

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Executive

Friday 21st February 2025

Contact: Alison Bluff
Telephone: 01246 242528
Email: alison.bluff@bolsover.gov.uk

Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday 3rd March 2025 at 10:00 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.

Yours faithfully



Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

Access for All statement

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

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

EXECUTIVE AGENDA

*Monday 3rd March 2025 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne*

Item No.		Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	4 - 12
	To consider the minutes of the last meeting held on 27 th January 2025	
	<u>NON KEY DECISIONS</u>	
5.	Policy and Procedure on the Management of Unreasonable Complaints or Customers	13 - 56
6.	Council Plan Targets Performance Report - October to December 2024	57 - 84
7.	Gas and Heating Compliance Policy	85 - 103
8.	Electrical Compliance Policy	104 - 121
9.	Housing Service Performance Update Q1-Q3 2024-2025	122 - 151
	<u>KEY DECISIONS</u>	
10.	Management of Corporate Debt - Write Off of Outstanding Amounts	152 - 157

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 27th January 2025 at 1000 hours.

PRESENT:-

Members:-

Councillor Steve Fritchley in the Chair

Councillors Anne Clarke, Mary Dooley, Duncan McGregor, Sandra Peake and John Ritchie.

Officers:- Karen Hanson (Chief Executive Officer), Steve Brunt (Strategic Director of Services), Jim Fieldsend (Monitoring Officer), Theresa Fletcher (Section 151 Officer), Mark Giles (Assistant Director Streetscene and Enforcement), Chris Fridlington (Director Development and Devolution) Richard Winter (Climate Change Officer), Lorri Darby (Developments and Contracts Officer, DMBL), and Alison Bluff (Governance).

Also in attendance at the meeting were Junior Cabinet Members Donna Hales, Duncan Haywood (representing Councillor Clive Moesby), Phil Smith and Jane Yates.

The meeting stood in one minutes silence in respect of International Holocaust Remembrance Day in memory of the victims of the Holocaust.

EX69-24/25. APOLOGIES

An apology for absence was received on behalf of Councillor Clive Moesby.

EX70-24/25. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

EX71-24/25. DECLARATIONS OF INTEREST

There were no declarations of interest made.

EX72-24/25. MINUTES – 21ST DECEMBER 2024

Moved by Councillor Duncan McGregor and seconded by Councillor John Ritchie
RESOLVED that the Minutes of an Executive meeting held on 21st December 2024 be approved as a correct record.

EXECUTIVE

NON KEY DECISIONS

EX73-24/25. MEDIUM TERM FINANCIAL PLAN

Executive considered a detailed report, presented by Junior Cabinet Member Councillor Duncan Haywood, which sought Members approval of the current budget for 2024/25 and the proposed budget 2025/26, for the General Fund, Housing Revenue Account and Capital Programme as part of the Council's Medium-Term Financial Plan, covering the years 2024/25 to 2028/29. The report also provided an overview of the Council's financial position in order to inform the decision-making process.

The Section 151 Officer referred Members to table one in the report which showed a shortfall in the General Fund of almost £1m in 2028/29, however, the Section 151 Officer noted she was confident that more income would have been received to cover this by 2028/29 and the shortfall would be zero. Council Tax would be increased by the maximum of 2.99% - this was assumed in all the Council's grant figures, and housing rents by 2.7%, which was Government policy: CPI plus 1%. As the cumulative effect of the rent increase took effect, this would make it easier in the HRA.

Moved by Councillor Mary Dooley and seconded by Councillor John Ritchie
RESOLVED that 1) all recommendations below be referred to the meeting of Council on 29th January 2025;

2) that in the view of the Section 151 Officer, that the estimates included in the Medium-Term Financial Plan 2024/25 to 2028/29, were robust and that the level of financial reserves whilst at minimum levels were adequate, be accepted,

3) officers report back to Executive and to the Finance and Corporate Overview Scrutiny Committee on a quarterly basis regarding the overall position in respect of the Council's budgets,

GENERAL FUND

4) a Council Tax increase of £6.07 be levied in respect of a notional Band D property (2.99%),

5) the Medium-Term Financial Plan in respect of the General Fund as set out in Appendix 1 of the report be approved as the Revised Budget 2024/25, as the Original Budget in respect of 2025/26, and the financial projection in respect of 2026/27 to 2028/29,

6) any further under spend in respect of 2024/25 be transferred to the Council's General Fund Reserves,

7) on the basis that income from Planning Fees may exceed £0.500m in 2024/25, the Head of Paid Service, in consultation with the Leader, be granted delegated powers to authorise such additional resources as were necessary to effectively manage the resultant increase in workload.

EXECUTIVE

HOUSING REVENUE ACCOUNT

- 8) Council increases its rent levels by 2.7% to apply from 1st April 2025,
- 9) the increases in respect of other charges as outlined in Appendix 4 Table 1 of the report be implemented with effect from 1st April 2025,
- 10) the Medium-Term Financial Plan in respect of the Housing Revenue Account as set out in Appendix 3 and 4 of the report be approved as the Revised Budget in respect of 2024/25, as the Original Budget in respect of 2025/26, and the financial projection in respect of 2026/27 to 2028/29,
- 11) under spends in respect of 2024/25 to 2028/29 be transferred to the HRA Revenue Reserve.

CAPITAL PROGRAMME

- 12) the Capital Programme as set out in Appendix 5 to the report be approved as the Revised Budget in respect of 2024/25, and as the Approved Programme for 2025/26 to 2028/29.

Reasons for Recommendation

The report presented a budget for approval by Council. It sought to ensure approval to budgets in respect of the General Fund, the Housing Revenue Account and the Capital Programme.

Alternative Options and Reasons for Rejection

Alternative options were considered throughout the report.

EX74-24/25. LEASE OF 3 / 4 VERNON STREET, SHIREBROOK

Executive considered a detailed report, presented by Councillor John Ritchie, which sought Member's approval to enter into a lease agreement in relation to 3 / 4 Vernon Street, Shirebrook, on the terms as detailed in the report.

The interested party was in the neighbouring property, and the vacant unit presented an opportunity for them to expand their business operation without the need for them to relocate, disrupt staff and incur significant relocation costs.

The Developments and Contracts Officer had received a proposal for a 10-year lease term at a rental value of £15,000 per annum, fully repairing and insuring the unit. The proposal suggested a minimum one-year rent-free period to offset a proportion of the improvements which the interested party was proposing for the building and wider site. An upwards only rent review would be completed in the 5th year of the term - this would be based on market value.

Moved by Councillor John Ritchie and seconded by Councillor Duncan McGregor **RESOLVED** that the Monitoring Officer is given delegated authority to finalise the heads of terms, including the schedule of works, and enter into a lease

EXECUTIVE

agreement based on the Heads of Terms negotiated which include a 12 month rent free period.

Reasons for Recommendation

Securing the tenancy would both provide a suitable premises for a SME business to grow within the district and ensure occupation of the premises avoiding it falling into disrepair.

Agreeing the tenancy would secure rental income of at least £15,000 per annum for the 10-year term. In addition, the business rate liability, currently £7,500 per annum would be passed onto the tenant.

With the Council's permission, the tenant proposed to complete extensive improvements to the internal of the building and the site compound. Necessitating the Council to complete only mandatory compliance works. An itemised list of works was attached in Appendix 1 to the report, this list was not exhaustive. It was proposed that necessary compliance works were funded via the Council's Transformation Reserve, as the Capital Budget allocated to the Facilities Management Team had been fully utilised on other projects for this financial year. A delegated decision would be completed to authorise and access the reserve funding when the itemised list was fully costed. This ensured the premises could be let and generate an immediate revenue stream. A proportion of the costs incurred for improvements would be offset within the rent-free period.

The timescales for completing the improvement works would be agreed between the interested party and the Council and would be written as a clause within the lease agreement. This would give the Council assurance that works would be completed within a specified time frame.

All the works would be documented in a schedule of works on completion. This ensured, at the end of the tenancy, that the Council recovered premises in a better condition than originally let, subject to general wear and tear.

Alternative Options and Reasons for Rejection

Not to proceed with the new tenancy may result in the interested party choosing to relocate their business to alternative premises and this could potentially fall outside the district. This would result in a loss of revenue income.

Should the Authority not proceed with the letting of the premises, they would need to complete dilapidation works to the premises to bring it up to the desirable standard for letting, this would be at a cost to the Council, as well as delaying any new tenancy.

The Council opt to dispose of the premises, foregoing any repairs. This would however lead to the loss of a revenue generating asset from within the Council's portfolio.

EXECUTIVE

KEY DECISIONS

EX75-24/25. NEW DWELLINGS – ALDER CLOSE, SHIREBROOK

Executive considered a detailed report, presented by Councillor Sandra Peake, which sought Member's approval to construct nine new dwellings at Alder Close, Shirebrook. The report also sought approval to appoint Dragonfly Development Limited to deliver the new builds.

At the time of publication of this report, the scheme brought forward had not been granted planning permission, however, Councillor Ritchie confirmed that planning permission had been granted at Planning Committee held on 22nd January 2025.

The scheme would provide a mix of nine houses comprising of 2 x 3 Bed Semi-Detached, 2 x 2 Bed Semi-Detached, 2 x 1 Bed Semi-Detached and 3 x 1 Bed Terraced. A site layout was shown at Appendix 1 to the report. The properties would meet National Design Guide Characteristics and were built to Design Team preferences. The external elevations of the properties had been designed to complement and enhance the surrounding area of Shirebrook.

The costs put forward by Dragonfly Development Limited had been independently assessed by Whiteley Eaves Ltd, who were appointed by the Council to act as Managing Agent, Quantity Surveyor and Principal Designer for Bolsover Homes schemes in a value for money assessment, and confirmed them to be competitive.

The construction of these new homes would provide the first nine of the 200 homes to meet the Council's priority of delivering 200 new homes through the Bolsover Homes Programme using Dragonfly Development Ltd by March 2028. Members were asked to note that this scheme was not included within the Bolsover Homes work programme when agreed by the Council in July 2020. However, following a review of available owned land by the Design Team it was decided that this was the optimal site to develop next. If Executive agreed to the capital expenditure budget as outlined within the report for the scheme, a report requesting its inclusion in the Bolsover Homes pipeline would be submitted to Council for approval before the scheme could proceed.

Homes England (HE) had indicated that they were likely to offer funding towards the scheme from their current funding pot in the amount of £500,000, subject to grant of planning permission and sign off at national panel, which was expected by the end of February 2025. HE had indicated that it would not be possible to provide this funding if the scheme completion date went beyond March 2026 as this was when the current round of funding must be spent. HE had also stated that there was no certainty that Bolsover Homes schemes would be eligible for any new funding rounds that may become available beyond March 2026.

Brownfield Housing Funding for this scheme was applied for from EMCCA, who had indicated they would contribute £170,000 towards the scheme provided it met their funding criteria and could be defrayed by March 2026. Both Homes England and EMCCA were aware of these two separate funding applications and had confirmed that both funding streams could be used for this scheme. Subject to Executive and Council approval, Dragonfly would be able to start on site in March 2025, which

EXECUTIVE

would allow time for the construction to be completed by March 2026, in line with funding deadlines.

Moved by Councillor Sandra Peake and seconded by Councillor John Ritchie
RESOLVED that 1) Executive approves the capital expenditure budget as outlined within the report to deliver the Alder Close affordable housing building scheme in the amount of £2,035,877 (less £670,000) – Scenario 1, Table 1,

2) a report be submitted to Council to update the schemes included in the Bolsover Homes pipeline funding envelope of £36.2m for the Alder Close, Shirebrook scheme, which was currently not included,

3) Executive agrees that the Council enters into contract with Dragonfly Development Limited for the development of Alder Close as outlined in the report, subject to Council approval for inclusion in Bolsover Homes pipeline funding.

Reasons for Recommendation

To continue to meet the growing demand for affordable housing in the district.

To deliver a more affordable rental residential development in the district.

To help to meet the Council Priority of delivering 200 new homes through the Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.

To meet the timeline criteria of funders.

Alternative Options and Reasons for Rejection

The Council could decide not to proceed with the scheme. This was rejected as there was budget to proceed and not proceeding would not help to meet the Council's priority of delivering 200 new homes through the Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.

EX76-24/25. LEASE OF 8A CAVENDISH WALK, BOLSOVER

Executive considered a detailed report, presented by Councillor John Ritchie, which sought Member's approval to enter into a lease agreement with Bolsover Community and Voluntary Service (BCVS) for 8a Cavendish Walk, Bolsover on the terms as detailed in the report.

BCVS were a vital voluntarily service working within communities across the Bolsover District and had occupied a prominent location within Bolsover's market square for the past two years. The service supported local community groups, enhanced social mobility, provided signposting, delivered funding surgeries, and supported Voluntary Community and Social Enterprise (VCSE). In addition, BCVS offered training and personal development opportunities for young adults and those at risk within the local area. Rather than profit, their objective was to create social, cultural and environmental value within the community.

EXECUTIVE

The services provided by BCVS had now expanded to the extent that they required larger premises to accommodate further growth. The expansion would facilitate additional staffing to enhance service delivery for new and existing services. BCVS had submitted a proposal for a 5-year lease based on the market value of £5,250 per annum. The proposal suggested a 12-month rent free period following 100% cuts in discretionary grants by Derbyshire County Council. These cuts had directly impacted the voluntarily sector.

As part of the programmed regeneration projects, the Council would purchase BCVS current premise at 36/36a Market Place, Bolsover, which had necessitated BCVS to relocate to an alternative property. A recent valuation of 8a Cavendish Walk, Bolsover, undertaken by the Council's Senior Valuer, suggested an achievable rental of £5,250 per annum. Following recent viewings of the property, BCVS had submitted an offer for market value rent, subject to a 12-month rent-free period.

Moved by Councillor John Ritchie and seconded by Councillor Duncan McGregor **RESOLVED** that the Council enters into a lease agreement on a 5-year lease term with a 12 month rent-free period.

Reasons for Recommendation

Securing the tenancy would ensure occupation of the premises and avoid it falling into disrepair.

Agreeing the tenancy would secure rental income of at least £5,250 per annum for the 5-year term. In addition, the business rate liability, currently £4,191.60 per annum would be passed onto the tenant.

Supporting the relocation ensured BCVS were able to continue delivering vital services within the community.

Accommodating the services expansion, supported the Council's priority in strengthening the local communities' skills by delivering training and development opportunities. Retaining BCVS within the Bolsover high street demonstrated the Council's support of the voluntary sector and how it recognised the benefit it brought to the community.

Post Regeneration Fund project works, it was envisaged that BCVS would work alongside the Council within the community-based business hub proposed for the former White Swan public house, allowing 8a Cavendish Walk to be advertised on the open market for a further commercial letting.

Alternative Options and Reasons for Rejection

Not to proceed with the new tenancy may result in BCVS needing to relocate their services to alternative premises. Given the absence of alternative accommodation within the district, this could result in relocation outside of the Bolsover district. Not only would this be a financial cost to the Authority, should the building remain empty, but also a loss of a vital support service, potentially causing significant adverse effects to unmet needs and decreased support.

EXECUTIVE

Should the Authority not proceed with the letting of the premises, they would need to advertise the property on the open market, delaying any new tenancy and its potential revenue stream.

EX77-24/25. FEASIBILITY STUDY FOR GREEN SKILLS HUB

Executive considered a detailed report, presented by Councillor John Ritchie, which sought approval for the Council to accept funding from East Midlands Investment Zone to complete a feasibility study into the proposed Green Skills Hub at Portland Drive, Shirebrook. The report also sought approval to appoint consultants to deliver the feasibility study.

The Council was developing a Green Skills Hub at Portland Drive, Shirebrook, funded through the UK Government Regeneration Fund. The Green Skills Hub was being developed as part of the long-term strategy to develop green and retrofit skills across the district and followed on from the successful retrofit skills projects that the Council had led on including Phases 1 and 2 of the Retrofit Pilot.

In November 2024, the Council submitted a bid to EMIZ (East Midlands Investment Zone) Strand A process for £249,914.25 for the development of the feasibility study into the Green Skills Hub. The bid was submitted with partners RLB (Rider Levett Bucknall) and was in partnership with local colleges, universities, and businesses. The bid was successful, and subject to EMCCA scrutiny, the support would be funded by EMCCA. The money awarded through the EMIZ process must be spent by March 2025. Though due to delays in awarding the funds this was being negotiated further into 2025-2026.

Moved by Councillor John Ritchie and seconded by Councillor Duncan McGregor
RESOLVED that 1) the funding of £249,914.25 from East Midlands Investment Zone be accepted,

2) RLB Rider Levett Bucknall be appointed to deliver the project on behalf of Bolsover District Council.

Reasons for Recommendation

The first phase of the project would support officers across the Council and Dragonfly, develop the Green Skills Hub proposals at Portland Drive, Shirebrook, maximise its potential by ensuring the training and the facilities it would offer drove inclusive growth within the local economy and wider region by making sure the services it would offer were directly relevant to local residents, local communities, local colleges and universities and local businesses.

If the first phase of the project were successful, there was the potential to obtain additional funding for a follow-on project that would support the kit out of the building and its future operations including delivery of training courses.

However, the short timelines for award of the grant and spend meant that making a direct award of a contract to RLB to undertake part of the project was the only viable

EXECUTIVE

option, also considering the appointment of RLB to deliver the project would build on the recent projects they had delivered across green skills and retrofit.

Alternative Options and Reasons for Rejection

To withdraw the application for funding and return the award, would not stop the development of the Green Skills Hub, but would reduce its potential, and the development of the curriculum, and courses would still need to be undertaken. Additional resource funding, staff time and additional capital expenditure on kit would be needed to complete this exercise without the funding from EMIZ.

Councillor Fritchley noted this was his last Executive meeting as Leader of the Council and Councillor McGregor as Deputy Leader. He thanked everyone for their support over the previous six years and wished the new Leader, Deputy Leader and Cabinet all the best and success for the future. Councillor McGregor echoed these comments and stated that he and Councillor Fritchley would be around to support the new Leader, Deputy Leader and Cabinet.

Councillor Sandra Peake thanked Councillor Fritchley and McGregor and wished them all the best for the future.

The meeting concluded at 1020 hours.

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive 3rd March 2025

Policy and Procedure on the Management of Unreasonable Complaints or Customers (Draft)

Report of the Portfolio Holder for Customer Services

Classification	This report is Public
Contact Officer	Lesley Botham – Customer Services Manager

PURPOSE/SUMMARY OF REPORT

Executives’ approval is sought to implement a new Policy and Procedure for the Management of Unreasonable Complaints or Customers.

REPORT DETAILS

1. Background

1.1 This policy and procedure is aimed at providing a framework:

- To identify what might be classed as an unreasonable complaint or contact from a customer;
- To manage the Council’s limited resources to help ensure that customer have access to our limited resources to help ensure that customers have access to our limited resources in a way which is proportionate to the issues being raised and the need for other customer to be able to access these limited resources;
- To set out openly how we deal with unreasonable complaints or customers. What steps we will take if action is required and who can authorise these actions;
- Which we can provide to customer where this policy and procedure is applied so that the customer can understand the process. This may help to manage the customers’ expectations and behaviour.

1.2 The council aims to deal with complaints and customers in a way which is fair and impartial. On occasion customers may behave unreasonably or make unreasonable complaints. Unreasonable customers or complaints can hinder the proper consideration of their cases and may delay consideration of other customers’ cases. Unreasonable complaints or customers can have significant resource implications for the Council.

2. Details of Proposal or Information

- 2.1 Customers may sometimes act out of character at times of anxiety or distress and/or their conduct may relate to a disability. Reasonable allowances should be made for such factors. Ultimately, however, the council does not expect its staff to suffer behaviour or complaints by customers which is/are unreasonable in content, tone or persistence. In appropriate circumstances the Council will take proportionate action to protect the wellbeing of its staff, members and contractors and also the integrity of its processes and limited resources.
- 2.2 If the Council considers that any unreasonable conduct or complaint is or might be related to a disability, or because the customer's first language is not English, the Service Director should be consulted for advice and assistance to manage the issues arising under this policy and procedure where appropriate.
- 2.2 When considering this policy and procedure the Council will also have regard to other relevant policies and procedures operated by the Council which may include:
- Customer Service Code of Practice and Standards
 - Complaints, Comments and Compliments Policy
 - Equality and Diversity Policy
 - Physical aggressive customer behaviour – Violent Incident Report Form, for inclusion on the Employee Protection Register (EPR).

When this policy is engaged it shall take precedence over these policies in the event of any uncertainty as to different processes to be applied.

