



The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Thomas Dunne-Wragg
Telephone: 01246 242520
Email: Thomas.dunne-wragg@bolsover.gov.uk

Thursday, 5th June 2025

Dear Councillor

CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in Committee Room 1, The Arc, Clowne on Monday, 16th June, 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 onwards.

Yours faithfully

A handwritten signature in black ink that reads "J. S. Fieldhead". The signature is written in a cursive style.

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

**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

**Monday, 16th June, 2025 at 10:00 hours taking place in Committee Room 1, The Arc,
Clowne**

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
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 To consider the minutes of the last meeting held on the 31 st March 2025.	5 - 11
5.	List of Key Decisions and Items to be Considered in Private <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	12 - 16
6.	Customer Service Standards and Compliments, Comments and Complaints 2025/26 - 1st January 2025 to 31st March 2025 and Annual Summary	17 - 57
7.	Damp and Mould Policy	58 - 75

- | | | |
|-----|---|-----------|
| 8. | Bolsover Tenants Challenge and Change Group - Review of Grounds Maintenance | 76 - 116 |
| 9. | Customer Services Scrutiny Committee Work Programme 2025/26 | 117 - 122 |
| 10. | Exclusion of the Public | |
| | To move:- | |
| | “That the public be excluded from the meeting during the discussion of the following items of business to avoid the disclosure to them of exempt information as defined in Paragraph 7, Part I of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006)”. | |
| 11. | Approval of the Information and Cyber Security Policy October 2024 | 123 - 200 |

PART B - INFORMAL

- | | |
|-----|--------------------|
| 12. | Review Work |
|-----|--------------------|

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Monday, 31st March 2025 at 10:00 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

Councillors Amanda Davis, Anne Clarke, Louise Fox, Sandra Peake and Deborah Watson.

Officers:- Steve Brunt (Strategic Director of Services), Lesley Botham (Customer Service, Standards and Complaints Manager), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Mark Giles (Assistant Director for Streetscene, Community Safety and Enforcement), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer), Thomas Dunne-Wragg (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

CS49-24/25 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Rita Turner and Phil Smith, Portfolio Holder for Housing.

CS50-24/25 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS51-24/25 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS52-24/25 MINUTES

Moved by Councillor Louise Fox and seconded by Councillor Amanda Davis

RESOLVED that the minutes of a Customer Services Scrutiny Committee held on 3rd February 2025 be approved as a true and correct record.

CS53-24/25 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

The Committee considered the updated List of Key Decisions and Items to be Considered in Private provided as a handout at the meeting.

It was noted the list of Executive Members had not yet been updated to reflect the recent changes in Council leadership.

CUSTOMER SERVICES SCRUTINY COMMITTEE

RESOLVED that the List of Key Decisions and Items to be Considered in Private document be noted.

CS54-24/25 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2024/25 - 1ST OCTOBER 2024 TO 31ST DECEMBER 2024

The Customer Service, Complaints & Standards Manager presented the report to the Committee which detailed the Council's performance in relation to its Customer Service Standards and management of complaints.

Attached at Appendix 1 was the Customer Service Standards monitoring for Quarter 3 2024/25 (1st October 2024 to 31st December 2024).

For Revenues, the target was answering 70% of incoming calls within 20 seconds – 92% was achieved in Quarter 3 2024/25.

For Benefits, the target was answering 80% of incoming calls within 20 seconds – 96% was achieved in the same period.

For Contact Centres, the target was answering 80% of incoming calls within 20 seconds – 80% was achieved (16,456 calls were answered) in the same period.

Acknowledging emails within 1 working day (Target 1) and replying to emails within 8 working days (Target 2) had both achieved 100% in the same period, with only 23 emails (out of 7,349) replied to over 8 working days.

The target of answering 90% incoming Live Chats within 20 seconds was achieved in the same period (580 answered out of 624).

Attached at Appendix 2 was the Telephony Performance for Quarter 3 2024/25.

93% of incoming calls were being answered corporately within 20 seconds cumulatively – above standard. Most departments had achieved and exceeded the corporate target of 90% except for the following: Environmental; Governance & Civic; and Health & Safety.

For abandoned calls, the target was 10% unanswered – 8% of incoming calls direct to service areas had not been answered in this period.

The Committee was informed the tool for collecting the above data was now not 100% reliable. This was due to an increasing number of officers using mobile phones for work. As a result, this did not permit the collection of accurate data without the purchase of individual licenses for each of these devices.

Whilst this had cost implications to the Council, senior officers sought the above data to understand their departments' performances. The I.T team had been contacted to carry out a financial appraisal of these licences.

Attached at Appendix 3 were details of the Compliments, Comments and Complaints (Stage 1 and 2) as well as MP Enquiries received for the same period.

CUSTOMER SERVICES SCRUTINY COMMITTEE

84 Compliments (with an additional 20 from Go!Active Customers), 5 Comments (15 from Go!Active Customers), 58 Stage 1 Complaints, 13 Stage 2 Complaints, 3 MP Enquiries and 0 Ombudsman Complaints were received in the same period.

The Committee was informed regular meetings with the MP's office were being held to ensure a consistent approach to constituents with enquiries.

Go!Active had removed the 'Complaint' option on their Customer Feedback Forms. All Complaints would now be logged through the Complaints system, which could be monitored by the Complaints Team.

Service improvements included general system updates and the introduction of a Behavioural Policy (approved in the Committee's last meeting). An updated phone message for the latter would also be implemented.

The report detailed the other improvements made as a result from Compliments, Comments and Complaints received in Quarter 3 2024/25.

To a question on the cost of the licences to collect accurate telephony performance data, the Customer Service, Complaints & Standards Manager informed the individual price of these licences was £140. The Customer Standards and Complaints Officer added licences were used for desk and soft phones, but not mobile phones.

The Customer Service, Complaints & Standards Manager stated presenting the current, not 100% accurate data was not desirable.

The Strategic Director of Services noted collecting the current data took considerable time and effort – if the data could not be reliable it might not be worth reporting.

The Customer Service, Complaints & Standards Manager recalled collecting this data had not been easy during the COVID-19 Pandemic (and when officers first started working from home), but while the team was happy to continue collecting this data, it was not reliable.

Members noted there had been no Complaints received from customers regarding the Council's telephony performance. Additionally, with the Local Government Reorganisation following the publication of the UK Government's English Devolution White Paper in December 2024, they saw no need for the purchase of these licences nor the continued publication of this performance data.

The Strategic Director of Services stated the option to review the data could be retained for senior officer use, and the Committee's, if desired.

Moved by Councillor Louise Fox and seconded by Councillor Sandra Peake

RESOLVED that the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

The Customer Service, Complaints & Standards Manager and Customer Standards and Complaints Officer left the meeting at 10:14 hours.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS55-24/25

HOUSING DOMESTIC ABUSE POLICY 2025-2028

The Assistant Director for Housing Management presented the report to the Committee for the consideration and provision of a response on the proposed Housing Domestic Abuse Policy (the 'Policy').

The Social Housing (Regulation) Act 2023 introduced significant changes to improve the quality of social housing for tenants by tightening the regulations imposed on the Social Housing Sector.

The Regulator for Social Housing had produced the following standards to “deliver a well governed social housing sector” which provided quality homes and services for tenants:

1. The Safety and Quality Standard;
2. The Transparency, Influence and Accountability Standard;
3. The Neighbourhood and Community Standard; and,
4. The Tenancy Standard.

The Neighbourhood and Community Standard required landlords to engage with other relevant parties so tenants could live in safe and well-maintained neighbourhoods and feel safe in their homes.

It also set out that all Registered Providers must have a policy for how they recognised and effectively responded to cases of domestic abuse.

The proposed Policy, attached at Appendix 1, set out how the Council's Housing department, including Dragonfly Management (Bolsover) Ltd. acting on behalf of the Council, would tackle domestic abuse, support victims and survivors of domestic abuse, and hold perpetrators to account.

The Policy did not propose any changes to the operational management of domestic abuse cases, but did create a need for Domestic Abuse and Safeguarding training to be undertaken for some roles. This would include, upon starting a position, regular training to ensure skills and knowledge were retained.

The Committee was provided a further updated “Homeless applicant pathway referral” which, while similar to the one presented on Page 75, included additional support for tenants and customers.

With regards figure 4.4 on Page 67, the “Perpetrators of domestic abuse”, the Committee was informed the Council took into account victims' and survivors' wishes, with many preferring to walk away. However, if possession action was desired against the perpetrator, the Council would take possession against the tenant who had been convicted of an offence relating to domestic abuse.

The Committee was informed the Specialist Domestic Abuse Officer had been in post from January 2025 and as of the meeting had handled 22 applications from homeless victims and survivors and 3 applications from existing tenants – a difference was already being made.

CUSTOMER SERVICES SCRUTINY COMMITTEE

A Member welcomed the Policy and noted the use of “domestic violence” instead of “domestic abuse” on Page 61. The Assistant Director for Housing Management would update the Policy accordingly.

To questions on victims and survivors not fitting under the safeguarding rules or not providing consent for the Council to act on their behalf (and what the following steps would be), the Assistant Director for Housing Management informed an exploration on these questions would be carried out but noted the Council’s actions would depend on the individual circumstances of each case.

The Committee was further informed that while a fortnightly meeting took place between the Council and police colleagues, it was important to not breach data protection regulations. However, the Council would always step in to protect children if required and would continue working with the police.

A Member noted the Council was always concerned with safeguarding, especially when children were involved, but if required the Council should pass on appropriate information to relevant agencies. The Assistant Director for Housing Management stated this could be incorporated into the Policy.

Moved by Councillor Sandra Peake and seconded by Councillor Amanda Clarke

RESOLVED that the Customer Services Scrutiny Committee note the proposed Housing Domestic Abuse Policy and provide comments for consideration in its further development.

The Assistant Director for Housing Management and Housing Strategy and Development Officer left the meeting at 10:27 hours.

CS56-24/25 REVIEW OF MEMBERS ICT & SUPPORT AND ICT SERVICE DELIVERY: FINAL REPORT - (POST SCRUTINY MONITORING UPDATE)

The Scrutiny Officer presented the report to the Committee, which assessed progress against the recommendations to date for the Review of Members’ ICT & Support and ICT Service Delivery.

The Committee had put together 13 recommendations to the Executive with the intent to assist the Council in improving equipment provision and support to Members and the operation of meeting spaces within a modern post-COVID-19 environment.

12 out of 13 recommendations had been achieved at the writing of the report:

- 7 within the target date;
- 5 completed behind schedule; and
- 1 had been extended.

For CSSC22-23 1.4, the Committee was informed this would not be extended. While the installation of the new AV equipment in the Chamber over March and April 2025 would be achieved, the power supply was not planned to be upgraded.

CUSTOMER SERVICES SCRUTINY COMMITTEE

For CSSC22-23 1.5, the provision of additional access to the Council's intranet to Members would not be carried out (there was limited use for Members on this network). However, it was conveyed that Members could make full use of the Council's telephony system, MiCollab, to contact any officer.

For CSSC22-23 1.9, as previously stated the new AV equipment was being installed in the Chamber over March and April 2025.

A progress report would be submitted in 6 to 12 months' time, with any exceptions to expected delivery highlighted.

Officers were informed by Members that accessing Council documents via the use of the provided Apple iPads, or even writing emails and making use of Microsoft Word on these devices, remained unreliable outside of The Arc. The Scrutiny Officer noted, with the approaching 2025/26 municipal year, Members' ICT equipment could be further reviewed, though it was noted with the Local Government Reorganisation, this might not be cost effective if the Council was dissolved in the next few years.

A Member noted it was stated that CSSC22-23 1.3 had been achieved, but as previously discussed there was no adequate PC/laptop provision to Members (outside the Executive). There was also no desktop PC available for Members to use in the Members' Room (there was no Members' Room).

The Scrutiny Officer informed this item had been listed as achieved in November 2023, before recruitment by the Council.

The Strategic Director of Services confirmed awareness of Members' ICT issues: the Apple iPads had not performed as expected, with both poor 4G connection and limited capability. ICT was exploring the use of a Microsoft Windows powered tablet that would enable high portability for convenience and full access to Microsoft's Office and Outlook software.

The Assistant Director for Streetscene, Community Safety and Enforcement added ICT was rolling out additional changes to Microsoft Office 365, which would enable easier access to essential software.

It was requested if, with no Members' Room available, a PC laptop be provided in the Independent Members' Office for all Members outside the Executive to use. The Scrutiny Officer reiterated Members' ICT could be reviewed further in 2025/26.

Moved by Councillor Sandra Peake and seconded by Councillor Amanda Davis

RESOLVED that: 1) Members note the progress against the review recommendations;

- 2) Members acknowledge any exceptions to delivery and clarify the additional action required by the service;
- 3) Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution;
- 4) Officers continue to implement the recommendations and submit a further report in twelve months' time highlighting progress and any exceptions to delivery.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS57-24/25 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2024/25

The Scrutiny Officer presented the Work Programme 2024/25 attached at Appendix 1.

An informal session would be organised early in 2025/26 for all Scrutiny Committee Members to attend and contribute topic ideas (even if not Members of that Scrutiny Committee).

A Member noted, with the Local Government Reorganisation covering all aspects, this could be a topic for all Scrutiny Committee Members to consider.

A discussion on making use of the Council's reserves was held. The Scrutiny Officer informed that in an informal meeting of the Finance and Corporate Overview Scrutiny Committee, this topic had been discussed with the Section 151 Officer present who provided the necessary information for Members to determine.

It was conveyed that all Scrutiny Committee Members were invited to all formal meetings of the Finance and Corporate Overview Scrutiny Committee and could provide appropriate ideas to that Committee and the Section 151 Officer.

The Strategic Director of Services noted between March and November 2025, the Council, like all other local authorities in its position, would have to provide detailed options on the future unitary Council it would be replaced by to the UK Government. Until then, the Council must remain financially resilient (the Council was the only local authority not cutting services – e.g., it did not charge for new Green Bins).

The Scrutiny Officer informed a discussion with Scrutiny Committee Chairs would be arranged, with a possible Annual Scrutiny Conference to follow.

Moved by Councillor Sandra Peake and seconded by Councillor Deborah Watson

RESOLVED that Members review this report and the Programme attached at Appendix 1 for approval and amendment as required. All Members are advised to contact the Scrutiny Officer should they have any queries regarding future meetings.

The formal part of the meeting concluded at 10:48 hours and Members then met as a working party to continue their review work. The working party concluded at 10:57 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 22nd May 2025

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Jim Fieldsend, Monitoring Officer, at this address or by email to jim.fieldsend@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

13

Members of Executive are as follows:

Councillor Jane Yates - Leader and Portfolio Holder - Policy, Strategy and Communications
Councillor Donna Hales - Deputy Leader and Portfolio Holder - Corporate Governance and Performance
Councillor Mary Dooley - Portfolio Holder - Partnerships and Health and Wellbeing
Councillor Clive Moesby - Portfolio Holder - Resources
Councillor Phil Smith - Portfolio Holder - Housing
Councillor Tom Munro - Portfolio Holder - Growth
Councillor Rob Hiney-Saunders - Portfolio Holder - Environmental
Councillor John Ritchie - Portfolio Holder – Devolution

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **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

(2) **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

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

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive can be found here:

<https://committees.bolsover.gov.uk/ieListMeetings.aspx?Committeeld=1147>

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Household Support Fund SLA 7	Chief Executive by way of Delegated Decision	22 nd May 2025	Report of the Portfolio Holder for Housing	Victoria Dawson, Assistant Director of Housing Management and Enforcement	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Special Urgency Notice on 22 nd May. This item is not subject to Scrutiny Call In.

SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION

PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 16th June 2025

Compliments, Comments and Complaints Report 24/25 1st January 2025 to 31st March 2025 and Annual Summary

Report of the Portfolio Holder for Health and Wellbeing

Classification	This report is Public
Contact Officer(s)	Lesley Botham Customer Service, Complaints and Standards Manager

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards for the period 1st January 2025 to 31st March 2025 and also the 2024/25 overall performance.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
 - To provide information on the number of compliments, comments and complaints for the period 1st January 2025 to 31st March 2025 and also the 2024/25 overall performance.
 - To provide an Annual Summary on the above for 2024/2025.
 - To make Elected Members aware of performance and improvements in relation to its Customer Service Standards and the effective management of complaints.
-

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

2. Details of Proposal or Information

2.1 Customer Service Standards

Appendix 1 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

2.1.1 Revenues & Benefits (Appendix 1)

Target – Revenues 70% of incoming calls to be answered within 20 seconds.

Revenues achieved **88%** for Q4.

Cumulatively performance is **87%** for the year 2024/25, which exceeds the target of 70%.

Target – Benefits 80% of incoming calls to be answered within 20 seconds.

Benefits achieved **95%** for Q4.

Cumulatively performance is **95%** for the year 2024/25, which exceeds the target of 80%.

In Q4, Revenues received 2819 emails and Benefits received 1151. In Q3, Revenues received 2299 emails and Benefits received 1037. This data has only been collected from October 2024.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target - 80% of incoming calls to be answered within 20 seconds.

Contact Centres achieved **79%** for quarter Q4 (**18,508** calls answered).

Cumulatively performance is **77%** for the year 2024/25 which has not met the target of 80%.

E-mails

Target 1 - 100% to be acknowledged within 1 working day.

Target 2 - 100% to be replied to within 8 working days.

For this reporting period, 1st January 2025 to 31st March 2025:

- **8101** email enquiries (in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **100%** were replied to in full within 8 working days cumulatively for Q4.

Overall, for the year 2024/25 a total of 32,382 emails were received and 100% were answered within 8 working days.

Live Chat

Target - 90% of incoming Live Chats to be answered within 20 seconds.

Contact Centres achieved **89%** for Q4. 618 chats were answered out of 630.

Cumulatively performance is **89%** for the year 2024/25 which is just below the target of 90%.

Face to Face

Next Face to Face monitoring is scheduled week commencing 11th November 2025 across all Contact Centres and the Meet & Greet reception desk.

2.1.3 Corporate Telephone Standard (Appendix 2)

Target - 90% to be answered within 20 seconds.

Appendix 2 shows the performance between 1st January 2025 and 31st March 2025 by quarterly period.

The report identifies Q4 **91%** of incoming calls are being answered corporately within 20 seconds cumulatively, which is above standard.

