonable and practicable, for example, having regard to the age and character of the property
- Whether it is practical to undertake an adaptation due to design or layout of property
- If access to a property is not suitable to meet the applicants requirements, and the access cannot be reasonably or practically be adapted, then further adaptations to the property may be refused

- Where a stair lift or lift is required in a block of flats, consider whether this is in a communal area or a private staircase. Stair lifts in communal areas will not be approved. Stairlifts on a private staircase This will can only be approved considered following a feasibility assessment and Fire Risk Assessment, ensuring the position of the Fire Door does not impede access in communal areas.
- Where a property is being considered for redevelopment
- Where works require planning permission or Building Regulation approval, which would not be granted.
- Condition of property – where such works would pose a significant health and safety risk to staff
- Where a housing application to move is in progress
- Whether the adaptation meets the long term needs of the disabled person/s
- The availability of the applicants existing support network and carers
- The cost of the adaptations necessary to the current property
- Any under-occupation/overcrowding of the present accommodation may be taken into consideration
- Property type and demand
- The likely availability of more appropriate alternative accommodation
- Where a Right to Buy application has been made
- Where the Council is seeking possession of a property because of a breach of tenancy conditions
- Provision of hard standing where the disabled person is a wheelchair user or where it affords a more economical solution than providing additional paths/ramping from the roadside.
- Ramping for self-purchased wheelchairs or mobility scooters may not be considered unless assessed as a necessary requirement by an Occupational Therapist or other suitably qualified medical professional.;
- -Where a level access shower is required in properties at first floor or above, this can be considered following a feasibility and/or accommodation needs assessment.

The list is not ~~exhaustive~~exhaustive, and each case will be assessed on its own merit.

Occasions may arise where work is pending and a change in circumstances requires a further assessment. Should this occur, if the work pending has not been started, then it will not commence until DCC has submitted a further assessment. The new work may then be added to the pending work to be completed as one job.

The council will ensure that the tenants will be communicated with throughout the process.

Should alternative suitable accommodation become available prior to work commencing, Bolsover District Council reserve the right to make this as an alternative offer to the original adaptations agreed.

#### **4.9 Circumstances where an adaptation will be refused**

There may be circumstances where it is not considered reasonable for an adaptation to be approved.

If it is considered by the Council that a tenant or a member of their household's needs would be best met through a move to a more suitable property, a priority transfer within the Council's stock, in accordance with the Allocations Policy, will be sought.

The Welfare Team will provide housing need details to the Housing Options officers to support the move.

Examples of cases where it may be considered unreasonable or impracticable for major adaptation works to be undertaken and more appropriate accommodation may be sought including the following;

- In a family dwelling where under or over occupation exists
- Where there is a requirement to provide an additional bedroom or living room and suitable alternative accommodation is available
- ~~Where a level access shower is required in properties at first floor or above, where there is no lift~~
- Where access ramps would adversely affect the amenity of the area
- Where the works would significantly affect the Council's ability to let the property in the future and there is suitable alternative accommodation
- To provide access ramps or major adaptations for applicants with a terminal condition when safe and temporary, but effective, solutions can be undertaken quickly
- To communal / joint access paths and steps
- The practicalities of carrying out adaptations to properties with narrow doors and stairways and passages which might make wheelchair use in and around the dwelling difficult
- Where there are competing needs of different members of the family which cannot be met in that particular home
- Where the Council intends to dispose of the property or where the property becomes part of a redevelopment proposal
- Where there is suitable alternative adapted, part adapted accommodation or where it is considered likely that a suitable property will become available within 12 months of the request being made
- Where a tenant leaves a property (through their own choice or through eviction) that has previously been adapted for their needs within 3 years of any adaptation having been completed
- ~~If a request is received for a property where possession proceedings have commenced~~
- Where a request for a hardstanding is to solely to enable Electric Vehicle charging.

The list is not exhaustive and each case will be assessed on its own merit: If the welfare adaptation is refused, you will be notified of the reasons for refusal in writing with details of how you are able to appeal this decision.

#### **4.10 Rent Arrears**

Where a request for adaptations is received and there are rent arrears contact of over £500, con contact will be made with the tenant to ensure a payment plan is in place and being adhered to prior to any works being carried out.

#### **4.11 Mobility Scooters**

BDC will not ordinarily provide provision for resident's mobility scooters. Each application would be considered on its own merits, taking into account recommendations from the Occupational Therapist, as well as having regards to Building Control and Planning Regulations.