- 2.3 It is to be emphasised that this document is a framework. It is not intended to be prescriptive since it is recognised that in those rare situations where customers behave unreasonably or make unreasonable complaints such that this policy and procedure is or might be engaged, each case will need to be considered on its own facts.
- 2.4 This policy and procedure has been drafted with regard to the Local Government and Social Care Ombudsman's and Housing Ombudsman current guidance note on managing unreasonable complainant behaviour.
- 2.5 It is anticipated that this policy will be invoked in only a very small number of cases.
- 2.6 Further details can be found in the report in **Appendix 1**.

3. Reasons for Recommendation

- 3.1 To note the development of the Policy and Procedure on the Management of Unreasonable Complaints or Customers.
- 3.2 To provide Members the opportunity to give comments for consideration as part of the development of the Policy.

4 Alternative Options and Reasons for Rejection

4.1 None.

RECOMMENDATION(S)

That Executive approve the Policy and Procedure on the Management of Unreasonable Complaints or Customers and implementation.

Approved by Councillor Mary Dooley, Portfolio Holder for Customer Services

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None for this report.
On behalf of the Section 151 Officer
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None for this report.
On behalf of the Solicitor to the Council
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None for this report.
On behalf of the Head of Paid Service
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input type="checkbox"/>
Details:
<u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.
Details: N/A

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p> <p>Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p>Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>All <input type="checkbox"/></p>
---	---

<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? (decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
--	--

<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Customer Services - Providing Excellent and Accessible services</p>

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

DOCUMENT INFORMATION:

Appendix No	Title
1	Policy and Procedure on the Management of Unreasonable Complaints or Customers.
2	Zero Tolerance and Standards Letter.
3	Compliments, Comments and Complaints Policy - April 2024.

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).



**POLICY AND PROCEDURE ON THE
MANAGEMENT OF UNREASONABLE
COMPLAINTS OR CUSTOMERS**

October 2025

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

This document is available in a clear and accessible format for all residents. You can request this document or information in another format such as **large print** or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need Wi-Fi 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 - Management of Unreasonable Complaints or Customers

Policy Details	Comments/Confirmation (To be updated as the document progresses)
Policy Title	Management of Unreasonable Complaints or Customers Policy
Current Status – i.e., first draft, version or final	Draft
Policy author	Customer Service, Standards and Complaints Manager
Location of Policy	Internet, Eric and S:Drive
Member route for approval	Scrutiny Committee, Executive
Cabinet Member	Portfolio for Customer Services
Equality Impact Assessment approval date	
Partnership involvement (if applicable)	
Final policy approval route i.e. Executive/ Council/ Planning Committee	Scrutiny Committee Executive & SLT
Date policy approved	
Date policy due for review (Max three years)	
Date policy forwarded to include on website if applicable to public	

Contents Page

1	Introduction	4
2	Definition – Unreasonable Complaints or Customers	5 - 6
3	Managing Contact	7
4	Habitual or Vexatious Complainants	8 - 11
5	Responsibility for Implementation	12 - 13
6	Appendix 1 - Letter Template	14

DRAFT

1.0 Introduction

1.1 This policy and procedure is aimed at providing a framework:

- (i) To identify what might be classed as an unreasonable complaint or contact from a customer;
- (ii) To manage the Council's limited resources to help ensure that customer have access to our limited resources to help ensure that customers have access to our limited resources in a way which is proportionate to the issues being raised and the need for other customer to be able to access these limited resources;
- (iii) To set out openly how we deal with unreasonable complaints or customers. What steps we will take if action is required and who can authorise these actions;
- (iv) Which we can provide to customer where this policy and procedure is applied so that the customer can understand the process. This may help to manage the customers' expectations and behaviour.

1.2 The council aims to deal with complaints and customers in a way which is fair and impartial. On occasion customers may behave unreasonably or make unreasonable complaints. Unreasonable customers or complaints can hinder the proper consideration of their cases and may delay consideration of other customers' cases. Unreasonable complaints or customers can have significant resource implications for the Council.

1.3 Customers may sometimes act out of character at times of anxiety or distress and/or their conduct may relate to a disability. Reasonable allowances should be made for such factors. Ultimately, however, the council does not expect its staff to suffer behaviour or complaints by customers which is/are unreasonable in content, tone or persistence. In appropriate circumstances the Council will take proportionate action to protect the wellbeing of its staff, members and contractors and also the integrity of its processes and limited resources.

1.4 If the Council considers that any unreasonable conduct or complaint is or might be related to a disability, or because the customer's first language is not English, the Service Director should be consulted for advice and assistance to manage the issues arising under this policy and procedure where appropriate.

1.5 When considering this policy and procedure the Council will also have regard to other relevant policies and procedures operated by the Council which may include:

- Customer Service Code of Practice and Standards – [add link](#)
- [Complaints, Comments and Compliments Policy](#)
- [Equality and Diversity Policy](#)

- Physical aggressive customer behaviour – Violent Incident Report Form, for inclusion on the Employee Protection Register (EPR).

When this policy is engaged it shall take precedence over these policies in the event of any uncertainty as to different processes to be applied.

- 1.6 It is to be emphasised that this document is a framework. It is not intended to be prescriptive since it is recognised that in those rare situations where customers behave unreasonably or make unreasonable complaints such that this policy and procedure is or might be engaged, each case will need to be considered on its own facts.
- 1.7 This policy and procedure has been drafted with regard to the Local Government and Social Care Ombudsman's and Housing Ombudsman current guidance note on managing unreasonable complainant behaviour.
- 1.8 It is anticipated that this policy will be invoked in only a very small number of cases.

2.0 **Unreasonable Complaints or Customers**

- 2.1 There is no single definition of an unreasonable complaint or customer. Each case must be judged on its merits.
- 2.2 An unreasonable customer may pursue a justified complaint or concern but in an inappropriate way. Alternatively, they may pursue a complaint which has no substance or which has previously been addressed in which case the complaint might be judged to be unreasonable. The concept of 'unreasonableness' is typically identified by a customer conducting themselves in such a manner as to hinder the Council's consideration of their own or other people's complaints and by the customer conducting themselves in such a manner as to place a disproportionate demand on the Council's resources. The conduct of an unreasonable customer may cause a disproportionate or unjustified level of disruption, irritation, stress or distress to Council staff or the Council's contractors / partners.
- 2.3 Whilst each case will ultimately turn on its own facts this policy and procedure may be engaged by one or two isolated unreasonable incidents or a build-up of incidents or behaviour over time which amount to unreasonable conduct. The focus is whether in all of the circumstances the complaint and/or customer are unreasonable. Examples of the sort of customer complaint and/or conduct which might be covered by this policy and procedure include (but are not limited to):
- Refusing to specify the grounds of a complaint despite offers of help.
 - Making a complaint or complaints which have no proper grounds.
 - Unreasonably frequent or lengthy contacts and/or repetitive information

- Pursuing a complaint only to annoy or disrupt or for reasons that are not identified or are not obvious.
- Refusing to co-operate with the complaints investigation process but still wanting the complaint to be resolved.
- Making unjustified complaints about staff who are dealing with issues and trying to have them replaced.
- Refusing to accept that issues are not within the remit of the Council's Complaints, Comments and Compliments Procedure despite having been provided with information about the procedure's scope.
- Insisting on the complaint being dealt with in ways which are incompatible with the Complaints, Comments and Compliments procedure or with good practice (for example insisting that there should be no written record of a complaint or aspects of a complaint).
- Electronically recording meetings and conversations without the prior knowledge and consent of the other person involved.
- Where a complainant pursues a disproportionately large number of complaints with the Council.
- Where a complainant pursues a 'scatter gun' approach of approaching multiple external organisations with parallel complaints about the Council.
- Unreasonably repeating complaints which have previously been addressed (and as part of that perhaps seeking to add minor or immaterial additions to earlier complaints after the event as a basis for seeking to reopen investigations).
- Obstructing reasonable access for council staff (or agents) to tenanted properties or insisting upon unreasonable conditions for access.
- Persistently seeking to complain about matters that occurred outside of the one year time period usually allowed for the investigation of complaints without good reason.
- Acting towards staff or Council contractors or partners in a manner which causes or is likely to cause them nuisance, annoyance, harassment or distress or behaving in a discriminatory manner.
- Persisting in conduct which the customer has been told is unreasonable.
- Changing the basis of the complaint as an investigation proceeds.
- Denying or changing statements they made at an earlier stage.
- Introducing trivial or irrelevant information at a later stage.
- Raising many detailed but unimportant questions, insisting they are all answered.
- Submitting falsified documents.
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints.
- Refusing to accept a decision; repeatedly arguing points with no new evidence.

3.0 **Managing Contact**

- 3.1 The Council operates policies and procedures which have proved effective when dealing with customers. This policy and procedure for the management of unreasonable complaints or customers will be used only where the Council's day to day policies are unable to resolve the issues arising and where the complaint and/or the customer are deemed to be unreasonable.
- 3.2 If an officer of the Council considers that a complaint and/or customer are unreasonable they should discuss their concerns, and the reasons for their concerns, with a member of the Customer Service and Standards Manager or Senior Manager.
- 3.3 The Service Manager may determine that the complaint and/or customer are unreasonable and that it is proportionate to issue a warning to the customer under this policy and procedure. The officer who determines that a warning shall be issued will write to the customer concerned within 3 working days of that determination setting out (appendix 1- Letter template):
- (i) why their complaint or conduct has been considered unreasonable.
 - (ii) that this policy and procedure has been invoked.
 - (iii) that a warning is being given to them under paragraph 3.3 of this policy and procedure.
 - (iv) what the customer is being asked to do to address the concerns raised.
 - (v) a request for the customer to consider the letter and amend their complaint or conduct (as appropriate).
 - (vi) the actions which may be taken by the Council if the concerns raised are not addressed adequately (this will include informing the customer of the power of the Council to impose a restriction or restrictions on contact with the Council, the fact that any restriction(s) may be applied for a specified time period and how any restriction(s) might enable any continuing complaint or information request to be managed within the complaints policy or such other policy as is relevant).
 - (vii) an opportunity for the customer to write to the author of the letter to respond to the warning if he / she has proposals to address the Council's concerns and avoid further escalation.
 - (viii) details of the customers right to complain to the Local Government Ombudsman or Housing Ombudsman about the engagement of this policy and procedure and/or any determinations made pursuant to it.

The customer should be sent a copy of this policy and procedure, or a link to the policy.

The circumstances of the complaint might mean that a warning under this policy is not appropriate, for example (but not limited to) where there have been previous warnings given in relation to the behaviour, or in the event of behaviour by the complainant causing serious distress.

If a person, through unreasonable behaviour, presents a risk or threats of physical violence, then consideration should also be given to including their details on the **Employee Protection Register**.

3.4 Single Point of Contact by Agreement:

Sometimes it is useful for both the customer and the Council to agree a single point of contact for the customer. This can ensure the named officer builds knowledge of the needs and behaviour of the customer, helps to ensure continuity and build trust. It can continue as long as both consider it appropriate. This voluntary process is outside the unreasonable complaints policy.

4. Habitual or Vexatious Complainants

4.1 For the purpose of this policy the following definition will be used:

The repeated and/or obsessive pursuit of

- Unreasonable complaints and/or unrealistic outcomes.
- Reasonable complaints in an unreasonable manner.

4.2 Where complaints have been identified as habitual or vexatious in accordance with the criteria below, the Assistant Director for complaints management or their representative, following discussions with the relevant service Director/Assistant Director, will take a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time, usually twelve months but this is not prescriptive, before being reviewed. Operational aspects for handling habitual or vexatious complainants will be covered in the supporting procedures.

4.3 Where individuals, or individuals acting on behalf of another individual or group, are submitting multiple or lengthy requests for information or complaints in relation to the same subject matter to the Council, the Assistant Director with responsibility for Customer Services will have the option to take a report to SLT using the evidence collated from all the individuals involved, in order to prevent duplicating or prolonging the evidence gathering process.

4.4 The Assistant Director of Customer Services or their representative will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken.

4.5 Senior Managers will need to inform and seek advice from the Customer Service Manager or Customer Standards and Complaints Officer regarding potential habitual or vexatious complaints, which have not progressed to a

Stage Two complaint and as such fall outside the control of, and therefore knowledge of, the Customer Service department.

- 4.6 Once a complainant has been determined to be habitual or vexatious, their status will be kept under review and monitored by the Assistant Director or their representative, with reports being taken to SLT as required. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.
- 4.7 Our experience has shown that the behaviour of some customers considered vexatious can fluctuate greatly. Following any SLT decision that has determined a customer as habitual or vexatious, SLT may confer delegated powers to the Assistant Director responsible for complaints management or their representative, in cases to amend the conditions in the interest of the service where prompt action may be required at short notice. In such cases the Assistant Director responsible for complaints management or their representative will put monitoring measures in place and make a decision in line with this policy.
- 4.8 Once the 'appropriate length of time' has expired, normal contact with the customer can be resumed. However, should the customer revert to their previous behaviour, the Council reserves the right to determine their behaviour as vexatious again without the need for further monitoring or submission of a report to SLT.

Criteria for Determining Habitual or Vexatious Complainants

- 4.9 Complainants or anyone deemed to be acting on their behalf may be considered to be vexatious or persistent if one or more of the following applies where previous or current contact with them shows that they meet two or more of the following criteria:

Where complainants are:

- Refusing to specify the grounds of a complaint, despite offers of assistance.
- Refusing to co-operate with the complaint's investigation process.
- Refusing to accept that certain issues are not within the scope of a complaint's procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a late stage.
- Raising numerous, detailed but unimportant questions; insisting that they are answered.

- Acting individually or on behalf of a group, submitting numerous or lengthy requests for information or complaints in relation to the same subject or where the Council has received similar complaints or requests for information from the complainant themselves previously on the same issue.
- Covertly recording meetings and conversations.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach, pursuing parallel complaints on the same issue with a variety of other organisations.
- Making excessive demands on the time and resources of staff with lengthy telephone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints.
- Refusing to accept the decision, repeatedly arguing points with no new evidence.
- Harassing verbally or otherwise seeking to intimidate employees dealing with their complaint, including the use of foul, abusive or racist language, which will be reported to the appropriate authority.
- Threatening or using physical violence towards employees. The Employee Protection Guidance (available on the Council's Intranet) provides guidance and procedures on how to report such incidents.
- Insisting on pursuing unjustified complaints and/or unrealistic outcomes to legitimate complaints or taking actions that are out of proportion to the nature of the complaint, even when the complaints procedure has been exhausted.
- Demonstrating behaviour which has a significant and disproportionate adverse effect on the Councils resources.

The Habitual/ Vexatious complaints handling process Options for Dealing with Habitual or Vexatious Complainants

4.10 The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named Officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.

3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a habitual or vexatious complainant and as such the Council does not intend to engage in further correspondence dealing with the complaint.
4. Inform the complainant that in extreme circumstances the Council will seek legal advice on habitual or vexatious complaints and this may lead to legal action being taken against the complainant as the Council has a duty to protect both the Council's reputation and its employees.
5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered habitual and/or vexatious, while seeking advice or guidance from its solicitor or other relevant agencies, such as the Local Government & Social Care Ombudsman or External Auditor.
6. If a person, through habitual or vexatious behaviour, presents a risk or threats of physical violence, then consideration should be given to including their details on the **Employee Protection Register**.

The habitual/ vexatious complaint handling process

Habitual/ Vexatious complaint	
Description	Multiple complaints or requests for information about the same* issue (s) which have previously been investigated or answered fully and may have been issued a warning under paragraph 3 of this policy and procedure
Who by	A customer to any member of staff /officer of the Council/Contractor
Action	To be passed to the Complaints and Standards Manager or CSCO for administration, monitoring and reporting purposes cccadmin@bolsover.gov.uk Submit a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time.

***Please note:** Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints.

5. Responsibility for Implementation

The Director responsible for complaints management

- 5.1 The Director responsible for complaints management will oversee the implementation of this policy. The Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

Directors / Assistant Directors

- 5.2 Responsible for reviewing Internal Review complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

The Monitoring Officer

- 5.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

Senior Managers and Departmental Complaints Contacts:

- 5.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

Complaints Investigator:

- 5.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-

ordinating all aspects of the response to the customer. This will include preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

All staff:

- 5.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and procedure and how to handle complaints at the frontline stage. They should also be aware of who they should refer a complaint to in case they are not able to personally handle the matter.

The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:

- 5.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

Appendix 1

Letter Template

Direct Line: 01246 242424
Please ask for: [ComplaintsOfficer]
Our Ref: BDC-[CaseNo]
e-mail: CCAdmin@bolsover.gov.uk
Date: [TodaysDate]

[ComplainantsName]
[ComplainantsAddress1]
[ComplainantsAddress2]
[ComplainantsAddress3]

Dear [ComplainantsName]

Re: Bolsover District Council's Customer Service Code of Practice and Standards Policy - Zero Tolerance.

I am emailing you with regards to your recent contact with the Council. *Add Date/Method of Contact/Department*

I must advise you that the Council operates a zero tolerance towards unreasonable behaviour and would like to inform you of the Customer Service Standards & Code of Practice (please see attached).

The Council's Customer Service Standards & Code of Practice sets out the promises that Council Officers make to customers (page 7), which includes being welcoming and courteous and polite, fair and respectful to our customers. Within this standard the Council also request that our customers are courteous and respectful to Council Officers in return. I must advise you that any verbal threats or abuse towards Council Officers may lead to restrictions being put in place to access Council Services.

The Council has a duty to make reasonable adjustments to its services for individuals put at a disadvantage due to their disability compared with others who are not disabled. Please contact the Customer Standards and Complaints Officer if you wish to discuss reasonable adjustments.

I hope this explains the Council's position and you take this opportunity to modify your behaviour so that you can continue to have a positive relationship with this Council in future.

Yours sincerely

OFFICIAL-[SENSITIVE]

Direct Line: 01246 242424
Please ask for: Alice Willoughby
Our Ref: BDC-[CaseNo]
e-mail: CCAdmin@bolsover.gov.uk
Date: [TodaysDate]

[ComplainantsName]
[ComplainantsAddress1]
[ComplainantsAddress2]
[ComplainantsAddress3]

Dear [ComplainantsName]

Re: Bolsover District Council's Customer Service Code of Practice and Standards Policy - Zero Tolerance.

I am emailing you with regards to your recent contact with the Council. *Add Date/Method of Contact/Department*

I must advise you that the Council operates a zero tolerance towards unreasonable behaviour and would like to inform you of the Customer Service Standards & Code of Practice (please see attached).

The Council's Customer Service Standards & Code of Practice sets out the promises that Council Officers make to customers (page 7), which includes being welcoming and courteous and polite, fair and respectful to our customers. Within this standard the Council also request that our customers are courteous and respectful to Council Officers in return. I must advise you that any verbal threats or abuse towards Council Officers may lead to restrictions being put in place to access Council Services.

The Council has a duty to make reasonable adjustments to its services for individuals put at a disadvantage due to their disability compared with others who are not disabled. Please contact the Customer Standards and Complaints Officer if you wish to discuss reasonable adjustments.

I hope this explains the Council's position and you take this opportunity to modify your behaviour so that you can continue to have a positive relationship with this Council in future.

Yours sincerely

Customer Standards and Complaints Manager



Compliments, Comments and Complaints Policy

April 2024

Equalities Statement

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

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

Access for All statement

This document is available in a clear and accessible format for all residents. You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need Wi-Fi 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 Compliments, Comments and Complaints Policy

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Compliments, Comments and Complaints Policy
Current status – i.e., first draft, version 2 or final version	Final Version
Policy author	Customer Standards and Complaints Officer
Location of policy – i.e., L-drive, shared drive	Internet and Extranet
Member route for approval	Scrutiny Committee Executive
Cabinet Member (if applicable)	Portfolio Holder for Customer Services
Equality Impact Assessment approval date	Carried out on the procedure, the policy has been reviewed to comply with legislation
Partnership involvement (if applicable)	Not applicable
Final policy approval route i.e. Executive/ Council /Planning Committee	Scrutiny Committee Executive & SLT
Date policy approved	April 2024
Date policy due for review (maximum three years)	April 2027
Date policy forwarded to include on Extranet and Internet if applicable to the public	

Contents Page

1	Introduction	5
2	Scope	6
3	Principles of the Policy	6 & 7
4	Statement	7
	Compliments	7 & 8
	Comments	8 & 9
	Complaints	9 – 13
	Response and Remedies for Complaints	13 - 15
	The Role of the Ombudsman	15 & 16
	The Regulators Code and Complaints about Local Authority Regulatory Services	17
	Anonymous Complaints	17
5	Learning from Feedback and Training for Employees	17 - 19
6	Habitual or Vexatious Complainants	19 - 21
67	Responsibility for Implementation	22 &
23	19 - 20	

1. Introduction

1.1 This policy reflects Bolsover District Council's (BDC) commitment to valuing compliments, comments and complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery using effective procedures and by creating a positive complaints culture and to conduct thorough, impartial and fair investigation of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

1.2 This policy is intended to represent a practical means by which BDC can demonstrate its determination to manage the compliments, comments and complaints process effectively for the benefit of the customer and BDC.