The majority of departments achieved and exceeded the corporate target of 90%, with the exception of the following departments Revenues & Benefits, Planning & Planning Policy and Environmental Health.

Cumulatively performance is **91%** for the year 2024/25 which is above target of 90%.

Target – 10% Unanswered Calls (Abandoned)

Appendix 2 shows the performance between 1st January 2025 and 31st March 2025 by quarterly period. The report identifies Q4, **7%** of all incoming calls direct to service areas are not being answered, which is within target. Service areas not meeting target are highlighted on Appendix 2.

Cumulatively performance is **7%** for the year 2024/25 which is within the target of 10%.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of compliments received for the period by department. In total **59** compliments were received during Q4 1st January to

31st March 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q4 - **8**

Comments

Appendix 3 (B) shows the number of comments received for the period Q4 1st January to 31st March 2025, **15** Comments were received and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active - Customer Feedback Form
Comments and Suggestions received Q4 - **14**

Complaints

Stage 1

Appendix 3 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **59** stage 1 complaints were recorded in Q4 1st January to 31st March 2025 and **10** M.P. enquiries during this same period.

The decrease in the number of M.P. enquiries received is acknowledged.

During discussions with the M.P., the Complaints team highlighted the scope of the Council's complaints policy. The M.P.'s office has advised that most cases received are concerning housing decisions which fall outside the scope of the Council's complaints policy. As a result, the M.P.'s office has created email and letter templates to accurately signpost customers.

100% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days.

Stage 2

Appendix 3 (E) shows the number of stage 2 complaints received for the period by department. These are complainants who have already made a stage 1 complaint and still feel dissatisfied. During this period **14** stage 2 complaints were received.

94% stage 2 complaints were responded to within the Council's customer service standard of 20 working days (1 stage 2 complaint was sent on the 21st working day).

Ombudsman

3 Ombudsman (Local Government) complaints were received for investigation during Q4 period 1st January to 31st March 2025. No fault was found by the Local Government Ombudsman for any of these complaints.

Service Improvements

The following service improvements have been identified in Q4:

Reference Number	Description	Improvement
7488 (Comment)	Customer would like to suggest that a staff member works through the Christmas and New Year to answer emails. The email regarding a missed trade bin did not get actioned	Changes in trade waste collection days during the Christmas period will be sent by postal letter or email in the future (rather than by note under the lid).
7489	Customer is not happy that the Contractors carrying out the Stock Condition Survey did not arrange an appointment as requested	If the Council does any Stock Condition Surveys again or anything similar, the Council will ensure an established way of sharing data at the beginning of contracts.
7496	Customer is not happy that their recycling side waste has not been collected or with the attitude of a Customer Advisor.	Edit to the CIS script to remove the words 'if possible' regarding opaque or clear bags being used for excess recycling.
7498	Customer has complained that a Planning Officer Report has been changed following an appeal to the Planning Inspectorate.	The Council will either ensure reports are not saved within the shared agenda folder before they have been checked and signed off or establish a new procedure that agendas cannot be prepared prior to them being signed off.
7507	Customer is not happy that their repair has taken multiple jobs to fix.	Complaints will review Case Viewer once a week to ensure that cases cannot be missed.
7520	Customer has complained the Council have not provided enough notice regarding the demolition of their outhouse.	Decision to provide all properties whose outbuildings are due to be demolished with replacement storage.
7535	Customer is not happy with the communication they	Steps are being taken to prevent prolonged delays in

	have had with the Business Rates Team resulting in a large bill.	the future. This includes increased staffing resources which means the inbox can be checked more frequently.
7537	Customer has complained that the Grounds Maintenance Team have caused damage to their property and left the garden a mess following the work.	The Grounds Maintenance team will receive additional training to ensure the quality of the service including how tasks are managed, improved communication, that all items are handled with care and all properties are treated with respect.
7568	Customer has complained regarding the attitude of a Repairs Planned and that their request for visits to be prearranged was not followed.	The Repairs Team have changed their working practices and external follow on works will now be contacted and receive an appointment date.
7573	Customer has complained regarding the disabled parking at the Arc.	The Leisure Department will write to clubs to reiterate disabled bays should only be used by those with blue badges.
7580	Customer complained regarding the length of time it has taken to send a response and the enquiry not being answered fully.	Edit to Customer Advisors email templates for complaints when a customer does not provide enough contact details for Customer Advisors to log a complaint. As well as providing the self-service link as usual, added in template to request information so Advisors can log it for them.
7590	Customer has complained about the Planning departments lack of communication concerning two developments within Clowne.	The Planning department have implemented an automated acknowledgement email which informs customer of the 8 working day corporate response timescale and provides signposting.
7503	The customer has escalated his complaint regarding a payment made at the Contact Centre.	Shirebrook Contact Centre has now had CCTV installed which to assist with any future issues.
7525	Customer has escalated their claim regarding the Tenancy Management Officer.	All Housing Officers have been reminded that a tenant should be alerted to their presence at a property.

7557	Customer is not happy regarding an issue that is being reviewed by Environmental Health	Including changes to how Officers follow guidance provided by the CIEH when issuing notices to ensure mental health and wellbeing of residents is taken into account in future cases. Advised EH letters must contain specific legal wording but a review has been requested of general correspondence to mitigate distress.
------	---	--

CCC Annual Summary for 2024/25

The following tables provide a summary of performance for compliments, comments and complaints for 2024/25, with comparative data from previous years.

Volume and Performance

Volume by type	2024/25 Total	2023/24 Total	2022/23 Total	2021/22 Total
Compliments	268	203	160	187
Comments	33	33	24	23
M.P. enquiries	46	213	235	126
Informal Complaints (S1)	N/A removed from April 2024	265	311	447
Formal Complaints Stage 1 from April 2024	302	103	116	117
Internal Review Complaints Stage 2 from April 2024	57	27	27	39
Total	706	844	873	938
% Comments acknowledged within standard (target 5 working days)	100%	100%	100%	100%
% Stage 1 responded to within standard (target 100%)	99%	98%	88%	91%
Average response in days (target 10 working days)	5	9	10	11

% Stage 2 responded to within standard (target 100%)	98%	100%	92%	82%
Average response in days (target 20 working days)	13	12	18	16

When comparing 2024/25 to the previous year 2023/24, the following is noted:

- An increase in compliments.
- A large decrease in M.P. Enquiries
- A large increase in stage 1 complaints
- An increase in stage 2 complaints
- Improvement in stage 1 average response and within target percentage.

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

3. Reasons for Recommendation

- 3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

4 Alternative Options and Reasons for Rejection

- 4.1 None

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by Councillor M Dooley, Portfolio holder for Health & Wellbeing

IMPLICATIONS:

Finance and Risk	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details:		

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes ☐ No ☒

Details:

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On behalf of the Solicitor to the Council

Staffing Yes ☐ No ☒

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

Equality and Diversity Impact and Consultation Yes ☐ No ☒

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Information, Engagement and Performance Manager

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 Richard Winter, Climate Change Officer, for advice)*

Details:

Any complaints linked to environmental issues are dealt with in line with our policies.

DECISION INFORMATION

<input type="checkbox"/> 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 <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 checked="" type="checkbox"/>
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	

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

Increasing customer satisfaction with our services. Improving customer contact and removing barriers to accessing information. Actively engaging with partners to benefit our customer. Promoting equality and diversity and supporting vulnerable and disadvantaged people.

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/01/25 to 31/03/25
2.	Telephony performance 01/01/25 to 31/03/25
3.	Compliments, Comments and Complaints: A. Compliments by department 01/01/25 to 31/03/25 B. Comments by department 01/01/25 to 31/03/25 C. Stage 1 complaints 01/01/25 to 31/03/25 D. Stage 2 complaints by department 01/01/25 to 31/03/25 E. M.P Enquiries 01/01/25 to 31/03/25

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 – Customer Service Standards Monitoring 01/04/24 – 31/03/25

Key Customer Service Standards - Performance Monitoring - 2024/2025															
	Telephone Standards						E-mail Standards			Live Chat		Written Complaints			
Period	No. of Incoming Calls Answered (Direct Dial)	% of Calls Answered within 20 Seconds	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Live Chats Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		90%		80%	70%	80%		100%	100%		90%		100%		100%
April to June	23,767	89%	19,337	72%	81%	95%	8,549	100%	100%	822	90%	86	100%	32	100%
Quarter 1 Cumulative	23,767	89%	19,337	72%	81%	95%	8,549	100%	100%	822	90%	86	100%	32	100%
July to September	22,243	92%	18,364	77%	87%	94%	8,383	100%	100%	737	89%	99	98%	1	100%
Quarter 2 Cumulative	46,010	91%	37,701	75%	84%	95%	16,932	100%	100%	1559	89%	185	99%	33	100%
October to December	15,199	93%	16,456	80%	92%	96%	7,349	100%	100%	624	90%	58	100%	3	100%
Quarter 3 Cumulative	61,209	91%	54,157	76%	87%	95%	24,281	100%	100%	2,183	89%	243	99%	36	100%
January to March	15,969	91%	18,508	79%	88%	95%	8,101	100%	100%	630	89%	59	100%	10	100%
Quarter 4 Cumulative	77,178	91%	72,665	77%	87%	95%	32,382	100%	100%	2,813	89%	302	99%	46	100%

APPENDIX 2 – Telephony Performance 01/04/24 – 31/03/25

2024/25 Q1 & Q2 April - Sept Target - 90% to be answered within 20 seconds Target - 10% Unanswered Calls (Abandoned)		Q1					Q2					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services												
Services Director Executive, Governance, Customer Services & Partnerships	14	9	8	88%	5	36%	8	2	1	50%	6	75%
Customer Services	130	100	98	98%	30	23%	129	96	93	96%	33	26%
HR & Payroll	221	195	192	98%	26	12%	223	199	195	97%	24	11%
Partnership Team	9	6	6	100%	3	33%	3	3	3	100%	0	0%
Communications	84	76	76	100%	8	10%	94	81	81	100%	13	14%
Executive												
Services Director Finance & Section 151 Officer	17	16	16	100%	1	6%	7	7	7	100%	0	0%
Finance & Accountancy	132	120	117	97%	12	9%	84	76	75	98%	8	10%
Revenues & Benefits	10400	10367	8803	85%	33	0%	9063	9039	8148	90%	24	0%
Joint ICT	933	889	728	81%	44	5%	924	901	801	88%	23	2%
Audit												
Services Director Corporate & Legal Services and Monitoring Officer	37	35	35	100%	2	5%	33	32	32	100%	1	3%
Legal	14	14	14	100%	0	0%	20	17	15	88%	3	15%
Elections	311	250	240	96%	61	20%	221	183	177	96%	38	17%
Governance	59	52	49	94%	7	12%	82	73	71	97%	9	11%
Procurement	35	20	19	95%	15	43%	54	46	41	89%	8	15%
Performance & Improvement	58	35	35	100%	23	40%	59	35	35	100%	24	41%
Scrutiny	20	19	18	94%	1	5%	33	30	27	90%	3	9%
Total	12474	12203	10454	86%	271	2%	11037	10820	9802	91%	217	2%

Strategy												
Strategic Director of Services	20	19	19	100%	1	5%	18	17	17	100%	1	6%
Planning & Planning Policy	745	690	653	95%	55	7%	642	555	506	91%	87	14%
Joint Environmental Health	2351	2260	2066	91%	91	4%	2366	2285	2090	91%	81	3%
Housing Management & Enforcement	3293	2982	2786	93%	311	9%	3152	2795	2627	94%	357	11%
Corporate Health & Safety	57	31	29	93%	26	46%	73	54	52	96%	19	26%
Street Scene	1746	1580	1502	95%	166	10%	1672	1527	1453	95%	145	9%
Leisure, Health & Well Being	1407	1029	984	96%	378	27%	1332	992	940	95%	340	26%
	9619	8591	8039	94%	1028	11%	9255	8225	7685	93%	1030	11%
Dragonfly												
Dragonfly Development Ltd Director	1	1	1	100%	0	0%	2	1	1	100%	1	50%
Repairs	2413	2283	2005	87%	130	5%	2902	2573	2265	88%	329	11%
Economic Development	56	46	44	95%	10	18%	57	43	40	93%	14	25%
Facilities	146	141	140	99%	5	3%	177	167	167	100%	10	6%
Property & Commercial	273	236	231	97%	37	14%	230	195	194	99%	35	15%
Property Services	272	262	253	96%	10	4%	225	216	208	96%	9	4%
Engineers	4	4	4	100%	0	0%	3	3	3	100%	0	0%
Total	3165	2973	2678	90%	192	6%	3596	3198	2878	90%	398	11%
	25258	23767	21171	89%	1491	6%	23888	22243	20365	92%	1645	7%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: answered on the original extension within 20 seconds. Transferred to another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds												
Which ring off within 20 seconds are unanswered (Abandoned)												
Does not meet target												

2024/25 Q3 & Q4 Oct to Mar Target - 90% to be answered within 20 seconds Unanswered Calls (Abandoned)	Q3						Q4					
Department (by directorate)	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls	Total Calls Received	Total Calls Answered	Total Calls Answered within 20s	% Answered within 20s	Abandoned /Lost calls	% Abandoned calls
Services												
Services Director Executive, Governance, Customer Services & Partnerships	8	3	3	100%	5	63%	10	3	3	100%	7	70%
31 Customer Services	105	93	86	92%	12	11%	123	106	103	97%	17	14%
HR & Payroll	226	191	188	98%	35	15%	281	245	239	97%	36	13%
Partnership Team	21	2	2	100%	19	90%	19	2	2	100%	17	89%
Communications	93	86	86	100%	7	8%	86	76	76	100%	10	12%
Executive												
Services Director Finance & Section 151 Officer	13	13	13	100%	0	0%	37	36	36	100%	1	3%
Finance & Accountancy	72	66	65	98%	6	8%	59	54	50	92%	5	8%
Revenues & Benefits	3453	3439	3181	92%	14	0%	4315	4307	3787	88%	8	0%
ICT	234	205	203	99%	29	12%	167	141	140	99%	26	16%
Audit												
Services Director Corporate & Legal Services and Monitoring Officer	30	28	28	100%	2	7%	39	39	39	100%	0	0%
Elections	111	92	88	95%	19	17%	144	118	114	96%	26	18%
Governance	34	19	16	84%	15	44%	42	35	33	94%	7	17%
Legal	6	4	4	100%	2	33%	9	9	9	100%	0	0%
Procurement	39	33	32	96%	6	15%	15	8	8	100%	7	47%
Performance & Improvement	34	28	28	100%	6	18%	25	15	15	100%	10	40%
Scrutiny	32	24	22	91%	8	25%	30	28	28	100%	2	7%
Total	4511	4326	4045	94%	185	4%	5401	5222	4682	87%	179	3%

Strategy												
Strategic Director of Services	27	26	26	100%	1	4%	17	16	16	100%	1	6%
Assistant Directors	34	30	30	100%	4	12%	74	60	59	98%	14	19%
Planning & Planning Policy	485	437	394	90%	48	10%	496	419	373	89%	77	16%
Environmental Health (50%)	1837	1782	1568	88%	55	3%	2029	1991	1684	85%	38	2%
Housing Management & Enforcement	3229	2817	2657	94%	412	13%	2984	2663	2521	94%	321	11%
Corporate Health & Safety	66	37	33	89%	29	44%	58	29	27	93%	29	50%
Street Scene	1422	1306	1253	95%	116	8%	1461	1319	1253	94%	142	10%
Leisure, Health & Well Being	1033	783	754	96%	250	24%	1278	1021	981	96%	257	20%
Total	8133	7218	6715	93%	915	11%	8397	7518	6914	82%	879	10%
Total BDC	12644	11544	10760	93%	1100	9%	13798	12740	11596	84%	1058	8%
Dragonfly												
Dragonfly Development Ltd	2	2	2	100%	0	0%						
Repairs	3312	3129	2851	91%	183	6%	2839	2677	2464	92%	162	6%
Economic Development	150	128	128	100%	22	15%	177	158	157	99%	19	11%
Facilities												
Property & Commercial	177	157	155	98%	20	11%	180	169	167	98%	11	6%
Property Services	246	232	226	97%	14	6%	240	223	220	98%	17	7%
Engineers	9	7	7	100%	2	22%	2	2	2	100%	0	0%
Total	3896	3655	3369	92%	241	6%	3438	3229	3010	88%	209	6%
	16540	15199	14129	93%	1341	8%	17236	15969	14606	91%	1267	7%

Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:
another extension on divert within 20 seconds. Picked up by a group pick up within 20 seconds
Which ring off within 20 seconds are unanswered (Abandoned)

Answered on the original extension within 20 seconds. Transferred to

Service areas not meeting target

Appendix 3 (A) Compliments by Department 01/01/25 – 31/03/25

Please note that some compliments were for 2 or more departments.

Q4 Compliments 2024/25					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jan-25	1	Bolsover	Customer has advised that the Customer Advisor they spoke with has great communication and excellent customer service, making sure all queries were address and thoroughly explained everything. The phone call was pleasant and reassuring and the Council should be proud of the Customer Advisor and the great job they do.	Customer Services	7
	2	Clowne	Customer thanked the Customer Advisor and stated that they were the most helpful person to them so far.		
			Customer has complimented the Customer Advisors for always being really helpful and supportive.		
	1	Langwith Junction	The customer wanted to advise that every Customer Advisor they have spoken to is very helpful, courteous and patient.		
	1	Out of Area - Holme Hall	Customer thanked the Meet and Greet Advisor for information given regarding Clowne which was given with a smile.		
	1	Shirebrook	Customer complimented the Customer Standards and Complaints Officer advising their handling of the complaint has been very efficient, they have been responded to quickly and correspondence has been great.		
	1	Unknown	Customer wanted to compliment the service given by a Customer Advisor, they were very patient and empathetic and the customer appreciated this and was pleased with their service and understanding.		
	1	Bolsover	The customer thanked the Community Enforcement Rangers have done an excellent job in the area.	Housing	4
	1	Clowne	Customer has thanked two Community Enforcement Rangers for their fast and helpful response with an incident despite challenging circumstances.		