Tenants will be responsible for altering access paths/gates and supplying hard standings, sheds, electrical supply and any other associated works connected to accommodating their scooter, after receiving permission from BDC and where applicable Building Control and Planning.

Mobility scooters must not be positioned in communal areas or stored near habitable properties, to ensure prevention of risk of fire.

#### **4.12 Removal and Recycling of Adaptations**

Where a void property already has an adaptation in-situ a full assessment will be undertaken to identify the age and condition of the adaptation and whether it would be suitable for the adaptation to remain.

No adaptations funded by the Council should be removed by the tenant or anyone acting on their behalf without the agreement of the Council.

Where it is identified that:

- the adaptation is not economical it will be removed as part of the voids process
- the adaptation is in good condition the property type will be assessed for long-term suitability and where appropriate, adaptations will be kept in-situ to ensure best use of the property
- there is no need for the adaptation which has been installed, consideration will be given to removing the adaptation and restoring the property to the current lettable standard for the property type

Where adaptations have been carried out to a property designated for elderly or disabled people, these will not normally be reversed. For example, where a bath has been replaced with a level access shower.

Where General Needs accommodation has been adapted, the Council may seek to find a suitable applicant, through the usual Allocations Policy and procedures, who will benefit from such adaptations.

#### **4.13 Right to Buy Applications**

Where a Right to Buy application is submitted, adaptation applications will be cancelled.

Any removable adaptations i.e. stairlifts already in situ, will be offered to the Tenant as part of the Right to Buy purchase at a cost which will include depreciation. If the Tenant declines, the equipment will be removed prior to the completion of sale.

Where a significant adaptation(s) is carried out, the tenant will be informed as part of the process that the adaptation may result in the property being classed as exempt from Right to Buy in the future.

#### **4.14 Funding**

The Council sets a budget on an annual basis to carry out adaptations for the financial year, therefore adaptation works are subject to the availability of funding.

In the event that resources become limited in the future or demand increases significantly, the Council will allocate funding for adaptations based on their priority.

Derbyshire County Council provides a range of aids and equipment to assist people with a disability to maintain their independence. These are delivered directly to their home, therefore the Council will not fund non-fixed equipment, for example:

- Powered bath-hoists
- Commode chairs
- Specialist toilet seats
- Specialist furniture
- Induction loops

Adaptations are normally funded to the value of £30,000. If the works required exceed this amount, the case will be referred to the Housing Stock Management Group to determine if the adaptation is a viable option or alternative accommodation to suit the applicants need would be more practical.

There is currently no requirement for a financial assessment (means test) for any applicant requesting adaptations. This requirement, however, is still in place for private sector adaptations by means of the Disabled Facilities Grants (DFG).

#### **4.15 Refusals**

If an adaptation has been refused under the Welfare Adaptations Policy, applicants are eligible to apply to Bolsover District Councils Environmental Health Team, for eligibility assessment of a Mandatory Disabled Facilities Grant. Any applicant wishing to apply for a Disabled Facilities GrantDFG can contact the Council's Environmental Health Department on 01246 242424 for further advice on the application process.

#### **4.15.16 Appeals**

If an applicant wishes to appeal against any decision taken relating to their requested adaptation they should set out the reasons for the appeal in writing, either by letter or email, addressed to the Head of Housing ManagementAssistant Director of Housing or Housing Service Manager. and Enforcement and the Head of Property Services & Housing Repairs

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Contact details; Bolsover District Council, The Arc, High Street, Clowne. S43 4JY.  
Email: [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)

~~A joint decision will be made and the applicant will be notified in writing with an explanation for the decision.~~The applicant will be notified of the decision in writing within 20 working days.

If the appeal is rejected the decision will include the options available, for example, moving to an accessible or adapted property.

Should an applicant remain dissatisfied, they can access the Council's Corporate Complaints procedure at: [www.bolsover.gov.uk](http://www.bolsover.gov.uk)

#### **4.164.17 Monitoring**

The BDC Welfare Team will feed back the outcome of the adaptation request to Derbyshire County Council to enable them to update their cases.

Internally adaptations will be monitored through the Housing Stock Management Group. An annual report will be submitted to the group detailing performance.

## **5. Responsibility for Implementation**

The Policy will be implemented by the Council's Welfare Team working in partnership with other Council departments and external organisations, for example, but the list is not exhaustive:

- Council's Housing Needs Team
- Derbyshire County Council
- Care providers
- Social Care
- Hospital Occupational Therapists
- Contractors
- Tenancy Management Team
- Asset Management team
- Property Services and Repairs team