1.3 The policy is to enable Officers to work within the standards and criteria which will ensure a consistent approach for customers of the Council.

1.4 It is important that the policy is 'owned' by Elected Members as their role as leaders in the community brings them into frequent contact with residents who make compliments, comments and complaints to the Council.

1.5 The policy determines a standardised and centralised approach to handling complaints which follows the statutory requirements of the Local Government and Social Care Ombudsman (LGSCO) Complaints Handling Code and the Housing Ombudsman Complaints Handling Code 2024. The policy aims to help us respond to complaints effectively, fairly and quickly. Complaints are not viewed as negative feedback and are instead used to identify changes needed and drive service improvements. It demonstrates a clear escalation process and ensures that complaints are investigated by an Officer other than those involved in the original complaint, avoiding any conflicts of interest.

1.6 This policy sets out the framework for handling compliments, comments and complaints that:

- Sets out a definition for compliments, comments and complaints and service requests that can be clearly communicated to both customers and employees.
- Establishes clear minimum service standards that are capable of being monitored and reported.
- Is responsive to the needs of our customers.
- Is transparent, accessible and easy to understand for both employees and customers.
- Reflects best practice.
- Helps the Council to learn from customer feedback to improve services.

It does not include the operational aspects for handling compliments, comments and complaints, this will be covered in the supporting procedure.

2. Scope

2.1 This policy applies to all Council employees.

2.2 The policy applies to all customers of the Council, with the exception of:

- Derbyshire Building Control Partnership, covering Derbyshire.
- The Internal Audit Consortium hosted by Chesterfield Borough Council.

These organisations operate their own complaints policies and procedures.

Organisations contracted to provide any services, for example waste services, debt collection services, emergency repairs services etc., on behalf of the Council will be required to comply with this policy. This includes recording and responding to complaints, providing Council Officers with information as requested and providing assistance in connection with further investigations as appropriate. It will be the responsibility of each Manager to ensure that this is agreed as part of contractual arrangements and included in the contract.

Certain types of complaints fall outside the scope of this policy, these are listed under section 4.8.

3. Principles of the Policy

3.1 For the purpose of this policy the following definitions will be used:

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

A **comment** is a suggestion or idea about how a function or service provided by the Council could be improved.

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.

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

3.2 Anyone who receives, requests or is affected by our services can make a compliment, comment or complaint. If a customer is unable or reluctant to make a complaint on their own, we will accept complaints brought by third parties as long as the customer has given their express personal consent. All satisfaction surveys give details on how an individual may complain.

3.3 The Council's approach to receiving compliments, comments and complaints is designed to be as inclusive as possible. Compliments, comments and complaints can be raised through multiple channels and with any member of staff. Although the policy has been developed to meet our statutory requirements, an Equality Impact Assessment has been carried out on the procedure, to ensure there are no barriers for anyone making a compliment, comment or

complaint because of race, colour, ethnicity or national origins, religion and belief, gender, sexual orientation or marital status, disability or age. Customers who do not have English as a first language may need help with interpretation and translation services, and other customers may have specific needs that we will seek to address to ensure easy access to the procedure. We will make reasonable adjustments to our service and provide appropriate support to those customers who require it, including providing a response to customers in the format they require, for instance, large print, audio recordings etc. Records are kept for any reasonable adjustments which have been agreed. For Housing related complaints, a record is also kept for any disabilities an individual has disclosed. All agreed reasonable adjustments are kept under active review.

3.4 Complaints give us valuable information we can use to improve customer satisfaction. Our complaints handling procedure will enable us to address a customer's dissatisfaction and may also prevent the same problems that led to the complaint from happening again. For our staff, compliments, comments and complaints provide a first-hand account of the customer's view and experience and can highlight concerns we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.

3.5 The procedure supporting this policy will ensure that the Council is able to gain meaningful information from the analysis of issues raised through compliments, comments and complaints. Information for monitoring purposes will be monitored and reported to the appropriate Officer and Elected Member groups and customers on a regular basis.

3.6 The effectiveness of the policy and its application will be reviewed through internal and external satisfaction surveys and reported to the appropriate Officer and Elected Member groups. Liaison with other local authorities and the Ombudsman Services will help ensure that current best practice continues to be reflected within the policy and supporting procedures.

3.7 We reserve the right to deal with service requests initially before they are reported as complaints. Where a complaint is made following a service request the individual will be asked if they wish to then make a complaint.

4. Statement

FRAMEWORK FOR MANAGING COMPLIMENTS, COMMENTS AND COMPLAINTS

A form has been developed to capture compliments, comments and complaints, although they can also be submitted by other means.

COMPLIMENTS

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

In addition to the form, customers may also make their compliment verbally or in writing by letter, e-mail or Social Media (Twitter, Instagram or YouTube).

4.1 A central record of written compliments will be maintained by the Customer Standards and Complaints Officer (CSCO) for the management of compliments for monitoring purposes.

4.2 Whilst pleasing to receive, compliments will not receive an acknowledgement in writing. An electronic copy of the compliment will be forwarded by the CSCO to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.3 Information on written compliments will be reported on a regular basis for monitoring and review purposes.

The compliments handling process

Compliment	
Description	Satisfaction concerning a function or service provided by the Council verbally or in writing
Who by	A customer to any member of staff or Elected Member
Action	To be passed to the Customer Standards and Complaints Officer for the management of complaints for administration, monitoring and reporting purposes

COMMENTS

A **comment** is a suggestion or idea about how a function or service provided by the Council could be improved.

In addition to the form, customers may also make their comment in writing, by letter / e-mail or Social Media (Twitter, Instagram or YouTube).

4.4 A central record of written comments will be maintained by the CSCO responsible for the management of complaints for monitoring purposes.

4.5 An electronic copy of the comment will be forwarded by the CSCO responsible for the management of complaints to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.6 All written comments will receive a written acknowledgement within five working days thanking the customer and advising that their suggestion has been forwarded to the relevant department for their information and consideration. The department may choose to contact the customer further with feedback, if appropriate.

4.7 Information on written comments will be reported on a regular basis for monitoring and review purposes.

The comments handling process

Comment	
Description	A suggestion or idea about how a function or service provided by the Council could be improved
Who by	A customer to any member of staff

Action	To be passed to the Customer Standards and Complaints Officer responsible for the management of complaints for administration, monitoring and reporting purposes
---------------	--

COMPLAINTS

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.

An individual does not need to use the word 'complaint' for it to be treated as such. Where a resident expresses dissatisfaction the organisation will give them a choice to make a complaint.

Complaints must be accepted unless there are valid reasons not to do so. If we decide to not accept a complaint evidence and reasoning will be given and each case will be considered on its own merits. We will consider the individual circumstances of each complaint.

Complaints will be accepted if they are referred to us within 12 months of the issue occurring, or the individual becoming aware of the issue. We reserve the right to apply discretion to complaints made outside the time limit where there are good reasons to do so.

In addition to the form, customers may make their complaint verbally or in writing, by letter or email. Customers wishing to make a complaint via Social Media (Twitter, Instagram or YouTube) are signposted to the electronic complaint form, as most complaints received via social media are unstructured and contain too little detail to enable them to be processed fully.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Treatment by or attitude of a member of staff
- Disagreement with the way a decision has been administered, though not the decision itself, where the customer cannot use another procedure (for example an appeal) to resolve the matter.
- The organisation's failure to follow the appropriate administrative process.

4.8 Certain types of complaint fall outside of the scope of this policy and need to be dealt with through other mechanisms, these include:

- (1) Grievances by existing, or former, employees about their employment. These need to be referred to the Human Resources Department to consider under their policies and procedures.
- (2) Issues for which statutory appeal bodies or tribunals have been established, for example, The Tribunals Service (for Benefit appeals), The Planning Inspectorate (for Planning appeals).

- (3) Complaints which amount to a disagreement with the Council about its decision rather than the way the decision has been administered (e.g., the level of the Council Tax, allocating council properties in accordance with its policy).
- (4) Complaints regarding a decision made by the Council when exercising its regulatory powers (e.g., licensing, serving notices) or undertaking its statutory duties (e.g., making a decision on a homelessness claim) unless the complaint relates to the way the matter has been administered.
- (5) Matters, which are or could reasonably be expected to be the subject of court or tribunal proceedings.
- (6) Complaints which amount to a disagreement with or refusal to accept a rule of law which the Council is applying.
- (7) Complaints about Elected Member's conduct. These are handled by the Monitoring Officer.
- (8) Complaints which amount to a request for service e.g., noise nuisance or fly tipping or missed bin collections which will be classified as service requests, which is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision. Unless it relates to how the Council is administering the request for service.
- (9) Complaints which constitute an allegation of fraud and/or corruption will need to be dealt with under the Whistle Blowers Policy, these are handled by the Monitoring Officer.
- (10) Complaints which constitute a hate incident will need to be dealt with under the procedures covering the reporting of hate incidents, please refer to the Council's Hate Crime and Incident Reporting and Guidance.
- (11) Complaints naming officers need to be assessed by the CSCO for action and may be directed to the Human Resources Department to consider whether they need to be dealt with under their procedures or dealt with within the complaints procedure.
- (12) Dissatisfaction with the organisation's policy. Although the Council recognises that service users make complaints that are disagreements with local or national policies, these will be dealt with as 'comments'.
- (13) Complaints which have been investigated and been through the complaints system fully.
- (14) Complaints which are being or have been dealt with by the Local Government & Social Care Ombudsman or Housing Ombudsman.
- (15) Complaints which amount to a petition. Whilst the Council welcomes petitions, these are handled by the Council's Governance Section under the Council's Petition Schemes.
- (16) Complaints about the conduct of an election, which is the responsibility of the Returning Officer, rather than an administrative function of the Council. District Council electoral registration will fall within scope of the policy. Complaints about these need to be assessed by the CSCO and the Monitoring Officer for relevant action.

- (17) Compensation claims. These are handled by the Council's Finance Department and the Council's Insurers, however complaints about how the claim has been handled by staff will fall within the scope of the policy.
- (18) The issue giving rise to the complaint occurred over twelve months ago or the complainant has been aware of the issue for over twelve months. The Council will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.
- (19) Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.

4.9 The Council will adopt a two stage complaint process as follows:

Stage One – Response within 10 working days (maximum 10 day extension)
Stage Two – Response within 20 working days (maximum 20 day extension)

Complaints about responses to Freedom of Information requests will be reviewed in line with stage Two of the complaint process - **20 working days**.

MP Enquiries which meet the definition of a complaint, will be asked to confirm whether they wish to raise a complaint. MP's will be asked whether they wish to represent the complainant through the process (consent required) or if they are raising the concern on the individual's behalf. They can be copied into the response, if requested.

Both Stage One and Stage Two complaints must be **acknowledged and logged within 5 working days** of the complaint being received. This acknowledgement will contain the 'complaint definition' where we will set out our understanding of the complaint, the outcomes we believe the individual is seeking. Clarification will be sought for any aspect of the complaint which is unclear and we will clarify and be clear on what aspects we are and are not responsible for.

Stage One complaints will be responded to within 10 working days from the date the complaint has been acknowledged. Stage Two complaints will be responded to within 20 working days from the date the complaint has been acknowledged.

Extension to timescales are decided depending on the complexity of the complaint, individuals are informed of any extensions as well as an expected timescale for a response. Extensions must be no more than 10 working days for Stage One or 20 working days for Stage Two without good reason and the reason(s) must be clearly explained to the individual. When an individual is informed about an extension, they will be provided with the contact details of the relevant Ombudsman (LGSCO or HO).

An individual must escalate a complaint to Stage Two within 20 working days of the Stage One response being sent. The Council will consider the individual circumstances of each complaint and apply discretion to complaints not escalated within this period where there are good reasons to do so.

4.10 The process, managed centrally by the CSCO, will provide a clear complaints system for both customers and employees. As well as providing clarity, it will ensure that all written complaints are handled by one department ensuring a consistent approach to customer service and efficient working practices through the removal of duplication e.g., customer sending in multiple letters regarding the same complaint and/or customer receiving more than one letter from the Council as their complaint related to more than one department.

The complaints handling process

The process aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. It provides two opportunities to resolve complaints internally:

- Stage One
- Stage Two

Stage	Stage One	Stage Two	Ombudsman
		Internal	External
Description	Initial complaint.	Complaint - for issues that have not been resolved at stage one or require an internal review or for a Freedom of Information (FOI) Stage two response. This may be a review on the adequacy of the stage one response as well as any new and relevant information not previously considered.	Written complaint to Ombudsman - for issues that remain unresolved by the Council.
Who by	By Departmental Managers or the Designated Officer for complaints within the Department (using the response template provided and a response to be sent to the complainant by the CSCO.	By the Departmental Manager or Assistant/Service Director and/or reviewed by an Assistant/Service Director or a Senior Officer. FOI Stage two complaints will be reviewed by the Information, Engagement and Performance Manager or representative responsible for this function. Complaints will not be responded to by the same person who considered the complaint at Stage one. Response to be sent by the CSCO.	By the CSCO /Customer Service Manager and reviewed by the Assistant/Service Director.

Action	A response given to the complainant addressing all the issues within the complaint within 10 working days . Maximum extension of 10 working days without good reason.	A written response* to be sent to the complainant addressing all the issues within the complaint within 20 working days . Maximum extension of 20 working days without good reason.	A written response to be sent to the Ombudsman addressing all the issues within the complaint within the Ombudsman's statutory timescale .
---------------	--	--	---

* Please note it is **mandatory** for responses to refer customers to the Local Government & Social Care Ombudsman/ Housing Ombudsman's Service for those wishing to escalate their complaint.

Responses

Complaint responses must be sent to the individual when the answer to the complaint is known and not when outstanding actions required to address the complaint are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the individual.

All points raised in the complaint definition must be raised in the response providing clear reasons for any decisions, referencing relevant policies, law and good practice where appropriate.

If additional complaints are raised during an investigation, these must be incorporated into the Stage One response if they are related, and the Stage One response has not been issued. Where the response has been issued, the new issues are unrelated to the issues being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.

The following will be confirmed if a response is given in writing to the individuals at completion of each below stage:

- the complaint stage
- the complaint definition
- the decision of the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions; and
- details on how to escalate the matter to Stage Two if the individual is not satisfied with the response (Stage One) OR details of how to escalate the matter to the relevant ombudsman service (LGSCO/HO) if the individual remains dissatisfied (Stage Two).

Remedies for a complaint

4.11 There are two important reasons for having an effective complaints system – to provide a remedy and to improve services.

It is important to ascertain early on in the complaints process what outcome the customer is looking for i.e., what would be a suitable remedy. Whilst the proposed remedy may not always be reasonable and/or achievable it ensures that the Council knows early on what would be a

satisfactory outcome for the customer. (This is included in the compliments, comments and complaints form).

Any remedy offered must reflect the impact on the individual as a result of any fault identified. Remedies must be clearly set out advising what will happen and by when, in agreement with the individual where appropriate. Any proposed remedy should be followed through to completion. Where a proposed remedy cannot be delivered, the individual will be informed of reasons for this, provided with details of any alternative remedy and reminded of their right to complaint to the Ombudsman.

Remedies can include:

- An apology which would normally be appropriate and adequate, but not in all circumstances. Other remedies will be considered where appropriate in addition to an apology.
- An explanation as to why a situation arose and to help the customer understand.
- An assurance that the same thing will not happen again (and monitored to make sure that it does not).
- Action that can be taken to put things right and where appropriate a change of procedure will be implemented to prevent further difficulties of a similar kind either for the individual customer or for customers generally. Any outstanding actions will be tracked and actioned promptly with appropriate updates provided to the individual.
- Financial compensation should always be an option, even though it may only be relevant in a few cases. Financial compensation should not be seen as an alternative to putting things right.
- Changing policies, procedures or practices.
- Reconsidering or changing a decision.

(1) The guiding principle must be that as far as possible the customer is put in the position that he/she would have been in had things not gone wrong.

(2) Customers need to know what remedies to a complaint are available and this is covered generally in publicity material for the compliments, comments and complaints system.

(3) Where a complaint is found to be justified after investigation, at either stage, the process which has caused the complaint needs to be reviewed by the relevant officer.

(4) For Stage One complaints a consideration of appropriate remedies will be requested from the relevant departmental contact as part of the complaint investigation process.

(5) For Stage Two complaints a consideration of appropriate remedies will be undertaken by the Customer Service Manager or CSCO, with the relevant Assistant Director, or equivalent, with a recommendation to the Chief Executive Officer for approval.

(6) Section 92 of the Local Government Act 2000 confirms that Councils are empowered to remedy injustice arising from maladministration where the complaint is made only to the Council and not to the Local Government & Social Care Ombudsman.

(7) In cases where the Council's own investigations find maladministration and injustice, this will be reported in the annual report to the Executive and in cases where the Council's own investigations recommend a compensation payment as a remedy to a complaint then a report recommending this action will need to be taken to the Executive. Any financial recommendations requiring a decision will be made by the Monitoring Officer following consultation with the Head of Paid Service Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

The Role of the Ombudsman

4.12 The Local Government & Social Care Ombudsman (LGSCO) was created by Part III of the Local Government Act 1974 to provide independent, impartial and prompt investigation and resolution of complaints of injustice caused through maladministration. The Council is within the jurisdiction of the Commission for Local Administration, which is also known as the Local Government & Social Care Ombudsman.

4.13 Additionally, Bolsover District Council is within the jurisdiction of the Housing Ombudsman , which was set up by law on 1st April 2013 and which covers all housing associations and local authorities, The Housing Ombudsman considers complaints about leasehold services, moving to a property (transfer applications that are outside Housing Act 1996 Part 6), rent and service charges, occupancy rights, tenant behaviour and estate management.

4.14 This policy follows both the Housing Ombudsman Complaints Handling Code 2024 and the Local Government & Social Care Ombudsman (LGSCO) Complaints Handling Code 2024; parts of this policy follow the principals set out in these Codes. Both Ombudsman's have a duty to monitor our compliance with the code of practice it has issued. Where an Ombudsman finds an organisation has deviated from the complaint handling code in policy or practice it may use its powers to put matters right and ensure compliance with the complaint handling code. If an organisation does not comply with the complaint handling code it must provide a detailed explanation for non-compliance in its self-assessment. Section 5.5 sets out how the Ombudsman intends to monitor compliance of the complaint handling codes.

4.15 In most cases, before the LGSCO and Housing Ombudsman will investigate a complaint, the Council will be given an opportunity to respond to the complaint in accordance with its procedures and provide its final response.

4.16 Customers choosing to make a complaint to either Ombudsman, after going through the Council's complaint process, will be investigated as an 'ordinary' complaint. A copy of the complaint will also be sent to the CSCO. All correspondence to and from the LGSCO or Housing

Ombudsman will be handled by the CSCO or the Customer Standards and Complaints Manager.

4.17 The Ombudsman will notify the Council in writing of its findings when it has concluded its investigation. Any financial recommendations requiring a decision will be made by the Monitoring Officer under delegated powers following consultation with the Head of Paid Service, the Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

4.18 Where the Ombudsman records a decision of maladministration and/or injustice then the necessary arrangements will be made in accordance with the Ombudsman's instructions.

4.19 The Monitoring Officer has a duty to make a statutory report to the Executive annually in respect of maladministration where the Ombudsman has investigated and found maladministration and injustice on the part of the authority.

4.20 The definition of 'maladministration' is very wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statements
- Inadequate liaison
- Inadequate consultation
- Broken promises

4.21 There is no fixed definition of injustice but it can include:

- Hurt feelings, distress, worry, or inconvenience
- Loss of right or amenity
- Not receiving a service
- Financial loss or unnecessary expense
- Time and trouble in pursuing a justified complaint

4.22 In cases of maladministration the Council should try to identify all those affected and offer a suitable remedy. There may be a few cases where identifying others who may have suffered would be such an enormous task that it would affect the Council's day-to-day operation or the Council's ability to put right a failure that was the main cause of the maladministration. In these cases, it would be better to improve the service and to stop the maladministration happening again.