	1	South Normanton	Customer advised that the Housing Options Officer who helped them find temporary accommodation was fantastic.		
	1	Tibshelf	The customer wanted to thank the Housing Options Officer for their help in securing accommodation, they felt that the Officer went above and beyond for them.		
	1	Creswell	Customer thanked the Repairs Operative and their supervisor for their help in dealing with a problem with a loss of power.	Housing Repairs and Maintenance	1
	1	Unknown	The customer has thanked the Principal Planner for their constructive working towards issues resolved, their proactive approach is appreciated.	Planning	1
	1	Unknown	Customer thanked the Senior Revenues Officer for their help.	Revenues	1
	1	Clowne	Customer thanked the Grounds Maintenance Team for providing an excellent gardening service trimming the hedges and trees despite the bad weather. They did a very good job considering the circumstances and have a fabulous community spirit. One of the kind Operatives also defrosted the tenant's frozen car. The tenant stated this work is what makes a difference to village life.	Street Scene	3
	1	Pinxton	The customer has complimented and expressed their appreciation for the Grounds Maintenance Team who have done an excellent job trimming the hedge next to their property and clearing all the debris.		
	1	Tibshelf	Customer thanked the burgundy Refuse Crew for their help when the weather was bad. The Crew were very helpful collecting flying rubbish and helping collect bins that were not on the kerbside due to the windy weather. The Crew always do a good job and they deserve some praise.		
Total compliments for January 2025. Split by department					17
Total compliments for January 2025.					17
Feb-25	1	Bramley Vale	Customer would like to pass on their thanks to all the teams involved in the collection of their bulky waste as they have provided a brilliant service	Customer Services	4
	1	Clowne	Customer has advised that the Customer Advisor they dealt with was lovely and had brilliant personal skills.		
	2	Unknown	Customer has complimented the Customer Advisor who provided fantastic service and they advised they were an 'absolute gem'.		

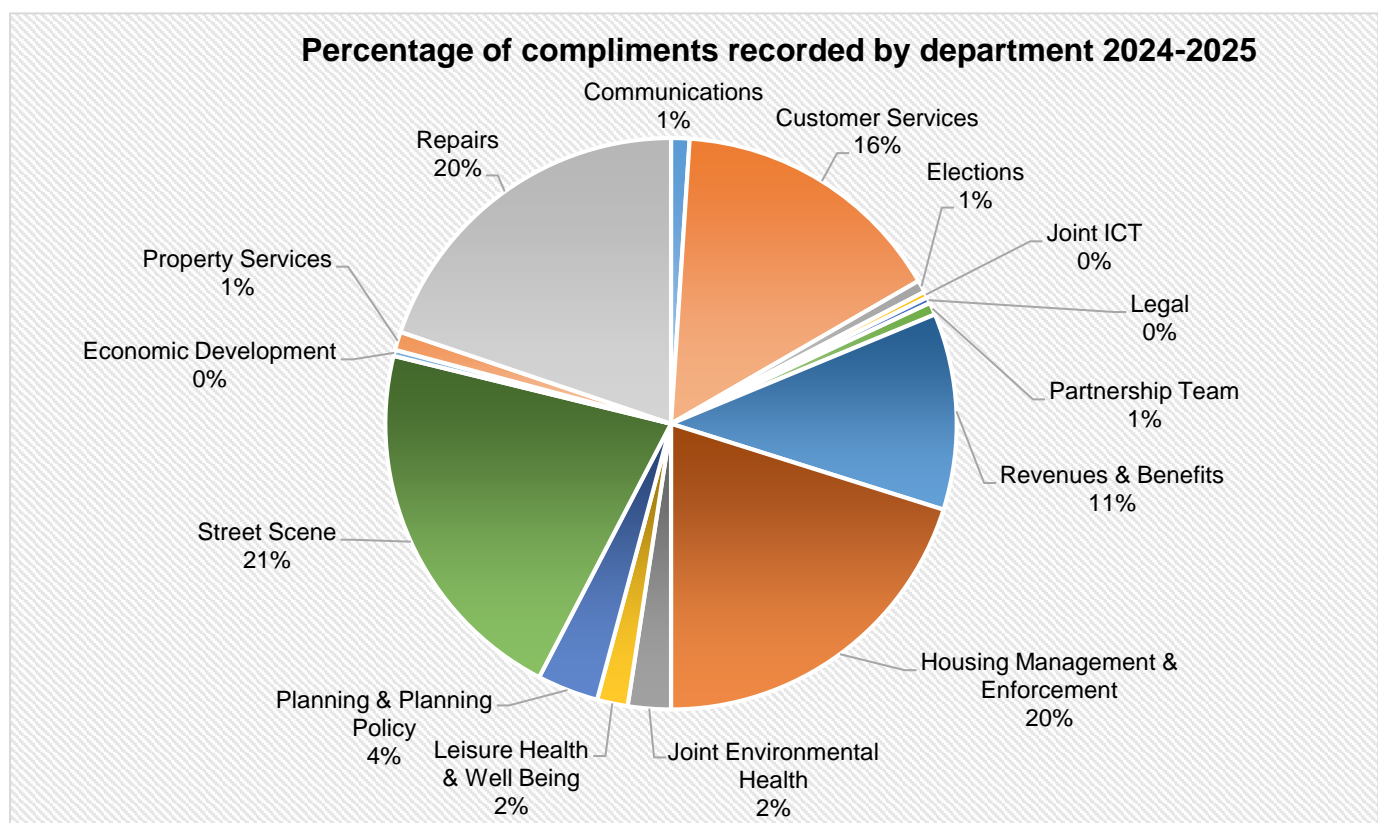
		Customer complimented the Customer Advisor who went above and beyond to help a resident feel comfortable and kept updated to ensure they had the best outcome. It is a pleasure speaking to the Customer Advisor who is very kind - they state they are an enormous asset to the Customer Services team.		
1	Glapwell	Customer has advised that they are receiving excellent service from Housing Options Team.	Housing	2
1	Unknown	Customer wanted to thank the Housing Options Officer for keeping them up to date with any updates/progression and despite the case being very complex was positive throughout.		
1	Bolsover	Customer complimented the Repairs Operative for being polite and considerate, they did an extremely good job and cleaned up thoroughly. The customer is happy to know that there are Operatives that take pride in their work and deserve a pay rise.	Housing Repairs and Maintenance	7
2	Creswell	Customer has complimented the Repairs Operative who was lovely, attended quickly and cleaned up after themselves.		
		Customer thanked both the Bricklayer and Joiner who were very pleasant, did a good job and cleared up afterwards.		
1	Palterton	Customer was happy about how polite the Electrician was and the operatives that completed the repair were nice to.		
1	Pinxton	Customer thought the two Repairs Operatives were polite, cleared up all the mess and did a fantastic job.		
1	Tibshelf	Customer wanted to say a massive thank you to the Plumber that completed the works. They said the Plumber was brilliant, had done a fantastic job and went above and beyond.		
1	Shirebrook	Customer thanked the Operative who did the Gas Service who went above and beyond for them and advised they are very grateful for their help.		
1	Palterton	Customer has complimented 3 Leisure Officers for the delivery of their classes.	Leisure	2
1	Unknown	Customer wanted to give a massive thank you to the Community Activity and Sports Activator and said that they were a kind, patient and helpful person. They think they deserve a special mention and to them BDC employee of the month.		

	1	Bramley Vale	Customer would like to pass on their thanks to all the teams involved in the collection of their bulky waste as they have provided a brilliant service		
	2	Clowne	Customer would like to thank the GM operative that cleared the rubbish and dog waste, they did a very good job		
			Customer has complimented the Grounds Maintenance Operative who has done an excellent job of cleaning the road gutters and the pavement		
	2	South Normanton	Customer complimented the Waste Co-ordinator who was kind and helpful when delivering clinical waste bags and did other jobs as well.		
			Customer wanted to thank the Burgundy Bin Crew for assisting their son with taking the bin back and speaking to them nicely		
	1	Tibshelf	Customer wanted to thank the Ground Maintenance Co-ordinator and the Grounds Maintenance team for the work carried out on the back hedge.	Street Scene	6
Total compliments for February 2025. Split by department					21
Total compliments for February 2025.					20
Mar-25	1	Clowne	Customer was eternally grateful for Customer Advisor listening to all the issues and raising the jobs.		
	1	South Normanton	The customer would like to thank the Contact Advisor for being superb, brilliant, and compassionate towards their needs. They believe the advisor went above and beyond.	Customer Services	2
	1	Stanfree	Customer wanted to say thank you to the Electoral Services Officer for all their hard work and it is important role to play.		
	1	Unknown	Compliment received for the Elections Team who did a sterling job of the count	Elections	2
	1	Tibshelf	Customer received a wonderful service from a Pest Control Expert who had visited over an 8 week period. The treatment was effective and they were given great advice and help.	Environmental Health	1
	1	Creswell	The customer would like to thank the Tenancy Management Officer for being so helpful and putting their minds at ease when coming to the property.		
	2	Shirebrook	Customer wanted to say thank you to everyone involved. For arranging the work and attending to the leak for a council tenant.	Housing	5

			Customer thanked Central Control and the Repairs team for fixing their heating so quickly, they are very grateful.		
	1	Tibshelf	The customer has thanked the Community Enforcement Rangers for their assistance in clearing the side of their father's property so they could access it with their mobility scooter. The customer states they did a fantastic job and provide an excellent service.		
	1	Unknown	Customer is happy with the support received and has said it has been amazing		
	1	Blackwell	Customer wanted to thank the Repairs Operatives who have done an excellent job with the outside steps of the property.	Housing Repairs and Maintenance	7
	1	Clowne	Customer wanted to thank repairs operative for assisting a resident at another property when they had a fall.		
	1	Pinxton	Customer wanted to thank repairs operative, for doing a brilliant job and left no mess and really nice person and wanted to thank them and their colleague.		
	1	Scarcliffe	Customer would like to praise the operatives who fitted their radiator. They said they did a fantastic job and were pleased with them		
	2	Shirebrook	Customer wanted to say thank you to everyone involved. For arranging the work and attending to the leak for a council tenant.		
			Customer thanked Central Control and the Repairs team for fixing their heating so quickly, they are very grateful.		
	1	Tibshelf	Customer wanted to thank the Repairs Operatives that completed the wet room and they worked wonderfully.		
	1	Unknown	Customer has thanked the Senior Recovery Officer for their help with the household support	Revenues	1
	1	Bolsover	Customer wanted to thank the department for their quick response to re-siting the dog bin they had reported.	Street Scene	6
	1	Clowne	Customer would like to thank the council for installing a new litter bin on the path between two streets		
	1	Out of Area - Mansfield	Customer has thanked the Grounds Maintenance Team for the great start they have made on clearing the fly tip		
	1	Pleasley	Customer has thanked the Grounds Maintenance Team and the Grounds Maintenance & Cleansing Coordinator for clearing a fly tip.		

	1	South Normanton	Customer would like to pass on their appreciation for the hard work and compliments to the road sweepers, who had done a good job.		
	1	Unknown	Customer has advised that they believe the Grounds Maintenance and Refuse teams do an excellent job.		
Total compliments for March 2025. Split by department					24
Total compliments for March 2025.					22

Total compliments for Q4 2024-2025. Split by department					62
Total compliments for Q4 2024-2025.					59



A - Compliments recorded by department 01/04/24 – 31/03/25		
Services Directorate	Communications	3
	Customer Services	45
	Elections	2

	Joint ICT	1
	Legal	1
	Partnership Team	2
	Revenues & Benefits	32
Strategy Directorate	Housing Management & Enforcement	58
	Joint Environmental Health	7
	Leisure Health & Well Being	5
	Planning & Planning Policy	10
	Street Scene	61
Dragonfly Development Ltd	Economic Development	1
	Property Services	3
	Repairs	57

Compliments Included:	
Customer complimented the Customer Advisor who went above and beyond to help a resident feel comfortable and kept updated to ensure they had the best outcome. It is a pleasure speaking to the Customer Advisor who is very kind - they state they are an enormous asset to the Customer Services team.	Customer Services
The customer would like to thank the Contact Advisor for being superb, brilliant, and compassionate towards their needs. They believe the advisor went above and beyond.	Customer Services
Customer received a wonderful service from a Pest Control Expert who had visited over an 8 week period. The treatment was effective and they were given great advice and help.	Environmental Health
The customer would like to thank the Tenancy Management Officer for being so helpful and putting their minds at ease when coming to the property.	Housing
The customer has thanked the Community Enforcement Rangers for their assistance in clearing the side of their father's property so they could access it with their mobility scooter. The customer states they did a fantastic job and provide an excellent service.	Housing
Customer complimented the Repairs Operative for being polite and considerate, they did an extremely good job and cleaned up thoroughly. The customer is happy to know that there are Operatives that take pride in their work and deserve a pay rise.	Housing Repairs and Maintenance
Customer wanted to say a massive thank you to the Plumber that completed the works. They said the Plumber was brilliant, had done a fantastic job and went above and beyond.	Housing Repairs and Maintenance
Customer wanted to give a massive thank you to the Community Activity and Sports Activator and said that they were a kind, patient and helpful person. They think they deserve a special mention and to them BDC employee of the month.	Leisure
The customer has thanked the Principal Planner for their constructive working towards issues resolved, their proactive approach is appreciated.	Planning

Customer has complimented the Grounds Maintenance Operative who has done an excellent job of cleaning the road gutters and the pavement	Street Scene
Customer thanked the Grounds Maintenance Team for providing an excellent gardening service trimming the hedges and trees despite the bad weather. They did a very good job considering the circumstances and have a fabulous community spirit. One of the kind Operatives also defrosted the tenant's frozen car. The tenant stated this work is what makes a difference to village life.	Street Scene

Appendix 3 (B) Comments by Department 01/01/25 – 31/03/25

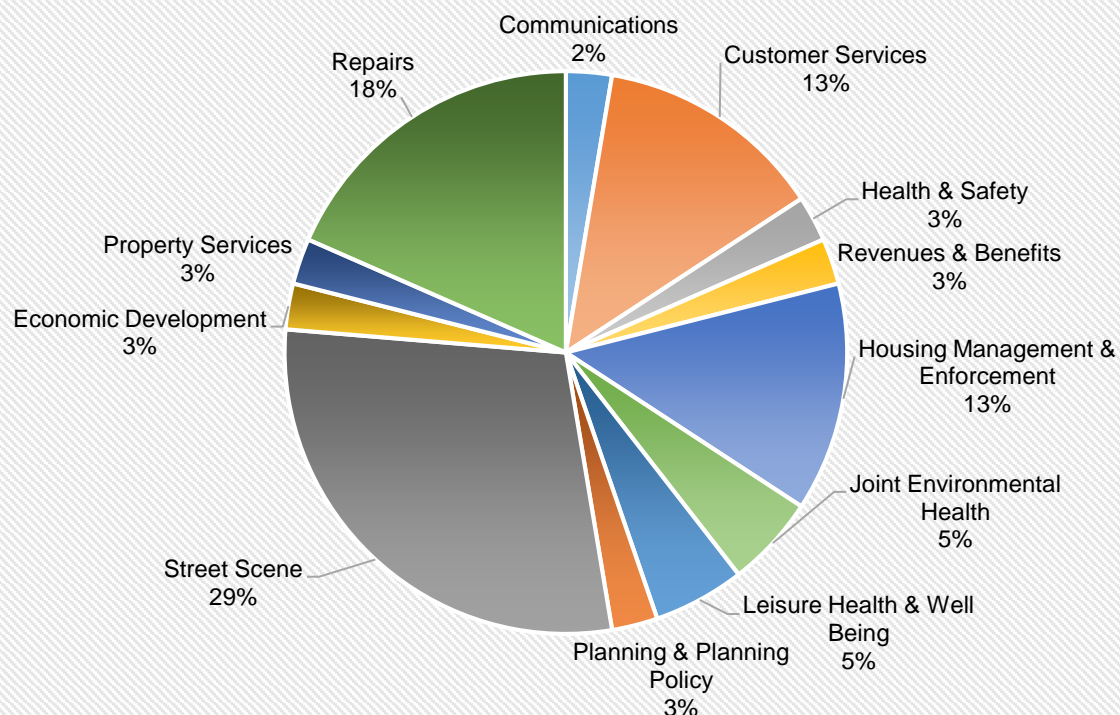
Please note that some comments were for 2 or more departments.

Q4 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jan-25	1	Bolsover	Customer would like to suggest that a staff member works through the Christmas and New Year to answer emails. The email regarding a missed trade bin did not get actioned	Customer Services	3
	1	Creswell	Customer thinks the Council would benefit from purchasing a ring light to use for taking bus pass photos so they are not as dark.		
	1	Unknown	Customer commented that live chat on the Council's website allowed the customer to put in their details before saying that the live chat was not available until the following day		

Q4 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer commented on the inconvenience and difficulty of returning a call to a Licensing Officer. Customer had been transferred from North East District Council and felt it was confusing that they had to speak with Bolsover District Council instead.	Environmental Health	1
	1	Bolsover	Customer has made a suggestion to the Online Tenant Census Form regarding the Date of Birth and the submission of the form	Housing	2
	1	Tibshelf	Customer has asked the Council to consider adding additional parking on a green near their property.		
	1	Glapwell	Customer wanted to advise that the Council's Contractor left quite a lot of rubbish and did not tidy following the repair.	Housing Repairs and Maintenance	1
	1	Unknown	Customer commented on the abrupt wording of a letter received relating to a small amount of money they owed on council tax. The customer suggested the letters to be changed to reflect the seriousness of the amount of money owed.	Revenues	1
	1	Bolsover	Customer would like to suggest that a staff member works through the Christmas and New Year to answer emails. The email regarding a missed trade bin did not get actioned	Street Scene	3
	1	Langwith	Customer very unhappy that their assisted burgundy bin was missed. They feel it is very unfair and they cannot utilise their green bin as they are disabled and would not be able to get the rubbish out again.		