4.23 The Council should always consider whether maladministration or failing to meet a standard has caused worry and distress to the service user and whether this needs to be taken into account when deciding on the right remedy. The Council should also provide a remedy if the complaint has been handled in a way that is itself maladministration.

4.24 Supporting procedures will explain fully the operational matters concerning complaints from the Ombudsman.

The Regulators Code and complaints about local authority regulatory services

4.25 The Regulators Code came into force on 6th April 2014. Local authorities and fire authorities are under a statutory duty to have regard to the Code in developing the principles and policies which guide their regulatory activities.

4.26 The Regulator's Code aims to improve the way regulation is delivered at the front line. It sets out a clear framework for transparent and accountable regulatory delivery and establishes clear principles for how local authorities should interact with those they are regulating. The Code is underpinned by the statutory principles of good regulation, which provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.

4.27 The Better Regulation Delivery Office (BRDO) and Local Government & Social Care Ombudsman are encouraging those delivering local regulatory services and managing corporate complaints to co-operate in ensuring their processes are transparent and easier for businesses. Guidelines in the Regulator's Code state that Regulators should:

- carry out their activities in a way that supports those they regulate to comply and grow.
- provide simple and straightforward ways to engage with those they regulate and hear their views.
- base their regulatory activities on risk.
- share information about compliance and risk.
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
- ensure that their approach to their regulatory activities is transparent.

Anonymous Complaints

4.28 Some customers may elect to remain anonymous when reporting complaints. For verbal complaint reporting (Stage One) the employee dealing with the telephone call or face-to-face contact needs to explain the restrictions this may cause in trying to resolve the matter as we will be unable to provide feedback, provide a service or request further information at a later date.

4.29 Anonymous complaints received in writing (Stage One) will be managed centrally by the CSCO and sent to the Departmental contact to administer.

5. Learning from Feedback, Training for Employees and Reporting to the Ombudsman

5.1 It is important that customers and other stakeholders are aware of the compliments, comments and complaints process and how to use it. Senior management will review the information gathered from complaints regularly and consider whether our services could be improved or internal policies and procedures updated.

We will:

- Use complaints data to identify the root cause of complaints.
- Take action to reduce the risk of recurrence.
- Record the details of corrective action in the complaints file, and
- Review complaints performance reports to improve service delivery.

Where we have identified the need for service improvement:

- The action needed to improve services must be authorised.
- An officer should be designated the 'owner' of the issue, with responsibility for ensuring the action is taken.
- A target date will be set for the action to be taken.
- The designated individual must follow up to ensure that the action is taken within the agreed timescale.
- Performance in the service area should be monitored to ensure that the issue has been resolved.
- We will ensure that staff learn from complaints.

5.2 Publicity and complaints performance information

- Poster for display in Council buildings
- Compliments, comments and complaints forms
- Council's publication
- Information on the Council's website
- Information in service booklets.

We will also report on our performance in handling complaints regularly and publish this information on the Council's website.

5.3 It is also essential that the Council knows whether the compliments, comments and complaints system, especially the complaints element, is working. The CSCO will undertake customer satisfaction surveys to establish the level of satisfaction.

5.4 It is also important that employees receive training regarding the procedure and ongoing training and development is available. Some people will need more support and employees will need to offer assistance in accordance with the Customer Service – Code of Practice and Standards. Maintaining confidentiality is important in complaints handling. It includes maintaining the customer's confidentiality and explaining to them the importance of confidentiality generally. We must always bear in mind Data Protection legislation/ General Data Protection Regulations, as well as internal policies on confidentiality and the use of customers' information.

5.5 Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge for the Housing Ombudsman, which must include:

- a) An annual self-assessment against the Housing Ombudsman Complaint Handling Code.
- b) A qualitative and quantitative analysis of the complaint handling performance.
- c) Any findings of non-compliance with this Code by the Ombudsman.
- d) Service improvements made as a result of learning from complaints.
- e) Any annual report about our performance from the Ombudsman.

- f) Any other relevant reports or publications produced by the Ombudsman in relation to our work.

The Annual Complaints Performance and Service Improvement Report will be reported to our governing body and published on the section of our website relating to complaints. The governing bodies response to the report will be published alongside this.

~~6. Habitual or Vexatious Complainants~~

~~6.1 For the purpose of this policy the following definition will be used:~~

~~The repeated and/or obsessive pursuit of~~

- ~~• Unreasonable complaints and/or unrealistic outcomes.~~
- ~~• Reasonable complaints in an unreasonable manner.~~

~~6.2 Where complaints have been identified as habitual or vexatious in accordance with the criteria below, the Assistant Director for complaints management or their representative, following discussions with the relevant service Director/Assistant Director, will take a report to the Senior Leadership Team (SLT) to seek agreement to treat the complainant as a habitual or vexatious complainant and for an appropriate course of action to be taken for an appropriate length of time, usually twelve months but this is not prescriptive, before being reviewed. Operational aspects for handling habitual or vexatious complainants will be covered in the supporting procedures.~~

~~6.3 Where individuals, or individuals acting on behalf of another individual or group, are submitting multiple or lengthy requests for information or complaints in relation to the same subject matter to the Council, the Assistant Director with responsibility for Customer Services will have the option to take a report to SLT using the evidence collated from all the individuals involved, in order to prevent duplicating or prolonging the evidence gathering process.~~

~~6.4 The Assistant Director of Customer Services or their representative will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken.~~

~~6.5 Senior Managers will need to inform and seek advice from the Customer Service Manager or GSCO regarding potential habitual or vexatious complaints, which have not progressed to a Stage Two complaint and as such fall outside the control of, and therefore knowledge of, the Customer Service department.~~

~~6.6 Once a complainant has been determined to be habitual or vexatious, their status will be kept under review and monitored by the Assistant Director or their representative, with reports being taken to SLT as required. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.~~

~~6.7 Our experience has shown that the behaviour of some customers considered vexatious can fluctuate greatly. Following any SLT decision that has determined a customer as habitual or vexatious, SLT may confer delegated powers to the Assistant Director responsible for complaints management or their representative, in cases to amend the conditions in the interest of the service where prompt action may be required at short notice. In such cases the Assistant Director~~

responsible for complaints management or their representative will put monitoring measures in place and make a decision in line with this policy.

6.8 Once the 'appropriate length of time' has expired, normal contact with the customer can be resumed. However, should the customer revert to their previous behaviour, the Council reserves the right to determine their behaviour as vexatious again without the need for further monitoring or submission of a report to SLT.

Criteria for Determining Habitual or Vexatious Complainants

6.9 Complainants or anyone deemed to be acting on their behalf may be considered to be vexatious or persistent if one or more of the following applies where previous or current contact with them shows that they meet two or more of the following criteria:

Where complainants are:

- Refusing to specify the grounds of a complaint, despite offers of assistance.
- Refusing to co-operate with the complaints investigation process.
- Refusing to accept that certain issues are not within the scope of a complaints procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a late stage.
- Raising numerous, detailed but unimportant questions; insisting that they are answered.
- Acting individually or on behalf of a group, submitting numerous or lengthy requests for information or complaints in relation to the same subject or where the Council has received similar complaints or requests for information from the complainant themselves previously on the same issue.
- Covertly recording meetings and conversations.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach, pursuing parallel complaints on the same issue with a variety of other organisations.
- Making excessive demands on the time and resources of staff with lengthy telephone calls, emails to numerous Council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations that the complainant insists make these 'new' complaints.
- Refusing to accept the decision, repeatedly arguing points with no new evidence.
- Harassing verbally or otherwise seeking to intimidate employees dealing with their complaint, including the use of foul, abusive or racist language, which will be reported to the appropriate authority.
- Threatening or using physical violence towards employees. The Employee Protection Guidance (available on the Council's Intranet) provides guidance and procedures on how to report such incidents.
- Insisting on pursuing unjustified complaints and/or unrealistic outcomes to legitimate complaints or taking actions that are out of proportion to the nature of the complaint, even when the complaints procedure has been exhausted.

- Demonstrating behaviour which has a significant and disproportionate adverse effect on the Council's resources.

The Habitual/ Vexatious complaints handling process Options for Dealing with Habitual or Vexatious Complainants

6.10 The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.

2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named Officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.

3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a habitual or vexatious complainant and as such the Council does not intend to engage in further correspondence dealing with the complaint.

4. Inform the complainant that in extreme circumstances the Council will seek legal advice on habitual or vexatious complaints and this may lead to legal action being taken against the complainant as the Council has a duty to protect both the Council's reputation and its employees.

5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered habitual and/or vexatious, while seeking advice or guidance from its solicitor or other relevant agencies, such as the Local Government & Social Care Ombudsman or External Auditor.

6. In cases of threats of verbal or physical abuse, always recommend the complainant is added to the Employee Protection Register.

The habitual/ vexatious complaint handling process

Habitual/
Vexatious
complaint

Formatted: Normal, Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, First line: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Normal, Indent: Left: 0 cm, Right: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Space After: 5.2 pt

Description	Multiple complaints or requests for information about the same* issue (s) which have previously been investigated or answered fully
Who by	A customer to any member of staff
Action	To be passed to the CSCO for administration, monitoring and reporting purposes

~~*Please note: Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints.~~

67. Responsibility for Implementation

The Assistant Director responsible for complaints management

67.1 The Assistant Director responsible for complaints management will oversee the implementation of this policy. The Assistant Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Assistant Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

Assistant Directors / Service Directors

76.2 Responsible for reviewing Stage Two complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

The Monitoring Officer

67.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

Senior Managers and Departmental Complaints Contacts:

67.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

Complaints Investigator:

Formatted: Left, Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Space After: 5.2 pt

Formatted: Space After: 5.2 pt

Formatted: Indent: Left: 0 cm, Space After: 5.2 pt

Formatted: Space After: 5.2 pt

Formatted: Left, Indent: Left: 0 cm, Space After: 5.2 pt

Formatted: Space After: 5.2 pt

Formatted: Space After: 5.2 pt, Line spacing: Multiple 1.08 li

Formatted: Space After: 5.2 pt

Formatted: Normal, Indent: Left: 0 cm, Space After: 5.2 pt, Line spacing: Multiple 1.08 li, Tab stops: Not at 4.68 cm

67.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-ordinating all aspects of the response to the customer. This will include preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

All staff:

67.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and procedure and how to refer complaints to the CSCO. They should also be aware of who they should refer a complaint to in case they are not able to personally handle the matter.

The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:

67.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

Member Responsible for Complaints (MRC):

67.8 A member of the executive body appointed to have lead responsibility for complaints to support a positive complaint handling culture. The MRC is responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance.

Bolsover District Council

Meeting of the Executive on 3rd March 2025

Council Plan Targets Performance Report – October to December 2024

Report of the Portfolio Holder for Corporate Performance & Governance

Classification	This report is Public
Contact Officer	Kath Drury Information, Engagement and Performance Manager

PURPOSE/SUMMARY OF REPORT

To report the Quarter 3 outturns for Council Plan targets 2024-2028

Out of the 34 targets:

- 31 (91%) targets are on track
- 1 (3%) target has been achieved
- 2 (6%) targets are not on track

REPORT DETAILS

1. Background

1.1 The attached appendices contain the performance outturn as of 30th September 2024.

2. Details of Proposal or Information

2.1 A summary of performance by Council Plan aim is provided below:

2.2 Our Customers – Providing excellent and accessible services

- 8 targets in total, all of track.

2.3 Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity

- 9 targets in total
- 8 (88%) targets on track

- 1 (12%) target not on track - **ENV.05** - *Carry out 155 targeted proactive littering / dog fouling patrols per year.* The appendix contains the narrative for this exception.

2.4 **Our Economy – by driving growth, promoting the district and being business and visitor friendly**

- 7 targets in total, 7 on target

2.5 **Our Housing – by delivering social and private sector housing growth**

- 10 targets in total,
- 8 (80%) targets on track
- 1 (10%) achieved (behind target) – **Hous 01** *Prepare and adopt new Council Housing Strategy by December 2024 (originally October 2024)*
- 1 (10%) target not on track – **Hous 02** *-Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.* The appendix contains the narrative for this exception.

2.6 **Dragonfly KPIs**

Dragonfly a company wholly owned by the Council significantly contribute to the achievement of the Council Plan. A summary of their performance against their key performance indicators is appended.

3. **Reasons for Recommendation**

- 3.1 This is an information report to keep Members informed of progress against the Council Plan targets noting achievements and any areas of concern.

4 **Alternative Options and Reasons for Rejection**

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

RECOMMENDATION(S)

That quarterly outturns against the Council Plan 2024-2028 targets be noted.

Approved by Councillor Donna Hales, Portfolio Holder for Corporate Performance & Governance

IMPLICATIONS:

Finance and Risk: Yes No

Details:

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:
On behalf of the Solicitor to the Council

Environment:
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details:
By reporting on targets which supports the Council to meet its carbon neutral target and enhance the environment.

Staffing: Yes No

Details:
On behalf of the Head of Paid Service

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies</p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No

District Wards Significantly Affected	None
<p>Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	Cabinet Members/SLT informed on route via the quarterly performance process

Links to Council Ambition: Customers, Economy and Environment.
All

DOCUMENT INFORMATION	
Appendix No	Title
1	Performance Summary for Our Customers
2	Performance Summary for Our Environment
3	Performance Summary for Our Economy
4	Performance Summary for Our Housing
5	KPI Summary for Dragonfly

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).

All details on the PERFORM system for Council targets and performance monitoring spreadsheets for Dragonfly.

Appendix 1: Council Plan Targets and Supporting KPI's for 'Our Customers by providing excellent and accessible services'

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.

61

Council Target	Status	Q3 October – December 2024 Progress
CUS.01 - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On Track	<p>Customer Services Realtime satisfaction surveys via Live Chat and Email 666 surveys issued with 63 responses received (9.5% response rate). Note: This is a rolling % value during 2024/25.</p> <p>75% satisfaction rate (cumulative). 13 individuals requested a call back which is undertaken by the relevant service team and coordinated by customer services. Capturing feedback from those who contact Customer Services via telephone and text messaging to be developed.</p> <p>Some positive comments received include: <i>Advisor was very helpful and went out her way to ensure issue logged and dealt with</i> <i>All contact through email has been brilliant always sorting out queries quickly and respectfully.</i> <i>Excellent and prompt service</i> <i>Very friendly and efficient</i></p>
CUS.02 - Ensure we achieve a score of 90% or above (Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027	On Track	<p>The current scores from Silktide are: 90% content; 93% accessibility; 75% marketing; 86% user experience. The scores will go up and down as more content is added/deleted.</p> <p>The team is now fully staffed, and work has started on upgrading the website to the latest software version. As part of this upgrade, Comms & Design will be 'cleaning' the back office of the website of any unnecessary images/documents/pages and also refreshing the home page which will increase certain scores.</p>

<p>CUS.03 - Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report in respect of cross cutting themes (skills, aspiration, health, and local rail offer)</p>	<p>On Track</p>	<p>The report was presented at the AGM in September and will then be presented to full Council on 29.01.2025 together with an update on direction of travel on the Partnerships evolution. The Rail Partnership has been shortlisted for a national award for the delivering the fusion project.</p> <p>The Community Rail Partnership has achieved accreditation again this year, formally recognised by the Department for Transport. Core funding has been secured from various partners, including neighbouring District Councils, County Councils, Paris and Town Councils and Train Operating Companies.</p> <p>The AGM for the Rail Partnership will take place in April 2025 where the annual report will be presented.</p>
<p>CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually</p>	<p>On Track</p>	<p>Good progress continues on the Equality Plan. In this quarter the council report template has been reviewed to include Equality & Consultation implications. This will assist decision makers to take into consideration equality implications (due regard).</p>
<p>CUS.05 - Explore running a residents' survey to gain resident feedback on place-based services and priorities for improvement by March 2025.</p>	<p>On track</p>	<p>Closing date extended for the Citizens Survey due to a disappointing level of response - 111. This has now increased to 179. Once the results are analysed this will inform whether the age range and geographical range is wider with this approach compared to the Citizens' Panel. A light touch review will then be undertaken to seek improvements on uptake for the Autumn survey.</p>
<p>CUS.06 - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active Clubs, Active Interventions and Active Leisure)</p>	<p>On track</p>	<p>Participation levels by interventions: Active Schools - 5208 Active Clubs - 22 Active Holidays - 552 Active Interventions - 6256 Active Communities - 870 Active Leisure (facility-based activity) – 84,525 Events, Learning & Other activities - 44 Total participation for Qtr 3 – 97,477 to date 310,823. Year one target £403,000 – on track.</p>
<p>CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan</p>	<p>On track</p>	<p>The Public Health target of 125 referrals per quarter continues to be exceeded, during quarter 3, 184 clients were processed through the exercise referral programme.</p>

via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.		To date – 509, above target. For quarter 3, 113 people continued to exercise after the 12-week programme (61%)
CUS.08 - Improve employee engagement and feedback to enable the Council to develop a fully inclusive People Strategy by March 2026	On track	<p>Employee Survey results have been generated and SLT have agreed to set up a Working Group to work through the results and generate an initial response to staff with an action plan. This will then be factored into a People/HR Strategy. One significant issue which may affect the strategy being developed is the local government reorganisation as the Council's focus in the coming months will be shifted to working on developing an approach to the reorganisation proposals to ensure the Council is best prepared.</p> <p>The milestone of securing a new Occupational Health provider by March 2025 has been achieved this quarter.</p> <p><u>Note:</u> The original target date stated March 2025 whereas the target control sheet containing the milestones stated March 2026. Now amended to bring the two into line.</p>

Appendix 2: Council Plan Targets and Supporting KPI's for Our Environment 'by protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity'

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	<ul style="list-style-type: none"> The target is six months off the intended completion date and the required outcome may not be achieved. To flag annual targets within a council plan period that may not be met. To reflect any target that does not meet the expected outturn for the reporting period (quarterly).

64

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
ENV.01 - Update the Carbon Reduction plan to deliver Net Zero 2050	On Track	<p><i>Climate Change Projects</i> Minewater Heat Demonstrator Project & Minewater Heat Network Feasibility Study Permitting Meeting with Coal Board Confirmed - 17 Jan 2025 Sustainable Energy appointed to deliver Heat Network Feasibility Study August Minewater Feasibility Study Inception (including site visits) 16 October 2024.</p> <p><i>Local Area Energy Plan</i> This is progressing and Executive have approved the in kind funding. BDC / NEDDC / CBC Local Area Energy Plan starting June 2025</p> <p><i>Retrofit Skills Project</i> Phase 2 completed and funding delivered to BDC. Final Report and information sent via Rider Levett Bucknall to Midlands Net Zero Hub January 2025 Rigs delivered to local colleges and Universities September 2024 Employers, Educators and Local Authority Forums being delivered Careers Advice Day held on 22 October coordinated by Direct Education Business</p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
		<p>Partnership.</p> <p><i>Carbon Disclosure Project</i> Completed data sent to project lead, awaiting feedback.</p> <p><i>Bolsover District Council Carbon Emissions Data Collection</i> Draft figures for 2023/2024 shared with Cabinet Members. Awaiting final figures from Transport team and Dragonfly (Water). Working with Climate Officers across Derbyshire to set up a reporting framework.</p> <p><i>Energy and Carbon Emission reduction Advice</i> Working with Warmer Derby and Derbyshire and Groundwork Five Counties to give home energy advice. Home Energy pages on website updated.</p> <p><i>Climate Change and Communities Scrutiny Committee</i> Ongoing work towards meeting objectives set out by Committee</p> <p><i>Green Skills Hub Portland Drive</i> East Midlands Investment Zone funding £250,000 award to develop centre, bid with Rider Levett Bucknall . Working through delivery.</p> <p><i>Local Authority Retrofit Accelerator Project</i> Climate Office leading on behalf of Derbyshire authorities in delivering this project. Workshops arrange for Q4 2023/2024 and Q1 2024/2025.</p> <p><i>Green Generation Project</i> Working with Bassetlaw Community and Voluntary Service to support Green Generation Project.</p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
<p>ENV.02 - Increase the combined recycling and composting rate to meet government's 65% target by 2035.</p>	<p>On track</p>	<p>1. <i>Review domestic household customer recycling service requirements to meet government's 'Simpler Recycling' collection core-material set by 31st March 2026.</i></p> <p>The Council's kerbside (burgundy bin) recycling collection service meets the Simpler Recycling core material set requirements.</p> <p>2. <i>Review commercial waste customer recycling service requirements to meet governments 'Simpler Recycling' collection core-material set by 31st March 2025.</i></p> <p>The Council's commercial waste recycling collection service meets the Simpler Recycling core material set requirements; further to which, the Council has written to all small and medium enterprises it provides a service (July 2024) reminding them of their duty of care to meet Simpler Recycling requirements and the Council being able to provide a service to assist in meeting their duty.</p> <p>3. <i>Procure replacement kerbside recycling (burgundy bin) collection vehicles to meet government's 'Simpler Recycling' requirements. 31.1.25.</i></p> <p>Vehicles delivered early December 2024 and now deployed within service delivery operations. Action completed.</p> <p>4. <i>Extend commercial waste customer recycling service to meet all relevant customer's 'Simpler Recycling' collection requirements by 31st March 2025. 31.3.25.</i></p> <p>See update under 2 and 3 above.</p> <p>5. <i>Review recycling service customer educational information sources and platforms to increase recycling awareness and participation on an ongoing basis throughout period of the Service Plan period.</i></p> <p>The Council's website A to Z information has been updated along with other educational information such as sign display boards around the District. This is</p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
		<p>ongoing and supports the Action Plan of the Customer and Communities Scrutiny review of waste and recycling promotion.</p> <p><i>6. Review domestic household customer recycling service delivery costs arising from notification of EPR (Extended Producer Responsibility) payments coming into effect from 1st April 2026.</i></p> <p>The Council has received notification from Defra of its 2025\26 EPR (Extended Producer Responsibility) payment to meet the cost of collecting packaging (recyclable) wastes. The Waste Disposal Authority (DCC) has received a like payment to meet costs of the treatment and disposal of packaging waste which offsets payments it makes to Bolsover District Council (Waste Collection Authority) by way of recycling credit payment to reflect every tonne of waste diverted from the residual (black bin) waste stream.</p>
<p>ENV.04 - Introduce separate weekly collection of food waste by ending March 2026.</p>	<p>On track</p>	<p><i>1. Report to Council seeking approval to establish capital budget to meet procurement of food waste collection vehicles and kerbside caddy containers for all District households.</i> Action completed - Council approval granted 22nd May 2024.</p> <p><i>2. Undertake procurement (subject to Council approval) of food waste collection vehicles and kerbside caddy contains, seeking delivery by November 2025.</i></p> <p>Orders placed for 7No x 12tonne food waste collection vehicles with anticipated delivery at November 2025 with final delivery date awaited. Also, delivery of 42,000 x 23ltr food waste caddy received (October 2024) and stored in anticipation of delivery to Bolsover households early 2026.</p> <p><i>3. Review commercial waste customer collection arrangement to undertake separate collection of food waste from businesses from 1st April 2025; in particular, businesses which are not Micro-Enterprises, which by definition of the Financial</i></p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
		<p><i>Conduct Authority (FSA) (i) employ fewer than 10 persons and (b) have a turnover or annual balance sheet not exceeding €2 million (£1.71million).</i></p> <p>Streetscene Team has written to all its commercial waste customers to understand their obligations in meeting, by not later than 31st March 2025, the 'Simpler Recycling' core material set collection, including food waste and/or whether they meet the micro-businesses (with less than 10 employees) extended target of 31st March 2027 which includes schools and hospitals. The predominant businesses in Bolsover meet the micro-business definition, which they have until 31st March 2027 to make provisions for the separate food waste collection. Arising from the SME survey exercise undertaken, it is understood that businesses who do have need for a separate food waste collection service have alternate service provider provision in place. The Council is not receiving demand for a separate collection service at this time and further wrote to businesses to remind them of their duty in meeting government Simpler Recycling requirements.</p> <p><i>4. Serve notice on North East Derbyshire District Council in the cessation of their use of Bolsover District Council's Riverside Depot for the parking and operation of their Southern waste collection and street cleansing vehicles by not later than November 2025, to ensure capacity is available to meet Bolsover's increased vehicle (food waste) fleet requirements.</i></p> <p>Action completed - Notice issued to NEDDC 21st August 2024 to exit Riverside Depot by November 2025.</p> <p><i>5. Submit a major change to the Traffic Commissioner's Office to increase the number of large goods vehicles contained in Bolsover District Council's fleet operator license, in anticipation of 7 new food waste collection vehicles. Application to Traffic Commissioner to be submitted by ending 31st March 2025.</i></p> <p>This will be submitted to the Traffic Commissioner Office by ending 31.3.25.</p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
		<p>6. Commence separate collection of food waste from businesses which are not Micro-Enterprises.</p> <p>Update as per item 3 update.</p> <p>7. Prepare a communication plan to promote introduction of separate weekly food waste collection to all District households from 1st April 2026.</p> <p>To be developed over course of Q1 and Q2 2025.</p> <p>8. Report to Council seeking approval to establish revenue budget to meet the ongoing operational cost of undertaking separate weekly food waste collections from 1st April 2026 to all District households. To be undertaken following Government informing the Council of its new burdens revenue funding award.</p> <p>It is anticipated Defra will inform Councils of their indicative new burdens (revenue) funding at ending March 2025.</p> <p>9. Delivery of kerbside caddies to all District households between November 2025 and March 2026, utilising in-house waste services staff during winter suspension of green bin collections in anticipation of commencing separate weekly food waste collections from 1st April 2026. Anticipated delivery January, February and March 2026.</p> <p>Delivery of food waste caddy\bins to be undertaken early 2026 in anticipation of a 1st April 20226 service commencement date.</p> <p>10. Commence separate weekly collection of from all District households.</p> <p>Commencement will be arising from delivery of actions 1 to 9.</p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
ENV.05 - Carry out 155 targeted proactive littering / dog fouling patrols per year	Not on track	<p>17 out of the planned 39 patrols were carried out this quarter. The Environmental Enforcement Team continues to be affected by 2 longer term absences and 1 vacancy.</p> <p>The new appointment started on the 20th January 2025 and will aim to catch up during Q4 however this will be a stretch and may not be achievable.</p> <p>To date 69 planned patrols undertaken</p>
ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period	On Track	<p>Meeting held with newly appointed Assistant Director (Streetscene, Community Safety and Enforcement) to discuss current joint working arrangements and suggested improvements. A further meeting will be arranged shortly with a view to agreeing joint improvement actions and clarify roles between the various teams involved across the two services.</p> <p>Q3 outturn data is not yet available. For Q2 the outturn was 3.53 per 1,000 people</p> <p>This is an OFLOG indicator – latest published data is for <u>2022/23</u>: Bolsover 16.5 incidents per 1,000 population. Lower quartile (from 12.6 to 45.0) for East Midlands Local Authorities</p>
ENV.07 - Achieve minimum quality standards of 60% for green spaces	On Track	<p>Planning are currently working through an audit of all of the green spaces across the district. A recent audit of play areas carried out in 2024 shows that of 74 play areas across the district 51 (69%) exceed the minimum quality standard, with an average score of 69%.</p>
ENV.08 - Annually monitor the condition of Local Wildlife Sites	On Track	<p>Derbyshire Wildlife Trust's report on evaluation of sites due by March 2025.</p>
ENV.09 - Support developers and local organisations to deliver Biodiversity Net Gain (BNG) across our urban and rural environments, realising future	On Track	<p>Work continues to secure BNG delivery through the decision-making process, with metrics now becoming available to build a district wide picture of the volume of permissions in place, and the scope of exemptions which have been applied</p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2024/25 Progress Update
opportunities that support and deliver our Local Nature Recovery action plan.		

Appendix 3: Council Plan Targets for ‘Our Economy by driving growth, promoting the district and being business and visitor friendly’

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.

Key Council Target	Status	Q3 October to December 2024 Progress
72 ECO.01 - Refresh our Business Growth Strategy to enable and empower Dragonfly to support the Council to make best use of our assets, support growth in the local economy, attract inward investment to the district and maximise the district's share of potential funding streams from the Government and the East Midlands Combined County Authority	On Track	<p>A further workshop of officers is due to be held on 13 January to work through projects underway / proposed for inclusion in the growth strategy. it will aim to identify local, district wide, and more regional projects which will benefit the district's local economy. following this workshop the feedback and activities will be collated in to the draft strategy document. This will then be brought together in to a draft document and circulated to officers for their comments before being circulated wider for consultation and formal adoption as the Council's Growth Strategy.</p> <p>There has been a slight delay on the proposed timescales for delivery, but this has benefitted the team, as it aligns to work of the Devolution Team, EMCCA, and DCC who are co-ordinating investment opportunities, which ensures we are taking a consistent approach to the investment and strategic priorities for growth.</p>
ECO.02 - Work with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets and grow the visitor economy, the number of tourists and the amount of tourism spending in the district by 2025.	On Track	<p>This programme of work is led by the Bolsover Place Board - 8 representatives from across the area that sponsor and steer the place programme ensuring that we deliver and stay focussed on the aim and key priorities of the programme: Bolsover; confidently embracing its wider experience is the emotive, call to action for the place. This, alongside the accompanying themes:</p> <ul style="list-style-type: none"> • we've made it our business to reach out • experience our great value, living location • your visitor experience, all packaged up <p>Since the launch of the Bolsover Place Programme in July 2024 the Tourism & Place Manager has been showcasing the new place led approach and new Bolsover ambition at local, regional, and national events. One such opportunity was to present</p>

Key Council Target	Status	Q3 October to December 2024 Progress
		<p>the new Bolsover ambition at the national High Street Taskforce event, hosted by The Institute of Place Management - Bolsover being 1 of 3 areas asked to present out of over 130 areas that had been part of the programme.</p> <p>The place programme action plan will be funded through the £15m Regeneration Fund allocation, so preparatory work has been carried out so that once the funding is received the action plan can be delivered. Priority projects of the programme include:</p> <ul style="list-style-type: none"> • Welcome Pack - for those moving into new housing (showcasing the attractions, town centre offers and local walks/trails) working with 6 local housing developers to add in their show homes and welcome packs for new owners • 10 Year strategic Ambition that aligns arts, culture, heritage, visitor economy and place (framework for the new Culture & Place subgroup of the Place Board) • Deliver short break packages working with Derbyshire and Nottinghamshire partners across the EMCCA area to increase awareness and visitor spend in the area • Business Plan for a Creative Hub and creative business district in Bolsover town • Young Ambassador Scheme - work with key skills partners to shape a new ambitious programme that provides young people with the skills and confidence to be job or apprenticeship ready whilst instilling a sense of pride and sense of place • Embed the new visual language and new narrative in and around the place - including the Bolsover Loop trail and in the Regeneration Funded projects.
<p>ECO.03 - Work with partners to develop innovation and growth in our cultural and creative sectors through active support of an investment in a creative's network, cultural corridor, and maker's hub.</p>	<p>On Track</p>	<p>Woman's Creative Network - Platform Thirty1 have been commissioned to deliver support to creative businesses from the arts, culture, visitor economy sectors. The monthly network meets the first Wednesday of every month at Pleasley Vale Mills. In Q3 41 attendees came to the networking session.</p> <p>Creative Hub Business Plan and Creative Business District - Local Creative Ltd have been commissioned to deliver both a Strategic Framework for the new Bolsover Place Programme - Tourism & Place Group and a separate Business Plan for a Creative Hub in Bolsover town centre. The work is being led by Dr Claire Tymon following the Arts Council England funded feasibility and need and demand study that concluded there is a strong demand for a local creative hub in Bolsover from</p>

Key Council Target	Status	Q3 October to December 2024 Progress
		<p>both potential users and creative partners. The new Tourism & Place Group will replace the Bolsover Partnership Culture & Tourism Group.</p> <p>Cultural Coalition - Bolsover is part of a consortium with Chesterfield Borough and North East Derbyshire District Council's to work collectively to support and develop the creative sector. The Coalition has had initial funding through Arts Council England to carry out a mapping of all cultural businesses across the district of which 786 creative businesses have been identified, 159 of which are in the Bolsover District area. The group are now working on supporting creative businesses to promote their talent through a national platform - CREATE Britain Platform- https://www.createbritain.com</p> <p>Derbyshire Makes - A DCC led County wide programme to explore innovation, creativity, design, craft, skills, manufacturing - all through the lens of making. Bolsover is one of the key hubs which will host an event during the Easter weekend in 2025 as part of a 4-week countywide festival in March/April over the next 3 years. The event will feature artists, manufacturers, designers, businesses, makers and heritage attractions. Officers are part of the Bolsover Hub Steering Group to support the festival planning and delivery.</p>
ECO.04 - Work with Higher Education and Further Education providers and other partners to develop post 16 provision within the district to enable and empower more of our local workforce to find better paid, skilled jobs.	On track	Letters of support from both the Leader of the Council and the Bolsover Place Board have been sent to relevant ministers to support the North Derbyshire University Academy following the review of all Free School projects by the new Government. A response has been received from Catherine McKinnell MP - Minister for School Standards. Matt Hall - Executive Headteacher from Redhill Academy Trust sits on the Bolsover Place Board and we are keen to ensure we support the post 16 provision in Bolsover.
ECO.05 - Secure investment in improvement of our existing business estate and delivery of new commercial space, including regeneration of Pleasley Mills, to meet the needs of local business, encourage inward investment and support growth throughout the local economy.	On track	Development of <u>new Industrial Units on Portland Drive, Shirebrook</u> March 2026: Planning application is to be determined at the Planning Committee meeting in January 2025. Following several revisions needed to be made due to the requirement to meet Bio-Diversity Net Gain (BNG) obligations and in order to achieve no net loss on the site. The officers have found some anomalies with the BNG requirements and have made some adjustments to the proposals which mean there is now no obligation to achieve a 10% uplift, saving £170k on development costs, and being able to achieve planning approval in the coming weeks.

Key Council Target	Status	Q3 October to December 2024 Progress
		<p><u>Reconfiguration of Vernon Street</u> to provide two industrial units Dec 2024: Negotiations are ongoing with an interested party for the lease, and taking occupation. The building requires some investment to bring it back up to compliance for letting, so work is underway to obtain quotes for the repairs, including roller shutter doors, electric supply servicing, and getting quotes for the fire risk strategy. A report will be presented to the Executive at the meeting on 27 January for the approval of the heads of terms for the interested party to secure a letting for 10 years.</p> <p><u>Inward Investment enquiries into the district</u> - promotion of the available Council owned assets. Work is ongoing to support DCC inward Investment team, but the transfer of the LEP's inward investment team into the new EMCCA structure will bring some changes to the service delivery and the team are continuing to provide investment opportunities and answer queries when enquiries are sent through either from EMCCA or DTI.</p> <p><u>The redevelopment of 36/36a Market Place, Bolsover</u> to provide new retail space Mar 2026: The site has been valued at £180,000 in its current state. Structural surveys, RICS surveys and utility surveys are underway. The purchase of the land was dependent upon funding through the £15million regeneration funding, so has been delayed until the funding is confirmed, anticipated Jan/Feb 25. The tenant of the building - Bolsover CVS - has served notice to vacate the property and is negotiating with the council to occupy 8a Cavendish Walk as a temporary measure until the building works are completed and the tenant can take occupation of the new community centre in the former White Swan. A report will be presented to Executive for approval end of Jan 25.</p> <p><u>Former White Swan Public House - community hub</u> Mar 2026: The site has been valued at £225,000 in its current state. Structural surveys, RICS surveys and utility surveys are underway. The purchase of the land was dependent</p>

Key Council Target	Status	Q3 October to December 2024 Progress
		<p>upon funding through the £15million regeneration funding, so has been delayed until the funding is confirmed. MoU is anticipated to be issued Jan/Feb 25, following ministerial approval from MHCLG.</p> <p><u>9a Church Street, Clowne</u> - following a report to Executive for the lease of the property, the tenant has now taken occupation and is commencing with works to redesign the internal space to reconfigure the former vets to a performing arts studio. The tenant has also secured a business growth grant to invest in the business' equipment.</p> <p><u>Regeneration proposals for Pleasley Vale Business Park</u> During the last quarter, the Executive approved the appointment of P&D Environmental to complete flood remedial works at Pleasley Vale Business Park. Following a procurement exercise for a full scope of works by the Loss Adjuster's appointed contractor, Monaghan's recommended that Dragonfly Development Limited be appointed as the preferred supplier. Dragonfly Development Limited submitted the most cost-effective quote of the three submitted, which was within the initial estimate approved by the Loss Adjuster, and they were identified as the most compliant tender with the lowest risk. Executive approved the appointment of Dragonfly Development Limited at the December committee meeting.</p> <p>Both appointments will mean works can commence early in the new year on both the remediation following storm Babet, and mitigation against future flood events.</p> <p>The Business Estates Manager and the Facilities Management Team within Dragonfly Development (Management) Limited have worked tirelessly over the last 12-months since the flood event to ensure relationships with tenants have been maintained, services upheld, and pressure put on all parties to bring this to a conclusion. As a result of this, tenant levels have remained constant and revenue streams maintained throughout. The works being able to commence will be welcome news to those tenants directly affected by Storm Babet.</p>

Key Council Target	Status	Q3 October to December 2024 Progress
		<p>At its December meeting, the Council approved funds for investment into Pleasley Vale for the schemes identified above as well as additional repairs and works to the mill buildings. The Council further approved a recommendation for Members to delegate authority to the Chief Executive Officer to establish the post and budget of a Building Surveyor/Contractors Administrator into the Property Services Team of DMBL, to be appointed to manage and oversee the building works and repairs at Pleasley Vale Business Park. This will provide much needed resource to oversee the works on behalf of the district council. The vacancy has been advertised and is now closed to applicants, with shortlisting underway.</p> <p>Work is continuing with proposals for the renovation and reuse of the two Gatehouses properties. A pre-construction scope of works has been agreed and officers of the project team and the Council's Conservation Officer have conducted site visits to inform the scope as well as potential end uses.</p>
ECO.06 - Deliver a fully operational crematorium and manage this facility to generate income from 2025.	On Track	Work is continuing for producing a compliant detailed design pack for the construction team to work off for the construction of the two buildings. The remedial work required to remove some brickwork to the wake building has been completed with the brickwork now underway. The Architect has made a non-material amendment application to the local planning authority week commencing 21 October, which has subsequently been approved.
ECO.07 - Review procurement rules to meet public procurement regulations and social value requirements.	On Track	The new procurement rules have been amended through the implementation of a new social value policy that was approved by Executive in September 2024. A further review will take place when the new Procurement Manager commences at the Council in February.

Appendix 4: Council Plan Targets and Supporting KPI's for 'Our Housing by delivering social and private sector housing growth'

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Achieved (behind target)	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Not on Track	<ul style="list-style-type: none"> The target is six months off the intended completion date and the required outcome may not be achieved. To flag annual targets within a council plan period that may not be met. To reflect any target that does not meet the expected outturn for the reporting period (quarterly).

78




Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2023/24 Progress Update
1 - Prepare and adopt new Council Housing Strategy by December 2024 (originally October 2024)	Achieved (behind target)	Final version of Strategy presented to Customer Services Scrutiny Committee in November, and Executive/Council in December. Strategy adopted and delivery plan in development.
2 - Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028	Not on Track	<p>Dragonfly Development are on site at Woburn, Blackwell and this will deliver 45 units comprising bungalows, houses, and a newly built independent living scheme. Phase 1 is due for handover late summer 2025, the rest of the site to be completion April 2026.</p> <p>Planning permission has been submitted for 9 properties at Alder Close, a decision is due on 22nd January 2025. Should this be successful a suggested completion date of April 2026 has been prided. Further sites are being explored and will be presented for consideration in due course.</p> <p><u>Performance note</u></p>

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2023/24 Progress Update
		At this current rate of activity, a further 146 homes would need to be in the pipeline during 2025/26 and 2026/27 to enable the target to be met by March 2028 (taking into account the time required from planning permission to new home handover).
3 - Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.	On Track	<p>During this quarter the first reminder wave for the 2024/25 tenant perception survey was completed. To date 458 responses have been received but this is still below the target of 550 minimum responses. Satisfaction levels remain good and should be similar to last year once the target number of responses has been met.</p> <p>Local benchmarking completed against neighbouring authorities and against Acuity average shows that the Council is generally performing well for perception measures.</p> <p>The Regulator for Social Housing released their initial analysis of the 2023/24 survey return in November 2024. BDC were above the national average for all 12 perception measures, and in the upper quartile for 10 of them.</p> <p>Not all of the 10 management information measures can be measured as good/bad performance. Of those that can 5 met national average, 2 were just below average, - non emergency repairs completed within timescales and Gas Safety Check, and 4 were below average, Water Safety Checks, Lift Safety Checks, (impacted by Safe & Warm works which won't be an issue in 2024/25) Decent Homes and Anti-Social Behaviour Cases relative to the size.</p>
4 - Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.	On track	Approval of core Tenant Performance data by Housing Liaison Board members in October 2024, this is now being developed by Communications team ready for January HLB meeting. Improvement Plan being monitored at Housing Stock Management Group with verbal reports to HLB. Article in Nov 2024 newsletter updating tenants on improvement plans. New approaches to tenant engagement being trialled - Locality Groups; Tea with Tenants; Housing Surgeries. Tenant Census still in progress. Improved complaint analysis continues.













Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2023/24 Progress Update
5 - Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.	On track	At end December 2024, our contractor had undertaken 80% of properties, with a programme to continue until mid-February 2025.. A report to then be provided by the end of February with full information as to Decent Homes Compliance and future Capital spend.
6 - Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.	On track	Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target when it is compiled in April 2025.
7 - Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs	On track	Local Housing Needs study being prepared by Icini Projects and final draft received in December 2024 and will inform the Local Plan Review report in February 2025.
8 - Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.	On track	Work underway and plan being prepared to engage with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.
9 - Develop strategies to support the private rented sector in supporting the Council in its duties.	On track	Further support to DASH/CB4YS landlord event in Dec 2024 focussed on the Renters' Rights Bill. Regular meetings being held with officers involved in delivery of Strategy. Update planned to Scrutiny in April/May 25.
10 - Deliver the actions within the Council's Homelessness Strategy by December 2027	On track	Countywide steering group, chaired by Homeless Strategy Officer have met again this quarter.

Council Plan Target (Target date 31/03/28 unless stated otherwise)	Status	Q3 2023/24 Progress Update
		<p>Ongoing work with hospital discharge protocol - Health colleagues looking for further opportunities to work together with housing relating to hospital discharge process.</p> <p>Considering funding a position in care transfer hub for Derbyshire homeless team's benefit. Mental & physical health discharge is disjointed in Derbyshire, and this could help devise a smoother discharge process for those threatened with homelessness.</p> <p>Work continues on the countywide landlord offer, PRS forum took place in November 2024 jointly with BDC, CBC & NEDDC. Private landlords from the areas attended (Presentations on Renters reform, Energy Proficiency Certificates, Department of Work & Pensions, Call before you serve).</p> <p>Using Rough Sleeper Initiative funding (held by CBC) a proposal for a dedicated rough sleepers accommodation is being considered to prevent the flow of new rough sleepers.</p>

Appendix 5: Dragonfly KPI's

Target Status	Usage
 Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
 Within target	The outturn is within 10% of the target set. Indicator owner and lead officers
 Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

82

Dragonfly	Q1 2024/25 Outturn	Q2 2024/25 Outturn	Q3 2024/2025 Outturn	Q2 2024/25 Target	Status
Domestic Compliance in ILS properties against Fire	100%	100%	100%	100%	 On/above Target
Domestic Compliance in ILS properties against Asbestos	100%	100%	100%	100%	 On Above Target
Domestic Compliance in ILS properties against Water Safety	97%	93%	100%	100%	 Below Target
Domestic Compliance in ILS properties for Lifts (TSM BS02-05)	100%	100%	100%	100%	 On/Above Target
Capital spend - Welfare Adaptions	100%	100%	100%	100%	 On/Above Target
Capital spend - External Wall Insulation	100%	100%	100%	100%	 On/Above Target
Capital spend - Electrical Upgrades	100%	100%	100%	100%	 On/Above Target
Capital spend - Ext Door Replacements	100%	100%	100%	100%	 On/Above Target
Capital spend - Heating	100%	100%	100%	100%	 On/Above Target
Capital spend - Unforeseen works	100%	100%	100%	100%	 On/Above Target
Capital spend - Kitchen Contract	100%	100%	100%	100%	 On/Above Target
Capital spend - Soffit & Facias	100%	100%	100%	100%	 On/Above Target

Capital spend - Roof Replacement	100%	100%	100%	100%		On/Above Target
Capital spend - Flat roof replacement	100%	100%	100%	100%		On/Above Target
Capital spend - Bramley Vale	100%	100%	100%	100%		On/Above Target
Capital spend - Void wet rooms	100%	100%	100%	100%		On/Above Target
Capital spend - Safe & Warm scheme	100%	100%	100%	100%		On/Above Target
Domestic Blocked drains cleared	95.67%	99%	96%	90%		On/Above Target
Bolsover Homes - Building programme	To agreed client specification	100%	100%	100%		On/Above Target
Commercial Building Compliance against Fire	100%	66%	100%	100%		On/Above Target
Commercial Building Compliance against Asbestos	100%	100%	100%	100%		On/Above Target
Commercial Building Compliance against Water Safety	97%	93%	100%	100%		On/Above Target
Commercial Building Compliance against Lifts	100%	100%	100%	100%		On/Above Target
PAT testing to all equipment available for testing	100%	100%	100%	100%		On/Above Target
No of working days to respond: 1 day for urgent	100%	71%	74%	100%		Below Target
No of working days to respond: 3 days non urgent	91.66%	84%	65%	100%		Below Target
No of working days to respond: 10 days regular maintenance	100%	81%	82%	100%		Below Target
Attend dangerous structures within 1 working day. when requested by DBCP (DBCP are the district lead on dangerous structures)	100%	100%	100%	100%		On/Above Target
Attend to defects and tenant operating queries within 2 working days	100%	100%	100%	100%		On/Above Target
1. TSM RP02 Emergency Repairs	93.12%	97.18%	93.83%	90%		On/Above Target
2. TSM RP02 Non-Urgent Repairs	76.71%	87.17%	94.12%	80%		On/Above Target
Job Completion by Dragonfly teams obtained from Total Mobile	100%	99.90%	99.40%	80%		On/Above Target

Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting – Minor Voids	27	26	22	30		Below Target (Positive)
Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting – Major Voids	83	76	61	60		Within Target
Solid Fuel Servicing – Annual Programme	88.57%	100%	100%	75%		On/Above Target
Gas Servicing – Annual Programme	98.59%	98.81%	98.82%	75%		On/Above Target
Revenue spend - 100% spend over financial year. Target at Q1 - 25% of budget, Q2 50% of budget, Q3 75% of budget, Q4 100% of budget.	25%	50.54%	75.15%	75%		On/Above Target

84

KPI Exception Notes

Facilities management - no of working days to respond: 1 day for urgent	Performance issues have been raised and are being managed through regular performance meetings.
Facilities management - no of working days to respond: 3 days non urgent	Performance issues have been raised and are being managed through regular performance meetings.
Facilities management - no of working days to respond: 10 days regular maintenance	Performance issues have been raised and are being managed through regular performance meetings.



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 3rd March 2025

Gas and Heating Compliance Policy

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Victoria Dawson – Assistant Director Housing Management

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Executive to consider and approve the adoption of the Gas and Heating Compliance Policy.

REPORT DETAILS

1. Background

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

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

1.3 The "Big 6" compliance areas for housing are:

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

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

2. Details of Proposal or Information

- 2.1 We have produced a Gas and Heating Compliance Safety Policy which is attached at Appendix 1. This Policy explains the Council's legal obligations with regards to the installation and maintenance of gas appliances in Council Homes, as well as our responsibility for heating systems.
- 2.2 The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our gas safe accredited operatives and contractors we will carry out annual gas safety checks to our homes.
- 2.3 This Policy also sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

3. Reasons for Recommendation

- 3.1 It is considered best practice to have a policy which sets out how the Council's approach to legislative compliance requirements.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Council's responsibilities and our approach to how we ensure compliance with these, as well as how we will use legal remedies contained within the tenancy agreement to gain access where needed to fulfil these legal obligations.

RECOMMENDATION(S)

That Executive consider and approve the adoption of The Gas and Heating Compliance Policy.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
There are no financial implications in the Report or arising from the proposed Gas and Heating Compliance Policy.		
On behalf of the Section 151 Officer		

<u>Legal (including Data Protection)</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	
The Legal requirements are set out in the report.	
On behalf of the Solicitor to the Council	
<u>Staffing</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:	
There are no financial implications in the Report or arising from the proposed Gas and Heating Compliance Policy	
On behalf of the Head of Paid Service	
<u>Equality and Diversity, and Consultation</u>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>(Please speak to the Equality and Diversity Officer for advice)</i>	
Details:	
<u>Environment</u>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <i>(Please speak to the Climate Change Officer for advice)</i>	
Details:	

DECISION INFORMATION:

<input checked="" type="checkbox"/> <i>Please indicate which threshold applies:</i>	
Is the decision a Key Decision?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	
Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>

<p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>All <input type="checkbox"/></p>
--	--

<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p> Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/> </p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Housing Liaison Board, Customer Services Scrutiny</p>
--	--

<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Ambition: Housing Priority:</p> <ul style="list-style-type: none"> ○ 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. ○ Building more, good quality, affordable housing, and being a decent landlord <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

DOCUMENT INFORMATION:

Appendix No	Title
1	Gas and Heating Compliance Policy

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>

DECEMBER 2024



Gas and Heating Compliance Policy

2025-2028

Equalities Statement

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

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

Access for All statement

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

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

CONTROL SHEET FOR Gas and Heating Compliance Policy

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

Contents

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

DRAFT

1. Introduction

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

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

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

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

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

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

2. Scope

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

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

3. Principles

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

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

4. Responsibility for Implementation

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

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

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

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

5. Legislation, Guidance and Regulatory Standards

Legislation - The principal legislation applicable to this policy is:

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

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

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

Guidance – The principal guidance applicable to this policy is:

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

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

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

6. Obligations

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

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

These obligations apply to all gas heating systems.

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

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

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

Repair or replace faulty alarms as soon as reasonably practicable.

7. Statement of intent

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

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

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

8. Programmes

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

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

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

Communal blocks and other properties – The Council will carry out a programme of annual gas safety checks and services to all communal blocks and other properties (Independent Living Schemes), where there is a legal obligation to do so; these will be completed within 12 months from the date of the previous LGSR/certificate.

The Council will ensure there is a robust process in place for the management of any follow-up works required following the completion of a gas/heating safety check (where the work cannot be completed at the time of the check).

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

9. Data and Records

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

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

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

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

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

10. Resident Engagement

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

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

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

11. Competent Persons

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

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

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

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

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

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

12. Training

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

13. Performance Reporting

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

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

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

The Council will also report the following:

Data – the total number of:

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

Narrative - an explanation of the:

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

14. Quality Assurance

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

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

15. Significant Non-Compliance and Escalation

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

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

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

DRAFT

Appendix 1 - Additional Legislation

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

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Occupiers' Liability Act 1984
- Workplace (Health, Safety and Welfare) Regulations 1992
- Pipelines Safety Regulations 1996
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Gas Safety (Management) Regulations 1996 (as amended)
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Pressure Equipment (Safety) Regulations 2016
- Pressure Systems Safety Regulations 2000
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- Housing Act 2004
- Building Regulations 2010 (England and Wales)
- Control of Asbestos Regulations 2012
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018

Glossary

This glossary defines key terms used throughout this policy:

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



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 3rd March 2025

Electrical Compliance Policy

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Victoria Dawson – Assistant Director Housing Management

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Executive to consider and approve the adoption of the Electrical Compliance Policy.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing revised Consumer Standards were effective from 1st April 2024, and were designed to protect tenants and to ensure they receive high quality services.
- 1.2 The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales.
- 1.3 The "Big 6" compliance areas for housing are:
 - **Fire safety:** Ensuring properties are safe from fire
 - **Gas safety:** Ensuring properties are safe from gas
 - **Electrical safety:** Ensuring properties are safe from electrical hazards
 - **Lift safety:** Ensuring lifts are safe to use
 - **Asbestos management:** Ensuring properties are safe from asbestos
 - **Legionella:** Ensuring properties are safe from legionella bacteria

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

2. Details of Proposal or Information

- 2.1 We have produced an Electrical Safety Policy which is attached at Appendix 1 This Policy explains the Councils legal obligations with regards to the servicing, maintenance, and repairs of Electrical Installations.
- 2.2 The Policy goes into detail about how we will ensure we meet these legal obligations, specifically that our qualified electricians and contractors will carry out five yearly electrical installation inspections and tests to all our homes.
- 2.3 The Policy also sets out how we will monitor and report on our performance of these legal requirements, including an escalation process for when there is non-compliance.

3. Reasons for Recommendation

- 3.1 It is considered best practice to have a policy which sets out how the Council's approach to legislative compliance requirements.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Council's responsibilities and our approach to how we ensure compliance with these, as well as how we will use legal remedies contained within the tenancy agreement to gain access where needed to fulfil these legal obligations.

RECOMMENDATION(S)

That Executive approve the adoption of the Electrical Compliance Policy.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

Finance and Risk Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
There are no financial implications in the Report or arising from the proposed Electrical Compliance Policy		
		On behalf of the Section 151 Officer

<u>Legal (including Data Protection)</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: The Legal requirements are set out in the report. <div style="text-align: right;">On behalf of the Solicitor to the Council</div>		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no financial implications in the Report or arising from the proposed Electrical Compliance Policy <div style="text-align: right;">On behalf of the Head of Paid Service</div>		
<u>Equality and Diversity, and Consultation</u>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>(Please speak to the Equality and Diversity Officer for advice)</i> Details:		
<u>Environment</u>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <i>(Please speak to the Climate Change Officer for advice)</i> Details:		

DECISION INFORMATION:

<input checked="" type="checkbox"/> <i>Please indicate which threshold applies:</i>	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>
Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.	(a) <input type="checkbox"/> (b) <input type="checkbox"/>

District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All <input type="checkbox"/>
---	-------------------------------------

Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i> If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i> Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Housing Liaison Board
---	---

Links to Council Ambition: Customers, Economy, Environment, Housing
Ambition: Housing Priority: <ul style="list-style-type: none"> ○ 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. ○ Building more, good quality, affordable housing, and being a decent landlord <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

DOCUMENT INFORMATION:

Appendix No	Title
1	Electrical Compliance Policy

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).

DECEMBER 2024



Electrical Safety Policy

2025-2028

Equalities Statement

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

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

Access for All statement

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

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

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

Contents

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

1. Introduction

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

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

2. Scope

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

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

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

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

3. Principles

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

4 Roles and Responsibility for Implementation

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

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

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

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

5. Legislation, Guidance and Regulatory Standards

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

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

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

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

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

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

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

6. Obligations

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

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

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

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

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

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

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

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

7. Statement of Intent

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

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

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

8. Programmes

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

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

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

9. Follow-up Work

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

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

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

10. Data and Records

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

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

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

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

The Council will hold these in its management system.

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

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

11. Resident Engagement

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

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

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

12. Competent Persons

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

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

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

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

13. Training

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

14. Performance Reporting

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

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

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

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

The Council will also report the following:

Data – the total number of:

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

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

Narrative - an explanation of the:

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

15. Quality Assurance

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

16. Significant Non-Compliance and Escalation

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

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

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

Appendix 1 - Additional Legislation

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

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

Glossary

This glossary defines key terms used throughout this policy:

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



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 3rd March 2025

Housing Service Performance Update Q1-Q3 2024-2025

Report of the Portfolio Holder for Housing

Classification	This report is Public.
Contact Officer	Victoria Dawson, Assistant Director Housing Management

PURPOSE/SUMMARY OF REPORT

The purpose of the report is to provide Members with performance information for Quarters 1 – 3 (2024/2025) to understand progress made in meeting actions under the Regulator for Social Housing Improvement Plan, as well as an update on specific areas of activity for the Housing Service.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing (RSH) has updated the Consumer Standards with effect from the 1st of April 2024. These are designed to ensure tenants receive high quality services.
- 1.2 The Social Housing Regulation Act, which also came into effect from the 1st of April 2024, gave the RSH enhanced powers to inspect landlords to ensure they comply with the Consumer Standards.
- 1.3 The Consumer Standards fall into four main categories:

Safety and Quality Standard - requires we have an *“accurate, up to date and evidenced understanding”* of the condition of our homes, to ensure that these meet the Decent Homes Standard and well as ensure these meet health and safety requirements.

Tenancy, Influence and Accountability Standard - specifies the Council’s duties with regards to performance information, it states we must *“collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.”* That we must treat tenants with fairness and respect, as well as acknowledging their diverse needs. It also specifies that we must allow tenants to influence decisions and scrutinise policies.

Neighbourhood and Community Standard - The over-arching aim is to ensure tenants can live in safe and well-maintained neighbourhoods, this includes the need to have a clear Anti-Social Behaviour (ASB) policy and ensure ASB and hate incidents can be easily reported and promptly responded to with appropriate action. We must have a policy for how they recognise and effectively respond to cases of domestic abuse.

Tenancy Standard – requires we provide a fair and transparent service throughout a tenancy, from the allocation process through to preventing unnecessary evictions. We must also promote mutual exchange.

- 1.4 Bolsover District Council was one of the first Local Authorities to be inspected under the new inspection regime, receiving a C2 grading in August 2024. C1 being the highest and C4 the lowest, the C2 grade recognises that the Council has provided some assurance and met the Consumer Standards in many areas but identified some areas where improvement is need.
- 1.5 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. The Council, as a registered provider with more than 1,000 dwellings, is required to annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). This includes information which the Council holds, Landlord Management Information, and the Tenancy Perception Survey. In order to monitor compliance, we report these figures quarterly to the Housing Liaison Board (HLB) as well as the operational Housing Stock Management Group (HSMG).
- 1.6 The Council is also required to publish information on our complaint performance. The Annual Complaint Handling and Service Improvement Report must be published by June each year, and to ensure we monitor compliance with timescales and trend data, this information is also presented to the Housing Liaison Board (HLB) and Housing Stock Management Group (HSMG).

2. Details of Proposal or Information

Tenant Satisfaction Measures 2023/2024

- 2.1 As set out at above, Tenant Satisfaction Measures (TSMs) were introduced in April 2023, with a requirement that we must submit our annual return for 2023/2024 in June 2024. We were also required to produce a report which set out the methodology of our approach as well as the performance information. This can be found on the Council's website at [Tenant Satisfaction Measures - Bolsover District Council](#)

- 2.2 In November 2024, the RSH published the results of the TSMs setting out the national average, with a lower, medium, and upper quartile figure for each measure. We have been able to undertake a benchmarking exercise to see how we perform against others. This is set out at **Appendix 1**. Of the 22 measures, Bolsover District Council exceeds the national average in 17, with only 2 measures where we fall below the national average, albeit they perform above the lower quartile, shown as amber in the link above with measures where we performed under the lower quartile, shown in red and they are as follows;
- NMO1 number of ASB cases relative to the size is calculated as a 'rate' for which there is no clear indication of what 'good' performance looks like.
 - RP01 is Decent Homes standard, we are aware that this may not be an accurate figure, and the Stock Condition Survey will provide a clearer indication of the Council's performance.
 - BS04 Water safety checks, we are aware due to the safe and warm upgrade works at two of the Independent Living Schemes, the anniversary date was pushed back, causing the non-compliance.
 - BS05 – Lift safety check, we are aware due to the safe and warm upgrade works at Valley View, the anniversary date was pushed back, causing the non-compliance.
- 2.3 The Council, and Dragonfly Management have worked with tenants to agree a tenant friendly version of the performance information for 2023/2024 which also measures the Council's performance against the national average. This is grouped into the themes the RSH split the TSMs into, as set out at **Appendix 2**.