Q4 Comments 2024/25					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer has asked for the Refuse team to have a shovel and brush with them on the lorry so that they can sweep up rubbish and food waste if spilt on the floor		
Total comments for January 2025. Split by department					11
Total comments for January 2025.					10
Feb-25	1	New Houghton	Customer commented they do not feel the service they received from the contact centre is as personal as it used to be.	Customer Services	1
	1	Shuttlewood	Customer as commented that letters should be sent out earlier to give them more notice of when works are going to be completed.	Housing Repairs and Maintenance	1
Total comments for February 2025. Split by department					2
Total comments for February 2025.					2
Mar-25	1	Bolsover	Customer has raised concerns that a Repair Operative has arrived late to their appointment. They feel that Operatives should stick to times given to customers.	Housing Repairs and Maintenance	2
	1	Shirebrook	Customer has commented on not being kept up dated about the repair. Customer did not receive a SMS for repair booked date. Customer felt the Repair Operatives should have kept them informed of updates throughout the repair.		
	1	Unknown	Customer feels that a play area within Bolsover needs to be mowed more regularly.	Street Scene	1
Total comments for March 2025. Split by department					3
Total comments for March 2025.					3
Total comments for Q4 2024-2025. Split by department					16
Total comments for Q4 2024-2025.					15

Percentage of comments recorded by department 2024-2025



B - Comments recorded by department 01/04/24 – 31/03/25

Services Directorate	Communications	1
	Customer Services	5
	Health & Safety	1
	Revenues & Benefits	1
Strategy Directorate	Housing Management & Enforcement	5
	Joint Environmental Health	2
	Leisure Health & Well Being	2
	Planning & Planning Policy	1
	Street Scene	11
Dragonfly Development Ltd	Economic Development	1
	Property Services	1
	Repairs	7

APPENDIX 3 (C) – Stage 1 Complaints by department 01/01/25 – 31/03/25

Please note that some complaints were for 2 or more departments.

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-25	1	Bolsover	Customer is not happy with information provided by a Council Officer and that information is not passed between departments.	Customer Services	3
	1	Shirebrook	The customer is not happy as they do not feel their account has been credited with the money paid in.		
	1	South Normanton	Customer is not happy that their recycling side waste has not been collected or with the attitude of a Customer Advisor.		
	1	Bolsover	Customer is not happy with their Housing Application band and feels they should be offered a property. They also have complaints about damp and mould in their current property.	Housing	4
	1	Tibshelf	Customer is not happy that the Contractors carrying out the Stock Condition Survey did not arrange an appointment as requested		
	2	Whitwell	Customer is not happy that they were not contacted by Careline following a relatives fall.		
			Customer has complained about the behaviour of the Tenancy Management Officer.		
	1	Barlborough	Customer is not happy that conflicting information has been received regarding an invoice and promised maintenance has not been carried out.	Housing Repairs and Maintenance	6
	3	Bolsover	Customer is not happy that their repair has taken multiple jobs to fix.		
			Customer is not happy with their Housing Application band and feels they should be offered a property. They also have complaints about damp and mould in their current property.		
			Customer has made a complaint about the long-standing repair issue		
	1	Hilcote	Customer is not happy with the Repair Co-ordinators attitude or behaviour.		
	1	Langwith Junction	Customer is not happy with the attitude or behaviour of one of the Council's Contractor Operatives.		
	1	Pleasley	Customer has made a complaint regarding Planning Enforcement and private land matters.	Planning	2

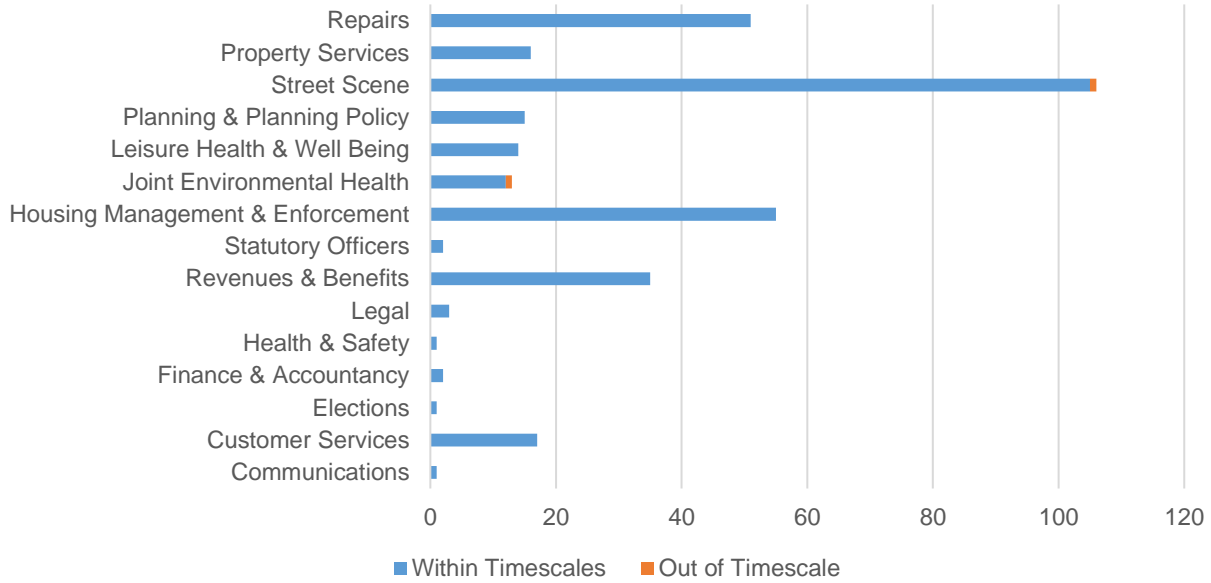
Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	Customer has complained that a Planning Officer Report has been changed following an appeal to the Planning Inspectorate.		
	1	Creswell	Customer has complained the Council have not provided enough notice regarding the demolition of their outhouse.	Property Services	2
	1	Whitwell	Customer has complained about the lack of service and lack of communication about a repair on a street light.		
	1	Arkwright	Customer has made a complaint about the way they were spoken to by a Benefits Officer	Revenues	3
	1	Barlborough	Customer is not happy that conflicting information has been received regarding an invoice and promised maintenance has not been carried out.		
	1	Out of Area - Barlow	Customer is not happy with the communication they have had with the Business Rates Team resulting in a large bill.		
	1	Out of Area - London	Customer believes they did not receive the truthful answer to a question raise at a full Council meeting.	Statutory Officer	1
	1	Barlborough	Customer is not happy their burgundy bin has not been collected and feels the collection service is not good enough	Street Scene	11
	2	Bolsover	Customer is not happy that the black bin has been missed on 2 occasions and was also not emptied on the mop up round.		
			Customer is not happy that the bin has been missed twice in the last 5 weeks. The customer pays for the bins to be cleaned in advanced which means the payment has been made but the bins have not been able to be emptied.		
	1	Clowne	Ongoing issue with black and burgundy bin collections.		
	1	Creswell	Customer has complained that the Grounds Maintenance Team have caused damage to their property and left the garden a mess following the work.		
	3	Shirebrook	Customer has complained regarding the black bin capacity.		
			Customers burgundy bin has been missed on several occasions.		

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customer is not happy with the attitude and behaviour of a Refuse Crew Operative.		
	1	South Normanton	Customer is not happy that their recycling side waste has not been collected or with the attitude of a Customer Advisor.		
	1	Westhouses	Customer not happy that their bin keeps getting missed. The customer was told that both bins would be emptied but only the black got emptied		
	1	Whitwell	Customer has ongoing issue with missed burgundy and black bin collections. The bin is sometimes also missed on the mop up round.		
Total Stage 1's for January 2025. Split by department					32
Total Stage 1's for January 2025.					29
Feb-25	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Customer Services	4
	3	Unknown	Customer has complained regarding the disabled parking at the Arc.		
			Customer complained regarding the length of time it has taken to send a response and the enquiry not being answered fully.		
			Customer is unhappy with Revenues and Contact Centre kiosk not working correctly.		
	1	Pinxton	Customer is not happy regarding an issue that is being reviewed by Environmental Health	Environmental Health	1
	2	Clowne	Customer is not happy with how their housing application has been handled, including the communication with Housing Allocations team.	Housing	4
			Customer has complained about the Community Enforcement Rangers communication.		
	1	Creswell	Customer believes that they should be eligible for a bungalow due to disability exceptions.		
	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Housing Repairs and Maintenance	4
	1	Creswell	Customer has complained about damp and mould issues in their property.		

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer has complained about shock from their electric shower and it setting on fire.		
	1	Shuttlewood	Customer has complained regarding the attitude of a Repairs Planned and that their request for visits to be prearranged was not followed.		
	1	Tibshelf	Customer is not happy with the number of housing disrepairs in the Council Property		
	1	Palterton	Customer has complained about the behaviour of 2 Swimming Instructors	Leisure	2
	1	Unknown	Customer is not happy that you cannot buy two swimming sessions at once.		
	1	Clowne	Customer has complained about the Planning departments lack of communication concerning two developments within Clowne.	Planning	1
	2	Unknown	Customer complained regarding the length of time it has taken to send a response and the enquiry not being answered fully.	Revenues	2
			Customer is unhappy with Revenues and Contact Centre kiosk not working correctly.		
	1	Langwith	Customer would like to complain regarding actions taken by the Grounds Maintenance team.	Street Scene	1
Total Stage 1's for February 2025. Split by department					19
Total Stage 1's for February 2025.					16
Mar-25	1	Pinxton	The customer is unhappy with the way a Customer Advisor handled a call about a missed bin.	Customer Services	1
	1	South Normanton	The customer is complaining about the lack of action taken by the Council regarding the state of litter in South Normanton.	Environmental Health	1
	1	Langwith	Customer is complaining about how the Tenancy Management Officer spoke to them when they called.	Housing	2
	1	Shirebrook	Customer has complained regarding their communication with the Housing Rents team.		
	1	Out of Area - Calow	The customer is not happy with how an issue was dealt with during their child's swimming lesson.	Leisure	1

Q4 Stage 1 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Clowne	Customer is unhappy with the number of disabled parking spaces and the lack of parent and child spaces.	Property Services	1
	1	South Normanton	The customer has received correspondence which are addressed to a prior resident on more than one occasion.	Revenues	2
	1	Unknown	The customer has complained concerning enforcement action taken regarding business rates.		
	1	Unknown	The customer is unhappy with the handling of a complaint by the Director of Governance and Monitoring Officer.	Statutory Officer	1
	1	Barlborough	The customer is having to keep chasing for work to be carried out and is not happy that no contact has been made with the Ground Maintenance Team	Street Scene	6
	1	Bolsover	The customer is unhappy with their burgundy bin being missed regularly.		
	1	Clowne	The customer is complaining about the conduct of the refuse crew.		
	1	Shirebrook	Customer has reported their assisted bin collection as missed on numerous occasions.		
	1	South Normanton	The customer is complaining about the lack of action taken by the Council regarding the state of litter in South Normanton.		
	1	Tibshelf	Customers bin has been missed on several occasions.		
Total Stage 1's for March 2025. Split by department					15
Total Stage 1's for March 2025.					14
Total Stage 1 Complaints for Q4 2024-2025. Split by department					66
Total Stage 1 Complaints for Q4 2024-2025.					59

Number of Stage 1 Complaints within target by department 2024-2025



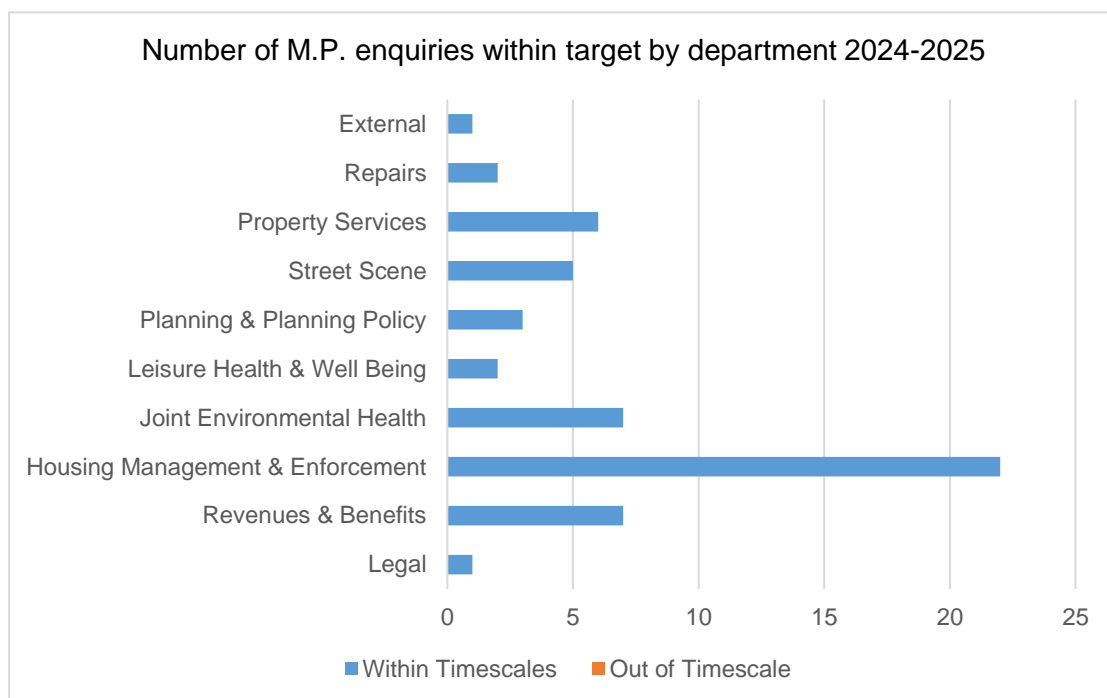
31/03/25			Within Timescale	Outside of Timescale
Services Directorate	Communications	1	1	0
	Customer Services	17	17	0
	Elections	1	1	0
	Finance & Accountancy	2	2	0
	Health & Safety	1	1	0
	Legal	3	3	0
	Revenues & Benefits	35	35	0
	Statutory Officers	2	2	0
Strategy Directorate	Housing Management & Enforcement	55	55	0
	Joint Environmental Health	13	12	1
	Leisure Health & Well Being	14	14	0
	Planning & Planning Policy	15	15	0
	Street Scene	106	105	1
Dragonfly Development Ltd	Property Services	16	16	0
	Repairs	51	51	0

Please note that some MP Enquiries were for 2 or more departments.

Q4 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jan-25	1	Barlborough	Customer would like overgrown tree cutting	External Organisation	1
	1	Clowne	Customer would like the Council trees overhanging their property to be pruned.	Street Scene	1
	1	New Houghton	Would like a response addressing residents' concerns regarding the permission of a metal foundry to operate.	Environmental Health	1
	1	Out of Area - Sheffield	Customers has raised concerns about their Housing Application being rejected.	Housing	2
	1	South Normanton	Customer has raised concerns over repairs needed at their property and their neighbour's tenancy.		
	1	South Normanton	Customer has raised concerns over repairs needed at their property and their neighbour's tenancy.	Housing Repairs and Maintenance	1
Total MP Enquiries for January 2025. Split by department					6
Total MP Enquiries for January 2025.					5
Feb-25	1	Bolsover	Customer would like information on how to proceed with a domestic violence homelessness housing application.	Housing	2
	1	Out of Area - Alford	Customer would like to know why they have been denied access to the housing register as they feel they have a local connection.		
Total MP Enquiries for February 2025. Split by department					2
Total MP Enquiries for February 2025.					2
Mar-25	1	Bolsover	Customer would like the MP to look in to why their housing application was suspended.	Housing	3
	2	Shirebrook	Customer would like the MP to look at their housing application, and they feel they have provided enough evidence for their connection to Bolsover.		

Q4 MP Enquiries 2024/25					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
			Customer has raised an enquiry regarding discrimination in council bungalow allocation.		
Total MP Enquiries for March 2025. Split by department					3
Total MP Enquiries for March 2025.					3

Total MP Enquiries for Q4 2024-2025. Split by department					11
Total MP Enquiries for Q4 2024-2025.					10



M.P. Enquiries recorded by department 01/04/24 – 31/03/25			Answered Within Timescale	Answered Outside of Timescale
	Legal	1	1	0

Services Directorate	Revenues & Benefits	7	7	0
Strategy Directorate	Housing Management & Enforcement	22	22	0
	Joint Environmental Health	7	7	0
	Leisure Health & Well Being	2	2	0
	Planning & Planning Policy	3	3	0
	Street Scene Property Services	5	5	0
		6	6	0
	Repairs	2	2	0
External		1	1	0

Appendix 3 (F) Stage 2 Complaints by department 01/01/25 – 31/03/25

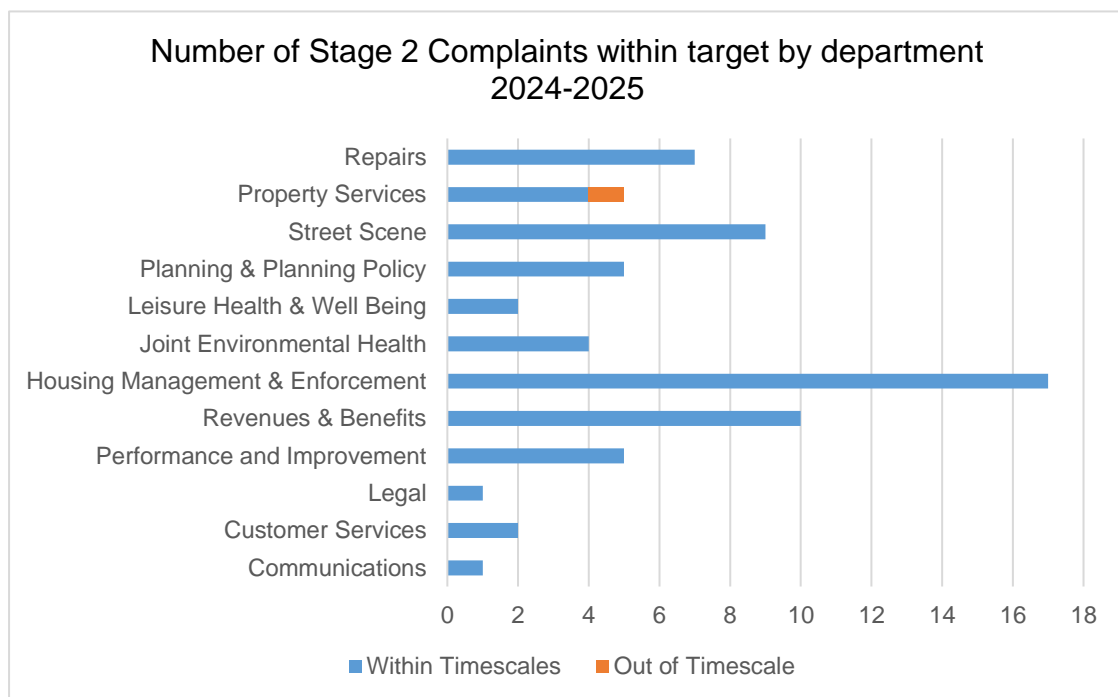
Please note that some complaints were for 2 or more departments.

Q4 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-25	1	Shirebrook	The customer has escalated their complaint regarding a payment made at the Contact Centre.	Customer Services	1
	1	Unknown	Customer has requested a stage 2 complaint regarding not being given complete information regarding a grant.	Housing	1
	1	Unknown	Customer has requested an FOI internal review as believes an exemption has been applied incorrectly on their FOI request regarding software information.	Performance	1

Q4 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	Customer has escalated their complaint regarding a lack of compliance with health and safety measures outlined in a risk assessment during works to a Council car park.	Property Services	1
Total Stage 2's for January 2025. Split by department					4
Total Stage 2's for January 2025.					4
Feb-25	1	Whitwell	Customer has escalated their claim regarding the Tenancy Management Officer.	Housing	1
	1	Bolsover	Customer would like to escalate their complaint regarding ongoing rendering works.	Housing Repairs and Maintenance	1
	1	Pleasley	Customer would like to escalate their complaint regarding Planning Enforcement and private land matters.	Planning	2
	1	Unknown	Customer would like to escalate their complaint regarding a Planning report being removed following an appeal and concerns regarding a broader issue of errors.		
	1	Creswell	Customer would like to escalate their complaint regarding the demolition of their outbuilding and a lack of communication.	Property Services	1
	1	Out of Area - Barlow	Customer would like to escalate their complaint to a stage 2 regarding communication they have had with the Business Rates Team resulting in a large bill.	Revenues	1
Total Stage 2's for February 2025. Split by department					6
Total Stage 2's for February 2025.					6
Mar-25	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Customer Services	1
	1	Pinxton	Customer is not happy regarding an issue that is being reviewed by Environmental Health	Environmental Health	1

Q4 Stage 2 Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Housing	1
	1	Pinxton	Customer is dissatisfied with the response received following enquiries about their sister's tenancy.	Performance	1
	1	Clowne	Customer has complained about the Planning departments lack of communication concerning two developments within Clowne.	Planning	1
	1	Langwith	Customer has escalated their complaint regarding the Grounds Maintenance knocking down the fence.	Street Scene	1
Total Stage 2's for March 2025. Split by department					6
Total Stage 2's for March 2025.					4

Total Stage 2's for Q4 2024-2025. Split by department	16
Total Stage 2's for Q4 2024-2025.	14



A - Stage 2 Complaints recorded by department 01/04/24 – 31/03/25		
---	--	--

			Answered Within Timescale	Answered Outside of Timescale
Services Directorate	Communications	1	1	0
	Customer Services	2	2	0
	Legal	1	1	0
	Performance and Improvement	5	5	0
	Revenues & Benefits	10	10	0
Strategy Directorate	Housing Management & Enforcement	17	17	0
	Joint Environmental Health	4	4	0
	Leisure Health & Well Being	2	2	0
	Planning & Planning Policy	5	5	0
	Street Scene	9	9	0
Dragonfly Development Ltd	Property Services	5	4	1
	Repairs	7	7	0

Appendix 3 (F) Ombudsman Complaints by department 01/01/25 – 31/03/25

Please note that some complaints were for 2 or more departments.

Q4 Ombudsman Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-25	1	Pinxton	The complainant, Mr X, complains about the lack of maintenance to the graveyard where his parents are buried.	Street Scene	1
Total Ombudsman Complaints for January 2025. Split by department					1
Total Ombudsman Complaints for January 2025.					1
Total Ombudsman Complaints for February 2025. Split by department					0

Q4 Ombudsman Complaints 2024/25					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman Complaints for February 2025.					0
Mar-25	1	Out of Area - Barking	Mr X complained the Council caused a land ownership dispute between he and another party. Mr X believes he is now at a financial loss because he has had to resolve this dispute at a Tribunal, including legal costs. He also said he has been unable to build on the land, he believes to be his, thereby causing a loss of earnings. Mr X wanted the Council to compensate him for his losses.	Legal	1
	1	Shirebrook	Mr X said he paid a sum of money into a Council payment machine which was not fully accounted for. He said this meant £20 was not put onto a payment he made. Mr X wants the Council to make up the difference.	Customer Services	1
Total Ombudsman Complaints for March 2025. Split by department					2
Total Ombudsman Complaints for March 2025.					2
Total Ombudsman Complaints for Q4 2024-2025. Split by department					3
Total Ombudsman Complaints for Q4 2024-2025.					3

G – Ombudsman's Summary 01/04/24 – 31/03/25	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
The complainant, Mr X, complains about the lack of maintenance to the graveyard where his parents are buried.	LGSCO	8/1/25	Street Scene	24/2/25	We will not investigate Mr X's complaint about graveyard maintenance. This is because there is insufficient evidence of fault by the Council to warrant an investigation.
Mr X complained the Council caused a land ownership dispute between he and another party. Mr X believes he is now at a financial loss because he has had to resolve this dispute at a Tribunal, including legal costs. He also said he has been unable to build on the land, he believes to be his, thereby causing a loss of earnings. Mr X wanted the Council to compensate him for his losses.	LGSCO	27/3/25	Legal	27/3/25	We will not investigate Mr X's complaint because he has an alternative legal remedy through the courts, and it would be reasonable for him to use that alternative remedy.
Mr X said he paid a sum of money into a Council payment machine which was not fully accounted for. He said this meant £20 was not put onto a payment he made. Mr X wants the Council to make up the difference.	LGSCO	28/3/25	Customer Services	28/3/25	We will not investigate Mr X's complaint. The Council investigated his complaint and said the payment had not been made and Mr X disputes this. Because there is no other evidence we can consider, we cannot reach a conclusion and so there is no worthwhile outcome we can achieve.

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 16th June 2025

Damp and Mould Policy

Report of the Assistant Director Housing Management

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

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the Damp and Mould Policy. Committee's comments will be considered prior to Executive approval of the policy.

REPORT DETAILS

1. Background

- 1.1 Bolsover District Council, as a landlord, is responsible for maintaining the properties it owns and manages in line with the relevant regulations, legislation and guidance. This includes keeping tenants' homes safe from hazards under the Health and Safety Rating System (HHSRS) under the Housing Act 2004, one of those hazards is identified as damp and mould.
- 1.2 The Housing Ombudsman published a spotlight report on damp and mould in October 2021, which stated landlords should take a zero-tolerance approach to damp and mould.
- 1.3 The Social Housing (Regulation) Act 2023 introduced "Awaab's Law." 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.
- 1.4 'Awaab's Law' requires landlords to fix reported health hazards within prescribed timescales and provides greater powers to the Regulator of Social Housing to ensure housing providers are managing condensation, damp and mould effectively
- 1.5 The Housing Ombudsman has published a severe maladministration report in October 2024 specific to damp and mould – timeliness.

- 1.6 Awaab's Law will come into force for the social housing sector from **October 2025**, with a phased implementation approach. Specific to damp and mould, social landlords are required to investigate reported damp and mould hazards within 14 days, with a written report issued within 48 hours. For hazards posing a significant risk to health or safety, repair work must begin within 7 days of the investigation. Emergency repairs, defined as those presenting an immediate and significant risk, must be completed within 24 hours. Where work cannot be undertaken within this timescale alternative accommodation would need to be provided.

2. Details of Proposal or Information

- 2.1 We have produced a Damp and Mould Safety Policy which is attached at Appendix 1. The key aim of this policy is to raise awareness of the issues surrounding damp and mould for those living in our properties and to set out the Council's zero-tolerance approach to addressing and resolving reports of damp and mould in its tenanted properties.
- 2.2 In addition the Policy will;
- Provide a clear framework for identifying, reporting, and addressing damp and mould issues.
 - Ensure timely and effective responses to reports of damp and mould, and to ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles, repairing leaks to pipework, etc.) are carried out as quickly and efficiently as possible to minimise impact on the health of the resident and damage to the structure, fixtures and fittings of the property.
 - Promote tenant awareness and provide access to information in a variety of formats, and access to support to help residents prevent and reduce risks of damp and mould in their homes.
 - To ensure all tenants are treated in a fair, respectful, empathetic and consistent way.
 - Comply with relevant legislation and regulatory standards, including the Housing Health and Safety Rating System (HHSRS).
- 2.3 The Council will ensure that all resident facing housing officers and operatives are responsible for spotting damp and mould, reporting and recording information they gather. Relevant training will be provided. We will ensure that Dragonfly Management staff and subcontractors will be competent to diagnose and remedy damp / mould issues. And that all reports of damp and mould will be fully assessed and responded to appropriately to minimise the risk of conditions returning.
- 2.4 This Policy explains the Council's legal obligations and goes into detail about how we will ensure we meet these legal obligations, specifically how we will triage and inspect reports of damp and mould and how we will ensure we meet the timescales as set out in Awaab's Law.
- 2.5 The Policy has some definitions around the subject of damp and mould and refers to tenant responsibilities in ensuring they take reasonable measures to help reduce

conditions that lead to condensation, damp and mould. This reiterates the tenancy agreement and the requirement that a tenant reports a repair and allows access upon 72 hours notice for repairs to be actioned.

- 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 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 damp and mould is actioned within legislative timescales.

4 Alternative Options and Reasons for Rejection

- 4.1 No alternative options are proposed as the policy is required to meet relevant regulations, legislation and guidance.

RECOMMENDATION(S)

1. That Members review the attached Damp and Mould Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

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 direct financial implications arising from this report.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details:		
The legal obligations are listed within the policy. The policy has been developed in line with the legal and regulatory requirements.		
Failure to discharge our responsibilities and obligations surrounding a hazard such as damp and mould could result in disrepair claims under Homes (Fitness for Human		

habitation) Act 2018, Defective Premises Act 1972 or Environmental Protection Act 1990.

Failure to comply with the Social Housing (Regulation) Act 2023 including Awaab's Law could result in unlimited fines, poor inspection results or imposing other management arrangements to manage social housing.

On behalf of the Solicitor to the Council

Staffing Yes ☐ No ☒

Details:

There are no Staffing implications in the Report or arising from the proposed Damp and Mould Policy as this will be delivered by existing officers.

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:

An Equality Impact Assessment (EIA) is being undertaken and the policy aims to address equality and diversity issues to enable tenants to be safe in their homes and free from damp and mould. Young families, disabled and older residents are more at risk if the policy is not followed.

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:

There are no specific implications for Climate Change and Sustainability arising from this report. When addressing issues with damp and mould, and improving insulation and ventilation, this will also improve the energy efficiency of our homes.

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

Yes ☐ No ☒

<p>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>(a) <input type="checkbox"/> (b) <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input checked="" 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? <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 Stock Management Group, Housing Liaison Board</p>
--	---

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

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

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION:

Appendix No	Title
1	Damp and Mould 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



Damp and Mould 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	Damp and Mould 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. Aims and Objectives	5
4. Strategic Context	6
5. Definitions	6
6. Roles and Responsibility for Implementation	7
7. Legislation, Guidance and Regulatory Standards	7
8. Responsibilities	8
9. Responding to a report	9
10. Data and Records	11
11. Resident Engagement	11
12. Performance Reporting	11
13. Significant Non-Compliance and Escalation	12

1.Introduction

Bolsover District Council is committed to ensuring that all tenants live in safe, healthy, and well-maintained homes. We recognised the impact that damp and mould can have on the health and wellbeing of our tenants.

This Policy has been developed to respond to the problems highlighted by the Housing Ombudsman, Regulator of Social Housing and to comply with Awaab's Law.

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. Within this policy, "the Council" this includes the Housing Department and Dragonfly Management delivering their service to the Council.

2. Scope

This policy outlines the Council's approach to managing damp and mould in homes (habitable rooms). It is aimed at ensuring residents receive appropriate information regarding the causes and control of damp, and mould as well as how the Council carry out our duties in relation to the provision of a "healthy and safe" home. The policy does not apply to outbuildings, passageways, or porches.

This policy 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 to maintain a healthy and safe environment 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. Aims and Objectives

The key aim of this policy is to raise awareness of the issues surrounding damp and mould for those living in our properties and to set out the Council's zero-tolerance approach to addressing and resolving reports of damp and mould in its tenanted properties.

In addition the Policy will;

1. Provide a clear framework for identifying, reporting, and addressing damp and mould issues.

2. Ensure timely and effective responses to reports of damp and mould, and to ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles, repairing leaks to pipework, etc.) are carried out as quickly and efficiently as possible to minimise impact on the health of the resident and damage to the structure, fixtures and fittings of the property
3. Promote tenant awareness and provide access to information in a variety of formats and access to support to help residents prevent and reduce risks of damp and mould in their homes. **INSERT WEBSITE LINK**
4. To ensure all tenants are treated in a fair, respectful, empathetic and consistent way.
5. Comply with relevant legislation and regulatory standards, including the Housing Health and Safety Rating System (HHSRS).

4. Strategic Context

4.1 This Policy and its delivery is compatible with the following Council policies and documents:

- **Tenancy Agreement** – a contract between a tenant and the Council setting out the legal terms and conditions of the tenancy.
- **Housing Repairs Handbook** – sets out how the Council will provide a repairs service to tenants. The Handbook also sets out the tenants' responsibilities for maintaining their home.
- **The Council's Compliments, Comments and Complaints Policy**
- **Lettable standard** - sets out the minimum standard properties will meet when they are let to new tenants

5. Definitions

This is not an exhaustive list and highlights commonly used terminology.

- **Damp: refers to** an excess of moisture in a building, typically resulting from either condensation, penetrating damp or rising damp. It can cause damage to buildings and harm the health of occupants if not treated
- **Condensation:** occurs when warm, moist air touches a cooler surface such as tiles, windows, or walls. If left for a long period of time, it can cause damp and/or mould.
- **Penetrating damp:** water penetrates the fabric of the building from the outside to the inside, for example, because of a leaking roof.
- **Rising damp:** water that rises through fabric and brick walls of a building after being absorbed from the surrounding ground.

- **Mould:** is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering. It appears as fuzzy or slimy patches in various colours, often black or yellow. Mould needs to be removed carefully to avoid spreading spores and to prevent it causing ill health.
- **Vulnerable Tenant;** a tenant who has characteristics that mean they are less able to cope with a situation which may impact on their health, safety or wellbeing and have an increased need for support.
- **Habitable rooms;** policy only applies to living areas within the home, not outbuildings, passageways or porches

6. Roles and Responsibility for Implementation

The Council has overall responsibility for the Policy. 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 repairs and maintenance and ensuring compliance with damp and mould legislation.

It is the responsibility of all officers to ensure the Damp and Mould Policy is understood and implemented. Monitoring of the performance and delivery of the Policy will be reported to Housing Stock Management Group on a quarterly basis.

7. Legislation, Guidance and Regulatory Standards

- **Housing Act 2004, Housing Health and Safety Rating System (HHSRS),** This places a legal duty on landlords to assess and regularly review the condition of their properties to ensure that properties are safe and free from hazards. This includes issues related to damp and mould.
- **Housing Act 2004, Part 1,** this requires the local authority to take into account the impact of health and safety hazards in housing on vulnerable occupants, when deciding on what action to take to improve conditions.
- **Homes (Fitness for Human Habitation) Act 2018:** This act requires landlords to ensure their properties are fit for human habitation at the beginning and throughout the tenancy. This includes addressing issues like damp and mould.
- **Environmental Protection Act 1990:** This act can be used to address statutory nuisances, including damp and mould, that are prejudicial to health.
- **Defective Premises Act 1972** – this sets out a duty of care to carry out repairs, ensuring that all individuals who could be affected by relevant defects are

reasonably safe from person injury or damage to their property as a result of the defects.

- **Landlord and Tenant Act 1985:** This act requires landlords to keep the structure and exterior of the property in repair. The Council will respond to and fix repairs which are required to address damp and mould issue.
- **Decent Homes Standard:** This standard requires social housing to be free of serious hazards, including those caused by damp and mould.
- **Building Regulations 2010:** When undertaking controlled work, such as improvements to heating and ventilation systems, landlords must comply with these regulations.
- **Awaab's Law:** Coming into effect from October 2025, this law mandates that social landlords must investigate and fix dangerous damp and mould within set time periods and repair all emergency hazards within 24 hours.

8. Responsibilities

The Council's Responsibilities:

- All resident facing colleagues and operatives are responsible for spotting damp and mould, reporting and recording information they gather.
- We will ensure that all reports of damp and mould will be fully assessed and responded to appropriately to minimise the risk of conditions returning.
- Dragonfly Management staff and subcontractors will be competent to diagnose and remedy damp / mould issues.
- A detailed stock condition survey will be carried out on each property at least every 5 years, including an assessment against HHSRS to ensure that properties remain free from Category 1 and 2 hazards.
- Relevant Managers within the Council and Dragonfly Management are responsible for ensuring the policy is understood and followed for existing and new colleagues.

Tenant Responsibilities:

- The tenants' responsibilities are set out in the Tenancy Agreement and including the requirement to notify the Council immediately if any repairs are required at the Property which are the Council's responsibility.

- The tenant must give the Council, or its contractors access to the property provided a minimum of 72 hours prior written notice have been given to inspect for repairs, carrying out repairs, servicing equipment and/or for any other reasonable housing management purpose.
- All residents should seek advice and permission before carrying out any changes within their homes to ensure that any alterations do not contribute to damp and mould.
- Tenants are asked to carry out small practical measures to help reduce conditions that lead to condensation, damp and mould by:
 - Keeping temperatures within the home between 18 and 21
 - Drying washing outside where possible
 - Not putting furniture against outside walls to allow air flow
 - Opening windows or trickle vents during the day
 - Using mechanical ventilation where installed in the property, for example extractor fans in kitchens and bathrooms, and Positive Input Ventilation systems (PIV)
 - Informing the Council if their household circumstance changed, particularly if someone moves into the property.
- An information leaflet is on the Council's website **INSERT LINK**, this is regularly updated and sent out to tenants.

9. Responding to a report

Residents/tenants can report suspected damp and mould through a variety of methods

- Logging a repair - [repair online](#)
- By speaking to a Customer Adviser at one of our [contact centres](#), this can be either over the telephone (01246 242424) or in person.
- By [email](#).
- Via our Twitter page @BolsoverDC
- By writing to us at Bolsover District Council, The Arc, High Street, Clowne, Derbyshire S43 4JY

Process for dealing with reports of damp and mould

All initial reports of damp and mould will be recorded within the Housing Management System, utilising the repair diagnostics software to determine the priority, with consideration given to any tenant vulnerabilities.