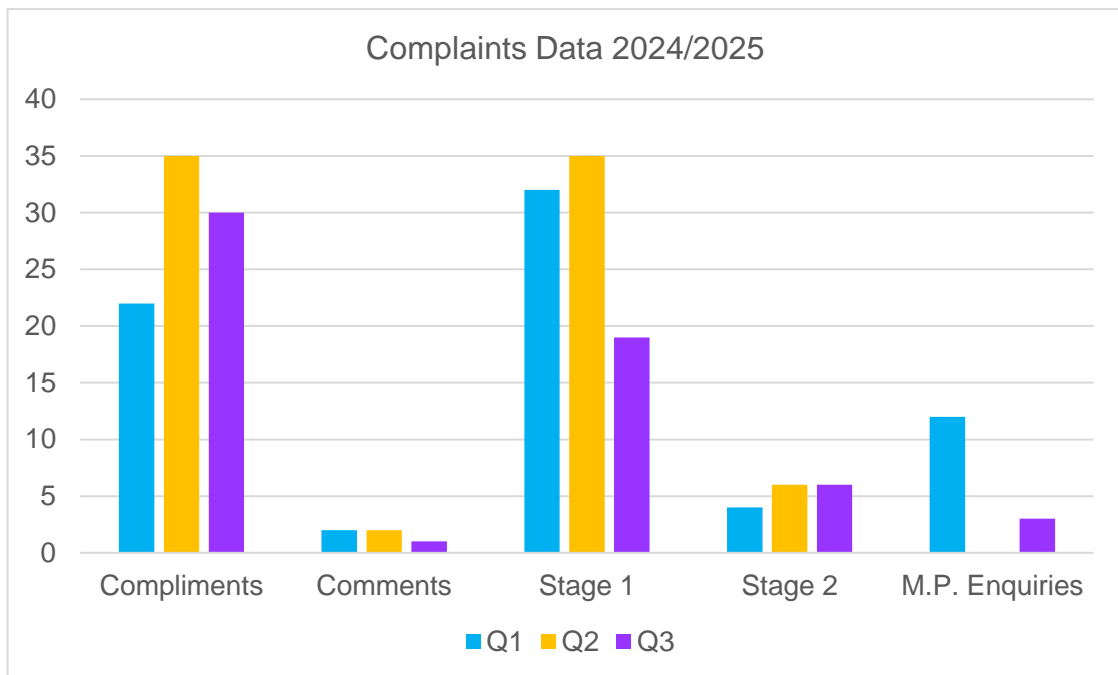
Tenant Satisfaction Measures 2024/2025

- 2.4 The Tenant Survey for 2024/2025 is underway. This year we have taken the decision to survey all tenants rather than the 50% sample in 2023/2024. The first phase commencing in October 2024 saw us making contact with tenants using a number of contact methods. We sent 3,179 emails, 2,233 texts and 794 postal surveys.
- 2.5 The first reminder wave was carried out in December 2024, by text and emails and we have recently undertaken a further reminder in January 2025, just by postal surveys.
- 2.6 As at the 6th of February 2025, we have received 513 responses. The results are shown in **Appendix 3**. The overall satisfaction is 85.1 % and all 12 of the measures exceed the national average for 2023/2024.
- 2.7 Management information is reported on a quarterly basis at HSMG and HLB. **Appendix 4** shows the data for Quarters, 1 2 and 3, alongside the final result for 2023/2024 for comparison They are RAG (Red Amber Green) rated for ease.

Complaints Performance Q1-3 2024/2025

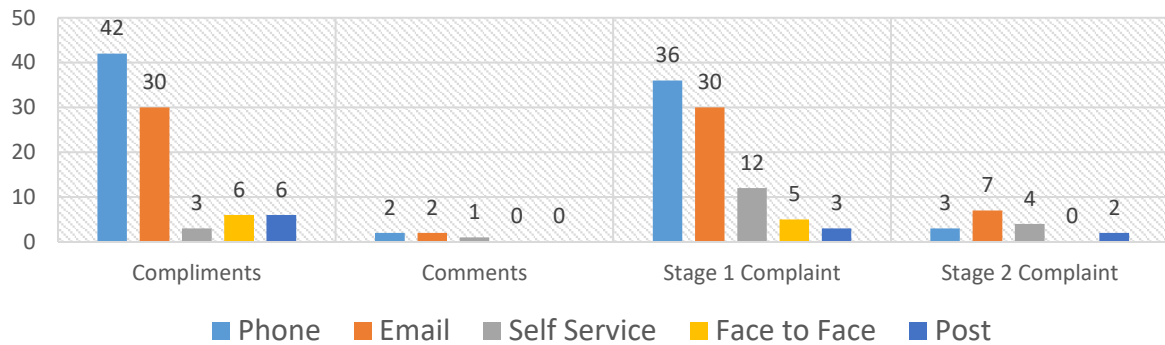
- 2.8 In April 2024, the Housing Ombudsman Complaints Handling Code became Statutory. This set out a single, robust set of standards which will result in best practice for complaint handling by the Council. That is to be fair, efficient, and accessible. The aims of the Code promote the progressive use of complaints to support effective complaint handling and prevention alongside learning and development.
- 2.9 Complaints are handled corporately, but with Housing Management working closely with the Customer Service, Standards & Complaints Manager we published an annual report which set out how we handle complaints and use knowledge from complaints to enhance the services we provide. The full report is at [Annual Complaint Handling and Service Improvement Report 2023-24](#) and a tenant friendly version is attached as **Appendix 5**.
- 2.10 Additionally, each year we are required to carry out an annual self-assessment against the code and to take appropriate action to ensure our complaint handling is in line with their Code. This is at [Self-Assessment for 2024](#).
- 2.11 The table below shows a breakdown of Compliments, Comments and Complaints received during the year 2024/2025 for the whole of the Housing Service, including Dragonfly Management.

	Q1	Q2	Q3	Q1-3 Totals
Compliments	22	35	30	87
Comments	2	2	1	5
Stage 1	32	35	19	86
Stage 2	4	6	6	16
M.P. Enquiries	12	0	3	15



- 2.9 When reviewing complaints trends, it is noted there has been a large decrease in Stage 1 complaints from Q1 to Q3. The Dragonfly Repairs Team have received the most compliments over any team over all the three quarters, all have been regarding the Repairs Operatives politeness, efficiency, and excellent work. However, they have also received the most complaints, largely relating to failed appointments, attitude of operatives and quality of repairs.
- 2.10 Throughout Q1-Q3 it has been noted that tenants are reporting more compliments, comments, and complaints than residents. This supports the fact that the Housing Team have provide detailed information to tenants on how to make compliments, comments, and complaints, as was requested by the Regulator. All new tenants receive an information leaflet on how to make a complaint as well regulator articles in the Bolsover Homes newsletter to raise the tenant's awareness. This percentage has increased from a 58% tenant majority in Q1 to a 73% tenant majority in Q2 and has again increased in Q3 to 75%.
- 2.11 The Table below shows the method of contact used to report Compliments, Comments, and Complaints, phone and email are the most popular contact methods.

Method of Contact used to report Compliments, Comments and Complaints 2024/25



2.12 Using the information we obtain from complaints the Housing Department and Dragonfly Management have made improvements for the benefits of tenants. These are reviewed regularly and documented within the Bolsover Homes newsletter. Some examples include the Dragonfly Repairs Team implementing a fully automated system for the fire alarm and CO2 detector dates, to ensure none can go out of date, and changes to the Annual Rent Statement to clearly explain various charges applicable to a tenanted property.

Regulator for Social Housing Improvement Plan

- 2.13 As per paragraph 1.4 above, the Council was inspected in August 2024 and received a C2 grading. The Judgement stated that Bolsover District Council:
- has appropriate systems in place to manage its health and safety responsibilities,
 - uses information they hold on tenant's diverse needs when responding to service requests,
 - responds to complaints promptly,
 - offers tenancies which are compatible with the needs of individual households and sustainability of the community, making efficient use of housing stock,
 - works with partners to deter and tackle anti-social behaviour and hate crime in our neighbourhoods.

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

2.14 The Housing Management Team, working alongside Dragonfly Management, continues to work with the Regulator to develop an improvement plan to

address the key themes they have identified as well as looking at how we can continue to demonstrate continuous compliance with the standards and strive for a C1 grading.

2.15 The key areas of focus identified by the Regulator are:

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

2.16 We have been meeting with the Regulator monthly to monitor progress against the Improvement Plan and will be meeting them bi-monthly in 2025. We must update tenants on the progress to date and have agreed a summary document with the Regulators. This is shared with tenants at the HLB meeting which meets quarterly as well as being published on the website in the minutes. This is included at **Appendix 6**. A more comprehensive version is discussed at the Operational HSMG meeting, which is held bi-monthly.

2.17 A key theme which fed through all the comments made by the Regulator was a lack of data analysis and that until this element is resolved we will not be able to improve our grading, This includes the need to collect data, store it, analyse it and use it to make service improvements for the benefits of tenants. Currently we do not have the resource to incorporate the level of data collection and analysis that is needed. A specific Housing Performance Manager post is required.

2.18 The proposed post would work across all areas of Housing, including working with Dragonfly Management Repairs and Maintenance and working alongside the Complaints team. The post could be funded within existing HRA budgets and a report will be brought forward in due course.

Stock Condition Survey

- 2.19 In May 2024, the Council approved the budget to procure a comprehensive stock condition survey to ensure that we could meet the Safety and Quality Consumer Standard and provide accurate information about the Council's housing stock. The intention is that this will also allow the Council to assess the overall condition of its Housing Revenue Account (HRA) dwelling stock in an objective and evidence-led way, providing information that can be used to plan future investment and maintenance programmes to ensure that properties are maintained in good condition with optimal use of resources.
- 2.20 Savills were appointed and commenced the Survey in September 2024. At the 14th of February 2025, we have surveyed 90% of all Council housing stock, with a further 4 weeks of surveys planned. The RSH has stated that we must achieve 100% and we are looking at a number of options for how we can complete the remaining properties and for a future rolling programme. A further report will be provided to Executive with options and costings.

Consultations

- 2.21 In addition to the Social Housing Regulation Act, and the changes to the Consumer Standards, the previous Conservative Government consulted on several changes which had the potential to significantly impact on the Council's Housing service, asset management and management of resources. These include the Competency Standard for Housing Managers, Awaab's Law, and the new Decent Homes Standard.

Competency Standards for Housing Managers

- 2.22 Between February and April 2024, the Government consulted on proposals to introduce a new, regulatory standard relating to the competence and conduct of social housing staff. It would ensure that staff have up-to-date skills, knowledge, and experience, and that they exhibit the right behaviours to deliver a high quality, professional service and treat residents with respect. This standard would require senior housing managers to hold a Level 4 Housing qualification and Senior Housing Executives to hold a Level 5 Housing qualification.
- 2.23 Bolsover District Council completed a consultation response in which it was accepted that there would be 14 posts who would need to undertake the additional training. Whilst Dragonfly Management did not complete a response, they also have a number of staff who would need to undertake this qualification. It takes 360 hours to complete a Level 4 qualification and 320 hours to finish a Level 5 qualification according to an impact assessment published alongside the consultation.
- 2.24 The proposed standards were to be introduced with effect from April 2025 with all staff to have completed or be working towards the relevant qualifications within 2 years of this being introduced. There has been no update from government on this proposal.

Awaab's Law

2.25 Awaab's Law, was introduced in the Social Housing Regulation Act 2023. This followed the death of Awaab Ishak, a two-year old child living with his parents who sadly passed away from a respiratory condition, which was found to be caused by damp and mould in the flat. Awaab's Law will introduce two key requirements:

1. The implementation of specific timeframes and procedures for addressing hazards in the home.
2. An implied term within social housing tenancy agreements that Registered Providers will comply with those requirements.

2.26 Between January and March 2024, there was government consultation on the proposals for the implementation of Awaab's law. The proposals suggested that there would be proactive and timely investigation of any hazards (as defined by the Housing Health and Safety Rating Standards in the Housing Act 2004) as follows:

- **Initial investigations:** landlords will have 14 calendar days to investigate any hazards once they are made aware of them (including by telephone, email or by their own investigations).
- **Report following initial investigations:** after the 14 day period, a landlord will have 2 days to produce a report to the tenant upon the results of the investigation. This should include when and how the investigation took place, who conducted the investigation, if a hazard was found, how the hazard should be rectified, whether the hazard poses a risk to the tenant's health and safety and the estimated timescales for repairs.
- **Timescales to begin repairs:** landlords will then have 7 days to begin the relevant works or repairs.
- **Completing repairs:** repairs must then be completed within a 'reasonable' period. A 'reasonable' period is dependent both on tenant need and the nature and scale of the hazard.
- **Emergencies:** action must be taken within 24 hours after the 14 day inspection period, and there will be no requirement to wait for a written report. It is likely that emergencies will include gas leaks, lack of water supply, exposed wiring, broken external frameworks and prevalent damp and mould impacting a tenant's respiratory process.
- **Delays and decants:** where a landlord is unable to meet the required timelines (for example if there is a shortage of labour or materials) they must provide alternative temporary accommodation until the works or repairs are completed.

2.27 The consultation asked whether this should apply to all Housing Health and Safety Rating Standard (HHSRS) hazards or just damp and mould and asked specific questions on the cost implications to local authorities with regards to the implementation of the proposals.

2.28 Whilst there has been no formal response to the consultation responses, on 6th February 2025, the government announced that Awaab's Law would take effect from 1st October 2025 and that social landlords will need to investigate and fix dangerous damp and mould in set time periods, as well as repair all emergency hazards within 24 hours. There will be a phased implementation of Awaab's Law, in 2026 the requirements will expand to apply to a wider range of hazards, excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazards. In 2027 the requirements of Awaab's Law will expand to the remaining hazards as defined by the HHSRS (excluding overcrowding).

Housing Policies

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

The "Big 6" compliance areas for housing are:

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

2.30 The Housing Management team in conjunction with Dragonfly Management have produced two new compliance policies – Gas and Heating Compliance and an Electrical Safety Compliance Policy. We will continue to review the need for an overarching compliance policy document or a standalone policy for each of the 6 compliance areas.

2.31 In addition, we are looking to adopt a damp and mould policy which will set out the Council's approach to reports of damp and mould, ensuring a proactive and swift response. A further report and draft policy will be presented at a future Executive meeting.

2.32 The Neighbourhood and Community Standard requires we have a policy for how we recognise and effectively respond to cases of domestic abuse. A Domestic Abuse Policy for tenants is currently in draft form and a further report and policy will be presented to a future Executive meeting.

Reasons for Recommendation

3.1 The Regulate for Social Housing has emphasised there needs to be greater oversight of the Housing Service by Executive. This is an information report to keep Members informed of the Housing Services performance information for Quarters 1 – 3 (2024/2025) to provide an update regarding actions under the Regulator for Social Housing Improvement Plan as well as an update on the Stock Condition Survey.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable to this report as providing an overview of performance and for information only.

RECOMMENDATION(S)

That the performance information, and updates against the Regulator for Social Housing Improvement Plan are noted.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
There are not financial implications rising directly from this report.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Details:		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Details:		
On behalf of the Head of Paid Service		

Equality and Diversity, and Consultation Yes No

(Please speak to the Equality and Diversity Officer for advice)

Details:

Environment Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. *(Please speak to the Climate Change Officer for advice)*

Details:

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

Yes No

Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.

(a) (b)

Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.

(a) (b)

District Wards Significantly Affected:

(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)

Please state below which wards are affected or tick **All** if all wards are affected:

All

<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? (<i>decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer</i>)</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Consultation carried out: (this is any consultation carried out prior to the report being presented for approval)</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	

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

DOCUMENT INFORMATION:

Appendix No	Title
1	Tenant Satisfaction Measures 2023-2024 Benchmarking Data
2	Tenant Satisfaction Measures 2023-2024 Tenant friendly version
3	Tenant Satisfaction Survey 2024-2025
4	Tenant Satisfaction Management Information 2024-2025
5	Tenant Friendly Complaint Report 2023-2024
6	Tenant Friendly RSH Improvement Plan

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).

DECEMBER 2024

Comparison with national benchmark

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

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

OFFICIAL

Code	TSM	Bolsover published	Local authority LCRA median	National Lower quartile	National median	National Upper quartile
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	37.5	24.4	42.5	65.1
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	5.0	3.2	5.7	9.9
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	76.6	64.6	82.3	92.9
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	80.0	64.0	83.6	97.8
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	35.3	20.7	35.5	56.5
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	0.5	0.2	0.6	1.2
RP01	Homes that do not meet the Decent Homes Standard	16.0%	3.64	0.02	0.50	3.43
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	82.6	70.7	81.3	89.2
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	95.1	87.9	95.3	98.7
BS01	Gas safety checks	99.2%	99.9	99.7	99.9	100.0
BS02	Fire safety checks	100%	100.0	99.7	100.0	100.0
BS03	Asbestos safety checks	100%	100.0	99.2	100.0	100.0
BS04	Water safety checks	69%	100.0	99.6	100.0	100.0
BS05	Lift safety checks	84.5%	100.0	97.8	100.0	100.0

Tenant Satisfaction Measures (TSMs) Summary Report 2023-2024

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

Overall Satisfaction TP01

↑ **86.9%** National average 71.3%

↑ Exceeds national average/
local target met

↔ Just below national
average/local target

↓ Below national average/
local target

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

↓ **16.0%**

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

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

↔ **79.8%**

2023/2024 Target: 80%

Satisfaction with repairs TP02

↑ **89.0%** National average 72.3%

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

↑ **95.5%**

2023/2024 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

↑ **86.6%** National average 67.4%

Satisfaction that the home is well maintained TP04

↑ **84.3%** National average 70.8%

Maintaining building safety

Gas safety checks BS01

↔ **99.2%**

2023/2024 Target: 100%

Fire safety checks BS02

↑ **100%**

2023/2024 Target: 100%

Asbestos safety checks BS03

↑ **100%**

2023/2024 Target: 100%

Water safety checks BS04

↓ **69%**

2023/2024 Target: 100%

Lift safety checks BS05

↓ **84.5%**

2023/2024 Target: 100%

Satisfaction that the home is safe TP05

↑ **87.0%** National average 76.7%

Tenant Satisfaction Measures (TSMs) Summary Report 2023-2024

Effective handling of complaints

Complaints relative to the size of the landlord:

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

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

Complaints responded to within Complaint Handling Code timescales:

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

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

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

Respectful and helpful engagement

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

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

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

Responsible neighbourhood management

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

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

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

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

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

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

Agenda Item No 12.B2 Tenant Satisfaction Measures – Perception Measures

Key points of note:

- 513 responses as at 06.02.25 – we ideally need 550 in total to meet our threshold but this is still a low response rate.
- Responses following the initial mailout were not representative of the stock, with more coming from Housing for Older People than General Needs. Our stock profile at end of March 24 was General needs (53%), Housing for older people (43%) and Sheltered Housing (4%).
- Our first reminder round in December was by email only to General Needs stock. This improved things slightly but we still need more responses from General Needs Housing. We have a much better response rate from ILS tenants this year due to visits by the Tenant Engagement Officer.
- We are currently in our second reminder round which has been by post to General Needs stock. We are currently receiving responses from batch 1 and have a second batch ready to go if response rates are still low.
- Our current response ratios are General Needs (49.1%), Housing for Older People (45.8%) and Sheltered Housing (5.1%)
- The largest number of responses are from single tenants (42.3%), and over 75% of those were 65+
- There is limited interest in downsizing.
- Responses are not equal across the four contact centre areas, with a higher response from Clowne (31.8%) and Shirebrook (26.7%). Bolsover response is 21.8% and South Normanton 19.7%.
- Nearly two thirds of respondents are female (64.7%).
- Nearly 60% of respondents are 65+

140

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

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (06.02.25)
TP01	Overall satisfaction	87.6%	86.9%	85.1%
TP02	Satisfaction with repairs	89.9%	89.0%	82.6%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	83.2%

OFFICIAL

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (06.02.25)
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	80.5%
TP05	Satisfaction that the home is safe	88.9%	87.0%	83.4%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	66.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	73.8%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	81.1%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	38.9%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	76.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	70.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	63.7%

141

4.2 Tenant Satisfaction Measures – Management Information

TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	N/a	4.6 (revised figure)	10.2 (revised figure)	13.2		N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	N/a	0.4 (revised figure)	1.6 (revised figure)	2.8		N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%	100%	100%		100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	100%	100%	100%	100%		100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	N/a	19.1	30.1	52.5		N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	N/a	0.4	0.8	1.2		N/a

OFFICIAL

TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	2024/25 Target (Council Target)
RP01	Homes that do not meet the Decent Homes Standard	16.0%	0% (target to be reviewed following stock condition survey)	13.5%	Awaiting outcome of stock condition survey	12.27% (as of 9 Dec 24)		0%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%	76.7	87.17%	94.12%		80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%	93.1	97.18%	93.83%		90%
BS01	Gas safety checks	99.2%	100%	98.9	98.69%	98.76%		100%
BS02	Fire safety checks	100%	100%	100%	83%	100%		100%
BS03	Asbestos safety checks	100%	100%	100%	100%	100%		100%
BS04	Water safety checks	69%	100%	84.5%	100%	100%		100%
BS05	Lift safety checks	84.5%	100%	100%	100%	100%		100%

Notes Q1:

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

Notes Q2:

- Stock figure as of 30.09.24 – 5013
- CH01 (1) – 28 out of 35 stage one complaints were tenants – 5.59 (5.6), cumulative is 51 tenant complaints – 10.17 (10.2). Previously reported as 13.36 (13.4).

OFFICIAL

- CH01 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 8 tenant complaints out of 10 – 1.60 (1.6). Previously 1.99 (2.0).
- NM01(1) – 55 Anti-social behaviour cases related to tenants/tenancy = 10.97 (11.0). Cumulative figure of 151 cases = 30.12 (30.1)
- NM01(2) – 2 Anti-social behaviour cases that were hate incidents = 0.39 (0.4). Cumulative figure of 4 cases = 0.79 (0.8).

Notes Q3:

- Stock figure as of 31.12.24 – 5009
- CH01 (1) – 15 out of 19 stage one complaints were tenants – 2.99 (3.0), cumulative is 66 tenant complaints out of 86 – 13.18 (13.2)
- CH02 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 14 tenant complaints out of 20 – 2.79 (2.8)
- NM01(1) – 112 Anti-social behaviour cases related to tenants/tenancy = 22.35 (22.4). Cumulative figure of 263 cases = 52.50 (52.5)
- NM01(2) – 6 Anti-social behaviour cases that were hate incidents = 1.19 (1.2). Cumulative figure of 10 cases = 1.99 (1.2)



Housing Complaints Performance 2023-2024

Volume of complaints and customer contacts for 2023/24:

61 Compliments	10 Comments	95 M.P. Enquiries
104 Stage One Complaints	10 Stage Two Complaints	51.1% satisfied with complaint handling

For a copy of the annual report and self-assessment go to:
The Ombudsman (bolsover.gov.uk)

145

A: The Arc, High Street, Clowne S43 4JY
T: 01246 242424
E: enquiries@bolsover.gov.uk
W: www.bolsover.gov.uk

Some customer contacts and complaints cover more than one team in the housing service.

Team	Compliments	Comments	M.P. Enquiries	Stage One	Stage Two
Careline	4	0	0	6	1
Community Safety & Enforcement	10	3	19	9	3
Housing Allocations	7	1	59	17	2
Rent	0	0	3	4	1
Tenancy Management	1	2	12	11	5
Dragonfly Management (Repairs and Maintenance)	40	5	15	62	1
Total	62	11	108	109	13

Compliments on our services

When analysing the compliments received in 2023/24, Dragonfly Management received the most compliments, followed by the Community Safety and Enforcement team and Housing Allocations, respectively.



“Customer came in and thanked the Ranger for a quick prompt action on helping remove a vehicle blocking mobility access.”



“Customer would like to thank the welfare adaptations team who responded quickly to fitting a wet room.”



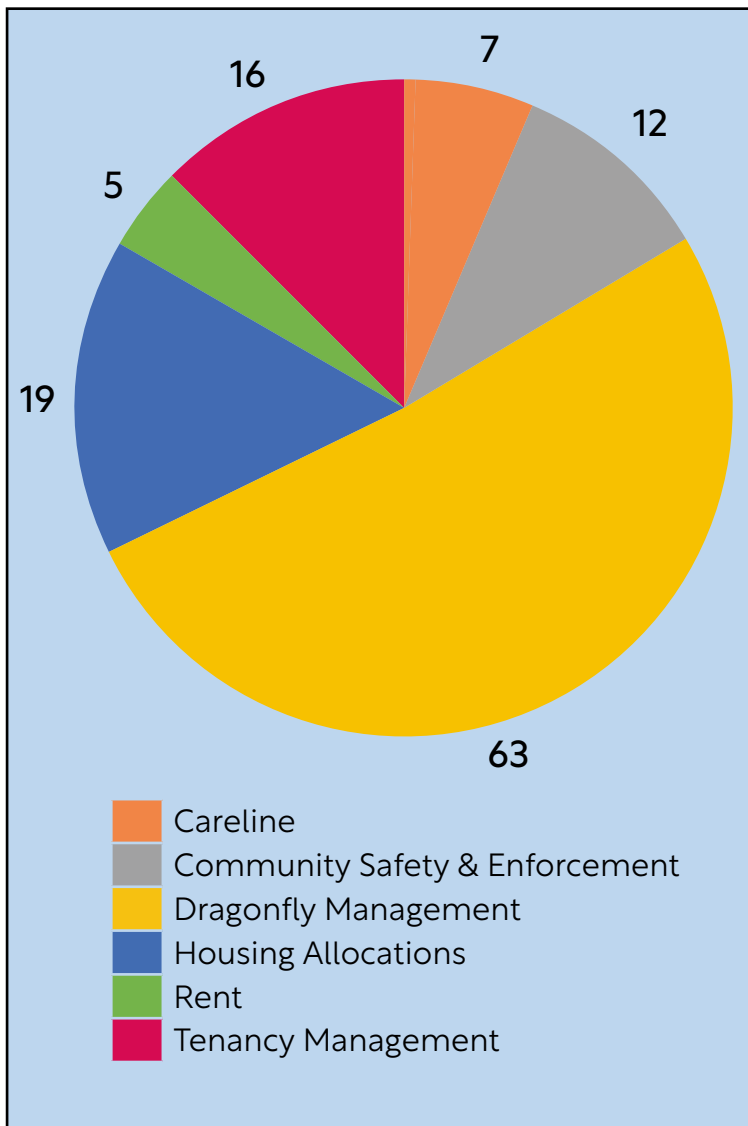
“Customer would like to thank the ranger who fitted the alarm who was so lovely. The council has a great team of really helpful rangers.”



“Customer would like to thank the customer advisor and the repairs team for their prompt response.”

Themes and trends in the complaints received

Total complaints received by team

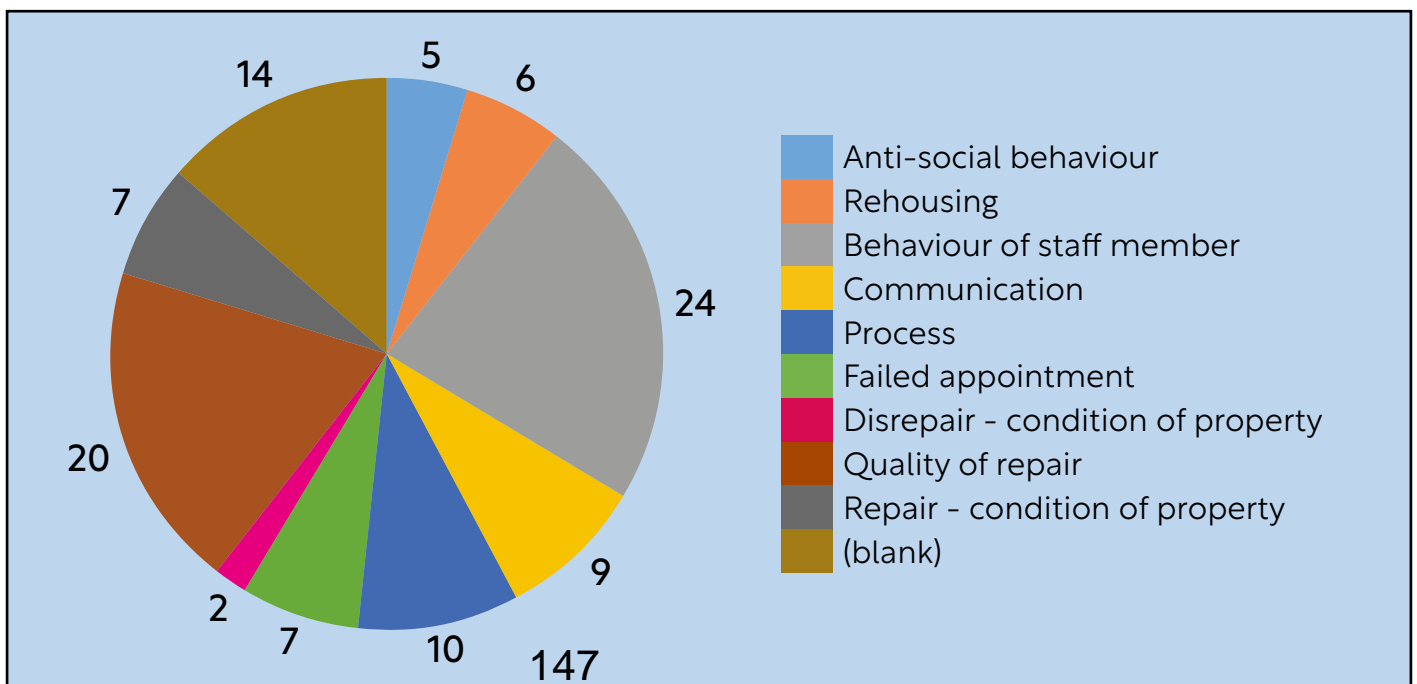


62 of the Stage One complaints related to the Dragonfly Management team. When assessing those complaints by theme, they account for nearly two thirds of the complaints related to 'behaviour of staff member'.

For the complaints received at Stage Two, the largest proportion related to Tenancy, closely followed by Community Safety & Enforcement and Housing Allocations.

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

Complaints by theme



Improvements 2023/24

- The Compliments, Comments and Complaints Policy and Customer Service Standards have been updated to meet the requirements of the Housing Ombudsman Complaint Handling Code, with revised customer leaflets and refreshed mandatory staff training.
- The Council have streamlined complaints onto one corporate system for effective monitoring. Previously initial repairs complaints were reported separately within the main Housing system.
- Complaints can now be raised or escalated verbally or in writing. Customers can request a verbal response following Housing Ombudsman guidance; however the Council will also give a written response together with a verbal response.

Forward Improvements 2024/25

- New quarterly reports to tenants showing trends, improvements required and opportunities for tenants to review complaint responses.
- Articles within the Bolsover Homes Tenants Newsletter and via the Council's website, highlighting service improvements as a result of complaints.
- All tenants informed of the complaints process as part of the property sign-up procedure and new tenancy visits and given advice on how to contact the Council should they wish to make a complaint.
- From 1 April 2024, the Council will keep a formal record of any complaint refused.

ACCESS FOR ALL STATEMENT

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

- **Phone** – 01246 242424
- **Email** – enquiries@bolsover.gov.uk
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- **Call with Relay UK** via textphone or app on 0800 500 888 – a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting one of our offices** at Clowne, Bolsover, Shirebrook and South Normanton.

Appendix 1, Regulator of Social Housing - Improvement Plan @ January 2025 (Summary document)

149

Requirement	Action	Priority	Progress	Target date
<p>Safety & Quality Standard 1.1 Stock Quality</p> <p>RP's must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.</p>	<p>Full Stock Condition Survey (SCS) required.</p> <ul style="list-style-type: none"> This will provide accurate stock condition data to ensure compliance with Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend. 	<p>High</p>	<p>Savills appointed - Commenced 27th August 24 – Surveyors due to be completed end February 2025, full report to follow by end March 2025</p> <p>Daily Housing Health and Safety Rating System (HHSRS) hazards are being reported – Category 1s being high risk or a danger to life are actioned immediately Categories 2s, which are moderate and being actioned within the councils' repairing timescales.</p> <p>Internal weekly progress meetings established and fortnightly progress meetings with Savills.</p>	<p>Survey to be completed and report provided end April 2025</p> <p>Long term capital investment plan to be reviewed and updated by October 2025</p>
<p>The Transparency, Influence and Accountability Standard</p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</p>	<p>We need to understand the individual and whole tenant base.</p> <ul style="list-style-type: none"> We then need to use this data to shape the services we provide to benefit all our tenants. By understanding our individual and whole tenant base we can make sure the 	<p>High</p>	<p>Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred method of communication, whether we need to make any reasonable adjustments to improve communication as well as whether there are any disabilities within the household</p> <p>We need as many completing as possible so we can get a full picture of our tenant base</p>	<p>April 2025</p>

Appendix 6

	services provided are what our tenants need and ensure services are accessible.		and then look to ensure we provide services to meet needs.	
<p>The Transparency, Influence and Accountability Standard</p> <p>2.5 Performance information</p> <p>RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p> <p>We also expect landlords to provide more holistic information to tenants about their overall performance and plans for performance improvement.</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> We will be working with the Tenant Groups to establish how tenants want to receive this information. 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. Quarterly performance data to be on website and in contact centres, in a tenant approved format These should be the corporate KPIs and a suite of KPIs agreed with tenants 	Medium	<p>Tenant Satisfaction Measures (TSMs)23/24 full results published on website, at Housing Liaison Boar (HLB) in Oct 24 discussed and agreed with tenants a "tenant friendly version" including a video voice over.</p> <p>Annual report – content and layout approved by HLB in July meeting, published in November 24 newsletter</p> <p>Performance reports presented to HLB in Oct 24, these are on the website site and accessible. This has been promoted in the newsletter.</p> <p>Performance Poster HLB Oct 24 discussed with tenants what performance information they want to see. Draft shared in HLB Jan 25 and due to be finalised</p>	<p>Paper version finalised, video in development.</p> <p>Completed</p> <p>Ongoing</p>
<p>The Transparency, Influence and Accountability Standard</p> <p>2.6 Complaints</p>	<p>We need to ensure the complaint process is accessible to all.</p> <p>We need to assess the outcome of complaints in more depth, recognise lessons learned, and</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>	Completed

<p>RP's must ensure complaints are addressed fairly, effectively, and promptly. Emphasis on complaints, learning from them, making changes as a result of them.</p>	<p>where we have made changes to process and procedure, ensure these are explained to tenants.</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>Jan 25</p> <p>April 25</p>
---	--	--	--	-------------------------------



Bolsover District Council

Meeting of the Executive on 3rd March 2025

MANAGEMENT OF CORPORATE DEBT – WRITE-OFF OF OUTSTANDING AMOUNTS

Report of the Portfolio Holder for Resources

Classification	This report is open.
Contact Officer	Theresa Fletcher Director of Finance and Section 151 Officer

PURPOSE/SUMMARY OF REPORT

For Executive to agree to the proposed write-off of debts in respect of Business Rates, Council Tax, Housing Rents and Overpaid Housing Benefits as detailed in **Appendix 1** to this report.

REPORT DETAILS

1. Background

- 1.1 The main sources of income for the Council’s General Fund are business rates, council tax, a small number of government grants and service-related income. The greatest source of income for the Council’s Housing Revenue Account is dwelling rent, often referred to as ‘housing rents’.
- 1.2 We request the income due to us on the relevant system by raising bills for business rates, council tax and housing rents. There is legislation in place for each of these sources which determines the rules of collecting this income.
- 1.3 For service-related income, invoices are raised on the sundry debtor system which is a module of our Civica Financial Management System. Examples of types of income include housing benefit overpayment, trade refuse, industrial unit rent, garage site rent, wardens service and alarms, and leisure - hire of facilities. This income is reported in two amounts with housing benefits overpayments identified separately from the rest.
- 1.4 Debtors of a Local Authority are very sensitive to change. If a tenant/tax payer’s circumstances change it can become difficult for them to keep paying their rent or council tax. Informing us of a change in personal circumstances late can mean more benefit is paid to them than they are entitled to which can mean they become benefit overpayment debtors.

- 1.5 Circumstances can change quickly, and many debtors fall into arrears. It is very common for Local Authorities to have arrears balances due to the vulnerable nature of some of its debtors. Debt management is how the Council manages its arrears and debtors.
- 1.6 When an amount of arrears becomes uncollectable it is described as a bad debt. Writing-off amounts which are no longer collectable is an essential part of the debt management process. It ensures that a focus is maintained on those amounts which are collectable, thus maximising overall levels of collection.
- 1.7 The Council's Constitution allows the Director of Finance and Section 151 Officer, *'after consultation with the relevant Portfolio Holder, to authorise the write-off of bad debts up to an approval limit of £2,500.'*

2. Details of Proposal or Information

- 2.1 This report recommends the write-off of a number of individual debts which are above the limit of £2,500. The table below gives a summary of each class of write-off. This shows the amounts already written off in 2024/25, and those being written off as part of this report, with amounts written off in previous years, as a comparison.

	18/19	19/20	20/21	21/22	22/23	23/24	24/25
	£	£	£	£	£	£	£
Business Rates	50,398	64,988	16,870	62,841	39,545	81,790	150,208
Council Tax	21,579	75,565	58,361	44,815	52,901	50,376	107,720
Housing Rents	64,279	34,343	32,447	31,432	0	37,420	18,621
Overpaid Housing Benefit	23,166	47,143	43,432	40,769	34,078	16,810	14,940
Sundry Debtors	0	0	0	22,084	2,610	0	0
Total	159,423	222,040	151,110	201,942	129,133	186,397	291,489

- 2.2 The table shows we have had to write-off similar amounts in previous years in some areas, but that write-offs for Business Rates and Council Tax are particularly high this year. The experience from the Revenues and Benefits team is that people are struggling to pay the amounts they owe.
- 2.3 Billing authorities like Bolsover District Council act as agents, collecting council tax and business rates on behalf of the major preceptors (including government for business rates) and as principals, collecting council tax and business rates for themselves. Accordingly, only a proportion of the above write-off for council tax (16% - £17,235) and business rates (40% - £60,083) is a loss to this Council.

- 2.4 In all cases, every attempt has been made by the Council and agencies working with the Council, to collect the outstanding debt before write-off is proposed:
- Where the debtor is bankrupt or in liquidation the amounts for write-off are proposed only where there is no realistic prospect of recovery.
 - Where companies have ceased to trade, there is no further recovery of outstanding amounts possible.
 - Where the debtor is deceased, the amounts are proposed for write-off where there is no estate and therefore, further recovery is not possible.
 - Where debtors leave properties without a forwarding address, extensive efforts are made to trace them. In addition to departmental checks, statutory undertakers (utilities companies) and other agencies are contacted, enquiries made of neighbours and family members, where known. Where it is known that a person has moved to another area, contact is made with the relevant Local Authority to alert them and request reciprocal information. These are classed as no trace.
 - Where the debtor's location is known but all efforts to recover the outstanding debt have been exhausted and further recovery is not possible, they have been classed as not recoverable.

3. Reasons for Recommendation

- 3.1 Given that all available options to recover this debt have been explored, it is important that the Council recognises the position and approves the write-off of the uncollectable debt.

4 Alternative Options and Reasons for Rejection

- 4.1 These are outlined in the main body of the report.

RECOMMENDATION(S)

That Executive agrees to write-off the amounts included at 2.1 (£159,640.52) and individually detailed in Appendix 1.

Approved by Councillor Clive Moesby, Portfolio Holder for Resources

IMPLICATIONS.

Finance and Risk: Yes No

Details:

The financial issues are covered throughout the report. International Financial Reporting Standard (IFRS) 9 – Financial Instruments, requires the Council to write-off debt as soon as it is deemed uncollectable. This is to ensure the correct value of arrears is included on the Council's balance sheet at 31st March each year.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

There are no legal or data protection issues arising directly from this report.

On behalf of the Solicitor to the Council

Environment:

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details:

Not applicable for this report.

Staffing: Yes No

Details:

There are no human resource issues arising directly out of this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	<p>Yes</p>
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	<p>Yes</p>

<p>District Wards Significantly Affected</p>	<p>None</p>
<p>Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Details: Portfolio Holder for Finance</p>

Links to Council Ambition: Customers, Economy and Environment

DOCUMENT INFORMATION

Appendix No	Title
1	Detail of recommended write-offs over £2,500.

Background Papers

<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i>
--

None

Appendix 1

Detail of recommended write-offs over £2,500

Business Rates		£
Creswell	No Trace	3,728.01
Pinxton	Ceased to Trade	16,455.40
South Normanton	Ceased to Trade	17,693.33
South Normanton	Not recoverable	27,695.09
Business Rates Total		65,571.83
Council Tax		£
Bolsover	No Trace	6,532.28
Clowne	Bankrupt	7,136.47
Creswell	No Trace	6,866.34
Hodthorpe	Bankrupt	2,544.31
Langwith	Bankrupt	4,379.77
Langwith	No Trace	9,105.85
Scarcliffe	No Trace	8,797.32
Shirebrook	Bankrupt	5,482.26
Shirebrook	No Trace	9,035.62
South Normanton	No Trace	9,546.00
Tibshelf	No Trace	2,586.15
Whitwell	Bankrupt	2,855.47
Whitwell	No Trace	3,212.54
Council Tax Total		78,080.38
Housing Rents		£
Creswell	Not recoverable	3,927.85
Whitwell	Deceased	4,375.40
Housing Rents Total		8,303.25
Overpaid Housing Benefits		£
Bolsover	Bankrupt	7,685.06
Overpaid Housing Benefits Total		7,685.06
Total write-offs across all classes of debt		159,640.52