Where an inspection is required, an appointment will be offered to attend the property as soon as possible within 10 working days.

During the inspection an assessment will be made by the Repairs Coordinator to establish the cause of the damp or mould. They will discuss any actions that can be taken to reduce the occurrence of mould by both the Council and the tenant.

The inspection outcome will be recorded on a form to capture all relevant information as set out below (Total Mobile generated form saved to swordfish)

- How and when the investigation was conducted, and the job title of the individual who conducted the investigation.
- Any following investigations that are required, and if so when they will take place
- If a hazard was found and if so what
- Whether the hazard is likely to pose a significant risk to residents' health or safety
- If it does pose a risk:
 - [If applicable] what temporary repairs are needed to make the property safe until the problem can be permanently rectified
 - what the Council will do to permanently rectify the problem and the likely timescales for this
- How to contact the Council with any queries

A copy of the report will be issued to the tenant within 2 working days of the inspection.

If the inspection result finds that there is a significant risk to the tenant, the Council will start work within 5 working days to make the property safe. This may include treatment of mould.

For minor works not affecting the tenants health, the repairs will be raised and completed as quickly as possible within the Councils existing repair priorities.

Specific vulnerabilities and tenants needs will be considered as part of this prioritisation process alongside the assessment of the risk.

Where there is a need for a technical specialist (e.g. specialist damp survey) this will be requested and completed within 10 working days. The tenant will be kept informed of the outcomes and any further work required.

Where it is deemed necessary for emergency works, these will be raised and completed within 24 hours of the inspection.

Following completion of the works, quality assurance checks will be carried by contacting the tenant to confirm if the issue has been resolved and ensure the tenants is satisfied with the completed works. This will be within 3 months of the work.

Tenants must allow access to carry out inspections and to carry out work to prevent damp and mould. Where access is not allowed, the Council will keep records of all attempts to carry out its duties to ensure compliance with legislation. The Council will follow its no access procedure and may take legal action against the tenant.

10. Data and Records

Information obtained from reports of damp and mould will be recorded and all remedial works actioned using our housing management computer system.

Data collection will be analysed to ensure we take a proactive and preventative approach to damp and mould.

We will use the data collection to identify trends in certain property types and will use this to inform future planned investment programmes such as loft insulation or window replacement.

11. Resident Engagement

The Council consider good communication essential to raise awareness of damp and mould. We will provide information leaflets and signpost to useful resources. We will ensure that this information is effective in helping residents avoid mould issues within their homes and is available in a number of different formats.

Supporting our tenants

Upon receipt of the repair, and/or the initial inspection we will seek to identify any health conditions of the tenant and the household which may create a need to prioritise the repairs.

Where extensive works may be required we will consider the individual circumstances of the household, and any vulnerabilities, and whether it is appropriate to move the tenant out of their home. In these circumstances we will provide alternative temporary accommodation until the works or repairs are completed.

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. Performance Reporting

The Council will report robust key performance indicator (KPI) measures for damp and mould repairs against the timescales set out above.

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:

Data – the total number of:

- Properties
 - Properties with open damp and mould cases
 - Total number of remedial works outstanding from D&M cases
 - Total number of overdue remedial works from D&M cases (broken down by how long outstanding under 3 months, 3-6 months, 6-12 months and 12months +)
 - Number of D&M cases classed as HHSRS hazards
 - Average time taken from receipt of D&M case to survey being completed.
 - Average time taken to complete remedial works following survey being completed
 - Number of cases where a tenant has been decanted as a result of the Hazard and work required
- **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

13. 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 Senior Repairs Coordinator (Dragonfly Management) in the first instance, who will agree an appropriate course of corrective action with the Head of Property (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.

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 16th June 2024

Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance on Council Estates

Report of the Portfolio Holder for Housing

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

PURPOSE/SUMMARY OF REPORT

- To inform Scrutiny of the completion of the recent review by Bolsover Tenants Challenge and Change Group.

REPORT DETAILS

1. Background

- 1.1 As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure (Appendix 1).
- 1.2 The review has taken place between June 2024 and March 2025, across six meetings and one day of site visits.
- 1.3 Tenants were supported by the Tenant Engagement Officer, Jane Calladine; the Housing Strategy and Development Officer, Joanne Wilson and Grounds Maintenance and Street Cleansing Manager, Richard Camps.

2. Details of Proposal or Information

- 2.1 The tenants chose to review the Grounds Maintenance on Council Estates (provided by Streetscene). Tenants had concerns on the quality of the service, whether voids gardens are being maintained to the required standard and the negative impact this can have on neighbourhoods.
- 2.2 As part of the review tenants spoke to a number of officers. They completed a site visit to three new build schemes, two existing estates with communal open space, and two void properties to assess the standard of grounds maintenance.

- 2.3 Tenants have looked at the different areas of ground maintenance - grass cutting, hedge cutting, weed spraying, assisted gardens service, and tree management and maintenance.
- 2.4 Tenants have reviewed works schedules and sought clarification on how the service adjusts when impacted by the weather.
- 2.5 The tenants have agreed recommendations across four areas (see section 6 Appendix 2):
- Clarification of responsibilities for both tenants and the Council.
 - Clarification of the current maintenance programme and potential factors which can impact planned works.
 - Evaluation of the quality of maintenance works and how this is assessed by the service.
 - Analysis of complaints related to grounds maintenance and action taken.
- 2.6 Attached at Appendix 2 is the final report from the review for Members information.

3. Reasons for Recommendation

- 3.1 In order to ensure good communication between the Member and Tenant Scrutiny functions, it is essential that Members are informed of completed reviews and their recommendations. This will ensure there is no duplication of review by Members into the same service area, allowing time for tenants recommendations to be implemented.

4 Alternative Options and Reasons for Rejection

- 4.1 Members could choose not to be informed of the work completed via tenant scrutiny, but this creates a risk of duplication of review work.

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Grounds Maintenance on Council Estates.

Approved by Councillor Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: Most of the recommendations can be accommodated within existing budgets. Recommendations 1.1, 1.2 and 3.3 require further investigation which may conclude that resources need to be adjusted in order to deliver further service improvement. If this is the case, further discussions will take place as part of the service managers budget setting process and reports submitted to Members/Executive for any significant changes to budget allocations/service delivery. Under Recommendation 4.2 use of Gov.Notify would likely be contained within the annual allowances given to each account (unlimited emails and 10,000 texts). On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no legal implications from the recommendations. On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: Further investigation in relation to Recommendations 1.1 and 3.3 may identify that additional staffing resource is required or that existing staffing resource needs to be adjusted to meet service demands. This would be brought back to the relevant committee/Executive for consideration if determined a suitable course of action. On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (Please speak to the Equality and Diversity Officer for advice)		
Details: Tenants engaged in the review have devised the recommendations in conjunction with officers, based on evidence assessed which included both anecdotal and documented evidence of tenant experience. Recommendations related to maintenance of grass, planting, hedges on communal open space will have a positive impact on older, potentially disabled residents who are more likely to reside in the adjacent properties.		
<u>Environment</u> Yes <input checked="" 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. (Please speak to the Climate Change Officer for advice) Details: Recommendation 2.1 aims to ensure that planting incorporated on new build schemes meets planning obligations while also being suitable for the location/tenants		

expectation and maintainable within existing service resources. Evidence shows recent biodiversity planting has not been appropriate/maintained.

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 checked="" 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 checked="" 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 checked="" type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>

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

The Tenant Engagement Strategy and our objectives link to the following corporate aims:

- Our Customers by providing excellent and accessible services

DOCUMENT INFORMATION:

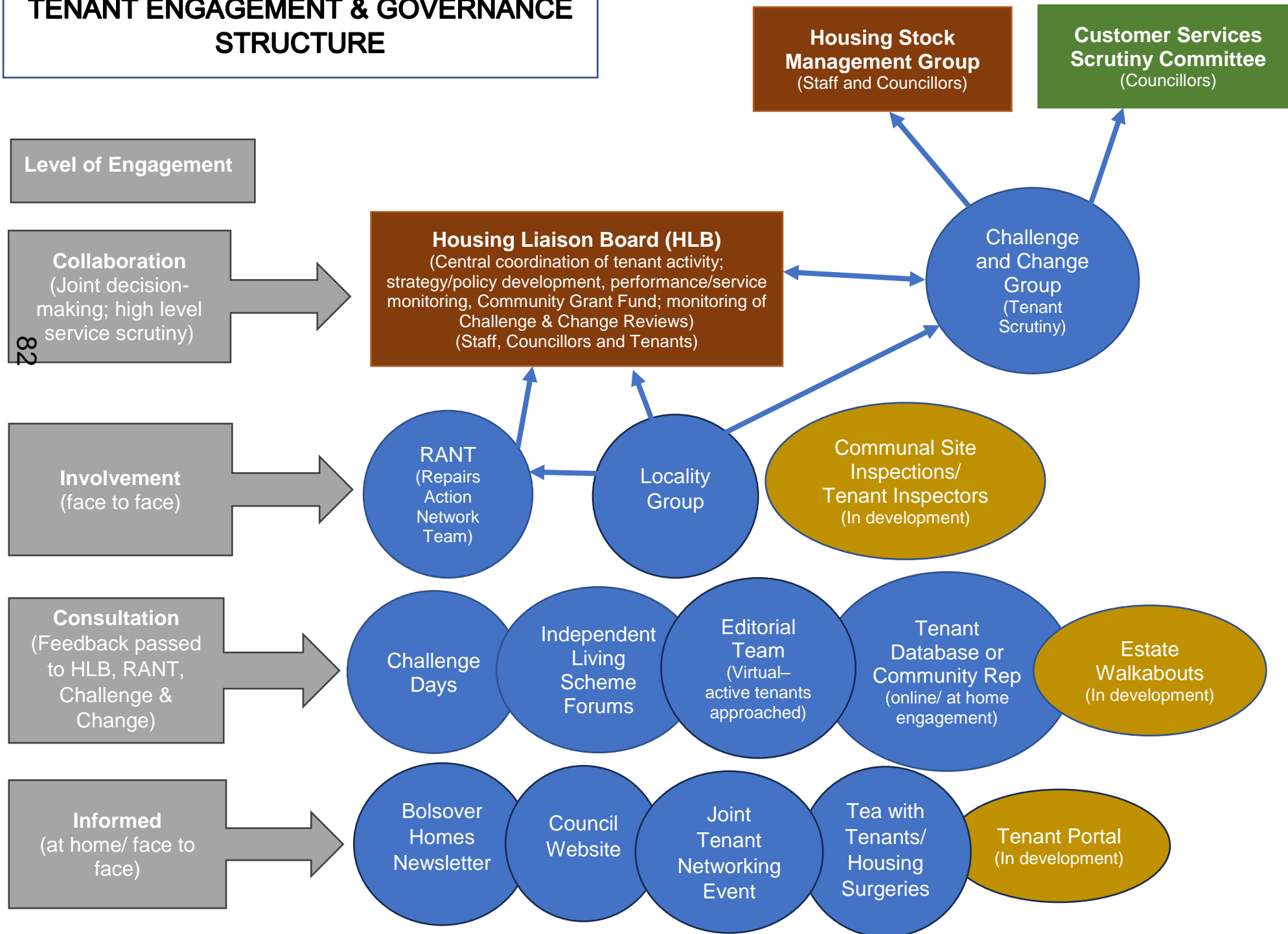
Appendix No	Title
1	Tenant Engagement and Governance Structure
2	Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance on Council Estates

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

TENANT ENGAGEMENT & GOVERNANCE STRUCTURE



Bolsover Tenants Challenge and Change Group



Review of Grounds Maintenance on Council Estates June 2024-March 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

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

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

Background image of Bolsover Tenants Challenge and Change Group front cover showing a magnifying glass over a red house - includes the Bolsover Council logo, Dragonfly Management logo and Tenant Approved logo.

Contents

1. Introduction	4
2. Reason for the review	4
Review Objectives	4
3. The Challenge and Change Working Group	4
4. The Investigation	5
Documents reviewed	5
Performance Data	5
Site Visits	5
5. The Review Process – Our evidence and questions to officers	6
Service response to Tenant queries	6
Complaints Analysis Q1-Q3 2024-2025 (Tenants)	13
Site Visits	14
New Build Schemes	14
Existing Properties	16
Void Properties	17
6. Findings and recommendations	18
7. Next Steps	24
Appendix 1: Tenancy Agreement	25
Appendix 2: Sample work schedules	26
Appendix 3: Sample Notification of Void Property	28
Appendix 4: Photos of site visits	29
New Build Schemes	29
Existing Properties	31
Void Property Photographs	33

1. Introduction

Bolsover Challenge and Change Group have discussed a number of areas for investigation. This review is of the Grounds Maintenance Service (provided by Streetscene). The review which has been undertaken by the Group has allowed tenants to examine how the Council is performing in this service area.

2. Reason for the review

Many of our council owned residential properties have communal gardens with trees, hedges and grassed areas. There are no specific targets or indicators within the Corporate Plan or service plans in relation to grounds maintenance/grass cutting. This is routine delivery by the Streetscene service. Tenants agreed that the quality of this service impacts on a neighbourhood's appearance.

Bolsover Challenge and Change Group have previously completed a review of the lettable standard. One of the standards is maintenance of the garden when a property is void. This review ties in with work from this earlier completed review.

The intention of this review was to gain a better understanding of the grounds maintenance/grass cutting service provided, issues of concern to tenants, to make recommendations for improvements, if and where applicable.

Review Objectives

1. Clarification of responsibilities for both tenants and the Council.
2. Clarification of the current maintenance programme and potential factors which can impact planned works.
3. Evaluation of the quality of maintenance works and how this is assessed by the service.
4. Analysis of complaints related to grounds maintenance and action taken.

3. The Challenge and Change Working Group

The following tenants were involved in this review working group:

- Steven Bramley
- Angela Sharpe
- Heather Fretwell
- Kathleen Blair
- Doreen Potts
- Catherine Morley
- John Wright
- Tracey Wright
- Antoni McRae
- Elma McRae
- Jackie Taylor

The group were assisted by:

- Joanne Wilson, Housing Strategy and Development Officer
- Jane Calladine, Tenant Engagement Officer
- Grounds Maintenance and Street Cleansing Manager, Richard Camps

4. The Investigation

Documents reviewed

Document Title	How it was reviewed
Bolsover District Council Tenancy Agreement	Document discussed within meeting on 19.12.24 and provided hard copy with relevant clauses highlighted.
Annual Complaints report	Document discussed within meeting 18.06.24 and a hard copy was provided later.
Grounds Maintenance compliments, comments, complaints	April to July 24 summary of compliments, comments, complaints and MP enquiries given at meeting 06.08.24. Further data covering complaints April-Dec 2024 received in January 2025 and added to analysis to check for trends/issues matching tenants findings.
Grounds Maintenance work schedules examples	Documents were given at the meeting 19.12.24

Performance Data

Type of Data	How it was reviewed
Satisfaction Data	Verbal update, based on Officer knowledge of the service, was given at the meeting on 18.06.24. Contact Centre Manager advised of issues that feature regularly in complaints.

Site Visits

The tenant group attended a full day tour, visiting a number of sites. The site visits covered several geographical areas looking at a range of properties including void properties.

5. The Review Process – Our evidence and questions to officers

Service response to Tenant queries

The tenant group attended several meetings with officers and completed a day of site visits. The site visits included several external communal areas and two void properties.

The tenant group wanted clarification on the whole service from officers, so requested responses to a series of questions to fully understand what is provided on communal grounds, hedges, trees, and empty properties. This enabled tenants to get a better understanding of service provision. The table below summarises the range of questions either within a meeting, site visit or via email enquiries.

	Objective 1	Clarification of responsibilities for both tenants and the Council.
	Tenants Question	Councils Response
1	Is there a Service Level Agreement between Housing Management and Streetscene?	There is no written Service Level Agreement.
2	What service is provided by Streetscene?	Regular cut of grass on both communal areas and grass verges on housing estates. Hedge trimming. There is no regular surveying or planned maintenance of trees, only responsive tree maintenance on a case-by-case basis. No pruning or weeding service is provided.
3	How are new tenants informed of their responsibilities to maintain their garden or that communal grounds maintenance is provided?	The Tenancy Agreement details tenant obligations for garden maintenance. At the sign-up appointment the Housing Assistant (Allocations) explains their tenancy obligations. Tenants are also shown their garden and any boundaries at this sign-up appointment. They are advised of communal grounds maintenance at their property. The Housing Assistant (Tenancy) visits them (2- 4 times in the first year of their tenancy) and checks the garden condition and reminds them of their tenancy obligations.
4	What garden maintenance is provided whilst a property is void?	An initial one-off cut then semi-regular cuts whilst void repair works are undertaken, with a final cut once the property is ready to let.

	Objective 1	Clarification of responsibilities for both tenants and the Council.
	Tenants Question	Councils Response
5	Why are grass cuttings not collected?	The service is cut and leave. Collecting cuttings would involve costs for transporting the cuttings and there are no means of disposing of/composting. Cuttings are blown back onto the grass to help feed the grass and keep any footpaths clear.
6	Would use of artificial turf be an option?	No. This is not an environmentally friendly option. Artificial turf would require cleaning, and the scale of installation would prove too costly.
7	When are hedges trimmed?	Due to nesting birds, and current resources limited hedge trimming takes place in the spring. In the spring/summer hedges are only trimmed on one side where they border footpaths. This is to keep footpaths clear for pedestrians. A full hedge cut is completed from October- March.
8	What height are hedges maintained at?	Most hedges are maintained to a height which they have been maintained at historically. This varies between sites, and we do occasionally carry out one off reduction to hedges to bring them back to a manageable height where it has become an issue and we have the resources.
9	How is the tree maintenance decided?	<p>Trees on housing land and within Bolsover District Councils wider district, are not part of a current planned programme of works. As such only responsive works are carried out as and when these are reported by a tenant/member of the public. The time window available for when tree maintenance can be carried out is restricted due to nesting birds in the spring/summer.</p> <p>There are currently more tree jobs needed on housing land, and within the whole district, than resources can support. This has resulted in a backlog of trees requiring work. Jobs are prioritised based on safety, damage, risk and impact on light.</p> <p>On occasion Streetscene do not have capacity to undertake specific tree work required to a large number of trees, in a specific geographical area at the same time. In this situation work has been carried out by contractors (at an agreed cost to the Housing Department).</p>

OFFICIAL

	Objective 1	Clarification of responsibilities for both tenants and the Council.
	Tenants Question	Councils Response
10	Should weed killer be used in areas around gutters?	Yes. In Feb/March, edges are sprayed, around posts and signs. Quad bike is used, 2 times per year. Spray applied to the front curb edges and back borders against pavements.

	Objective 2	Clarification of the current maintenance programme and potential factors which can impact planned works.
	Tenants Question	Councils Response
1	Are Streetscene notified of new build housing schemes and planning requirements for planting/biodiversity?	Streetscene have not traditionally been consulted at planning stage on recent new build properties. However, from evidence gathered during the review, this appears to be changing. The service area has been consulted on the most recent development (Woburn House).
2	How do you assess what level of service is required/frequency of visits needed for future upkeep for new build schemes?	When a site is nearing completion there is usually a walkaround with Streetscene, Area Co-Ordinator and Dragonfly. An agreement is made which areas are communal and what grounds maintenance Streetscene will be responsible for. This is then added to the routes for the teams at the usual frequencies.
3	When is grass cutting season provided?	Grass cutting service takes place mid-March-October. This includes roadside verges, open spaces and communal open plan areas.
4	How frequently is the grass cut during grass cutting season?	Cutting should be every 2-3 weeks depending on speed of grass growth which is normally dictated by the weather.
5	Have there been any changes to resources since COVID?	<p>There has been an increase in resources since COVID. Service previously employed full time staff plus 7 seasonal workers (March-October). At the end of 2020 4 of the seasonal workers were retained full time. This has created extra resources during the winter months, same resources in summer months.</p> <p>Current staff: 2 Area Co-Ordinators, 20 grounds maintenance staff, with 3-5 seasonal staff (employed March- October).</p>

	Objective 2	Clarification of the current maintenance programme and potential factors which can impact planned works.
	Tenants Question	Councils Response
		In 2024 service has faced several staffing shortages due to vacancies/staff sickness.
6	When land is too wet to cut following rainfall what work is carried out?	Some grass cutting will be done without the ride on mower, or the team will tend to one off cuts.
7	Self-set plants grow at different rates resulting in untidy hedges. Can self-set plants within hedges be removed?	Yes, they can be removed but if they are well-established it is difficult to remove stems from within the hedge. If Housing wish to fund extra work Streetscene could deal with these as one-off jobs.
8	Are arborists employed all year? How are they being utilised when tree cutting not being done?	Arborists are employed all year. Nesting bird season limits tree work they undertake. When they are not undertaking tree work they will complete other duties (grass cutting/hedge cutting/Assisted Gardening/voids).
9	Are there other reasons the grass might not be cut?	Dog mess on communal grass can lead to whole areas not being cut as scheduled. It is the dog owner/tenant responsibility to clear dog faeces. Streetscene staff are not expected to clear dog faeces or risk contact by cutting areas which are heavily soiled.
10	Can a remote-control mower be used on sloping ground?	A remote-control mower is an expensive piece of equipment. It is usually used where there are steep slopes making ride on/manual mowing difficult. We do not have many steep slopes that would warrant the cost of this equipment.
11	Is there a database of trees to use to draw up a programme for tree maintenance?	No, and this would require additional resources to create a database. Development Control hold the register of trees with Tree Preservation Orders (TPOs).
12	Can a calendar plan be produced showing when grass	This would be difficult as the plan is fluid and can change depending on the weather.

	Objective 2	Clarification of the current maintenance programme and potential factors which can impact planned works.
	Tenants Question	Councils Response
	cutting for each area is to be carried out?	
13	Is there a designated team that maintain the gardens when a property is void?	There are approximately 100+ void properties on the grounds maintenance list at any time. There is no dedicated team. The team who tend to void properties are also responsible for grounds maintenance at graveyards. On occasion the graveyards can take 3 weeks to cut which can lead to delays on void garden maintenance.
14	How are Streetscene notified of a void property that has a garden requiring maintenance?	Although there is this notice period before a tenancy ends Streetscene do not get any advance notice. When a tenant returns keys at the end of their tenancy Streetscene receive notification "Vacant House Garden Cut". This is added to the Void property list and triggers the initial one-off void cut. Streetscene have no indication/information on receiving this notification of the condition or size of the garden to plan this workload into their schedule. A site visit is required. With current resources it was noted that it would be help Streetscene plan the work if Repair Co-ordinators could take photographs of the garden when undertaking the void inspection and send this to Streetscene.
15	Can there be a rota published for Assisted Gardening like refuse collection?	No as the program for Assisted Gardening is fluid and can be changed depending on the weather. For example, if there has been a high volume of rainfall and the team cannot use ride on mowers they will move onto Assisted Gardening.
16	Do you notify tenants on Assisted Gardening when you are attending to avoid no access visits?	No, as the program is fluid. If no access is gained a duplicate missed visit card is left to notify the tenant.

It should be noted that the Assisted Gardening service was not initially included in the review. However, the review has evolved as it became evident that the Assisted Gardening service needed to be considered, as a number of those receiving the service were tenants.

	Objective 3	Evaluation of the quality of maintenance works and how this is assessed by the service.
	Tenants Question	Councils Response
1	Are any quality checks made of grounds maintenance completed work?	Yes, the Team Leader is responsible for the quality of the works and signs off the schedule for each site, on each visit.
2	Does the Streetscene Manager post inspect any communal grounds work?	The manager can do periodic inspections when out on site on other matters, but more regular inspections would require additional resources.
3	Is a quality check carried out on the standard of garden maintenance throughout the void period?	This is usually informal. When a Streetscene Area Co-ordinator is in an area carrying out their normal inspections they may stop and check the void properties in that area. For one off works, the Co-ordinator will often visit to specify the works, and then may follow-up during the works or after completion. The Team Leader is responsible for the quality of the works and signs off the paperwork.

	Objective 4	Analysis of complaints related to ground maintenance and action taken
	Tenants Question	Councils Response
1	What complaints are made on the grounds maintenance service?	<p>Tenants and residents do not have information available on what grounds maintenance is provided in their area, the frequency and standards. This can result in additional complaints.</p> <p>The following issues feature regularly in complaints:</p> <ul style="list-style-type: none"> • Not clearing grass cuttings follow a cut • Seasonal tree cutting • Grass cutting • Leaves/detritus which may have led to a trip/fall • Maintenance of larger gardens in older person's properties • Weedkiller usage and the impact on the edge of grassed areas and nearby planting • Hedge maintenance
2	How do Streetscene	RC stated this is informal. Presently Team Leader should pick up any issues. If several complaints or

	Objective 4	Analysis of complaints related to ground maintenance and action taken
	Tenants Question	Councils Response
	evidence/record issues reported?	issues received for the same area, we would look at this to see why, were the team called off the area to cover an emergency, absence of staff for sick leave.

Complaints Analysis Q1-Q3 2024-2025 (Tenants)

Time period	Number of Tenant Complaints	Reasons/Themes of Complaint	Action
Q1 Apr-Jun	2	<ul style="list-style-type: none"> • Delay in commencement of Assisted Gardening service. • Issues with vegetation around bungalow. 	<ul style="list-style-type: none"> • Apology for delay in assessment, completed and added to rota. • Informed Assisted Gardening service does not include weeding but one-off works completed to improve situation and reduce potential impact on property – tenant to maintain moving forward.
Q2 Jul-Sept	6	<ul style="list-style-type: none"> • Lack of maintenance of border planting at side of property. • Delay in commencement of Assisted Gardening service • Customer not receiving visits for Assisted Gardening scheme as expected and garden overgrown. • Quality of hedge maintenance. • Quality of grass cutting • Behaviour of operative 	<ul style="list-style-type: none"> • Area tended and added to maintenance list. • Works completed (delay due to demand on service for other works). • Apology, assessment completed and works commenced. • Customer had transferred property but new address not added to rota – tenancy sign up process amended. • Advised currently focussed on grass cutting season before commencing hedge cuts. • Clarified what areas are included in cutting. • Operative reminded of customer standards.
Q3 Oct-Dec	1	<ul style="list-style-type: none"> • Weeds encroaching from neighbouring land 	<ul style="list-style-type: none"> • Works completed – site was BDC land that had been missed on routine works due to being fenced off.

In comparison to the number of resident complaints there were 5 in Q1, 9 in Q2 and 0 in Q3.

Site Visits

The tenant group requested a site visit to look at several sites with communal ground maintenance and some void properties with gardens which the Council were happy to arrange.

The following is a summary of our visits on 17.09.24:

New Build Schemes

We visited some new build schemes due to issues raised by residents over the type of planting used at new build schemes. Officer knowledge and tenants living on new build schemes indicate that Streetscene may not have been consulted in the design process.

New Build Schemes	Observations
<p>Willow Close, Langwith</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> • large overgrowth of brambles from adjacent land which is not in BDC ownership. • High weed growth among new shrubs. 	<ul style="list-style-type: none"> • Large communal shrub bed along boundary onto Poulter Country Park (PCP). PCP not being maintained by DCC. Severe bramble overgrowth coming through chain fence causing overgrowth that cannot be maintained regular enough to keep flower bed tidy. • Should there be a new boundary treatment to prevent growth through? Who owns boundary DCC or BDC? • Lots of weeds growing in new flowerbeds throughout the site. Weed removal is not provided by Streetscene.
<p>The Paddock, Bolsover</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> • Site visited to look at hedge cutting • Buddleia high growth impeding visibility to car parking bays. • A communal lawn at rear of one block is not being maintained. 	<ul style="list-style-type: none"> • Hedge cutting noted to be satisfactory at the rear of the block near the entrance to the road. However, anecdotal evidence suggests that tenants are maintaining the hedge rather than the Council service so potentially not a true reflection of service delivery at this site. • Overgrow of inappropriate fast-growing plants installed around car parking bays obstructing access. Planting needs to be appropriate, slow growing/hardy.

New Build Schemes	Observations
	<ul style="list-style-type: none"> Established the rear lawn and shrubs had not been added to the schedule for this site.
<p>Ashbourne Court (extension)</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> Weed growth in large flowerbed at side of new build extension 	<ul style="list-style-type: none"> There is an untidy flower bed down the side of the new extension by the main road. This is not showing on council records as an area to be maintained by Streetscene. Can plants be removed and replace with grass? New flower bed in front of the communal room has dead foliage. Other flower beds are being planted twice a year with flowers which look nice, colourful and appear well looked after.

The group noted that the type of plants is often inappropriate, growing quickly with a lot of weed growth. A number of the schemes look overgrown, and the current service does not include provision for weeding or pruning of plants. The tenant group concluded that there is a gap in the current planning and design process whereby there is insufficient input from Streetscene services on appropriate planting for each scheme and the required future ongoing maintenance.

Prior to hand over of completed new build council residential properties the grounds maintenance should have been agreed. Streetscene need to add the grounds maintenance requirements to schedules and onto Mymaps. It was established during the review, using maps printed from Mymaps, that these are not always updated. This results in areas not being maintained. The tenants concluded there needs to be a process prior to handover where Dragonfly, Streetscene and Housing Management all meet and agree communal grounds maintenance to be provided at each site and to add to the schedules and update Mymaps.

Existing Properties

Tenants visited some existing estates due to issues raised by residents on hedge heights, and overgrown trees.

Existing properties	Observations
<p>Birks Close, Hodthorpe</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> Untidy hedges. 	<ul style="list-style-type: none"> Grass cutting appears well maintained. It appears that some residents may be cutting some of the communal lawn in-between cuts. Hedges - one hedge is being cut by two residents and looks well kept. Tenants expressed their concern that this is dependent on whose is residing in the adjoining properties and their ability/willingness to maintain. There is one pivot hedge with self-seeded plants growing within the hedge. These are growing at a different rate, making hedge look untidy and poorly maintained. Hedges need more than cutting, there is a need to remove self-set plants.
<p>Hides Green, Bolsover</p> <p>Reason for visit:</p> <ul style="list-style-type: none"> Overgrown decorative hedge Overgrown trees 	<ul style="list-style-type: none"> Throughout the site there are several overgrown trees blocking light, some touching the building Flowerbeds are no longer flower beds, shrubs are overgrown, so kerb/path edges are no longer visible. Children jumping in/over causing ASB issues. Weeds on path to private property with Rights of access needs maintaining. Former garage site- debris (leaves/twigs) can this be swept with road sweeper regularly?

It was noted that grass cutting was generally good. On existing schemes there is an issue of hedging and trees being overgrown. Tenants had an extensive discussion for setting lower hedge heights across the District. Self-set plants grow at different rates and need to be reduced or removed.

Void Properties

In 2024 the tenant group completed a review of the Void Process. The group's recommendations, for the garden condition during and on completion of a void, have been incorporated into the Lettable Standard. Tenants visited two void properties; one was ready to let, and one was void repair work in progress. The two visits provided an opportunity to monitor whether the new lettable standard relating to gardens is being met.

Void properties	Observations
14 Ridgeway Langwith Junction Reason for visit: <ul style="list-style-type: none"> works in progress 	<ul style="list-style-type: none"> Major void works- void date 19.05.24. Tenants were advised the garden was overgrown when property became void. Garden is not being maintained during void period. Grass was overgrown.
102 Slant Lane Shirebrook Reason for visit: <ul style="list-style-type: none"> Void work completed; property is ready to let 	<ul style="list-style-type: none"> Void period 14.07.24- 17.09.24. Tenants were advised the garden was well maintained and tidy when the property became void. Tenants noted the lawns and hedges were maintained to a good standard. The garden condition met the relet standard.

General Void comments
<p>Some properties have a rear garden via locked doors. Streetscene do not have keys to access rear gardens and can only maintain rear gardens if work operatives are on site when they visit.</p> <p>Tenants suggested at the termination inspection can Streetscene be updated with condition of the garden.</p> <p>Tenants queried whether Streetscene been provided with new relet standard?</p> <p>Streetscene note that they receive notification when a property is let and whether the grass/hedges need a final cut. Sometimes Streetscene experience difficulty in gaining access to rear gardens if new tenants are not in when they attend.</p>

Tenants viewed a good example of void garden maintenance and an example where garden maintenance is not as expected. It was noted that the standard of void garden maintenance can vary, often depending on the condition of the garden at the start of the void period. This raised the question of whether there is sufficient resource given for voids gardening where substantial gardening work is required. Tenants raised concern that long-term empty properties with untidy/unkept gardens have a negative impact on the neighbourhood.

6. Findings and recommendations

The following table summarises our findings and recommendations for improvement. The tenant group have not been given costings of service during the review. The group are aware that some of the recommendations require additional resources, which will have cost implications. The tenant group understand that these will need consideration from senior managers.

Objective 1: Clarification of responsibilities for both tenants and the Council

	Recommendation	Reason	Officer Comments
1.1	Streetscene to create a data base of all trees throughout the district. Complete a full tree survey. Complete ongoing regular tree surveys.	Currently there is no database of trees. A database can be used to plan a survey of all trees in the district and draw up a maintenance schedule. This would change the approach of tree management from reactive to planned. Regular surveys will be required to keep the program up to date. There will be a cost implication to this recommendation.	<u>Grounds Maintenance Service:</u> At present there is insufficient officer or operative resources to create an inventory of all Council tree stock. Creation of a Tree Officer post could enable this, along with proactive inspections. <u>Housing Management Service:</u> In support of this recommendation,
1.2	Consider contracting out tree maintenance or have a hybrid approach.	There is a backlog of tree work required and nesting birds limit the time available each year to complete the work. Contracting out some or all tree work would reduce the backlog of work. This could be considered on a larger scheme rather than individual trees. Clearing the back log of tree maintenance would allow a planned achievable program to be implemented. There will be a	<u>Grounds Maintenance Service:</u> Outsourcing of tree work would likely be more costly than an in-house service, with potential loss of control on how work is carried out. Larger-scale works have been

OFFICIAL

	Recommendation	Reason	Officer Comments
		cost implication to this recommendation.	<p>contracted out with clearly defined specification, and funded by Housing.</p> <p>The outsourcing of services costs significantly more to the Council and restrictive contracts often result in additional costs with less control over service delivery. Resources within the tree maintenance team are also deployed across other service areas when they are unable to work on trees due to nesting/weather.</p> <p><u>Housing Management Service:</u> This but would depend on cost of contractors versus need.</p>

The tenant group suggested that at new tenants sign up appointments the council and tenants' obligations in relation to garden/communal grounds maintenance is fully explained. During the course of this review officers have established that tenants are informed at sign up. Additionally, tenants are given information on how to make a complaint at sign up.

Objective 2: Clarification of the current maintenance programme and potential factors which can impact planned works

	Recommendation	Reason	Officer Comments
2.1	Streetscene to suggest planting schemes on new build council properties so that only self-maintaining, slow growing planting is provided.	Additional new build properties add to Streetscene workload with no additional resources given. Site visits revealed new planting schemes have substantial weed growth and overgrown shrubs. Current resources do not allow for weeding/pruning. Streetscene need to be able to maintain all new planting, so this needs to be self-maintaining/slow growing to reduce workload and will improve visual appearance on estates.	<p><u>Grounds Maintenance Service:</u> More input at planning stage could result in better long-term maintenance. Due to Planning requirements for biodiversity net gain more varied planting is included. More resources/equipment may also be required.</p> <p><u>Housing Management Service:</u> In agreement, Streetscene have been involved in the Woburn Development.</p>
2.2	Prior to handover of new build properties Streetscene to agree areas for grass/hedges that are to be maintained. Streetscene are to ensure this is added to Mymaps and work schedules.	The group have established that certain new build sites have had lack of service due to lack of planning /agreeing areas that need maintaining. Attending the site visits with plans from Mymaps it has been proven that grounds maintenance required at certain new build sites has not been recorded or added to the schedule. This resulted in areas not being maintained.	<p><u>Grounds Maintenance Service:</u> This is now happening on newer sites, and MyMaps can be updated to reflect.</p> <p><u>Housing Management Service:</u> In agreement, Streetscene have been involved in the Woburn Development but require clarification of who is responsible for updating Mymaps.</p>

	Recommendation	Reason	Officer Comments
2.3	Repair Co-Ordinators to take photographs of garden at void inspection and send to Streetscene Co-Ordinators.	This would enable Streetscene Co-Ordinators plan work required, to ensure the team that attend have the correct equipment and sufficient staff.	<u>Dragonfly Management (Bolsover) Ltd.:</u> This can be done as part of the void inspection which can then generate the instruction and photo's TM form that is emailed to Streetscene.

Objective 3: Evaluation of the quality of maintenance works and how this is assessed by the service

	Recommendation	Reason	Officer Comments
3.1	Implement 10% quality checks are completed by Streetscene Area Co-ordinator within 1 week of work being completed.	The only quality checks are currently carried by the Team Leader who is not impartial. The timescale is necessary to assess grass cutting standard before regrowth.	<u>Grounds Maintenance Service:</u> Informal quality checks are carried out by Co-ordinators on site visits, but this is not recorded. Comments or complaints from tenants are investigated.
3.2	Spot checks by Tenancy Management Officer, Housing Assistant (Tenancy) without the team knowing when and where checks are to take place.	This would allow for an impartial check on the standard of work by the Housing Department. This would allow monitoring of the service and whether the service is delivered to a satisfactory standard.	<u>Housing Management Service:</u> The team workload is currently too high to incorporate this but we could ask the team to report back if they see anything of concern whilst they are

	Recommendation	Reason	Officer Comments
			out on visits in the district.
3.3	Set up a dedicated team within Streetscene to work solely on void properties/Assisted Gardening.	There are currently delays in maintaining void gardens due to other commitments, for example to cut graveyards. This results in overgrown, untidy gardens at void properties which can have a detrimental effect on the neighbourhood. A dedicated team would ensure void properties are given the required level of priority alongside wider service requirements.	<u>Grounds Maintenance Service:</u> The Voids team also work on closed churchyards, and the difference in standard of the garden at tenancy surrender means some properties need far more work to bring them to an acceptable standard. <u>Housing Management Service:</u> We would need to do further work to understand the costs vs the benefits e.g. turning voids around quicker

Objective 4: Analysis of complaints related to grounds maintenance and action taken

	Recommendation	Reason	Officer Comments
4.1	Streetscene to analyse complaints data.	At the meeting on 24.03.25 it was confirmed there is no analysis undertaken of complaints on the grounds	<u>Grounds Maintenance Service:</u>

	Recommendation	Reason	Officer Comments
		maintenance service. Analysing complaints will establish trends which can lead to customer influenced improvements.	Themes of complaints are discussed at Contact Centre meetings
4.2	Streetscene to publish via social media, contact centre/town centre boards & Use email/text service to notify tenants on Assisted Gardening that they will be visiting within a date range.	On attending an Assisted Gardening, if there is dog faeces in the lawn, they will not cut the grass. On occasion Assisted Gardening tenants are not in when the team attend. These missed visits and dog faeces issues result in gardens being overgrown, impacting on the appearance of the local area. Prior notification may result in less missed visits due to no access and provide the tenant an opportunity to clear up dog faeces.	<u>Grounds Maintenance Service:</u> This could be implemented for assisted gardens using the GovNotify text service (if tenants sign up), but may still be subject to change at short notice due to weather, breakdowns or staffing issues.
4.3	Housing Assistants (Tenancy) to obtain feedback from new tenants at New Tenancy visits on standard of communal gardening/Assisted Gardening.	Officers are in contact with new tenants up to 4 times a year. Officers can use this opportunity to capture tenant feedback on standard of garden when property let and ongoing communal maintenance.	<u>Housing Management Service:</u> We can capture tenant feedback by adding a question to the New Tenant Visit form. We can consider adding a question to the New Letting Satisfaction survey about condition of the garden when the property was let.
4.4	Streetscene to consider publishing when they are working in an area via of Bolsover District Council website, Contact Centre/town centre boards, text	There is limited information available for tenants to know what service is provided by Streetscene and how often. This can lead to additional complaints. For example, grass cuttings not collected, when are they attending? This could	<u>Grounds Maintenance Service:</u> This could be done, but possibly less detailed (e.g. "we are starting

	Recommendation	Reason	Officer Comments
	service/emails/social media posts.	result in greater customer satisfaction, reduced calls to contact centres, less complaints.	mowing from next week” or “teams are out gritting Council areas this morning, so normal works may be impacted.” Other general posts could be considered (concerning dog fouling, collection of grass cuttings)

7. Next Steps

The Challenge and Change Group welcome consideration of this report by senior management and Scrutiny Councillors. The report includes recommendations and an outline action plan which can be developed further in order to implement the recommendations. We welcome further discussion with Housing Liaison Board once this report has been considered.

Appendix 1: Tenancy Agreement

The following clauses in the Tenancy Agreement relate to grounds maintenance.

Condition Of the Property

Clause 4.14 Defines condition tenants need to keep their property.

Communal Areas

Clause 4.22 and 4.23 defines what can/cannot be kept on communal land.

Gardens and Boundaries

Clause 4.35 - defines expected garden condition, garden boundaries, use of garden, tenant alterations, boundary maintenance.

Pets and Animals

Clause 4.51 defines no dog fouling in communal gardens, keeping gardens clear of dog waste.

Vehicles and Parking

Clause 4.55 stipulates no parking on communal areas, gardens or land used for amenity purposes.

Repairs and Maintenance

Clause 5.2 defines criteria where fencing, gates and path are tenant responsibility.

Clause 5.4 stipulates tenants are to take care of the property, including external space and communal areas.

Appendix 2: Sample work schedules

SouthWinter									
	Town	Ht.	Description	Top M²	Side M²	Work SMs	Total SMs	Comp	
		1.5	Assisted	16.0	40.0	72.8	352.7		
		2	Adjacent	7.4	24.6	36.5	412.2		
		1.4	Adjacent	6.4	14.9	27.7	439.9		
		2	Adjacent Motorway bridge	80.8	269.2	650.9	1090.7		6/11
		1.5	Junction with Hilltop Road	12.4	31.1	59.6	1147.3		
		1.5	Open space, junction with Aitherton Road	33.0	62.6	150.3	1297.6		
	South Normanton	1	Verge, Front 5-12	4.7	7.9	16.4	1414.6		
Day 22	South Normanton	2	The Spider - rear of No. 7 - 9 Larkspur Close	40.0	135.2	322.0	365.9		
		1.5	Open space, opposite Stormont Close	70.7	176.8	321.8	767.6		7/11
		1.5	Assisted	26.9	64.8	117.9	835.6		
		1.5	Assisted	68.8	222.0	404.0	1339.4		
Day 23	South Normanton	1.5	Assisted	47.2	118.0	214.8	194.2		
		1.5	Assisted	30.4	76.0	136.3	332.5		
		1	Rear 45	12.3	29.8	42.8	375.3		
		1.5	Adjacent	6.6	16.5	30.1	495.3		11/11
		1.5	Assisted	12.0	30.0	64.6	459.9		
		1.2	Rear 2	6.8	13.3	26.3	486.3		
		1	Between 11/13	17.3	28.8	60.0	548.2		
		1	Side/Rear 8	13.0	21.7	45.1	591.4		
		2	Adjacent 27	19.7	66.8	199.0	750.4		
		1.4	Open space adjacent 1	7.8	16.3	33.9	764.3		
		1.5	Assisted	5.6	14.0	25.5	809.8		
		1.5	Assisted	73.6	184.0	334.9	1144.7		
		1.5	Rear 27-33	27.0	87.5	122.9	1398.4		25/11
Day 24	South Normanton	1.5	Assisted	74.4	186.0	338.5	355.9		
		1.8	Open space, rear 2	20.2	53.8	137.5	493.4		
	FLAIL	2	Recreation Ground, Rear Coronation Drive Properties	43.8	146.0	353.0	846.4		
		1.5	Assisted	17.6	44.0	80.1	926.5		
		1.5	Assisted	43.2	106.0	196.6	1123.0		
		1.5	Assisted	14.8	37.0	67.3	1190.4		
		1.5	Assisted	24.0	59.9	108.0	1296.4		
		1.5	Assisted	14.0	35.0	63.7	1463.9		26/11
Day 25	South Normanton	1.5	Assisted	23.8	59.0	107.4	220.3		
		1.3	Adjacent 45	6.1	13.3	25.2	245.9		
		1.3	Rear 39-43	18.1	36.2	74.4	319.9		
		1.3	Rear 35/37	15.2	32.9	62.5	362.4		
		1.3	Rear 35	3.7	9.2	16.7	396.1		27/11
		1.75	Rear 66/68	36.6	89.3	223.1	432.2		
		1	St Michael's Church, Southern Boundary	55.5	92.5	192.3	814.5		
	FLAIL	1.5	St Michael's Church	34.8	87.6	158.4	972.9		
		1.5	St Michael's Church	16.9	42.2	78.7	1049.6		27/11
		2	Side of 185 South Road	11.4	38.0	91.9	1242.3		
Day 26	South Normanton	1.5	Open Space Between 169/171	99.0	247.5	450.5	341.7		
		2	Between 10/12	17.4	58.0	140.2	482.0		
		2	Between 10/12	26.0	66.6	209.4	691.4		2/12
		1.5	Path to Newlyn Drive	32.4	81.0	147.4	639.6		
		2	Adjacent Motorway Bridge	45.4	151.4	366.1	1305.7		
Day 27	South Normanton	2	Adjacent Motorway Bridge	37.6	126.0	304.7	299.4		

South Mowing Route

	STREET/TOWN	TYPE	DESCRIPTION	AREA M ²	WORK SMs	TOTAL SMs	DATE COMP.
		OS	Front 2-8	231.28	8.41	1710.88	
		OS	Adjacent path to Denwerl Drive	67.29	2.45	1713.33	
		Verges		116.87	5.22	1718.54	
	West Brook Lane	OS	Turning head, adjacent pumping station	155.21	5.64	1724.19	
		OS	Opposite 7/9	58.24	2.08	1726.23	
		OS	Opposite 2-5, adjacent Denwerl Drive	1310.02	47.55	1773.88	
		OS	Play Area	226.91	8.25	1782.13	
	Peveril Road	Verges		811.09	36.20	1818.33	
	Monsal Crescent	OS	Front 7-12	436.08	15.95	1834.19	27/8
		Enc	Path to track (Church Lane)	141.40	15.35	1849.54	
		OS	Adjacent path to Back Lane	260.10	9.46	1859.00	
		Verges		45.76	2.09	1861.09	
	Harrison Lane	Verges		80.05	2.58	1863.77	
	Back Lane	OP	Outside 37	58.91	2.90	1866.67	
		OP	Outside 35/37	43.01	2.12	1868.78	
		OP	Outside 33/35	62.77	3.09	1871.87	
		OP	Between 33/35	2.46	0.12	1871.99	
		OP	Outside 31/33	31.26	1.54	1873.53	
		OP	Between 29/31	1.75	0.09	1873.62	
		OP	Outside 29/31	67.07	3.30	1876.91	
		OP	Outside 29	10.01	0.49	1877.41	
		OP	Outside 27/29	18.64	0.92	1878.32	
		OP	Outside 27	41.57	2.04	1880.37	
		Verges		237.59	10.60	1890.97	
	High Street	OS	Outside Village Hall	95.04	3.45	1894.43	
		OS	Adjacent access to Village Hall/Garage	16.15	0.59	1895.01	
		OS	Front 106	4.73	0.17	1895.19	
		OS	Front 104/105	29.07	1.05	1896.24	28/8
		OS	Front 104	25.71	0.94	1897.18	
		OS	Access to Church	62.63	2.28	1899.46	
Day 7.		OP	Outside 61-65	167.41	8.23	3.13	
		OP	Outside 61-65	22.62	1.11	4.24	
		OP	Outside 55-59	22.62	1.11	5.35	
		OP	Outside 55-59	137.21	6.75	100.90	
		OS	Outside 102	29.80	1.08	190.78	
		Enc	Adjacent path between school/Waverley Street	77.11	8.37	199.16	
		OS	Site of Old Plate	2895.97	98.05	297.21	
		Verges		387.91	17.31	314.52	
	Hardwick Street	OP	Outside 5a	24.27	1.19	315.71	
		OP	Outside 5a/5b	73.49	3.61	319.33	
		OP	Outside 5b/5c	68.61	3.37	322.70	
		OP	Outside 5c/5d	81.56	4.01	326.71	
		OP	Outside 5a/5f	84.54	4.16	330.87	
		OP	Outside 5f/5g	77.99	3.84	334.71	
		OP	Adjacent 5g	6.60	0.32	335.03	
	Kedleston Court	Verges		141.44	6.31	341.34	
	Haddon Street	Verges		88.95	3.97	345.31	
	Babbington Street	OS	Opposite 26-50	187.42	6.82	352.13	
	Brooke Street	OP	Outside 35	184.20	9.06	361.19	
		OP	Outside 35	16.42	0.81	362.00	
		OP	Outside 40	43.39	2.13	364.13	
		OP	Adjacent 40	13.08	0.64	364.77	
	Lincoln Close	OS	End of road, outside 13/17 and 22/24	267.02	9.71	374.48	
	Lincoln Street	OP	Outside 5	11.94	0.59	375.07	
		OP	Outside 5	16.95	0.83	375.91	
		OS	Between 3/4	421.48	15.33	391.23	
		OP	Adjacent 7	4.55	0.22	391.45	
		OP	Outside 7/5	58.73	2.89	394.35	

Appendix 3: Sample Notification of Void Property

Originator: Bolsover District Council Job: (CRM Ref:)

Service Type:	Vacant House Garden Cut
Requested Date:	16/12/2024
Scheduled Date:	17/12/2024
Completion Date:	
Completion Target:	30/12/2024
Status:	Raised - Assigned
Resource:	
Comment:	
Customer:	
Home Tel:	
Work Tel:	
Mobile Tel:	
Location:	

Service Detail

Start grass cut at this property	16/12/2024
---	------------

Appendix 4: Photos of site visits

New Build Schemes

Willow Close, Langwith

Images showing overgrown shrubs and weeds within borders. Overgrown trees not on Bolsover District Council land but overhanging onto communal area



The Paddock, Bolsover

Image showing maintained communal grass



Image showing an overgrown shrub on edge of the car park.



Images showing overgrown shrubs around car parking, impacting on visibility for vehicles and the appearance of the neighbourhood.



Existing Properties

Birks Close, Hodthorpe



Image showing an untidy hedge with self-set trees growing at different heights.

The hedge is maintained on the side adjacent to the pavement in summer months as per service standards.



Image showing two hedges owned by Bolsover District Council which tenants have chosen to maintain themselves.

Hides Green, Bolsover



Image showing an overgrown tree where the height of the tree is above the roof of the flats.



Image showing a hedge with weeds growing through.

Void Property Photographs

Ridgeway, Langwith Junction

Images showing the grass in the front garden is overgrown and not being maintained.



Images showing the grass and hedges in the back garden are overgrown and not being maintained.



Slant Lane, Shirebrook



Image showing the back garden has cut grass and is well maintained.

BOLSOVER DISTRICT COUNCIL

Meeting of Customer Services Scrutiny Committee on 16th June 2025

Customer Services Scrutiny Committee Work Programme 2025/26

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	Thomas Dunne-Wragg, Scrutiny Officer

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2025/26.

REPORT DETAILS

1. Background

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2025/26 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

2. Details of Proposal or Information

- 2.1 Attached at Appendix 1 is the meeting schedule for 2025/26 and the proposed agenda items for approval/amendment.

3. Reasons for Recommendation

- 3.1 This report sets the formal Committee Work Programme for 2025/26 and the issues identified for review.
- 3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as the Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

RECOMMENDATION(S)

1. That Members review this report and the Programme attached at Appendix 1 for approval and amendment as required. All Members are advised to contact the Scrutiny Officer should they have any queries regarding future meetings.

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None from this report.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None from this report.		

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation

Yes ☐

No ☒

Details:

None from this report.

Environment

Yes ☐

No ☒

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

Details:

None from this report.

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:

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.

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.

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:

Yes ☐

No ☒

(a) ☐

(b) ☐

(a) ☐

(b) ☐

All ☐

Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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 checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	

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

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Services Scrutiny Committee Work Programme 2025/26

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>

Customer Services Scrutiny Committee

Work Programme 2025/26

Formal Items – Report Key

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

Date of Meeting	Items for Agenda		Lead Officer
16 June 2025 121	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st January 2025 to 31st March 2025 and Annual Summary 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Damp and Mould Policy 	Assistant Director of Housing
		<ul style="list-style-type: none"> Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance 	Assistant Director of Housing
		<ul style="list-style-type: none"> Approval of the Information and Cyber Security Policy 	Assistant Director of ICT
		<ul style="list-style-type: none"> Agreement of Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
Mid-August Extraordinary Meeting (TBC)	Part A – Formal	<ul style="list-style-type: none"> Housing Ombudsman Self-Assessment Report 	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
29 September 2025	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st April 2025 to 30th June 2025 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Welfare and Adaptation Policy Review 	Assistant Director of Housing
		<ul style="list-style-type: none"> Private Sector Housing Strategy – Monitoring Update 	Assistant Director of Housing

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none">Homelessness Strategy – Monitoring Update (TBC)	Assistant Director of Housing
		<ul style="list-style-type: none">Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Second Interim Report)	Scrutiny Officer
		<ul style="list-style-type: none">Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
		Part B – Informal <ul style="list-style-type: none">Review work	Scrutiny Officer
8 December 2025	Part A – Formal	<ul style="list-style-type: none">LG&SCO and Housing Ombudsman Annual Report 2023/24	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none">Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st July 2025 to 30th September 2025	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none">Housing Strategy – Monitoring Update	Assistant Director of Housing
		<ul style="list-style-type: none">Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (First Interim Report)	Scrutiny Officer
		<ul style="list-style-type: none">Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal <ul style="list-style-type: none">Review work	Scrutiny Officer	
23 March 2025	Part A – Formal	<ul style="list-style-type: none">Customer Service Standards and Compliments, Comments and Complaints Report 2025/26 – 1st October 2025 to 31st December 2025	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none">Additional agenda item TBC	TBC
		<ul style="list-style-type: none">Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Final Interim Report)	Scrutiny Officer
		<ul style="list-style-type: none">Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal <ul style="list-style-type: none">Review work	Scrutiny Officer	

Agenda Item 11

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted