

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Angelika Kaufhold
Telephone: 01246 242529

Email: angelika.kaufhold@bolsover.gov.uk

Thursday, 18 September 2025

Dear Councillor

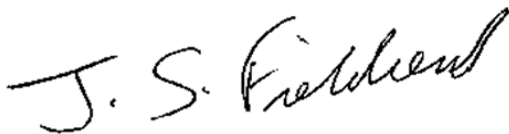
CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Committee Room 1, The Arc, Clowne on Monday, 29th September, 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 blue ink, appearing to read "J. S. Fieldhead".

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:01246 242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - 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, 29th September, 2025 at 10:00 hours taking place in Committee Room 1,
The Arc, Clowne***

Item No.		Page No.(s)
1.	Apologies for Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda;	
	b) any urgent additional items to be considered;	
	c) any matters arising out of those items;	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	5 - 10
	To consider the minutes of the last meeting held on the 19 th August, 2025.	
5.	List of Key Decisions and Items to be Considered in Private	11 - 15
	<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>	
6.	Customer Service Standards and Compliments, Comments and Complaints 2025/26 - 1st April 2025 to 30th June 2025	16 - 46
7.	Welfare and Adaptation Policy Review	47 - 66
8.	Private Sector Housing Strategy - Monitoring Update	67 - 110
9.	Homelessness and Rough Sleeping Strategy 2022-27 - Update	111 - 170

10.	Review of Effectiveness of Council's Waste Collection and Disposal Education - Post Scrutiny Monitoring Update (Second Interim Report)	171 - 192
11.	Customer Services Scrutiny Committee Work Programme 2025/26	193 - 198

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in Committee Room 1 on Tuesday, 19th August 2025 at 10:00 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

Councillors Louise Fox, Jeanne Raspin, Emma Stevenson and Rita Turner (from CS16-25/26).

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

Also in attendance at the meeting, observing, was Councillor Cathy Jeffery (Junior Portfolio Holder for Health and Wellbeing).

CS12-25/26 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Amanda Davis, Mary Dooley (Portfolio Holder for Health and Wellbeing) and Phil Smith (Portfolio Holder for Housing), and Ian Barber (Deputy Chief Executive Officer – Dragonfly Companies).

CS13-25/26 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS14-25/26 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS15-25/26 MINUTES

The Governance and Civic Officer informed of corrections required including: CS7-25/26 – the addition of ‘Housing’ before ‘Health and Safety Rating System (HHSRS)’; CS8-25/26 – the replacement of the word ‘planning’ with ‘planting’ with regards the new trees not being maintained well; and CS&LG4-25/26 – the removal of the word ‘also’ on the feeling of security in the Council Chamber being appropriately addressed.

Moved by Councillor Emma Stevenson and seconded by Councillor Jeanne Raspin

RESOLVED that, following the corrections listed above, the minutes of a Customer Services Scrutiny Committee meeting held on 16th June 2025 and the minutes of an Extraordinary Joint Scrutiny Committee (Customer Services Scrutiny

CUSTOMER SERVICES SCRUTINY COMMITTEE

Committee and Local Growth Scrutiny Committee) meeting held on 12th June 2025 be approved as true and correct records.

CS16-25/26 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.

The Strategic Director of Services informed the Committee on the introduction of separate weekly food waste collection, which would be presented to Council for discussion in October 2025.

Staffing levels of the new service would be increased and the changes to the Waste and Recycling Collection Policy was on the agenda for Member's review.

To a question on the size of the new caddy / bins, the Strategic Director of Services momentarily left the meeting to bring an example for demonstration.

The Assistant Director of Streetscene, Community Safety and Enforcement informed only food waste would be permitted in these caddy / bins and would be collected once a week.

Deliveries of the new caddy / bins were expected from January 2026 for the commencement of the new service after 31st March 2026.

The Strategic Director of Services stated the caddy / bins would hold 23 Litres and were 10% the size of a normal waste / recycling bin.

Promotional material would be published in the summer edition of InTouch magazine, with social media utilised in the lead up to the rollout of the service. National material would be available for the Council to print / post as required.

The collection vehicles for this new service would be delivered November 2025.

The food waste collected would be treated by aerobic digestion which breaks down organic waste and speeds up the natural decomposition process. The byproduct gas could be used as fuel and the output material likely suitable for uses such as agricultural fertiliser.

The collection and treatment of food waste was to avoid landfill disposal and create unsustainable amounts of methane (which was up to 37 times more potent to the climate than carbon dioxide).

It was understood the Department for Environment, Food & Rural Affairs would not include additional financial support for bin liners. The Council would be asked in October 2025 if it wanted to provide a free one-off issue of bin liners or not.

The Committee was informed another local authority had provided free bin liners for their food waste caddy / bins but had subsequently taken them away – there was found to be little to no evidence that providing bin liners would promote the new service.

CUSTOMER SERVICES SCRUTINY COMMITTEE

The Committee was informed it was intended for the caddy / bins to be kept outside, with the handle acting as a lock to prevent wildlife accessing the food waste.

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

CS17-25/26 ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2024/25 & ANNUAL HOUSING OMBUDSMAN REPORT INCLUDING SELF ASSESSMENT 2024/25

The Customer Service, Standards & Complaints Manager presented the report to the Committee.

The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contained an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2025. The Annual Letter 2024 was attached at Appendix 1.

Between 1st April 2024 to 31st March 2025, the LGSCO had received 9 Enquiries and Complaints during 2024/25. Of these 7 were closed after initial enquiries and 2 were not for the LGSCO to investigate. This supporting information was attached at Appendix 2.

The report detailed the Council's performance in relation to neighbouring authorities:

	Detailed investigations:	Upheld complaints (average for similar authorities - 66%)	Compliance rate	Satisfactory Remedy before complaint reached the Ombudsman
Ashfield District Council	2	0	(No recommendations were due for compliance in this period)	0
Bassetlaw District Council	0	0	0	0
Bolsover District Council	0	0	0	0
Chesterfield Borough Council	1	1 (100%)	100%	0
Erewash District Council	4	3 (75%)	100%	2
Mansfield District Council	2	0	100%	0
North East Derbyshire District Council	0	0	0	0

CUSTOMER SERVICES SCRUTINY COMMITTEE

To a question on the details of the 9 Complaints escalated, the Customer Service, Standards & Complaints Manager informed the Council would have been informed if the Ombudsman had upheld these Complaints against the Council – as it had not, these were not known. However, one could review the Stage 1 to Stage 2 Complaints and determine which ones would likely have been escalated to the Ombudsman.

The Customer Standards and Complaints Officer informed the Annual Housing Ombudsman Complaints Report and Self-Assessment were required to be submitted by the Council by 30th September 2025. The report provided information to the Housing Ombudsman on the performance of the Council's complaint handling, in terms of the volume and timeliness of responses, and it identified themes and lessons learned to drive improvements.

The Self-Assessment ensured the Council's Complaints and Standards Team had reviewed and aligned the Council's Policy and Procedures to meet the Housing Ombudsman's Complaint Handling Code requirements for 2024/25.

Due to changes in data collection, 2024/25 would be the first year of compliance.

The Annual Housing Ombudsman Complaints Report was attached at Appendix 3. The Self-Assessment was attached at Appendix 4.

The Customer Standards and Complaints Officer highlighted a typo on page 118 of the agenda – the Evidence Commentary / explanation of 8.2 should not include 'June' after 'Executive on 8th September [2025]'.

The pictures on the front cover of the Annual Housing Ombudsman Complaints Report would also be changed following input from the Council's tenants.

A Member thanked the Customer Service, Standards & Complaints Manager and Customer Standards and Complaints Officer for the report. The Chair echoed thanks, stating there was a considerable amount of information to review. The Strategic Director of Services stated a lot of work had been clearly undertaken.

To a question on additional information being provided to private landlords on the Social Housing (Regulation) Act 2023 and proposed Renters' Rights Bill, the Assistant Director of Housing and Enforcement informed the Council part funded a 'call before you serve' (an Eviction Notice) service in an attempt to prevent cases of homelessness, and the Council also signposted to DASH Services (a provider of support for the private rented sector) for advice.

Signposting would also take place to the Derbyshire Law Centre (a representative of whom attended The Arc, Clowne, every fortnight).

The Assistant Director of Housing and Enforcement agreed to provide links and information of the above organisations to all Members after the meeting.

Moved by Councillor Louise Fox and seconded by Councillor Emma Stevenson

RESOLVED that Members note the Annual Letter from the Local Government & Social Care Ombudsman and approve the Annual submission Housing Ombudsman Report and Self-Assessment 2024/25.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS18-25/26 REVIEW OF WASTE AND RECYCLING COLLECTION POLICY

The Strategic Director of Services presented the report to the Committee.

The Waste and Recycling Collection Policy (the 'Policy') had been adopted by the Council 30th September 2013 (subsequent reviews had been undertaken by way of officer delegated authority for any required minor changes).

The Policy now needed to incorporate arrangement for the separate weekly collection of food waste no later than 31st March 2026. The Policy had therefore been updated to reflect this requirement and was attached at Appendix 1.

The Council currently collected food waste mixed with garden waste by way of the provided green bins on a fortnightly basis (between March and November of each year).

However, from 1st April 2026 food waste would need to be collected on a weekly frequency throughout the year in separate 23 Litre caddy / bins. This would represent a large change, requiring the Committee's assistance in developing any policy changes prior to seeking Executive approval.

Food waste caddy / bins had been purchased and stored at one of the Council's business centres. They would be distributed in early 2026 in anticipation of new service commencement.

The Council would be asked in October 2025 if one-off free bin liners would be provided.

Overall changes to the Policy remained limited.

The price of biodegradable bin liners was discussed. While the caddy / bins could be used without bin liners, it was said contents could appear grim.

Moved by Councillor Louise Fox and seconded by Councillor Emma Stevenson

RESOLVED that Committee note changes to the Waste and Recycling Collection Policy and provide comment in its further development prior to seeking Executive approval.

CS19-25/26 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2025/26

The Scrutiny Officer presented the Work Programme 2025/25 attached at Appendix 1.

The Committee was informed the Scrutiny Officer would be leaving his role for a new one outside the Council.

The Committee's review work would be paused while the recruitment for a replacement was progressed (by the Monitoring Officer).

The Chair spoke for Members of the Committee and shared sadness at seeing the Scrutiny Officer leave the Council.

The Strategic Director of Services shared congratulations for the new role.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Moved by Councillor Louise Fox and seconded by Councillor Rita Turner

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 meeting concluded at 10:38 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: 5th September 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.

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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

- 13 (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
Introduction of separate weekly food waste collections 14	Executive	Between 8th September 2025 and 1st December 2025	Report of the Portfolio Holder for Environment	Mark Giles, Assistant Director Streetscene	Key - It is significant in terms of its effects on waste collection arrangement to all District ward households and the establishment of operational budget above key decision level and increase in Waste Service Team staffing levels.	Open
To agree funding arrangements to undertake pre-construction works for social housing development at Mill Lane, Bolsover	Executive	Between 8th September 2025 and 1st December 2025	Report of the Portfolio Holder for Growth, Councillor Tom Munro		Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open

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 29th September 2025

Compliments, Comments and Complaints Report 25/26 **1st April 2025 to 30th June 2025**

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 April 2025 to 30th June 2025.
 - 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 April 2025 to 30th June 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 **78%** for Q1.

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

Benefits achieved **91%** for Q1.

E-mails

For this reporting period 1st April 2025 to 30th June 2025 Q1:

- **4,222** email enquiries from the public were received via Revenues@bolsover.gov.uk & Benefits@bolsover.gov.uk
- All were acknowledged within one working day.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target 1 - 75% of incoming calls to be answered within 20 seconds (target reduced for 2025/26)

Contact Centres achieved **75%** for quarter Q1.
(**17,426** calls answered).

Target 2 – less than 3% of calls abandoned.

Contact Centre achieved **2%**.
(**418** abandoned calls).

Target 3 – Average wait time not to exceed 30 seconds.

Contact Centre achieved **35** seconds.

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 April 2025 to 30th June 2025:

- **8,484** email enquiries (in Q1) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **99.7%** were replied to in full within 8 working days cumulatively for Q1.

Live Chat

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

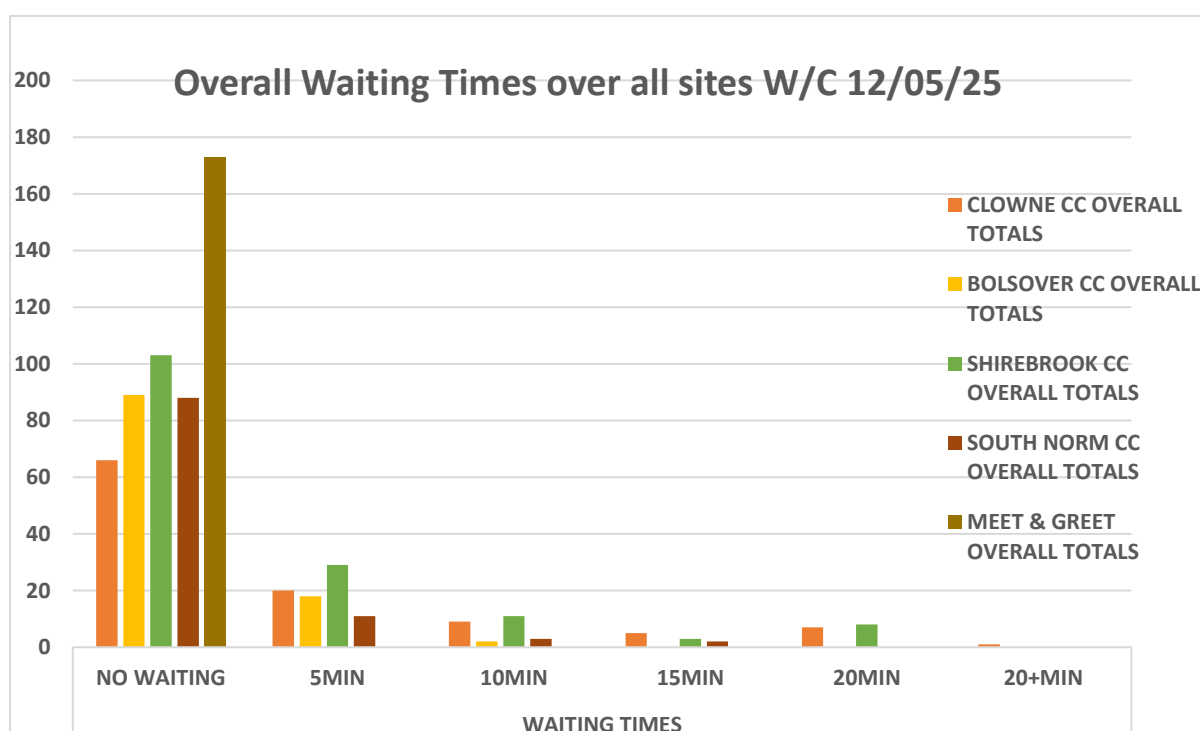
Contact Centres achieved **89%** for Q1 580 chats were answered out of 589.

Face to Face

During Q1 7,597 visitors to Contact Centres and the Meet & Greet Reception desk.

Face to Face Monitoring undertaken week commencing 12.05.25 across all 4 contact centres and Meet & Greet (M&G) Reception to measure waiting times.

80% (519) customer were served within 20seconds (648 face to face contacts in total) the majority of enquiries were for Housing/Repairs, Revenues and Bus Passes and M&G Enquiries). Only 20% were waiting up to 20mins.



2.2 Compliments, Comments and Complaints

Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **58** compliments were received during Q1 1st April to 30th June 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms

Compliments received Q1 – **7**

Comments

Appendix 2 (B) shows the number of comments received for the period Q1, **13** 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 Q1 - **13**

Complaints

Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **59** stage 1 complaints were recorded in Q1 and **10** M.P. enquiries during this same period.

97% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days, (2 complaints (Env Health) just fell outside of time frame overall average days taken 6 working days).

Stage 2

Appendix 2 (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 **7** stage 2 complaints were received.

100% stage 2 complaints were responded to within the Council's customer service standard of 20 working days , average working days taken to respond 16 days.

Ombudsman

2 Ombudsman (Local Government) complaints were received for investigation during Q1 period 1st April to 30th June 2025. 1 still awaiting decision, 1 no investigation as early remedy and intervention by the Council was advised.

Service Improvements

The following service improvements have been identified in Q1 from Comments and Complaints :

Reference Number	Description	Improvement
7675	The customer was unhappy with the conduct of the Council's Contractors.	Dragonfly have increased their presence on site to ensure standards are being maintained by Contractor Operatives.
7680	The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.	New processes have been agreed for future contractors to monitor and respond to emails from the start of mobilisation
7691	The customer has complained that their repairs appointment was missed.	A new process has been put in place for scheduling works which does not rely on the jobs being sent back to the system before rescheduling is completed, this should prevent jobs being missed in the future.
7657 (Comment)	Advised that the recycling information is conflicting regarding toothpaste tubes and asked the Refuse team to clarify	Website information updated on the recycling of toothpaste tubes.
7677 (Comment)	The customer commented that they had not been notified by BDC about some extensive roof works on their property. They believe tenants should be informed of any planned works in the future.	The Managing Building Surveyor / Contract Administrator confirmed they will review the process of sending letters out with the contractor.
7701 (Comment)	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Debtors to look at changing the system so that bailiff a letter not triggered for debts under a certain value

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:

<u>Finance and Risk</u> 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		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
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		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
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.

Links to Council Ambition: Customers, Economy, Environment, Housing
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Promoting equality and diversity and supporting vulnerable and disadvantaged people.
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DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/04/25 to 30/06/25
2.	Compliments, Comments and Complaints: A. Compliments by department 01/04/25 to 30/06/25 B. Comments by department 01/04/25 to 30/06/25 C. Stage 1 complaints 01/04/25 to 30/06/25 D. Stage 2 complaints by department 01/04/25 to 30/06/25 E. M.P Enquiries 01/04/25 to 30/06/25 F. Ombudsman Complaints 01/04/25 to 30/06/25

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

DECEMBER 2024

APPENDIX 1 – Customer Service Standards Monitoring 01/04/25 to 30/06/25

Key Customer Service Standards - Performance Monitoring - 2025/26													
					E-mail Standards			Live Chat		Written Complaints			
Period	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 Contact Centres & Revenues	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days (Contact Centres)	No. of Live Chats answered 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		75%	70%	80%		100%	100%		90%		100%		100%
April to June	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%		97%		100%
Quarter 1	17,426	75%	78%	91%	12,706	100%	1	580	89%	59	97%	10	100%
July to September													
Quarter 2 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%
October to December													
Quarter 3 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%
January to March													
Quarter 4 Cumulative	17,426	75%	78%	91%	12,706	100%	100%	580	89%	0	97%	0	100%

Appendix 2 (A) Compliments by Department 01/04/25 to 30/06/25

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

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Apr-25	1	Mosborough	Expressed their gratitude for the opportunity for Bolsover TV to record at their school and were absolutely delighted by the wonderful video made.	Communications	2
	1	Unknown	Complimented the Derbyshire Makes video on being brilliant and thanked Bolsover TV.		
	1	Clowne	Complimented two Customer Advisors for being brilliant when faced with a complicated situation, both were extremely pleasant and helpful.	Customer Services	5
	1	Newton	Complimented the Customer Advisors at South Normanton Contact Centre for being lovely, friendly and helpful.		
	1	Stanfree	Complimented a Customer Advisor for being professional, friendly, and informative.		
	1	Unknown	Thanked the Customer Advisor for their efforts as they expertly managed a difficult situation.		
	1	Whitwell	Advised that the Customer Advisor was a great help in completing the housing application and that they were very friendly and polite.		
	1	Langwith	Complimented the electrician on doing an excellent job and cleaning up after themselves.	Dragonfly	5
	1	New Bolsover	Thanked the Repair Operatives who have worked at their property. They have done a good standard of work and the tenant feels highly satisfied and overwhelmed. They respected the property and the tenants wishes and were both excellent and a fantastic duo. The customer also thanked the Repairs and Void Manager for listening to them and their support in enabling this work to be completed.		
	1	South Normanton	Thanked the Repairs Planner for all their help is resolving some issues with their garden including the removal of rubbish and levelling the garden.		

Q1 Compliments 2025/26							
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
	1	Tibshelf	Thanked the Repair Operatives who mended their toilet, they were excellent, did a good job and were careful around the property.				
	1	Whitwell	Advised the Gas Engineer had spoken to them with dignity and treat their property with respect, the tenant could not praise them enough.				
	1	Unknown	Thanked an Environmental Health Officer for their support throughout the noise complaint process, the customer appreciates the Officers help and advice.	Environmental Health	1		
	1	Shuttlewood	Complimented the Extreme Wheels Road Show Officers for being very polite, informative, giving clear instructions and being safety conscious. They hope the sessions continue in the future.	Leisure	1		
	2	Clowne	Thanked the Grounds Maintenance team for clearing away fly tipping.	Street Scene	8		
			Complimented two Community Enforcement Rangers for their professionalism, efforts and positive attitude portrayed at a recent event.				
	1	Creswell	Thanked the Refuse team who collect the bulky waste, they feel it is a great service for a good price.				
	1	Hodthorpe	Thanked the Grounds Maintenance team for mowing their lawn, they have said that they have done a brilliant job.				
	2	Pinxton	Thanked a Customer Advisor who quickly arranged for their bin to be emptied following some exceptional circumstances.				
			Thanked all of the Refuse teams for being marvellous.				
	1	Unknown	Thanked the Refuse team for going the extra mile to help a customer.				
	1	Whitwell	Thanked the Street Scene Co-ordinator and the Grounds Maintenance team for the good job they have done.				
Total compliments for April 2025. Split by department						22	
Total compliments for April 2025.						22	

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
May-25	1	Barlborough	Customer commented how helpful the Customer Advisor was, even though they were very busy, they were very professional and very helpful.	Customer Services	4
	1	Clowne	Thanked three Customer Advisors for the help they gave with the forms the customer had to complete linked to their husband's death, they advised the staff were helpful and friendly and it was a pleasure to speak to a nice gentleman.		
	1	Pinxton	The customer wanted to thank the Customer Advisor for their brilliant service, the replacement they ordered was delivered the next day and they were very thankful.		
	1	Unknown	Complimented the Contact Centre Manager and the Customer Advisor for how they dealt with the police. They ensured it was a smooth process, knew exactly what to do and processed everything correctly with minimum fuss.		
	1	Creswell	Customer was very happy with the Repairs team and the Repairs Co-Ordinator and are happy with the results and a great job done.	Dragonfly	2
	1	South Normanton	Customer is happy with the hand rail that has been fitted and wanted to pass on they have done a good job and are very pleased.		
	1	Bolsover	The customer wanted to thank the Environmental Health Officer for their quick response and the service provided.	Environmental Health	2
	1	Whitwell	Customer would like to say thank you to the Environmental Health Officer for their courtesy and professionalism and said the officer was brilliant.		
	1	Shirebrook	Customer sent in a thank you card, to show the Housing Allocations Officer their appreciation for all the support and help they have given.	Housing	1

Q1 Compliments 2025/26							
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department		
	1	Unknown	Thanked the IT Technician for being extremely helpful. They were patient, understanding and listened to the Customer Advisors frustrations. They felt the Officer went above and beyond to try and find a resolution, which themselves and the Customer Advisor were very grateful for.	ICT	1		
	1	Unknown	Customer thanked the Benefits Officer who was very courteous and helpful.	Revenues	1		
	2	Blackwell	Customer has complimented the Grounds Maintenance Operative using the Street Sweeper for returning after the machine was full and finishing the job. They feel they have done a wonderful job and it is a great service.	Street Scene	4		
			Customer thanked the Grounds Maintenance team that swept their street, they have done a very good job and the street looks nice.				
	2	Unknown	Advised that the Community Safety and Enforcement Officer had been very professional during mediation and had made their lives easier and that they appreciated the support from the team.				
			The customer has complimented the Grounds Maintenance Operative for doing a top class job when operating the Road Sweeper.				
	Total compliments for May 2025. Split by department					15	
Total compliments for May 2025.					15		
Jun-25		Unknown	The customer wanted to thank the Communications team for helping them. They are happy with the content of the Bolsover TV episode and how quick it was published.	Communications	1		
		Blackwell	Customer is happy with the super-fast response by the Repairs Operative and the Customer Advisor.	Customer Services	3		
		Clowne	The customer wanted to say that Customer Services and Complaints team are all stars for recent help on a customer query relating to data breach.				

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		New Houghton	Customer praised the Contact Centre Staff for giving brilliant customer service every time they call. They always find the answer and always come through. The customer feel that they are the beacon for local Councils.		
		Blackwell	The customer has complimented the Drainage Operative for bring very friendly and nice. The Operative was very positive and had a can do attitude, the job was completed efficiently and they were friendly towards their autistic son.	Dragonfly	8
		Blackwell	Customer is happy with the super-fast response by the Repairs Operative and the Customer Advisor.		
		Bolsover	The customer has complimented the Electrician and Apprentice for being very polite, friendly, and efficient.		
		Bolsover	The customer complimented the Electrician for being very polite and doing a great job. The light will make a big difference and improve safety and security for themselves and people visiting their property.		
		Clowne	The customer complimented the Electrical Operative on being impeccable. They though that they were lovely, pleasant, courteous and helpful.		
		Hodthorpe	Tenant wanted to pass on that the Operative that completed the repair was very helpful, pleasant and carried out the work efficiently.		
		Pinxton	Customer wanted to thank the Drainage team who had been out and done a brilliant job. The customer also wanted to say thank you for the quick response and very good workmanship, they are very grateful.		

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		Unknown	The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant. There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.		
		Clowne	The customer wanted to say that Customer Services and Complaints team are all stars for recent help on a customer query relating to data breach.	Governance	1
		Unknown	Customer expressed their thanks to the Housing Options Officer and the Housing Options Triage Officer for how supportive they were. The customer is extremely grateful for their advice and support.	Housing	3
		Unknown	Customer wanted to thank the Housing Options Officer, they are extremely grateful for their help, support and understanding.		
		Unknown	The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant. There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.		

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
		Clowne	Customer wanted to thank the Officer wholeheartedly for the clear and helpful way they spoke on the voicemail they left, all information given was concise and they felt it was a really nice, friendly message which was easy to understand.	Revenues	1
		Blackwell	The customer would like to thank the Operative who completed a street sweep, they have done a marvellous job and were very diligent in their work and it makes such a difference to the appearance.	Street Scene	7
		Bolsover	Customer was very impressed with the Street Cleaner who is always busy keeping the area of Bolsover to a high standard of cleanliness. The Operative is also polite, friendly and does a good job.		
		Bolsover	Customer complimented the Grounds Maintenance team for doing a good job road sweeping and attending within a few days of their report.		
		Clowne	Thanked the Community Safety and Enforcement Team and expressed their appreciation for being a massive help. It has had a big impact on the customer and they feel it's a pleasure and they are lucky to have the support of the team.		
		Glapwell	Customer wanted to pass on feedback and thank the Refuse Team, they always do a very good job and the customer is very grateful for the job they do.		
		Shirebrook	Customer was really pleased with the grass cutting completed by a Grounds Maintenance Operative who has done a good job. They would also like to compliment the Streetscene Co-ordinator who was very friendly.		
		Tibshelf	Customer wants to pass on thanks to Assisted Gardening team for all their help.		
Total compliments for June 2025. Split by department					24

Q1 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Total compliments for June 2025.					21

Total compliments for Q1 2025. Split by department	61
Total compliments for Q1 2025.	58

Appendix 3 (B) Comments by Department 01/04/25 to 30/06/25

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

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Apr-25	1	South Normanton	Requested that Officers leave voicemails so that the Contact Centre can direct the customer to the correct person.	Customer Services	1
	2	Bolsover	Suggested that neighbours are informed when scaffolding is erected on a Council property in case access is required.	Dragonfly	3
			The customer commented that they had not been notified by BDC about some extensive roof works on their property. They believe tenants should be informed of any planned works in the future.		
	1	Shirebrook	Commented that they feel Repair Operatives should go to the jobs where they are most experienced.		
	1	Bolsover	Commented that the Environmental Health Service should provide rough timeframes for Pest Control appointments as currently this is not very customer friendly.	Environmental Health	1
	1	Clowne	Commented that there were no Easter Bank Holiday opening hours posted on the BDC website or the Go! Active website. Suggested that providing this information in the future would be helpful.	Leisure	2
	1	Shuttlewood	Advised that the social media post for Extreme Wheel's needs to be clearer and state when they are doing scooter/skate sessions and that equipment must be brought.		
	1	Newton	Advised that the recycling information is conflicting regarding toothpaste tubes and asked the Refuse team to clarify	Street Scene	1
Total comments for April 2025. Split by department					8

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
May-25	1	Whitwell	A letter has been received for a gas service without a date or a time of the appointment.	Dragonfly	1
	1	Out of Area - Calow	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Finance	1
	1	Out of Area - Calow	The customer has advised that they feel the tone of a letter received following an outstanding amount of an invoice was not necessary considering the amount.	Housing	1
	1	Westhouses	The customer has advised that there is no option to report missed assisted bin collections on self service.	ICT	1
	1	Westhouses	The customer has advised that there is no option to report missed assisted bin collections on self service.	Street Scene	1
Total comments for May 2025. Split by department					5
Total comments for May 2025.					3
Jun-25	1	Out of Area - Mansfield	The customer has advised the link for Dragonfly investigation is not user friendly and does not allow them to print in PDF. Also, the website could be more user friendly.	Communications	2
	1	Whaley Thorns	The customer has commented that you can only get the change of circumstances form for Council Tax via phone and this should be accessible on the website through Self Service.		

Q1 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Whaley Thorns	The customer has commented that you can only get the change of circumstances form for Council Tax via phone and this should be accessible on the website through Self Service.	ICT	1
Total comments for June 2025. Split by department					3
Total comments for June 2025.					2
Total comments for Q1 2025. Split by department					16
Total comments for Q1 2025.					13

APPENDIX 3 (C) – Stage 1 Complaints by department 01/04/25 to 30/06/25

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

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
APR 25	Langwith	The customer is unhappy with the conduct of the Tenancy Management Officer.	The customer has complained about the length of time it has taken for the bins to be delivered and that the side waste was not collected.	Customer Services	2
	1	Stanfree	The customer is dissatisfied with the service received at Clowne Contact Centre.		
	1	Blackwell	The customer is unhappy about being evicted from the garage site to allow for building works, only to later discover that no works will now be carried out on the site	Dragonfly	7
	1	Bolsover	The customer has complained regarding the parking of two Council vehicles.		
	1	Creswell	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.		
	1	Hodthorpe	The customer is unhappy with the conduct of the Council's Contractors.		
	1	Shirebrook	The customer has complained regarding an ongoing mould issue in their bathroom.		
	1	Tibshelf	The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.		
	1	Whitwell	The customer has complained that Repair Operatives have not attended on two planned repair appointments.		
	2	Creswell	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.	Housing	3
			The customer is unhappy with their mutual exchange decision and the advice given during the process.		

Q1 Stage 1 Complaints 2025/26							
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department		
	1	Out of area	The customer has complained they have received a lack of support from the Council.	Legal	1		
	1	Shirebrook	The customer has complained regarding communication prior to an attachment of earnings.	Revenues	1		
	1	Clowne	The customer has complained regarding sanctions taken on a member of the public by the Monitoring Officer.	Statutory Officers	1		
	3	Bolsover	The customer has complained regarding the Grounds Maintenance team cutting their communal garden. Damage has been done to their washing line and a manhole.	Street Scene	7		
			The customer has complained that the Refuse team did not collect their green bins on the mop up round.				
			The customer has complained regarding ongoing missed green bin collections.				
	2	Creswell	The customer has complained about the length of time it has taken for the bins to be delivered and that the side waste was not collected.				
			The customer has complained regarding multiple missed clinical waste collections.				
	2	South Normanton	The customer is unhappy with the conduct of the Refuse Co-Ordinator during a phone call. They were also unhappy about damage to the grass verge on the street.				
			The customer is unhappy with the actions of the Refuse Operatives.				
Total Stage 1 for April 2025. Split by department						22	
Total Stage 1 for April 2025.						20	
May-25	1	Shirebrook	The customer disputes the Council Tax Summons received and is unhappy with the advice received from a Customer Advisor.	Customer Services	1		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Langwith Junction	The customer has complained regarding the erection of scaffolding and the Contractors conduct of work.	Dragonfly	2
	1	Newton	The customer has complained that their repairs appointment was missed.		
	1	Bolsover	Customer has complained regarding an ongoing noise complaint.	Environmental Health	2
	1	Unknown	The customer is dissatisfied with how the Environmental team Officer dealt with a festival and the safety and security requirements.		
	1	Bolsover	The customer is dissatisfied with the way the rent arrears have been handled and the possible enforcement/eviction action involved.	Housing	5
	1	Creswell	The customer has complained that the Housing department have not yet allocated a suitable property to them and feels that excuses are being given		
	1	Newton	The customer has complained about damp and mould in the property.		
	2	Shirebrook	The customer has complained about the Manager and Deputy Manager at Ashbourne Court.		
			Customer is not happy that rear access to their property has been removed.		
	1	Out of Area - Alfreton	Customer has complained that Council Tax payments have not been allocated to their account and that correspondence has not been responded to.	Revenues	4
	1	Shirebrook	The customer disputes the Council Tax Summons received and is unhappy with the advice received from a Customer Advisor.		
	1	South Normanton	The customer feels that the wording used in Council Tax correspondence is threatening and accusatory and that the Revenues department do not consider individual circumstances.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Unknown	The customer has received a Council Tax bill but has not lived at the property for several years.		
	1	Blackwell	The customer has complained that their grandfathers assisted burgundy bin collection has been missed on numerous occasions.	Street Scene	8
	2	Bolsover	The customer is not happy that a hedge bordering their property has not been cut and they did not receive communication for one month.		
			Customer is dissatisfied that their bins have not been emptied fully.		
	2	Creswell	The customer is dissatisfied with Refuse team and the lack of communication and their missed bins being a repeated problem.		
			Customer is not happy that they have to continually report their assisted burgundy waste collection has been missed.		
	2	Pinxton	The customer has witnessed the Refuse team leaving rubbish on the pavement/road.		
			The customer is dissatisfied with the maintenance of St Michael's churchyard, which is overgrown.		
	1	Shirebrook	The customer has reported damage to their vehicle caused by a Refuse Operative.		
Total Stage 1 for May 2025. Split by department					22
Total Stage 1 for May 2025.					21
Jun-25	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Customer Services	2
	1	Out of Area - Duckmanton	Customer is dissatisfied that Bolsover Contact Centre public toilet has closed and with the attitude of a Customer Advisor.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Dragonfly	5
	1	Pinxton	The customer has complained regarding the Repairs Co-ordinator's behaviour and attitude and feels they have not been listened to.		
	1	Shirebrook	The customer feels there has been a lack of communication and action regarding uneven ground next to their property.		
	1	South Normanton	Customer has complained about the lack of communication from the Out of Hours Contractor and that their repair was not attended to within 4 hours which left the property unsecure overnight.		
	1	Tibshelf	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.		
	1	Bolsover	The customer has complained that their bank details were not changed by the Council and they were wrongly advised they were at fault. They are also dissatisfied with the Income Management Assistants attitude.	Housing	5
	2	Shirebrook	Customer has complained regarding events which they believe have led to court proceedings for rent arrears and issues with Housing Benefit. Customer has complained that one of the communal washing machines has been broken for 5 weeks.		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Tibshelf	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.		
	1	Unknown	The customer has complained regarding the administration of correspondence in relation to their homelessness case.		
	1	Bolsover	Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.	Planning	1
	1	Bolsover	The customer has complained there has been a lack of communication and help when requesting help with their Council Tax which has caused them stress. They are also dissatisfied with the conduct and attitude of Council Tax Officer.	Revenues	2
	1	Shirebrook	Customer has complained regarding events which they believe have led to court proceedings for rent arrears and issues with Housing Benefit.		
	1	Bolsover	Customer has an ongoing issue with missed green bin collections.	Street Scene	7
	1	Out of Area	The customer has alleged a Refuse vehicle was speeding and driving dangerously.		
	2	Shirebrook	Customer is not happy the council do not accept compost in the green bin. They are also dissatisfied with the conduct of Refuse Operatives and feel the hangers left are inappropriate and threatening.		
			The customer has complained that their black bin has gone in to the back of the wagon and this was not reported by the Refuse		

Q1 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	2	South Normanton	Crew to the Refuse department or customer.		
			Customer has complained regarding ongoing missed bin collections.		
	1	Tibshelf	Customers bulky collection has not been collected.		
Customer has an ongoing issue with missed green bin collections.					
Total Stage 1 for June 2025. Split by department					22
Total Stage 1 for June 2025.					18

Total Stage 1 for Q1 2025. Split by department	66
Total Stage 1 for Q1 2025.	59

Appendix 3 (E) MP Enquiries by Department 01/04/25 to 30/06/25

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

Q1 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Apr-25	1	Out of Area - Dronfield	Customer has concerns following a Benefits overpayment.	Revenues	2
	1	New Houghton	Customer has reported Council Tax fraud.		
Total M.P. Enquiries for April 2025. Split by department					2
Total M.P. Enquiries for April 2025.					2
May-25	1	Creswell	Customer has asked for information on potential business grants.	Business Growth	1
	1	Bolsover	Customer has housing concerns after receiving a section 21 notice.	Housing	2
	1	Whitwell	Customer has asked for assistance with their daughter and rehoming them due to safety concerns.		
	1	Bolsover	Customer has enquired about rules for metal detecting in New Bolsover	Leisure	1
	1	Bolsover	Customer has reported flying tipping around a children's recreational area and enquired regarding inspections carried out.	Street Scene	1
Total M.P. Enquiries for April 2025. Split by department					5
Total M.P. Enquiries for April 2025.					5
Jun-25	2	Whitwell	Customer is wanting assistance in the possibility of their daughter taking on the flat above them.	Housing	2
			Customer would like to know housing policies surrounding a child's age and in relation the daughter's housing application.		
	1	Pilsley	Customer would like more information to why their previous planning application was rejected and to discuss possible adjustments to allow the planning application to go ahead.	Planning	1
Total M.P. Enquiries for June 2025. Split by department					3
Total M.P. Enquiries for June 2025.					3
Total M.P. Enquiries for Q1 2025. Split by department					10
Total M.P. Enquiries for Q1 2025.					10

Appendix 3 (F) Stage 2 Complaints by department 01/04/25 to 30/06/25

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

Q1 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 2 for April 2025. Split by department					0
Total Stage 2 for April 2025					0
May-25	1	Whaley Thorns	The customer has escalated their complaint to stage 2 concerning the behaviour of the Tenancy Management Officer.	Housing	1
	1	South Normanton	The customer is dissatisfied with the response to their stage 1 complaint concerning the conduct of the Refuse Co-ordinator and damaged caused by the Refuse lorry.	Street Scene	1
Total Stage 2 for May 2025. Split by department					2
Total Stage 2 for May 2025					2
Jun-25	1	Pinxton	Stage 2 escalation regarding the attitude and behaviour of a Repairs Co-ordinator.	Dragonfly	1
	1	Bolsover	Customer has escalated their complaint regarding an ongoing noise complaint.	Environmental Health	1
	2	Shirebrook	The customer would like to escalate their stage 1 complaint as they still disagree with the decision to remove rear access to their property.	Housing	3
			Customer has escalated their complaint regarding a restriction which they believed caused rent arrears contributed to their mother's illness		
	1	Unknown	The customer would like to escalate their complaint regarding correspondence in relation to their homeless case as they feel the stage 1 response is contradictory to the information received verbally from the Housing Options Officer.		
Total Stage 2 for June 2025. Split by department					5
Total Stage 2 for June 2025					5
Total Stage 2 for Q1 2025. Split by department					7
Total Stage 2 for Q1 2025					7

Appendix 3 (F) Ombudsman Complaints by department 01/04/25 – 30/06/25

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

Q1 Ombudsman Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for April 2025. Split by department					0
Total Ombudsman for April 2025.					0
Total Ombudsman for May 2025. Split by department					0
Total Ombudsman for May 2025.					0
Jun-25	1	Out of Area - West Bridgford	The complainant's complaint is about the Council's handling of their reports of damage, including damp and mould following a roof leak and the handling of the complaint.	Dragonfly	1
	1	Clowne	Miss X complained about the Council's actions relating to the delay in providing a business rates bill. They also complained about poor communication. Miss X also complained the £2500 bill they received is unacceptable. Miss X said the Council's actions caused their frustration.	Revenues	1
Total Ombudsman for June 2025. Split by department					2
Total Ombudsman for June 2025.					2

Total Ombudsman for June 2025. Split by department	2
Total Ombudsman for June 2025.	2

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 29th September 2025

Welfare Adaptation Policy

Report of Councillor Smith Portfolio Holder with Responsibility for Housing

Classification	This report is Public
Contact Officer	Deborah Whallett, Housing Services Manager

PURPOSE/SUMMARY OF REPORT

To consider and provide comment on the updated Welfare Adaption Policy

REPORT DETAILS

1. Background

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

2. Details of Proposal or Information

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

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

3. Reasons for Recommendation

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

4 Alternative Options and Reasons for Rejection

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

RECOMMENDATION(S)

1. That the Scrutiny Committee review and provide comments on the updated Welfare Adaptation Policy prior to final approval by Executive.

Approved by Councillor Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no additional financial implications arising from this report, funding for welfare adaptations is already included in the medium term financial plan. 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 arising from the report or Policy. On behalf of the Solicitor to the Council		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no staffing implications arising from the report. On behalf of the Head of Paid Service		
<u>Equality and Diversity Impact and Consultation</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Details

On behalf of 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.

Details:

On behalf of Climate Change Officer

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>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>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p> <p>* 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 and the relevant Scrutiny Chair</i>)</p>	<p>Yes <input type="checkbox"/> *No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>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)</p> <p>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>All <input type="checkbox"/></p>
<p>Consultation: (this is any consultation carried out prior to the report being presented for approval)</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 checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Presented to Housing Stock Management Group</p>

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

DOCUMENT INFORMATION:

Appendix No	Title
A	Updated Welfare Adaptation Policy



Welfare Adaptations Policy

Council Owned Properties

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

Equalities Statement

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

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

Access for All statement

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

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

CONTROL SHEET FOR WELFARE ADAPTATION POLICY

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

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1. Introduction

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

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

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

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

1.1 Aims

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

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

2. Scope

The policy takes into account the growing recognition of housing authorities' role in supporting the health and social care system. We will work in conjunction with a range of partners to deliver adaptations and assistance to BDC tenants, or members of their household, who have a disability or chronic illness to help them to continue to live independently.

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

2.1 Legal Framework

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

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

3. Principles

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

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

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

4. Statement

4.1 Equality Act 2010 Disability Definition

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

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

'Substantial' and 'Long-term' mean;

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

4.2 Definition of Adaptations

Minor Adaptations

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

Minor adaptations, as an example, can include:

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

Major Adaptations

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

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

4.3 Who Can Apply?

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

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

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

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

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

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

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

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

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

4.4 How to Apply

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

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

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

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

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

4.5 Welfare Adaptation Procedure

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

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

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

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

Throughout the process, the applicant will be kept updated.

4.6 Prioritising Adaptations and Timescales

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

4.7 Maintenance and Tenant Obligations

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

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

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

4.8 Feasibility and Pricing Assessment

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

- Are the adaptation works reasonable and practicable, for example, having regard to the age and character of the property

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

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

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

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

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

4.9 Circumstances where an adaptation will be refused

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

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

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

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

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

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

4.10 Rent Arrears

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

4.11 Mobility Scooters

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

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

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

4.12 Removal and Recycling of Adaptations

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

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

Where it is identified that:

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

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

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

4.13 Right to Buy Applications

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

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

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

4.14 Funding

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

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

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

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

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

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

4.15 Refusals

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

4.15.16 Appeals

If an applicant wishes to appeal against any decision taken relating to their requested adaptation they should set out the reasons for the appeal in writing, either by letter or email, addressed to the Head of Housing ManagementAssistant Director of Housing

or Housing Service Manager. ~~and Enforcement and the Head of Property Services & Housing Repairs~~

..

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

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

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

Should an applicant remain dissatisfied, they can access the Council's Corporate Complaints procedure at: www.bolsover.gov.uk

4.164.17 Monitoring

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

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

5. Responsibility for Implementation

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

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

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on Monday 29th September

Private Sector Housing Strategy – Monitoring Update

Report of the Assistant Director of Housing Management

Classification	This report is Public
Contact Officer	Joanne Wilson, Housing Strategy and Development Officer

PURPOSE/SUMMARY OF REPORT

To inform Members on progress against the delivery of the Private Sector Housing Strategy 2024-2027. This report forms the first annual update.

REPORT DETAILS

1. Background

- 1.1 Housing is one of the key determinants of health. The quality of people's homes is strongly related to economic prosperity and minimising the adverse effects of poor housing remains a major challenge for the Council. Living in a home which is in good condition, that the household can afford to heat, and is in an area in which they feel safe and well supported by the local community underpins the wellbeing of individuals and families. The impact of poor housing in childhood can affect an individual for a lifetime and can affect physical, social, and psychological development. Damp, mould, cold, and overcrowded conditions can lead directly to physical illness and there is also increasing evidence that poor housing conditions can seriously affect people's mental health and sense of wellbeing.
- 1.2 The 2024-2027 Strategy is the Council's first dedicated strategy aimed solely at the private sector. Owner occupied and privately rented properties make up over 83.3% of homes in Bolsover District (Census 2021). Many homes in the private sector in Bolsover District are in poor condition. Data analysis completed as part of development of the strategy shows that 45.8% do not meet EPC C, and 16.3% of owner-occupied homes and 18.6% of private rented homes fail the Decent Homes Standard for having a Category 1 hazard, which poses a serious and immediate risk to a person's health.

2. Details of Proposal or Information

2.1 Following approval of the Strategy in 2024, a range of activity has progressed. The Strategy is delivered in partnership across Housing Management, Housing Options, Environmental Health, and Planning Policy.

Key achievements:

2.2 *Objective 1*

- Delivery of joint Landlord Forum November 2024.
- Secured £1.2m grant funding via Warm Homes: Local Grant for delivery across the private sector. The programme targets households with an EPC D-G combined with low income.
- Work commenced on design of the new Housing Enforcement Policy (to complete end of 2025).
- New literature devised for damp and mould advice.
- Council website revised to include a wider range of links and advice for both landlords and tenants on rights and responsibilities.
- DASH Services and Call Before You Serve (CB4YS) continually promoted by Housing Options team, particularly the Triage Officers.
- Renewal of DASH contract.

2.3 *Objective 2*

- Analysis of private sector provision by Supported Accommodation Review Team (SART) officers – data shows good success rates placing those presenting as homeless in the private rented sector.

2.4 *Objective 3*

- Development of an in-house design and contract management service for Disabled Facilities Grant following closure of Derbyshire County Council (DCC) service.
- Background research completed for new minor adaptations policy.
- DCC consultation on potential withdrawal of the Healthy Homes Project – this may lead to the need for a district level approach.

2.5 *Objective 4*

- Development and consultation on charges for empty homes via a Council Tax Premium.

Immediate plans for future delivery:

2.6 *Objective 1*

- Run Landlord Forum for 2025
- Develop a Landlord/Agent e-bulletin
- Complete year 1 of Warm Homes: Local Grant and secure further interest for years 2 and 3.

- Develop an Intervention Strategy to support landlords to meet the requirements of the Renters Rights Bill.
- Freedom of Information (FOI) contact to all Registered Providers (RPs) operating in the District to establish current stock, future plans, secure access to affordable stock via additional nomination rights, and establish options for development of new affordable stock.

2.7 *Objective 2*

- Further develop working relationships with local Landlords/Agents to create additional links to private rented sector. This will be particularly important once the Bill is formally enacted and the sector requires additional support to comply with new regulations.

2.8 *Objective 3*

- Raise awareness of support options for older and vulnerable tenants as part of Landlord Forum 2025.
- Develop a database of private rented sector adapted properties to enable tenant referrals by Housing Allocations and Housing Options teams.

2.9 *Objective 4*

- New Council Tax charges for empty properties come in to force April 2026.

It should be noted that there are a number of actions in the Delivery Plan that now form part of ongoing day-to-day delivery.

3. Reasons for Recommendation

- 3.1 As part of the Strategy monitoring process, Members of Customer Services Scrutiny must receive an annual update on progress against the delivery plan.

4. Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. The Council's approach to Strategy delivery requires monitoring reports to be submitted to Members for review. As this Strategy is not part of the Budget and Policy Framework a report to Scrutiny is sufficient.

RECOMMENDATION(S)

1. That Members review the attached Delivery Plan, progress made to date, and plans for the immediate future.

Approved by Councillor P. Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: Overall delivery of the Strategy is contained within existing budgets. Some specific projects are being delivered via external grant and approval for such monies has taken place via separate reports e.g. Warm Homes: Local Grant.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: Local Authorities have a legal duty under the Housing Act 2004 to keep the conditions of homes in their areas under review with a view to identifying any action that may need to be taken.		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no staffing implications arising from the report or policy.		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: The Delivery Plan actively seeks to support householders that have lower income, vulnerabilities and live in properties that are less energy efficiently, to reduce the impact of housing conditions on wider wellbeing.		
<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.		
Details: A core element of the Strategy is to improve the quality of housing in the private sector. This will include energy efficiency improvements in both the private rented and owner occupier sectors.		

DECISION INFORMATION:

<input checked="" 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 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"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input type="checkbox"/> No <input checked="" 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 type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	

Links to Council Ambition: Customers, Economy, Environment, Housing
Customers: Providing excellent and accessible services. <ul style="list-style-type: none"> Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people.

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

Economy: Driving growth, promoting the district and being business and visitor friendly.

- Unlocking regeneration and development potential of long-term vacant land and buildings, and stalled sites and deliver income-generating capital projects.

Environment: Protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity.

- Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.
- Ensuring all areas, neighbourhoods, and streets in the district, irrespective of housing tenure or type, are places where people want to live, feel safe, and are proud to live.

Housing: Delivering social and private sector housing growth.

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

DOCUMENT INFORMATION:

Appendix No	Title
1.	Private Sector Housing Strategy Delivery Plan
2.	Private Sector Housing Strategy

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

PRIVATE SECTOR HOUSING STRATEGY DELIVERY PLAN 2024-2027

Objective 1: Improve Property and Management Standards

Improving property condition and management standards across the private sector is a primary objective of the strategy. Improving the housing stock is an essential part of protecting the health and wellbeing of our residents. If homeowner's homes are in good condition, well insulated and safe, people will live healthier happier lives and a good supply of well-managed, well-maintained Private Rented homes can play a very valuable role in helping to make more properties available to lower income households unable to access social housing, help vulnerable households to find suitable accommodation, and reduce homelessness. We believe everyone should have a good quality home no matter what tenure they live in.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Enforcement – Design a housing enforcement policy, that reflects the range of enforcement provisions to support both residents and tenants living in the Private Sector.	Review Best Practice elsewhere and include those elements that reflect the requirements of the District.	<p>Civil Penalties element created and other parts in progress. May consider individual parts or one larger doc. On track to be complete in 2025.</p> <p>A draft Private Sector Housing Policy is now in first draft and is being circulated internally, before progressing further. The Policy clarifies the enforcement on PSH matters specifically related to The Housing Act 2004.</p>	Service Manager (Environmental Health)	September 2025	<ul style="list-style-type: none"> Improved property condition across the private sector. Improved management standards across the private rented sector. Improved energy efficiency of homes in the private sector. Reduced number of properties with a Category 1 hazard. Improved physical, mental 	Officer time and small expenditure in connection with any consultation and publicity from existing budgets.	Environmental Health Enforcement Policy has been completed.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
74	Provide training and support or relevant officers to implement.	To be implemented pending completion of the policy.	Service Manager (Environmental Health)	November 2025	health and wellbeing across the District. <ul style="list-style-type: none"> • Reduced levels of Anti-Social Behaviour across our neighbourhood. • Improved targeting of resources to maximise our impact in the private sector. 	Officer time and small expenditure in connection with any consultation and publicity from existing budgets.	
	Monitoring and review of policy	To commence towards end of this Strategy.	Service Manager (Environmental Health)	2 years following adoption	<ul style="list-style-type: none"> • Reduced numbers of empty homes across the District. 	Consultation with Councillors as part of policy development	
Reduce damp and mould within properties across the District.	Promote this agenda through the Landlord Forum and through the campaign to increase tenants' rights and responsibilities.	Highlighted at Forum event held November 2024 as part of Strategy launch. Website advice and guidance	Housing Strategy and Development Officer	September 2024 onwards	<ul style="list-style-type: none"> • Improved property condition across the private sector. • Improved energy 	Officer time to plan and host Landlord forum Small expenditure for venue/ refreshments	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
75		<p>reviewed/refreshed by Climate Change Officer.</p> <p>Advice on Awaab's Law promoted by DASH to its members.</p>			<p>efficiency of homes in the private sector.</p> <ul style="list-style-type: none"> Reduced number of properties with a Category 1 hazard. Improved physical, mental health and wellbeing across the District. 		
	Include this issue in the tenants check list and provide advice.	<p>New leaflet incorporated to BDC Tenant's sign-up pack.</p> <p>Adapted guidance available via EH webpages for private rented sector.</p>	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	December 2024	<ul style="list-style-type: none"> Increased access to the private rented sector to offer accommodation to homeless households. Improved targeting of resources to maximise our impact in the private sector. 	Design and print of materials, officer time	
	Promote advice to all residents about good practice to deal with damp and mould. This could be included on the tenants check list, through landlord forums, on the council website and through the planned campaign to increase tenants' rights and responsibilities.	<p>Signed up to Healthy Homes Hub and reviewing advice on air quality.</p> <p>Warm Homes: Local Grant delivery may enable insulation measures for eligible households.</p>	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	May 2024		Officer time	<p>New literature has now been devised to be used for D&M cases</p> <p>Webpage on Council site amended, following website relaunch.</p>

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
76		Further review of webpages to take place during Autumn 2025 to ensure all information is easily accessible and well-structured.					
	Use the evidence of where damp and mould are found to create property typologies to promote resource targeting.	Initial data work taking place in relation to council stock. It is hoped the approach can then be explored for private sector stock.	Service Manager (Environmental Health)/Housing Strategy and Development Officer	March 2025 Extended timescale March 2027		Officer time to plot this data and lead campaigns	
	Delivery of Government Pilot 'Healthy Homes Project' specifically focussed on damp and mould	Environmental Health team have formed part of the control group, gathering data on levels of damp and mould in order to improve intelligence and national policy approach.	Service Manager (Environmental Health)	December 2025	<ul style="list-style-type: none"> Improved property condition across the private sector. 		Provision of monthly and quarterly data as required – being completed on target.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Increase awareness of the rights and responsibilities of tenants so that they are able to make more informed decisions about moving into a new home or discussing issues with landlords. 77	Develop a campaign over a sustained period of time to promote tenants and landlords' rights and responsibilities.	<p>New focus on Private Rented Sector to be developed with SART officers from April 2025 onwards.</p> <p>Supported Accommodation (SHIP) programme extended for 12mths.</p> <p>DASH now offering a free Landlords Renters' Rights Bill course.</p> <p>Officers developing e-communications to support launch of new legislation on Renters Rights – timescales pending formal assent of the Act.</p>	Housing Strategy and Development Officer/Legal	<p>March 2025</p> <p>March 2027</p>	<ul style="list-style-type: none"> Improved property condition across the private sector. Improved management standards across the private rented sector. Improved energy efficiency of homes in the private sector. Reduced number of properties with a Category 1 hazard. Improved physical, mental health and wellbeing across the District. Reduced levels of Anti-Social Behaviour across our neighbourhood. 	Officer time and small resource associated with any campaign, and communications	Environmental Health undertake joint visits with SART officers as requested, to deal with any housing standards issues/concerns such as repairs or fire safety.
	Promote and educate what a 'good landlord' looks and behaves like.	Triage Officers already discuss expected standards as part of casework.	Housing Strategy and Development Officer	March 2025		Officer time – utilise the homeless triage officer to	Part of Triage Officer support; direct link to government guidance on

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
78					<ul style="list-style-type: none"> Reduced number of people presenting as homeless from the Private Rented Sector. Increased access to the private rented sector to offer accommodation to homeless households. Residents living independently for longer. Improved targeting of resources to maximise our impact in the private sector. 	educate tenants where possible.	rights and responsibilities.
	Develop a tenants check list that equips tenants to ask the 'right' questions when viewing property.	BDC website updated to ensure there are links to government guides for tenants and landlords in the private sector.	Housing Strategy and Development Officer	March 2025		Officer time	Direct links to government guidance on Council website.
	Ensure tenants know to ask if Landlords are members of DASH, the Landlord accreditation Scheme or the Landlords forum.	Housing Options team already raise as part of case triage.	Housing Strategy and Development Officer/ Housing Options Manager	March 2025 as part of tenants' checklist.		Officer time, improved website/ news information.	Raised by officers as part of individual casework.
	Publicise successful interventions of the Council to demonstrate the impact that can be made. Promote through: Website, partner organisations, other colleagues and departments, social media, in local service centres such as libraries, through the health service, the News etc.	Enforcement action is ongoing and constant, however does not always warrant excessive press coverage. Some of the larger cases are profiled but this is difficult due to risks associated with personal information /identifying locations.	Service Manager (Environmental Health)/ Housing Strategy and Development Officer as applicable with Communications Team support	March 2025 onwards		Communications Team time	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
69 Promoting good practice and raising awareness	Promote best practice and case studies through: Website, partner organisations, other colleagues and departments, social media, in local service centres such as libraries, through the health service, the News etc.	Queried landlord knowledge as part of Landlord event survey. DASH/CB4YS advice on Renters Rights Bill at various events.	All	Ongoing	<ul style="list-style-type: none"> Improved property condition across the private sector. Improved management standards across the private rented sector. Reduced number of people presenting as homeless from the Private Rented Sector. 	Officer time, communications team support where necessary	
	Develop an ongoing campaign to raise awareness of Landlord Accreditation via DASH and encourage sign up to the scheme.	Promoted via Council website; via partner events and through Housing Options team. Environmental Health Team also promoting DASH on correspondence.	Housing Strategy and Development Officer/ Housing Options Manager	September 2024 ongoing		Officer time, communications team support where necessary	
	Run a minimum of one Landlord Forum per annum	Event Nov 24. DASH/CB4YS event Dec 24.	Housing Strategy and Development Officer	September 2024 ongoing		Officer time, communications team support where necessary	
	Develop a series of Landlord focussed communication channels including options such as dedicated website pages, newsletter/leaflets, e-bulletins.	Landlord feedback suggests emails comms would be well received. Website to be reviewed to cover incoming Renters Rights Bill	Housing Strategy and Development Officer	December 2024 ongoing		Officer time, communications team support where necessary	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn	
08	Promoting DASH	Promote the Call B4 you serve service to encourage more landlords to use it	Hot desk space available for use on a quarterly basis	Housing Options Manager	May 2024	<ul style="list-style-type: none">Improved property condition across the private sector.	Officer time and communications team support for social media	
	Meet with DASH colleagues to develop a 3-year plan to complement the Private Sector Housing Strategy	New 2-year contract developed for a more landlord focussed service, commencing April 2024	Housing Options Manager	September 2024	<ul style="list-style-type: none">Improved management standards across the private rented sector.Improved energy efficiency of homes in the private sector.Reduced number of properties with a Category 1 hazard.	Officer time	New 2-year contract developed for a more landlord focussed service, commencing April 2024	
		Quarterly steering group to look over performance of service						
	Develop a Private Rented Sector specific homeless prevention offer that will offer good quality advice and assistance to landlords and tenants in the District.	Initial discussions held but implementation by DHOG on hold due to other projects.	Housing Options Manager	April 2025	<ul style="list-style-type: none">Improved physical, mental health and wellbeing across the District.Reduced levels of Anti-Social Behaviour across our neighbourhood	Officer time		
		Analysis of recent caseload does show that Bolsover has good success rates in placing those presenting in the private rented sector. This may						

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
81		be a more pressing issue once the Renter's Rights Bill is enacted.			<ul style="list-style-type: none"> • Reduced number of people presenting as homeless from the Private Rented Sector. • Increased access to the private rented sector to offer accommodation to homeless households. • Increased supply of high quality affordable housing for the private rented market. 		
Improving energy efficiency in homes and EPC standards	Develop an Intervention Strategy on the support the council can provide. Ensure any plans are flexible given current government announcements to scrap private rented sector EPC rating C requirements for 2025 and 2028.	Renters Reform Bill reinstates requirement for EPC C by 2030.	Service Manager (Environmental Health)	April 2026	<ul style="list-style-type: none"> • Improved property condition across the private sector. • Improved energy efficiency of homes in the private sector. 	Officer time	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
82	Participate in research to better understand the plans of landlords and owners to improve the EPC rating of their properties and the support that may be required.		Service Manager (Environmental Health)	April 2026	<ul style="list-style-type: none"> Improved physical, mental health and wellbeing across the District. 	Officer time	
	Bid for Warm Homes: Local Grant Wave 3 to commence April 2025.	Partnership delivery with Bassetlaw DC. Procurement complete and due to commence engagement and assessments October 2025.	Housing Strategy and Development Officer	March 2028			

Objective 2: Increasing and improving the Supply of Good Quality, Well-Managed Homes in the Private Rented Sector

A key priority for the council is to maximise the number of high-quality and genuinely affordable homes in the District for all our residents, catering for people from a wide range of backgrounds and on different incomes. This very much includes the Private Rented Sector. A number of new pieces of legislation have been introduced relating to private sector housing and there are concerns that a number of landlords may choose to leave the market, selling their homes. Whilst these properties may remain in the sector, others may not; reducing supply.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Increasing access to the Private Rented Sector.	Review Best Practice elsewhere and include those elements that reflect the requirements of the District.	Analysis of recent caseload does show that Bolsover has good success rates in placing those presenting in the private rented sector. This may be a more pressing issue once the Renter's Rights Bill is enacted.	Housing Strategy and Development Officer/ Housing Options Manager	March 2025	<ul style="list-style-type: none"> Reduced number of people presenting as homeless from the Private Rented Sector. Increased access to the private rented sector to offer accommodation to homeless households. 	Officer time, Potential project for a limited time	
	Identify local letting agents managing property and develop closer links, engaging agents into landlord forums, through the media campaign and through regular 1:1 conversation about the activity in the sector.	Project to target small number of local agents to develop working relationships – to be taken forward by SART officers	Housing Strategy and Development Officer/ Housing Options Manager	December 2024		Officer time, Potential project for a limited time	Ongoing, and local database periodically reviewed and updated. All contacts invited to events/receipt of 'News' emails. All encouraged to link to DASH.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
84	Through discussions with local landlord and letting agents develop a tool kit of options that will enable the council to increase access to more homes in the Private Rented Sector.	Develop local offer as part of wider countywide offer to sector. Analysis of recent caseload does show that Bolsover has good success rates in placing those presenting in the private rented sector. This may be a more pressing issue once the Renter's Rights Bill is enacted.	Housing Strategy and Development Officer/ Housing Options Manager	March 2025		Officer time	Initial discussions held but implementation by DHOG on hold due to other projects.
	Review our Bond Guarantee scheme, to ensure it is relevant in the current market.	The team currently pay bond out of our homelessness prevention grant. Most agents no longer accept bond guarantee. Likely to still be able to pay bond to support those seeking PRS accommodation	Housing Options Manager	June 2025		Officer time	The team currently pay bond out of our homelessness prevention grant. Most agents no longer accept bond guarantee. Likely to still be able to pay bond to support those seeking PRS accommodation

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Building more homes	To explore with Dragonfly Development Limited (DDL) the provision of good quality private rented accommodation across the District.	Initial proposals discussed but not progressed. Council approval to bring DDL back in-house. Delivery of action no longer a current priority.	Housing Strategy and Development Officer/ AD Housing Management	December 2026		Officer time	Action on hold.


Objective 3: Ensuring that Housing Standards and Living Conditions in Bolsover Contribute Towards Better Health Outcomes for All

Good quality housing is essential for everyone's health and wellbeing; safe and sustainable housing can support good physical and mental health, reduce fuel poverty, decrease carbon emissions, reduce hospital admissions, and help people live independently for longer.

Poor housing is a driver of poor health and of pervasive and growing health inequalities. Housing also has a huge influence on mental health and wellbeing. Affordability has a major impact on an individual's ability to keep homes warm and how people travel to work and maintain social connections. As well as physical housing conditions, environmental blight and anti-social behaviour can all influence the way people feel about where they live

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Explore the options to introduce/rename new minor adaptations.	Consider renaming/Introducing: <ul style="list-style-type: none">– Hospital discharge grant,– Dementia grants, and– Relocation grants	New policy ideas under research. DFG maximum under review. Not yet drafted policy although research done. Currently diverted onto other DFG issues due to Derbyshire County Council (DCC) budget cuts. A proposed new policy will not be ready for Sept.	Service Manager (Environmental Health)	June 2025 – potentially draft deadline, will require public consultation	<ul style="list-style-type: none">• Improved physical, mental health and wellbeing across the District.• Residents living independently for longer.	Officer time	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
	Agree funding limits, criteria of support, application process, assessment and implementation. Propose a new policy for consultation.	As above, the policy is under development. New timescale to be agreed.	Service Manager (Environmental Health)	September 2025		Officer time	
87	Devise and develop a new Disabled facilities grant (DFG) Agency Service following cuts to DCC provision and the loss of the DCC Disability Design Team (DDT).	<p>DCC have ceased Disability Design Team (DDT), so revised approach required.</p> <p>EH now hosting a new design and contract management service to replace the DCC DDT. New service under development and post being appointed to. Policy will therefore need review to reflect these changes.</p>		May 2025		Officer recruitment (complete)	New DFG agency service now established.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Explore options that support older and vulnerable tenants living in the Private Rented sector. 	Better inform and advise landlords of the challenges for older people living in unsuitable properties and the potential support landlords can offer.	<ul style="list-style-type: none"> – DFGs – Lifeline – ASC – Community Outreach Service 	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	Landlord Forum 2025	<ul style="list-style-type: none"> • Improved physical, mental health and wellbeing across the District. • Residents living independently for longer. 	Officer time and publication of material	
	Ensure training is provided to landlords about safeguarding.	This is being considered alongside other legislative changes due late 2025. This will be addressed at a Landlord Forum event and via e-communications.	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	Landlord Forum 2025		Specialist safeguarding training via DCC at a landlords' forum event.	
	Provide better information and access to affordable warmth measures and how to secure them into their properties. To include ongoing activity with Derbyshire County Council on Winter Warmth.	<p>Home Improvement Coordinator in post – continued support to residents on 121 basis of advice and support.</p> <p>Following budget cuts at DCC and the demise of the Healthy Homes team, the local offer is being</p>	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	Landlord Forum 2025		Officer time and publication of material	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
69		reassessed. Awaiting confirmation of DCC offer.					
	Provide specific training to enable landlords to support tenants as they age in place and educate landlords to be dementia friendly and aware of how to sign post tenants to support services.	This is being considered alongside other legislative changes due late 2025. This will be addressed at a Landlord Forum event and via e-communications	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	Landlord Forum 2025		Specialist dementia awareness training via Derbyshire County Council at a landlords' forum event.	
	Improve Landlord awareness of Disabled Facilities Grants and encourage take up as a means of maintaining tenancies as a result of adaptations.	This is being considered alongside other legislative changes due late 2025. This will be addressed at a Landlord Forum event and via e-communications	Housing Strategy and Development Officer/ Service Manager (Environmental Health)	Ongoing		Officer time and publication of material	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
	Develop a database of private rented sector adapted properties to enable tenant referrals by Housing Allocations and Housing Options teams.	This is likely to progress further once Renters Rights Bill is enacted and private landlords are required to be on a local authority database.	Housing Strategy and Development Officer	December 2026		Could be delivered as an external placement project.	
06	Advise and support PRS tenants via the Community Outreach Service inc. Income; life skills; health; referrals to specialist services e.g. debt; counselling	Ongoing delivery. Officers tracking general data on numbers to continually review demand/ resources.	Service Manager (EH)	Ongoing		Evidence of numbers supported via Service database	
Support older and vulnerable residents in the private sector to move to more appropriate accommodation. Households living in the private sector struggle to move to a more	Consider options that the Council could support such as bridging loans for owners to move in a timeframe that works for them and to enable them to find the 'right' property, which may encourage more people to make the move.		Housing Strategy and Development Officer/ Assistant Director of Housing Management & Enforcement/ Service Manager (Environmental Health)	December 2026	<ul style="list-style-type: none"> Improved physical, mental health and wellbeing across the District. Residents living independently for longer. 	Explore options for support at county/ regional level	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
appropriate accommodation.	Consider the role of equity loans and creating shared ownership products.		Housing Strategy and Development Officer/ Assistant Director of Housing Management & Enforcement			Officer time	
Improve thermal comfort and reduce energy costs for older and vulnerable people in the private sector.	Continue to seek external funding opportunities to provide energy efficiency measures for both privately owned and rented homes.	<p>Engaged in consultation over the potential withdrawal of the Healthy Homes Project at DCC and considering how the Home Improvement Team in EH can plug the gap. DCC Project now ended.</p> <p>Further work will be taken forward via Warm Homes: Local Grant as discussed under Objective 1.</p>	Service Manager (Environmental Health)	Ongoing	<ul style="list-style-type: none"> Improved energy efficiency of homes in the private sector. Improved physical, mental health and wellbeing across the District. 	Officer time, communication and publication of materials	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
92	Continue to use affordable warmth coordinator post, to offer advice support and guidance for people to access financial incentives/grants and help with energy saving.	<p>During autumn/winter periods there is consistently increased demand. Demand during spring/summer is lower but also generally consistent.</p> <p>The Home Improvement service is actively promoted by Environmental Health service.</p> <p>Social media campaign planned for autumn 2025.</p>	Service Manager (Environmental Health)	Ongoing		Officer time, communication and publication of materials	
	Ensure landlords are aware of the potential support that is available and their obligations to provide housing that is sufficiently warm and comfortable, in compliance with minimum standards (particularly	This will be addressed in more detail once the Renter Rights Bill receives assent and landlords are required to adhere to revised regulations.	Service Manager (Environmental Health)	Ongoing		Officer time, communication and publication of materials	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
	improvements to EPC rating).						

Objective: 4: Ensuring All Areas, Neighbourhoods, and Streets in Bolsover, irrespective of Housing Tenure or Type, Are Places Where People Want to Live and Are Proud to Live

A good mix of housing types and tenures is vital for creating sustainable communities and meeting the District's housing needs. It is important that all our residential areas feel welcoming and safe and are locations where people are more likely to be invested in their homes and neighbourhoods.

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
Sharing intelligence to target resources. 94	Work with partners to create a database that will aggregate, monitor, and cross-reference data on properties to enable a better targeting of resources and act as an early warning system to predict challenges.	Through delivery of Warm Homes: Local Grant, services are collaborating on identifying areas to target for delivery. Regular communication between housing strategy and environmental health on problem areas and issues arising. Options are being assessed for where energy grants for private	Housing Strategy and Development Officer/ Service Manager (Environmental Health) with NEDDC counterparts	March 2026	<ul style="list-style-type: none"> Improved targeting of resources to maximise our impact in the private sector. Reduced numbers of empty homes across the District. Improved management standards across the private rented sector. Improved property condition across the 	Partnership approach with private sector	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
		sector can complement other delivery. other investment.			private sector.		
Bringing Empty Homes back into use. 95	Continue to develop and prioritise the Council's Empty Properties Project, seeking opportunities to increase the number of properties being addressed.	Principal action to date has been the introduction of the Empty Homes Premium. This is intended to act as an incentive for owners of empty properties to take positive action to resolve their empty property. The Premium will come into effect on 1 st April 2026.	Planning Policy and Housing Strategy Manager	July 2024 onwards	<ul style="list-style-type: none"> Reduced numbers of empty homes across the District. 	Additional income generation for targeted work via Council Tax Premium.	
	Review Best Practice elsewhere on the potential delivery models being used by other councils and include those elements that reflect the requirements of the District. This will enable better understanding of available options to help address empty properties in the District.	We are conducting a benchmarking of other Council's work in this area.	Planning Policy and Housing Strategy Manager	December 2025		Officer time	

Key Action	Sub-Action	Progress Update	Lead Officer(s)	Target Date	Expected Outcome	Resources	Actual Outturn
96	Consider preparation of media campaign to help identify priority empty properties in each local community. This will generate greater public awareness of the Empty Properties Project and local community input to prioritisation of properties.	Consideration of this will follow the conclusion of the benchmarking exercise.	Planning Policy and Housing Strategy Manager	December 2025		Officer time	
	Explore options for the Council leasing empty homes and improving them. These properties would be rented out on the private rented market to recoup the council investment.	Consideration of this will follow the conclusion of the benchmarking exercise.	Planning Policy and Housing Strategy Manager	December 2025		Officer time	
	Explore the potential for a new bespoke product to provide repayable grant assistance to first time buyers to purchase long-term empty homes at the lower end of the market.	Consideration of this will follow the conclusion of the benchmarking exercise.	Planning Policy and Housing Strategy Manager	December 2025		Officer time	
	Consider the Council acting as guarantor on a mortgage to support first time buyers to buy a property and secure repayable grant to undertake improvements.	Consideration of this will follow the conclusion of the benchmarking exercise.	Planning Policy and Housing Strategy Manager	December 2025		Officer time	

Private Sector Housing Strategy



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1. Introduction

1.1 This Private Sector Housing Strategy is the first such strategy that we have published and supports our over-arching Housing Strategy by setting out our detailed plans for both home ownership and private rented housing.

Owner occupied and privately rented properties make up over 83.3% of homes in Bolsover District. This strategy sets out our plans for achieving good quality housing across the existing private sector stock—we believe that all residents should have the opportunity to live in a decent home.

1.2 Private sector housing performs a vital role in supporting our economic viability and meeting housing need in the District. Homes to buy have become increasingly unaffordable, and median property prices are now 9.3x median income levels, which has contributed to a major expansion in private renting. Consequently, rents in the private rented sector have also risen substantially, and households on lower income are spending up to 44% of their income on rents. For median income households, this figure is 51.8%. The private rented sector now provides homes for an increasingly diverse range of households and those reliant on Local Housing Allowance are being squeezed out of the market. In 2022, only 1.7% of homes to rent on Zoopla were within Local Housing Allowance and this strategy considers interventions that will encourage more landlords to provide homes for rent within Local Housing Allowance levels. The private rented sector now houses 198% more households than it did in 2001 and accounts for 17.4% of all homes across the District, but whilst many private renters in Bolsover District are satisfied with their homes, this sector can be a very unfair playing field for lower income households. Whilst most private landlords take their responsibilities very seriously, there are unfortunately some private tenants who are subjected to a badly regulated sector which allows poor conditions, mistreatment from landlords, unstable tenancies, and extortionate rents. Too many residents are trapped in overpriced, and in many cases, poor quality rented accommodation.



1.3 Whilst the private rented sector has grown, the owner-occupied sector has reduced in size from 69% of all households to 65.9% between 2001 and 2021. The stock condition survey confirmed in some markets over 21.7% of owner-occupied homes fail the Decent Homes Standard. The case for well-insulated and energy efficient homes has never been greater. Climate change is already disrupting weather patterns and creating extremes that most homes in the UK are ill-equipped to cope with. In response to the root cause of climate change, we are committed to creating a net zero District by 2050 and this strategy therefore responds to the challenges of supporting homeowners and landlords to make their homes more energy efficient. We also know that many homeowners are living in homes that need major repairs and are in poor condition but do not have the income levels to afford this work. Our strategy considers the different solutions, we may be able to offer to support these vulnerable households.

1.4 Many homes in the private sector in Bolsover District are in poor condition. 45.8% do not meet EPC C, and 16.3% of owner-occupied homes and 18.6% of private rented homes fail the Decent Homes Standard for having a category 1 hazard, which poses a serious and immediate risk to a person's health and as part of this strategy we commit to increasing the awareness of landlords of the Decent Homes Standard as well as more information on potential funding.

Our ambition for Bolsover District residents living in the private sector is that homes are safe, warm, and sustainable, and people feel invested in and connected to their home and local community.

This strategy reflects our strong commitment to realising this vision.

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- 1.5** Housing is one of the key determinants of health. The quality of people's homes is strongly related to economic prosperity and minimising the adverse effects of poor housing remains a major challenge for us. Living in a home which is in good condition, that the household can afford to heat, and is in an area in which they feel safe and well supported by the local community underpins the wellbeing of individuals and families. The impact of poor housing in childhood can affect an individual for a lifetime and can affect physical, social, and psychological development. Damp, mould, cold, and overcrowded conditions can lead directly to physical illness and there is also increasing evidence that poor housing conditions can seriously affect people's mental health and sense of wellbeing.

- 1.6** The outcomes of an improved private sector are far more beneficial than improving housing conditions or the way homes are managed. A safe, warm, and secure home underpins people's ability to build a better quality of life and enables people to maintain independence. Living where you can afford and having security in knowing you won't be 'kicked out' at a moment's notice helps people to put down roots and have a stable base, a sense of community, and belonging. We want to make sure that homes in the private sector, whether owned or privately rented, are safe, well-managed, and well maintained and this private sector strategy sets out how we, along with our partners, will achieve this over the next three years (2024-27).

- 1.7** It is therefore essential that we work with our partners to improve both property conditions and provide access to well-managed private sector housing to help meet the housing needs of our residents.

2. Private sector market

- 2.1** The information below summarises some of the key areas of work we are involved in.



- 16.2% of households are living in fuel poverty.
- 16.3% of homes in the owner-occupied sector have category one hazards. This increases to 18.6% in the private rented sector.
- 45.8% of private sector homes have an EPC rating of D or below. This rises to 65.7% for properties in the private rented sector.



- The main reason for homelessness in 2022/23 was the loss of a private rented tenancy.
- The level of statutory homelessness across Derbyshire has decreased and in 2017-18 was one per 1,000 households, significantly lower than the national average, but local data from district and borough councils indicates that over 3,000 homelessness assessments were made in 2020-21.



- Derbyshire has similar levels of fuel poverty to the England average with the estimated percentage of households that experienced fuel poverty in 2018 of 10.6%.



- 1.9% of people living in the private sector in Bolsover District live in overcrowded homes.
- Household overcrowding Census 2021 figures show 3.1% of households were overcrowded, with the highest proportion of affected households in Shirebrook and Langwith.



- There are 29,383 households living in the private sector. This represents 83.3% of all stock.
- The size of the private rented sector has almost doubled since 2001 from 9.38% to 17.4% in 2021.
- In 2022, the median rent level was £648pcm, an increase of 32.2% since 2018.
- In 2022, only 1.7% of properties in the private rented sector advertised through Zoopla were within the Local Housing Allowance rate.

- Lower quartile property prices are seven times as much as lower quartile income levels.
- People living in the private rented sector on lower quartile incomes spend 44% of their income on a lower quartile rent.



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- Derbyshire has a higher-than-average proportion of older people (21.9% aged over 65, compared to 18.5% in England). This is predicted to increase, according to ONS population projections, with the Derbyshire 65 and over population accounting for approximately 27.3% of the population in 2043. Older people have increased housing, accommodation, and support needs, in order to enable them to live independently for longer. Joining up planning, housing and health systems is needed to achieve this.
- Premature mortality is a good high-level indicator of the overall health of a population. Bolsover District has the highest level across Derbyshire for under 75-year-olds at 496.6 per 100,000.



3. Strategic priorities and achievements

Improving the private sector has been a priority for us for many years and is reflected within our policy and strategy framework. Over the past five years we have:

- Continued to deliver adaptations through the Disabled Facilities Grant (DFG) process and in the year 2022/23 delivered 64 mandatory DFGs. This work is essential in allowing people to remain in their own homes in safety and with dignity. In addition to this we have delivered a pilot stairlift recycling project in partnership with Derbyshire County Council. The project enables stairlifts to be installed much sooner and as they are on loan to the customer, they are removed when no longer needed and then installed in whole or in part to other customers in need, hence the recycling element.
- Continued to participate in the Derbyshire Healthy Homes Project, which enables those suffering from cold related ill health to receive assistance in the repair/installation of heating systems and accessing insulation measures.

Again, this is allowing people to remain in their own homes in safety and in comfort, addressing the impact of poor housing on health.

- Brought long-term empty properties back in to use. Significant achievements in the last five years have included the renovation of large empty properties such as the Station Hotel in Creswell (creating 15 apartments), the Miners Welfare in Creswell (creating 11 apartments), and the disused Coop building in Whitwell (creating five apartments).
- Held events to inform landlords of new regulations and what help is available for themselves and their tenants.
- Delivered the well-established community outreach service that provides help and support in financial matters, maximising income, and helping to improve overall health and wellbeing. The service has experienced increased demand because of the cost-of-living crisis and continues to help people remain in their own home and to access housing which is affordable and meets

their needs. Over the past three financial years the service has handled an increasing number of service requests, evidencing the increased demand for additional support provided to our residents. In 2020/21 there were 438 requests for service but in 2022/23 there were 777.



- Enforcement action taken against landlords whose properties do not comply with legislative standards. In one case, enforcement was pursued to such an extent that it resulted in a landlord being sentenced to 10 months in prison. This demonstrates the zero-tolerance approach giving a strong message to landlords. Set up the Supported Accommodation Review Team (SART) to ensure the standard of support, quality of accommodation and value for money of supported accommodation in the District, primary in the private sector.
- Undertaken project based proactive housing inspections to address poor housing conditions, fire risks, waste, and community safety in identified hotspots area. Whilst private sector housing work is reactive, we have been able to manage resources so that we can undertake some successful, proactive area-based work.
- Undertaken a project to promote the Minimum Energy Efficiency Standards (MEES) (using Government funding) contacting all landlords with non-compliant EPCs. Half of all those landlords contacted achieved a higher EPC rating following our intervention.
- Continued to benefit from the resource of a Home Improvement Coordinator. This role enables us to provide support and assistance including energy efficiency and energy debt as well as general advice and assistance around housing repairs and access funding such as ECO or ECO flex.

3.1 Whilst we are proud of our achievements, we know there is plenty more to be done, and in preparing this strategy, we commissioned the most comprehensive review of the private sector that we have ever undertaken, alongside detailed discussions with partners and a tenant and landlord survey.

3.2 The outcomes of this work underpin the objectives within this strategy and align closely to our Vision statement. This strategy will meet our Ambition Statement 2024-2028 vision and aims through the delivery of four objectives:

- Objective 1: Improve property and management standards
- Objective 2: Maintain and improve the supply of good quality, well-managed homes in the private rented sector
- Objective 3: Ensuring that housing standards and living conditions in Bolsover District contribute towards better health outcomes for all
- Objective 4: Ensuring all areas, neighbourhoods, and streets in Bolsover District, irrespective of housing tenure or type, are places where people want to live and are proud to live.

3.3 The strategy is accompanied by an action plan which sets out what we hope to achieve and by when. The action plan will be agreed with partners and will be used to monitor progress over the period of the strategy.

The outcomes that will be achieved through this strategy are:

- Improved property condition across the private sector.
- Improved management standards across the private rented sector.
- Improved energy efficiency of homes in the private sector.
- Reduced number of properties with a category 1 hazard.
- Reduced levels of anti-social behaviour across our neighbourhoods.
- Reduced number of people presenting as homeless from the private rented sector.
- Increased access to the private rented sector to offer accommodation to homeless households.
- Increased supply of high-quality affordable housing for the private rented market.
- Residents living independently for longer.
- Improved targeting of resources to maximise our impact in the private sector.
- Reduced numbers of empty homes across the District.

4. Improve property and management standards

4.1 Improving property condition and management standards across the private sector is a primary objective of this strategy. Improving the housing stock is an essential part of protecting the health and wellbeing of our residents. If homeowner's homes are in good condition, well insulated and safe, people will live healthier happier lives and a good supply of well-managed, well-maintained private rented homes can play a valuable role in helping to make more properties available to lower income households unable to access social housing, help vulnerable households to find suitable accommodation, and reduce homelessness. We believe everyone should have a good quality home no matter what tenure they live in.

4.2 All private housing should meet at least the minimum standards that comply with the legislative standards ensuring that the property does not cause a physical hazard or nuisance to residents and the

local neighbourhood. We want to work with landlords to increase security, certainty, affordability, and stability for tenants but where landlords do not meet the required standards, we will do everything in our power to ensure that residents are safe in their homes. For vulnerable homeowners, we want to provide as much support as we can through advice, grants and loans.

Enforcement

4.3 The majority of landlords act with fairness and decency towards their tenants and those in the neighbourhoods of the homes they own. They maintain high standards of accommodation and



manage their properties well, complying with the requirements of the law. Many landlords work with us and accept more challenging tenants, offering safe, suitable accommodation to those who may otherwise be homeless.

4.4 However, a small number of landlords completely disregard their duties and responsibilities towards their tenants and carry out unlawful actions. Their interest in properties is often limited to generating a rental income with little or no investment in the property, tenants, or wider residents and communities. The private sector is also becoming increasingly responsible for providing supported accommodation, often to those with the most challenging and complex needs. We have a role to play in ensuring such accommodation is well-managed and does not negatively impact other tenants and residents living in the area.

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4.5

Enforcement is a core function of the environmental health team who conduct private sector housing work. Under the Housing Acts and related environmental health and building legislation, local

councils have both legal powers and duties to deal with unsatisfactory housing conditions in the private sector. Targeting and focusing intervention and enforcement on the very worst properties, landlords, and agents has been a key area of focus for us over many years.

4.6 We have a crucial role in driving up housing standards in the private sector, and as such, we will focus our resources on those areas with the most insufficient housing stock and the least adequate property management. We will continue to use the powers provided to us and using the whole range of statutory provisions to facilitate the most appropriate solutions, sanctions and deterrents.

4.7 Over the lifetime of this strategy, we will design a housing enforcement policy, that reflects the range of enforcement provisions to support both resident and tenants living in the private sector.

Damp and Mould

4.8 We are fully aware of the impact damp and mould has on people's lives and health. We are committed to having a clear and effective approach to this issue We are working

across all tenures and with all partners to reduce the risks of damp and mould in our homes and all homes in the District and make sure that cases are being investigated fully. We have always investigated such service requests by offering site visits and do not solely offer advice leaflets as some authorities do. However, there are further improvements that can be made.

4.9 During the lifetime of this strategy, we will:

- Increase our engagement with private landlords and residents in the District to tackle the issue of damp and mould. We are already taking enforcement action against landlords with damp and mouldy properties and are committed to holding private landlords to account on the condition of their properties.
- Promote advice to all residents about good practice to deal with damp and mould. For example, checking for leaks, ensure proper ventilation in areas like bathrooms, kitchens, and laundry rooms, using extractor fans or open windows when cooking, showering, or doing laundry to allow moisture to escape and ensuring that walls, roofs, and floors are well insulated.
- Improve our data recording to enable easy access to future data to be able to demonstrate our activities and better understand the extent of the issue in our district.

Promoting rights and responsibilities in the private rented sector

4.10 We want to increase awareness of the rights and responsibilities of tenants so that they are able to make more informed decisions about moving into a new home or discussing issues with landlords.

4.11 We are planning to deliver a campaign that ensures that people understand what an inexperienced landlord 'looks like' and how these are different to rogue landlords. Rogue landlords are not landlords who just 'get it wrong'. A rogue landlord has little regard for Fair Housing Laws, adhering to building codes, or respecting a tenant's rights to privacy in their rental home.



Instead, these landlords target vulnerable tenants and place them in overcrowded or poorly maintained accommodation. They may take part in discriminatory or harassing behaviour, increase rents at a moment's notice, and evict tenants who may make a complaint, without legal grounds to do so.

- 4.12** This is not acceptable and tackling rogue landlords is a priority for us. A media campaign to 'shop a rogue landlord' will be established and promoted through our website and media channels. This will enable those people who do not know how to report rogue landlords to do so.

As part of our campaign to promote tenants' rights, we will be designing a tenant's checklist that equips tenants to ask the 'right' questions when viewing property and ensure all appropriate safety certificates are in place. Our check list will be co-produced with tenants and focus on areas such as Basic Information:

- The length of the lease
- Deposit and Fees
- How maintenance and repairs are handled
- References from previous tenants
- Emergency procedures in case of emergencies (e.g., fire, flooding)

Promoting DASH

- 4.13** To help improve the private rented sector, we have worked in partnership with DASH (Decent and Safe Homes) Services since 2005. DASH is a nationwide scheme that encourages and rewards good property standards and management practice in the private rented sector.

- 4.14** The service provides a landlord accreditation scheme and 'Call B4 You Serve' to encourage support for landlords to limit evictions. We are now leading on a project to provide earlier intervention for the Call B4 You Serve service. We have an excellent working relation with DASH, and will be exploring how we may extend our partnership working, promoting the service more widely to landlords, increasing the number of properties that DASH inspects on our behalf, and exploring how the partnership can be strengthened to better share resources.

- 4.15** The loss of private sector tenancy is a significant reason for homelessness in Bolsover District. We will coordinate our homelessness prevention approach to private rented sector tenants, working with Call Before You Serve, Derbyshire Law Centre and other partners to better understand the practical and financial support package that we can offer both landlords and tenants.



We will develop a private rented sector specific homelessness prevention offer that will offer good quality advice and assistance to landlords and tenants in the District.

Promoting good practice and raising awareness

- 4.16** We recognise the need for collaborative efforts to raise awareness of tenant and landlord responsibilities and to expand good practice across the sector. We are committed to providing more advice and support to victims of unscrupulous landlords, taking enforcement action against landlords who rent substandard accommodation and exploit vulnerable tenants and those from marginalised groups.

- 4.17** This will involve increasing the use of our media platforms for our standards, commitments, enforcement action, advice and support to both landlords and tenants, and continuing to work with lettings and management agents, developing formal partnership arrangements.

- 4.18** We facilitate regular landlord forums to share ideas about how we can work together to improve services for tenants and inform landlords of legislative requirements and changes. The focus is to:

- Provide partnership working opportunities.
- Co-operate with local landlord associations.
- Launch initiatives with landlords such as energy efficiency or greener homes.
- Improve access to training and learning.
- Provide forums for discussion and networking.

- 4.19** We will positively encourage landlords to join the Landlord Accreditation Scheme that is managed by DASH and to attend the local landlord forum events to educate landlords to provide better support and services for their tenants. We will be extending these invitations to letting agents too. We will be considering more practical benefits to secure membership and attendance at these events such as:

- Explore the option to provide loans to undertake improvement work, secured



against future rent. This consideration would also apply to owners.

- Consider support packages to landlords to extend their portfolios if those properties are made available to us.

- 4.20** We recognise that not all landlords will be able to attend and so we will also trial promotion of information through online platforms.

Getting ahead of the game

- 4.21** Landlords must ensure that their rental property meets Minimum Energy Efficiency Standards (MEES). This means by law properties must have an energy performance certificate (EPC) rating of "E" or above. Improving EPC ratings are better for the environment and better for all residents, in terms of the cost of heating and warmer homes.

- 4.22** We know that 65.7% of private rented homes and 53% of owner-occupied homes do not currently meet EPC C and we are planning to undertake research to better understand the plans of landlords and owners to improve the EPC rating of their properties and the support that may be required. We will then develop an Intervention Strategy on the support we can provide.

5. Maintain and improve the supply of good quality, well-managed homes in the private rented sector

5.1 A key priority for us is to maximise the number of high-quality and genuinely affordable homes in the District for all our residents, catering for people from a wide range of backgrounds and on different incomes. This includes the private rented sector. A number of new pieces of legislation have been introduced relating to private sector housing and there are concerns that a number of landlords may choose to leave the market, selling their homes. Whilst these properties may remain in the sector, others may not; reducing supply.

access to the private rented sector through the development of an attractive and comprehensive Bolsover District landlord offer. Alongside this, we will explore the feasibility of developing a countywide private sector leasing scheme.

Our Homelessness Strategy recognises the important role that the private rented sector plays in meeting the housing needs of those who are experiencing homelessness or threatened with homelessness.

5.3 Increasing access to the number of private sector homes which can be used to support move-on accommodation for people who are homeless is critical if we are to reduce our

Increasing access to the private rented sector

5.2 There are clear opportunities to increase

reliance on temporary accommodation and provide stable and secure homes for people. This is challenging; with the significant demand for private rented homes and increasing rent levels, landlords can 'pick and choose' tenants, taking advantage of higher rent levels than are payable by tenants who are reliant on Local Housing Allowance (LHA).

5.4 We have recruited a dedicated team that will work to engage with private sector landlords and agents and explore new ways of securing access to the private rented sector. By developing close working relationships with landlords and letting agents, this team will co-produce a tool kit of options that will enable us to increase access to more homes in the private rented sector and we will consider every potential option. Over the lifespan of this strategy, we will:

- Review our Bond Guarantee schemes, a fund set up to help those who are homeless or threatened with homelessness, to help finance a new rental property. We want to ensure this is working for both tenants and landlords.
- Intervene where landlords are choosing to leave the sector to ensure that these homes remain in the private rented sector and are sold to accredited landlords.
- We will be consulting with landlords to identify those that want to extend their portfolios and consider how the council may be able to provide support.
- Explore working with brokers to find properties and provide short-term move-on support to homeless families.

5.5 Exploring the types of incentives we can offer landlords to help secure landlords' engagement with us. We will research best practice elsewhere and consider new ideas of our own in conjunction with landlords and letting agents. Without pre-empting the outcomes of these discussions, we could explore:

- Options that support landlords to undertake improvement work, secured against future rent.
- Rent guarantees over and above Local Housing Allowance levels through considered and effective use of



Discretionary Housing Payments and Homeless Prevention Grant.

- We act as property guarantor.
- Up front rent payments.
- Additional support for tenants as tenancies start.

Building more homes

5.6 In 2022 Dragonfly Development Ltd, a Council owned company was set up with an accompanying business case which set out objectives to provide good quality private rented accommodation across the District. In addition, Dragonfly Development Ltd aspires to increase the supply, quality and range of housing to meet the needs of the growing population and support economic growth ensuring more good quality homes are available to buy.



6. Ensuring that housing standards and living conditions contribute towards better health outcomes for all

6.1 Good quality housing is essential for everyone's health and wellbeing; safe and sustainable housing can support good physical and mental health, reduce fuel poverty, decrease carbon emissions, reduce hospital admissions, and help people live independently for longer.

6.2 Poor housing is a driver of poor health and of pervasive and growing health inequalities. Housing also has a huge influence on mental health and wellbeing. Affordability has a major impact on an individual's ability to keep homes warm and how people travel to work and maintain social connections. As well as physical housing conditions, environmental blight and anti-social behaviour can all influence the way people feel about where they live.

We are looking to be much more flexible about how we fund this agenda and will increase access to homes that are affordable. This may include:

- Supporting officers to manage bringing empty homes back into use.
- Investing in long-term empty private sector housing stock to bring it up to the Decent Homes Standard, with the proviso it becomes available to us for nominations.
- Providing support to sustain tenancies.



6.3 The Derbyshire Health and Wellbeing Strategy contains a priority to 'Support our vulnerable populations to live in well-planned and healthy homes' and recognises that older people in Derbyshire have increased housing, accommodation, and support needs. In order to enable older and vulnerable people to live independently for longer, the Health and Wellbeing Board will work to join up planning, housing, and health systems by empowering existing partnerships to work seamlessly together.

Health and safety at home for longer

6.4 The most vulnerable residents are those least likely to reach out for support and assistance when things go wrong. This is especially so for owner-occupiers who may not consider that we can support them where they are coping with significant disrepair or squalid living conditions that they are unable to rectify themselves.

6.5 Poor quality or unsuitable accommodation can prevent people living independently in their home for longer and force unnecessary displacement, away from familiar surroundings. Many deteriorating situations in private rented housing stem from tenants and landlords not understanding their rights and responsibilities or not having the ability or capacity to exercise those rights.

6.6 We believe that suitable, safe, and sustainable accommodation for everyone is a right, and is the foundation against which people can achieve positive life outcomes. Ensuring those with the most challenging and complex needs can sustain stable housing is seen as key to achieving more cohesive neighbourhoods in our district. Improving health and safety in existing homes will have a significant impact on people's ability to remain living at home for longer.

6.7 We offer a comprehensive adaptations service, futureproofing existing housing stock with relatively low-cost adaptations such as small ramps, grab or handrails, small steps to entrances, or moving power sockets. These are low-cost solutions to enable older people or people with a disability or complex housing needs to remain living independently. We will review how we maintain independent living. We will

continue to promote the take up of these adaptations.

When we undertake adaptations, we will take a holistic approach and ensure that homes are safe. If additional work is required, we will undertake that so that residents can truly benefit from the adaptations they need.

6.8 It is often simpler for owner occupiers to access adaptations. As the owner of the property, they have the choice to have adaptations undertaken. This is not the case for tenants and ensuring that tenants living in the private rented sector are aware of these adaptations and that landlords are supportive of having them installed in their properties is essential. We know from experience that landlords may not understand tenants' longer-term needs and may not wish to adapt property. As well as promoting adaptations to owner occupiers, we will be supporting older people or people with a disability or complex needs in the private rented sector and will explore options that:

- Better inform and advise landlords of the challenges for older people living in unsuitable properties and the potential support landlords can offer.
- Ensure training is provided to landlords about safeguarding.
- Provide better information and access to affordable warmth measures and how to secure them into their properties.



- Provide specific training to enable landlords to support tenants as they age in place and educate landlords to be dementia friendly and aware of how to signpost tenants to support services.
- Develop a directory of support services for landlords to provide to tenants explaining the services available and a named referral point.

6.9 Encourage take up of Disabled Facilities Grants by offering a commitment to support landlords to find tenants requiring adaptations in the future.

Providing practical support for homeowners

6.10 Whilst the majority of home owner want to remain living in their home, others will want to move. One of the barriers for older households to move is trying to negotiate the purchase chain whilst trying to find the right home for their future, and in parallel to sell their current home. These issues can prevent many moves. We will explore the impact this has on vulnerable older people and consider potential solutions which may include bridging loans for owners to move

in a timeframe that works for them and to enable them to find the 'right' property, which may encourage more people to make the move.

6.11 There may also be older people or people with a disability or complex needs that wish to move but are unable to afford a more appropriate home. Without financial support, these households are likely to be trapped in unsuitable housing. We will explore the potential of enabling owners to utilise the equity in their homes and move to a more suitable property by developing shared ownership products.

6.12 In the same way as owner occupiers or social tenants are enabled (social tenants through the downsizing scheme and owners through their equity) to access more suitable housing, households living in the private rented sector may be unable to do this. The cost of moving, facing a potentially higher rent, and finding a more suitable property may all act as barriers. We will research potential options to support low-income households living in the private rented sector to move to more suitable accommodation.

Affordable warmth and fuel poverty

6.13 A home should be warm and comfortable and provide a healthy and welcoming environment that promotes well-being. Fuel poverty is influenced by three factors: a person's income, the price of fuel, and the thermal efficiency of their home. Whilst we can signpost residents to increase benefit uptake and advice, we cannot influence a person's income or the price of fuel.

6.14 16.2% of households in Bolsover District are living in fuel poverty. We prioritise reducing the number of households experiencing fuel poverty.

6.15 However, we recognise the need to improve thermal comfort and reduce energy costs through a range of initiatives and will assist vulnerable residents to do so. This will also support our commitment to tackling climate change and reducing our carbon emissions.

6.16 We will:

- Continue to seek external funding opportunities to provide energy efficiency measures for both privately owned and rented homes.
- Continue to use our affordable warmth coordinator post, to offer advice support and guidance for people to access financial incentives/grants and help with energy saving.
- Ensure landlords are aware of the potential funding support that is available and their obligations to provide housing that is sufficiently warm and comfortable, in compliance with minimum standards.



7. Ensuring all areas, neighbourhoods, and streets in Bolsover District, irrespective of housing tenure or type, are places where people want to live and are proud to live

7.1 A good mix of housing types and tenures is vital for creating sustainable communities and meeting the District's housing needs. It is important that all our residential areas feel welcoming and safe and are locations where people are more likely to be invested in their homes and neighbourhoods.

7.2 We are a landlord working in neighbourhoods where private sector landlords operate. The proposed consumer standards by the Regulator of Social Housing recognise that part of a landlord's role is to work with

others to help with the upkeep and safety of the neighbourhoods and communities their homes are part of. The proposed Neighbourhood and Community Standard commits that landlords need to work with other organisations to contribute to the upkeep and safety of shared spaces.

7.3 A significant factor in neighbourhood decline is locations that attract short term renters, where rooms or properties are let out on a short-term basis. Whilst this type of accommodation meets the housing needs of some in our

community, a proliferation of more transient short-term living makes it less likely that people will form connections to their local area and feel any ownership or investment in it.

7.4 Empty homes can similarly lead to deterioration and attract blight, criminality, and community tension. Keeping the numbers and clusters of empty homes to a minimum is essential if we are to sustain healthy and thriving streets and estates. It is also the case that those living in deprived areas in the least energy-efficient homes are likely to be those living in fuel poverty. This can contribute to poor health outcomes for residents, the deterioration of general standards, and broader housing instability. Improving domestic energy efficiency will help us meet our zero carbon 2050 commitments, reduce carbon emissions, and protect residents from harmful effects of climate change.

We have a dedicated resource in the Shirebrook area to support migrant households. Regardless of tenure, it provides housing advice and assists with language barriers, referrals to environmental health where required, and referrals to letting agents and private rented properties. It offers support to ensure migrant households settle well into new communities.

7.5 It is important that all our neighbourhoods are welcoming and safe and are locations where people are invested in their homes and neighbourhoods. A high turnover of tenancies can lead to a decline in standards, outward migration of more established residents, and a spiral of decline. This can also impact the desirability of properties and locations and tension between more settled and short-term renters.

Sharing intelligence to target resources

7.6 Within the private rented sector, the worst criminal landlords operate under the radar, renting out a house per room, often using all space such as kitchens, cellars, and corridors as sleeping accommodation. Tenants in these properties are vulnerable, often undocumented, and extremely unlikely to contact the authorities for assistance.



Likewise, for owner occupiers who are vulnerable and living in poor quality housing, many will not seek support. Our stock condition survey recommended a series of actions that will promote joint working protocols to help to address housing inequalities. This strategy is the platform for delivering those recommendations.

7.7 We will work with partners to create a database that will aggregate, monitor, and cross-reference data on properties to enable a better targeting of resources and act as an early warning system to predict challenges. This will be collated with private sector developed indices that predict certain activities and tenures which will provide profiles to assist us identify potential locations to target enforcement action, and as part of this, have a vulnerability index for people and the likelihood that services may be required.

Bringing empty homes back into use

7.8 Short-term empty homes are part of the normal housing market. However, long-term empty homes are a wasted resource, have a negative impact on neighbouring properties, and often act as a focus for anti-social behaviour. Keeping the numbers of empty homes to a minimum is essential if we are to sustain healthy and thriving streets and estates. We are planning to introduce the maximum charge on empty property through Council Tax premium and we are

considering different options to enable homes to be brought back into use.

7.9 To reduce the number of empty homes in the District, over the next three years we will explore:

- The potential for a new bespoke product to provide repayable grant assistance to first time buyers to purchase long-term empty homes at the lower end of the market.
- The potential to act as guarantor on a mortgage to support first time buyers to

buy a property and secure repayable grant to undertake improvements.

- The option to lease empty homes and improve them. These properties would be operated on the private rented market to recoup our investment.

8. Monitoring arrangements and delivery plan

Monitoring the Private Sector Housing Strategy

8.1 The action plans supporting this strategy will be monitored on an annual basis, with an annual report to Scrutiny and Executive.

Reviewing of the Private Sector Housing Strategy

8.2 The Private Sector Housing Strategy will be reviewed at least every three years in line with internal strategy/policy development procedures. The strategy may be reviewed more or less frequently than this as a result of changes in legislation, changes in our corporate vision or as a result of monitoring outcomes.

Minor changes which make no significant difference to service provision will be made to the document under delegated authority by the Assistant Director of Housing Management and Enforcement in consultation with the Portfolio Holder for Housing.

8.3 Responsibility for implementation.

Lead	Assistant Director of Housing Management and Enforcement
Others with responsibility	Housing Services Manager
	Housing Options Manager
	Housing Strategy and Development Officer
	Service Manager (Environmental Health)
	Planning Policy and Housing Strategy Manager





Equalities Statement

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

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

Access for All statement

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

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

BOLSOVER DISTRICT COUNCIL

Customer Services Committee on Monday 29th September 2025

Update on Bolsover Homelessness and Rough Sleeping Strategy 2022-2027

Report of Councillor Philip Smith, Portfolio for Housing

Classification	This report is Public
Contact Officer	Elizabeth Ellis, Housing Options Manager

PURPOSE/SUMMARY OF REPORT

The purpose of this report is to provide members with an update on the Bolsover Homelessness & Rough Sleeping Strategy (2022 - 2027) To outline the action plan, and achievements resulting from this.

REPORT DETAILS

1. Background

- 1.1 The Bolsover Homeless and Rough Sleeper Strategy (Appendix 1) seeks to build upon a multi-agency response that was seen during the pandemic, to continue this, to prevent and reduce homelessness.
- 1.2 There are four clear strategic priorities, that are broken down into individual actions within the action plan (see Appendix 2):
 1. Make homelessness everyone's responsibility through a system wide approach.
 2. Prevent and respond to homelessness through early intervention and personalised solutions.
 3. End rough sleeping and repeat homelessness.
 4. Develop sustainable supported and settled housing solutions.
- 1.3 The Homelessness Reduction Act (2017) has enabled councils to be more proactive and encourages early intervention for those facing homelessness. The Government are committed to ending rough sleeping, our Strategy is fully in keeping with the positive spirit of the homelessness legislation and the ambition of the Government's target.
- 1.4 The five-year Strategy was developed in partnership with all Derbyshire district and borough councils as well as Derbyshire County Council. All councils adopted the relevant strategy by the end of 2022. The Strategy was formally launched in May 2023 with an event attended by over one hundred partners from across the county.

- 1.5 In February 2023 a project officer was employed to lead the implementation and future development of the Strategy. This role is currently hosted by North East Derbyshire District Council, with funding for the role coming from all districts, borough and county councils. The Homelessness Special Projects Officer has taken the lead on setting up a steering group to help drive the work needed to complete some of the more complex actions in the strategy, which reports to the Derbyshire Housing and Health Systems Group.

2. Details of Proposal or Information

- 2.1 Appendix 2 contains the Action Plan which has been developed by Derbyshire Homeless Officers Group (DHOG) and which is being progressed by Homelessness Special Projects Officer.
- 2.2 The areas of action within each of the key priorities set out in the Strategy are set out in the Action Plan and updates have been added against each one for Members' information. Progress is shown using the red / amber / green (RAG) system.
- 2.3 Building on achievements outlined at the July 2024 Customer Services Committee, an update from the last 12 months:

Supported housing improvement programme (SHIP)

As part of our joint initiative to improve the quality of supported housing within North Derbyshire. The team has consulted with supported housing providers and produced a common referral form which has been rolled out across Derbyshire.

Supported housing needs assessment being conducted by Homeless Link, to be completed by Autumn 2025.

Trauma Informed Derbyshire

As part of a public health initiative, trauma informed training and development was offered to all frontline staff within Derbyshire. This included staff who work for our commissioned housing providers for rough sleepers funded by our Derbyshire RSPARG grant (rough sleeping prevention and recovery grant).

The opportunity also offered 6 reflective practice sessions for staff, which was received positively. Giving space for staff to reflect on their roles, which can require a high level of emotional resilience.

Health Needs Audit

To improve access to health services and improve health outcomes for individuals experiencing homelessness, we first need to understand their health needs.

Commissioned Homeless Link to carry out a health needs audit, with Public Health (DCC). To be completed Autumn 2025.

SIGNAL pilot extension

SIGNAL is a holistic assessment tool that captures location-specific data on a wide range of markers including homelessness, health, poverty, and general wellbeing.

SIGNAL have worked with three of our key VCS organisations; P3 charity, Pathways of Chesterfield and The Elm Foundation to develop an integrated homelessness and wellbeing assessment for homeless service users. The project will help form the basis of a needs assessment for wider research to inform future service planning.

SALUS project

We continue to work with Derbyshire County Council providing immediate access housing provision and advocacy support for those fleeing domestic abuse. The service provides accommodation where emergency refuge where refuge is not immediately available for Derbyshire residents.

Rough Sleeping Prevention and Recovery Grant (RSPARG) funded projects

Current funding arrangements for services are a joint bid with all local authorities within Derbyshire.

There is still some uncertainty about how central government will be funding rough sleeping from 2026, so we have started a process of assessing our options depending on the level of funding we receive.

2.4 Current / future actions:

- Prison release protocol, final draft presented to Derbyshire Homeless Officers Group (DHOG) in September 2025. The protocol is a collaborative commitment to improve data sharing for individuals in custody where they are presenting with unstable housing options. To ensure that where possible rough sleeping is rare, brief and non-recurring, and to collaborate with partners to ensure efforts to secure accommodation begin as soon as possible to prevent homelessness on release.
- Temporary accommodation review, analysis of usage and availability across the Derbyshire region. To be completed by the Homelessness Special Projects Officer to forecast future demand, and suitability of current options.
- Continued representation at EMCCA meetings – to continue to attend and advocate for commitment to collaborate within the EMCCA region.
- Duty to refer improvements. Specific public bodies have a duty to refer to notify the council if a person is homeless, or at risk of homelessness within 56 days. The timeliness, and quality of these referrals is very important for an effective response.

3. Reasons for Recommendation

- 3.1 To inform scrutiny of the Homeless and Rough Sleeper Strategy Action Plan and give any updates where available.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options.

RECOMMENDATION(S)

That the Customer Services Scrutiny Committee note the contents of the Housing Strategy Action Plan Monitoring Update: September 2025 and make any necessary recommendations arising from this work area.

Approved by Councillor Philip Smith Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
There are no financial implication arising from this report.		
On behalf of the Section 151 Officer		
<hr/>		
<u>Legal (including Data Protection)</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
The are no legal implications arising from the report. The strategy and action plan supplement the Councils statutory homeless duties.		
On behalf of the Solicitor to the Council		
<hr/>		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
There are no staffing implication arising from this report. The Homeless Special Project Officer referred to within the report is funded jointly be all Derbyshire authorities and housed by North East Derbyshire District Council.		
On behalf of the Head of Paid Service		
<hr/>		
<u>Equality and Diversity Impact and Consultation</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		

On behalf of Information, Engagement and Performance Manager
Environment Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. Details: N/A
On behalf of Climate Change Officer

DECISION INFORMATION:

<input checked="" 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 checked="" 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 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"/>
* 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 and the relevant Scrutiny Chair</i>)	Yes <input type="checkbox"/> No <input type="checkbox"/>
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 <input type="checkbox"/> No <input checked="" type="checkbox"/> All <input type="checkbox"/>

Consultation: (this is any consultation carried out prior to the report being presented for approval) 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 type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Portfolio holder Executive Director Health & wellbeing board
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Links to Council Ambition: Customers, Economy, Environment, Housing
<p>The Strategy links to the Council's Housing Ambition of Preventing and responding to homelessness through early intervention and personalised solutions.</p>

DOCUMENT INFORMATION	
Appendix No	Title
1	Bolsover Homelessness and Rough Sleeping strategy
2	Homelessness and Rough Sleeping Strategy Action Plan

Background Papers
N/A

Bolsover Homelessness and Rough Sleeping Strategy

2022 – 2027



**Derbyshire
Homelessness
Officers Group**



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Introduction

This Bolsover Homelessness and Rough Sleeping Strategy signifies a transformation in our response to homelessness. Through this strategy we want to ensure a whole system approach whereby homelessness is everyone's responsibility. The development of this strategy has been commissioned by us to ensure a collaborative and innovative approach to transforming our response to homelessness.

This strategy has been developed at a time of significant pressures – including the recovery from the pandemic, the war in Ukraine, the largest increases in the cost of living witnessed in 10 years, and inflation at the highest level in 40 years. This is set against a backdrop of an increasingly unaffordable housing market and national increases in homelessness levels. The challenges we are facing are significant – and that is why it is more imperative than ever to have a strategic response to tackling homelessness across Bolsover and Derbyshire.

It is widely recognised that homelessness, in its causes and consequences, is a cross-cutting issue, which cannot be tackled by one agency alone. In order to effectively prevent and respond to homelessness it is essential that all partner agencies work collaboratively together in an integrated way to both address the underlying causes that have led to homelessness, but also develop a system that meets the needs of this, often vulnerable, client group in a coordinated way.

The homelessness response to the COVID-19 pandemic has seen a collective partnership approach to protecting the most vulnerable members of our communities. Through our response to the pandemic we have demonstrated what working together can achieve and there is strong evidence to show that our actions have saved lives and prevented hospital and intensive care admissions.

This unprecedented challenge has led to creativity, innovation, improved partnership working, and a wider recognition of the intrinsic link between homelessness and health. Through a co-ordinated approach to service delivery we have witnessed improved outcomes for some of our clients with



long and complex histories of homelessness.

Through this strategy we want to build upon this collaborative approach and create a new normal that breaks down current blockages within the system, ensuring a multi-disciplinary approach designed around the needs of customers.

We now have a unique opportunity to ensure that systems change permanently. Through this strategy we want to ensure that there is a legacy; changing the way homelessness and wider services are designed, commissioned, and delivered across Derbyshire.

This strategy also provides a platform to work in partnership to meet the complex and multiple needs that some individuals experiencing homelessness present with – over recent years we have witnessed a stark increase in the complexity of need that people are presenting with. The solution to homelessness is rarely ever just a home and through the implementation of this strategy we will develop a multi-disciplinary approach that seeks to address the underlying causes of homelessness and the wider support needs that people experience, alongside developing clear pathways between services.

This strategy sets out a clear and ambitious plan to transform our response to homelessness and has been developed through close collaboration between the Derbyshire Homelessness Officer's Group (DHOG), Derbyshire County Council, Public Health, NHS, Police, Probation, and a wide range of partner agencies.

The success of its delivery will rest upon the

ongoing commitment of all of these organisations to meet our vision, and to ensure that homelessness is everyone's responsibility and the response that we saw during the pandemic becomes the new normal.

Whilst the ambitions of this Strategy are to collaborate to ensure consistent and high quality provision to meet the needs of the people of Derbyshire, there will still be a need for individual local authorities to undertake localised projects to meet the individual needs of their specific communities.

Building on Success: Derbyshire Homelessness Officers Group

Derbyshire Homelessness Officers Group's (DHOG) purpose is to promote homelessness reduction and prevention through strategic leadership and the development and commissioning of improved and integrated homelessness services in the County. DHOG's mission is to make homelessness, and the causes of homelessness, everyone's responsibility.

DHOG is made up of homeless leads from the 9 District and Borough Authorities (including Staffordshire Moorlands), together with representatives from Public Health and Derbyshire County Council.

DHOG recognises that this Strategy sets out an ambitious plan and vision for tackling homelessness over the next five years, and to successfully deliver this will require significant commitment from all of the Local Authorities and our key partners. However this strategy is built upon a successful partnership, which has a unique reputation for getting things done, and bringing about collaboration and change.

The response to the pandemic has crystallised the impact that a joint and collaborative approach can have, and the combined effort of all DHOG partners ultimately saved lives. Our response included:

- Jointly commissioning the use of a local hotel to provide emergency accommodation.
- Securing match funding of £86,000 from Derbyshire County Council in order to pool COVID-19 emergency funds to enable a collaborative approach.



- Bringing together partners from the NHS, public health, adult social care, police, substance misuse services and the charitable sector to provide support to those accommodated as part of the crisis response.
- Establishing a 'Keeping Everyone In Service' (KEIS) to continue to provide accommodation and support to clients with severe and multiple deprivation, securing funding from a wide range of partners.
- Development of the Mount Cook Winter provision to provide emergency cold weather provision, with multi-agency support available on site.

Other achievements and successes of DHOG include:

- Derbyshire Move-on support protocol.
- Joint commissioning on an integrated ICT solution to meet the requirements of the Homelessness Reduction Act 2017.
- Co-ordination of rough sleeper counts across Derbyshire and Staffordshire Moorlands.
- Successful Rough Sleeper Initiative funding bid to provide outreach services across Derbyshire.
- Joint commissioning of a countywide out of hours service
- Joint commissioning of Call B4U Serve to prevent homelessness from the private rented sector



- These achievements provide us with a solid platform of collaboration to meet the ambitions set out in this strategy.
- Effective and successful partnership established with the Derbyshire Law Centre to deliver the Homelessness Prevention and Court Desk liaison services.

These achievements provide us with a solid platform of collaboration to meet the ambitions set out in this strategy.

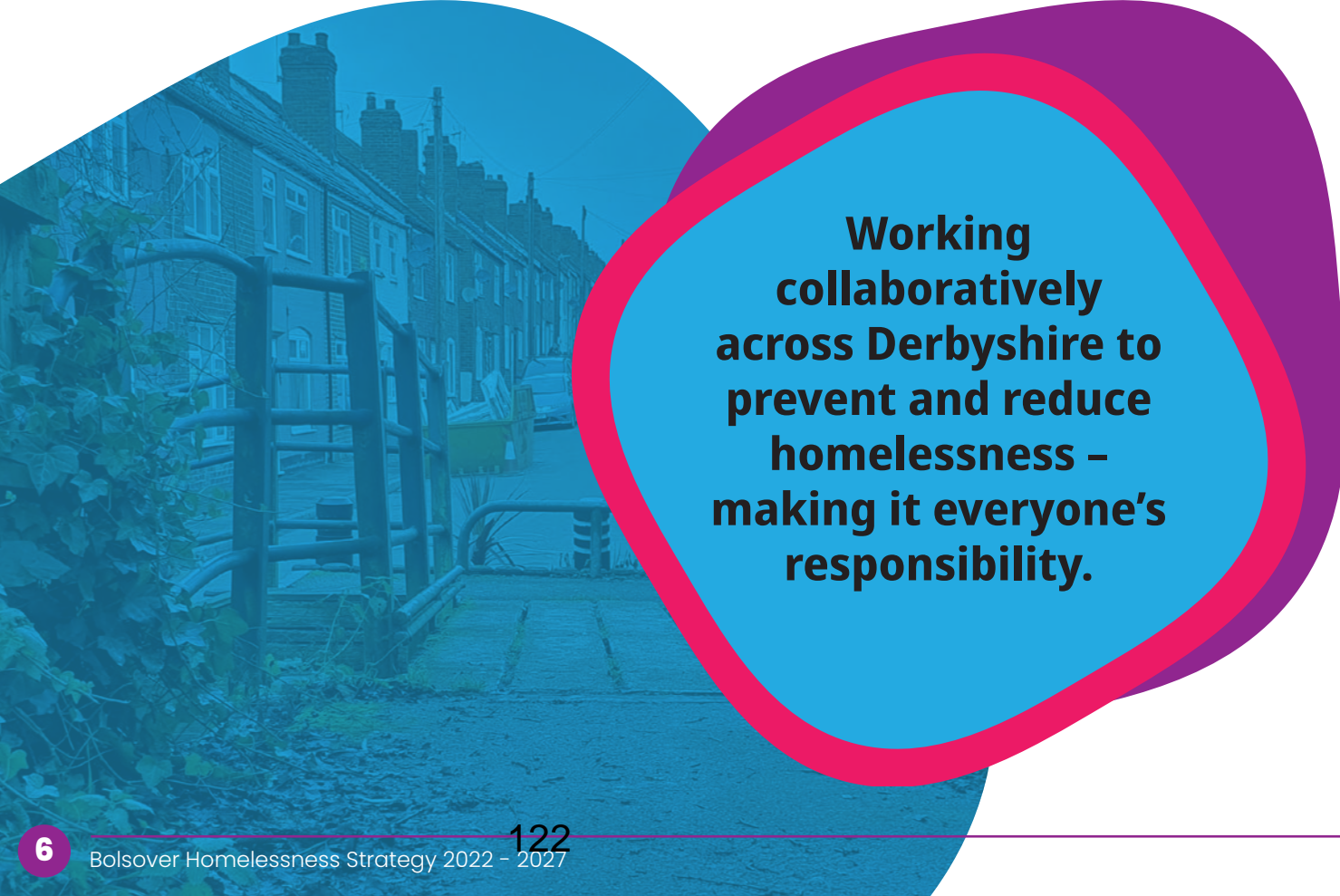
Our Vision

Our Vision for Homelessness across Derbyshire

We recognise that many of the challenges we face in tackling homelessness are common across the whole of Derbyshire, and therefore this Strategy provides us with a platform upon which to transform homelessness services across Derbyshire. We recognise that the impact that we have when we work together is greater and we can achieve more. Together we are stronger.

Through this Strategy we aim to:

- Create, share, and replicate best practice and innovation in responses to homelessness and its prevention across Derbyshire.
- Commission and develop joint services and improve collaboration wherever possible.
- Prevent homelessness across the whole system by intervening earlier and developing individual solutions.
- Respond to homelessness by ensuring individuals have prompt access to homes and tailored support.
- Secure system wide transformation of all services in recognition that homelessness is everyone's responsibility.
- Increase the range of affordable housing options available across Derbyshire.
- Develop a better understanding of the causes of homelessness through improved data capture across the sub region.



Working collaboratively across Derbyshire to prevent and reduce homelessness – making it everyone's responsibility.

Meeting our vision

Transforming our Approach

This Strategy sets out an ambitious plan for transforming our response to homelessness within Bolsover. The scale and complexity of the challenges that face the partnership over the lifetime of this strategy cannot be underestimated; these challenges include the recovery from the pandemic, high increases in the cost of living, national increases in homelessness and rough sleeping, and pressures on budgets – set against an increasingly unaffordable housing market.

Through the delivery of the Strategy we will continue to work closely with partners to develop a new approach to responding to homelessness that focuses on preventing homelessness at the earliest opportunity, while providing rapid housing responses to those that need them. We will work to embed homelessness prevention approaches across all public services.



To meet the vision and aims of the strategy there is a need to transform service delivery through the following principles:

Collaboration

A collaborative partnership approach is fundamental to being able to effectively tackle homelessness. This Strategy is a multi-agency document and has been developed with partners to tackle the underlying causes of homelessness, create effective pathways out of homelessness, and design out system blockages.



Making homelessness everyone's responsibility

We are clear that all agencies have a responsibility to prevent homelessness. We will work with partners and local communities to ensure that the factors that lead to homelessness can be better understood and identified, with effective pathways into preventative services in place, and clear and accessible referral mechanisms. We aim to embed this approach across Derbyshire, significantly reducing crisis presentations and ensuring effective homelessness prevention interventions, partnerships and pathways are in place.

A personalised approach

We recognise that people experiencing homelessness are individuals and have different and unique circumstances and needs. Through this Strategy we intend to deliver solutions that are tailored to the individual needs of people. Our approach is to recognise the strengths and assets that individuals have, and we will build upon these strengths, empowering individuals, and ensuring a trauma informed approach across all key services.

Strategic Priorities

This Strategy will meet the vision and aims through the delivery of 4 clear priorities:

1. Make homelessness everyone's responsibility through a system wide approach

- Secure System-wide commitment to transform services in recognition that homelessness is everyone's responsibility.
- Embed homeless prevention across public services.

2. Prevent and respond to homelessness through early intervention and personalised solutions

- Intervene earlier to ensure opportunities for homeless prevention are maximised with effective and targeted tools in place.
- Promote customer choice in developing bespoke housing solutions.



3. End rough sleeping and repeat homelessness

- Deliver a multi-agency, trauma informed approach to meet the multiple and complex needs of individuals through multi-disciplinary interventions
- Develop targeted rough sleeping prevention services and rapid accommodation and support
- Prevent repeat homelessness through individually tailored accommodation and support options.

4. Develop sustainable supported and settled housing solutions

- Advocate for higher standards in the regulation of supported housing at a national level
- Develop, improve, then maintain the standards and management of supported housing provision to meet the needs of our homeless population
- Improve access to affordable, quality, private sector homes to respond to homelessness
- Secure commitment from social housing providers to tackle homelessness as a corporate priority
- Ensure an adequate supply of temporary accommodation and minimise the use of B&B accommodation.

The Strategy sets out how these strategic priorities will be delivered.



Make homelessness everyone's responsibility through a system-wide approach

In order to be able to meet the vision of this Strategy we intend to develop a clear Derbyshire Homelessness Charter for partner agencies to be sign up to.

The Charter will set out our vision for homelessness and ask partner agencies to sign up to this and make a pledge as to what they can do to help us achieve the vision. Building upon this we will explore the feasibility of developing a commitment from partners to collaborate to prevent homelessness in order to embed homeless prevention across public services. In the meantime we will streamline the existing duty to refer process to ensure timely and quality referrals.

We know that there are currently missed opportunities across the system to prevent homelessness; a wide range of agencies have opportunities to reduce housing crisis amongst

the clients that they work with. We can achieve this by working in a more joined up way to identify those individuals that are at a greater risk of homelessness. By working to identify the triggers for homelessness and ensuring that agencies can recognise the indicators of housing stress, we can ensure that partner agencies are equipped to prevent homelessness and make appropriate timely referrals. We are clear that homelessness is everyone's responsibility, and by all agencies accepting this responsibility we can transform our approach to homelessness across the District.

While it is widely recognised that there are strong correlations between homelessness and severe physical and mental health conditions, alongside significantly reduced life expectancy, the pandemic has crystallised the links between health and homelessness like never before.



**Embed
homeless
prevention
across public
services**



**Secure system-
wide commitment to
transform services
in recognition that
homelessness
is everyone's
responsibility**

We will work to improve access to health services for people experiencing homelessness to address both immediate and longer term needs, while recognising that people experiencing homelessness may not find it easy to access mainstream service provision.

It is acknowledged that there are currently barriers within the current system that often mean that individuals experiencing homelessness with complex needs aren't always able to access the wider services that they need to, including mental health, substance misuse, and adult social care services. Often individuals with complex and multiple needs fail to attend appointments at specific locations and times, or engage with the necessary services, this can result in them being discharged from services. We will work closely with Public Health, the Primary Care Trust, Derbyshire Foundation Trust, and Derbyshire County Council to ensure that services are accessible to those experiencing multiple and severe deprivation and that individual outcomes are improved.

We will work closely with all social housing providers to end evictions into homelessness, through the development of pre-eviction protocols and encouraging landlords to sign up to the principles of Homes for Cathy.

Some areas of the district are rural and as such homelessness in these areas is often hidden. People who are experiencing homelessness or in housing difficulty are more likely to try and make temporary arrangements with family and friends, compared with more urban areas with greater



provision available. We will undertake research into the nature and extent of rural homelessness across the District and raise awareness within rural communities of the help and support that is available to people who are at risk of experiencing homelessness.

This Strategy provides the opportunity to develop more consistent approaches to how each Local Authority delivers their housing options and homelessness services, including learning from, sharing, and replicating best practice and innovation.

We will also ensure that data informs and underlies everything that we do. We will ensure that we collect data more effectively across the wider system and use this data to improve targeted interventions and joint approaches.



Actions

In Partnership with the Derbyshire homeless officers group we will make homelessness everyone's responsibility through a system-wide approach

1. Gain commitment from partner agencies across Derbyshire to develop a Homelessness Charter together.
2. Assess the feasibility of a Commitment to Collaborate in order to embed homeless prevention across Derbyshire's statutory and voluntary services.
3. Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.
4. Streamline the Duty to Refer referral system and work with partner agencies to improve the timeliness and quality of referrals.
5. Develop a Countywide Homelessness Forum as a vehicle for delivering the Countywide Homelessness Strategy.
6. Seek to better understand the health needs of the homeless population through a health needs audit with partners.
7. Improve access to health services and health outcomes for individuals experiencing homelessness, by working with partners.
8. Work with Derbyshire County Council, the Primary Care Trust, Derbyshire Foundation Trust, and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse, and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with complex and multiple needs.
9. Seek that stock holding authorities sign up to the principles for Homes for Cathy.
10. Encourage all social housing providers to become a member of Homes for Cathy.
11. Evaluate the extent of rural homelessness across the area and the need for a specific public awareness campaign within rural communities.
12. Identify opportunities to create more consistent approaches and promote best practice in the delivery of housing options services.
13. Develop a common referral form to access supported housing services across Derbyshire.
14. Ensure that data is captured widely and effectively across the system to understand homelessness and the wider determinants, and that this data is used to improve interventions and joint approaches.



Prevent and Respond to Homelessness Through Early Intervention and Personalised Solutions

We have had significant success in both preventing and relieving homelessness following the implementation of the Homelessness Reduction Act 2017, but we recognise that we can always do more.

By acting quicker and earlier to identify problems alongside the provision of high-quality advice, assistance, and advocacy, we will ensure people have the best chance of staying in their home. We will also develop a greater understanding of the impact of wider social issues such as childhood poverty and disadvantage, unemployment, poor health and wellbeing, and lack of access to affordable, decent homes. We believe this will greatly increase the chances of positive outcomes for people at risk of experiencing homelessness.

Alongside our intention to promote the earliest possible prevention by embedding homelessness prevention awareness and information through a multi layered, whole system, partnership approach, we are committed to ensuring all Housing Options services work with individuals prior to the statutory 56-day threat of homelessness. We will work with people at the earliest possible point to ensure that opportunities for prevention are maximised, this will include undertaking an awareness raising campaign encouraging people to seek help at the earliest point.

In order to ensure that we are able to deliver personalised housing solutions we will develop an integrated homelessness and wellbeing assessment which will identify the wider support and wellbeing areas that people need help with alongside understanding their strengths and aspirations.

We will continue to work with partners to develop and deliver effective, targeted, and consistent homelessness prevention services targeted at the main causes of homelessness – in particular we will undertake research into the causes of family evictions in order to gain an in depth insight into this area and develop targeted interventions accordingly. We will work with key partners to ensure that a range of joint protocols are in place to prevent homelessness and create clear pathways out of homelessness.

Intervene earlier to ensure opportunities for homelessness prevention are maximised with effective and targeted tools in place.

Promote customer choice in developing bespoke housing solutions.

It is anticipated that increases in the cost of living will lead to people finding it increasingly difficult to meet their housing costs. We will ensure that a range of measures are in place to prevent homelessness linked to the wider economy, increases in the cost of living, and the recovery from the pandemic. We will work in partnership to ensure adequate services are in place to improve people's financial capability, including accessing education, employment and training. We will also ensure that there are targeted interventions to support both tenants and landlords in order to minimise evictions from the private rented sector.

Following the enactment of the Domestic Abuse Act 2021 we will work closely with Derbyshire County Council to meet the requirements of the Act, and ensure that for those experiencing domestic abuse there are a range of options and choice available to assist them in having a safe home to live in.

The months ahead are going to be very hard with soaring food and energy prices on top of extortionate and rising rents. If struggling families are to stand a chance at recovery, the government has to build decent social homes - it is the only solution to homelessness that will last."

The impact of homelessness on families with children can be significant – not only do children feel an overwhelming sense of displacement having lost a sense of home, experiencing homelessness and living in emergency accommodation can impact upon access to healthy meals, limited access to bathrooms and laundry facilities, potentially having to move away from family, schools, and wider support networks. Experiencing homelessness can also lead to severe emotional trauma.

With increases in the cost of living there will be an increase in the number of children living in poverty, an increase in families being able to meet their housing costs, and a very likely increase in homelessness amongst families.

We will work closely in partnership with a range of agencies including Children's Services to minimise the detrimental impact of homelessness on families, specifically children.

Actions

What we will do to prevent and respond to homelessness through early intervention and personalised solutions

1. Consider research projects into the impact of wider social issues on homelessness where shared partnership approaches are central to resolving them. Prioritise projects and seek resources for these based on impact and extent of existing research.
2. Commit to working to prevent homelessness prior to 56 days (in advance of any statutory duty), and where funding allows develop a specialist early intervention project.
3. Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point.
4. Work with partners to develop an integrated homelessness and wellbeing assessment.
5. Work with Derbyshire County Council to meet the requirements of the Domestic Abuse Act 2021, including ensuring that there is a range of housing options, choice and information available to those experiencing domestic abuse.



6. React accordingly and ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in the cost of living.
7. Work with partners to ensure access to services to improve customer's financial capability – including access to education, training, and employment.
8. Commit to improving prevention toolkits across Derbyshire.
9. Work with partners to better understand the nature and extent of family evictions, and develop targeted preventative tools accordingly.
10. Work to maximise preventions from the private rented sector through the development of targeted interventions.
11. Explore the viability of creating a county-wide private landlords forum in order to improve landlord participation and engagement.
12. Develop a supported housing pre-eviction protocol in partnership with providers.
13. Develop a prison release protocol.
14. Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils.



15. Develop a Young Persons Positive Pathway with Children's Services to include a joint protocol for 16/17 year olds.
16. Work in partnership with Children's services and other key agencies to minimise the detrimental impact of homelessness on children.



End rough sleeping and repeat homelessness

Through this strategy we are committed to ensure that we can end the need for anyone to sleep rough across the District. Rough sleeping is harmful to both individuals and communities and we believe that no one should have to sleep on the streets.

We will deliver a reduction in rough sleeping and address the multiple harms it brings to individuals and communities through rapid intervention to offer a route off the street for all, improving health and wellbeing, and tackling street activity associated with rough sleeping.

Develop targeted rough sleeping prevention services and rapid accommodation and support

If we are to minimise the considerable harm caused by rough sleeping, the most important thing we can do is to prevent it from happening in the first place. However, we can't do this in isolation, rather, we need to ensure that the right support is in place from other key agencies, including health services, adult social care, prison, probation, police, the care system and the Job Centre working together to support the most vulnerable, with services in place that prevent people ending up in crisis.

Prevent repeat homelessness through individually tailored accommodation and support options

Deliver a multi-agency, trauma-informed approach to meet the multiple and complex needs of individuals through multi-disciplinary interventions

We will identify the key triggers that lead to rough sleeping, and work with partner agencies to ensure that these key triggers and risk factors are identified, and referrals are made. We will also ensure that effective preventative work is targeted at groups who have a greater likelihood of experiencing homelessness and rough sleeping.

We will provide a rapid intervention for all rough sleepers which will offer a route off of the streets for everyone, through an assertive outreach service, that works effectively and rapidly with those new to the streets – alongside supporting more entrenched rough sleepers into accommodation and support and providing supported reconnections to those from out of area.

We will ensure that no one in Bolsover has to sleep rough through the creation of a clear accommodation pathway from the streets into a range of accommodation options, including exploring the feasibility of a Countywide assessment centre. We will also create specialist winter provision, building upon the success of the Mount Cook project – which provided both accommodation and multi-agency support under one roof.

While rough sleeping is the most visible form of homelessness, and one that creates the greatest risk of harm, we recognise that across the majority of Derbyshire Local Authority areas rough sleeping levels are low; however there has been over recent years an increase in the number of individuals with complex and multiple needs who have a history of repeat homelessness across all areas of Derbyshire.

For many people experiencing homelessness is not just a housing issue, it is closely linked with complex and chaotic life experiences, often having their roots in entrenched disadvantage, and leaving people socially and economically excluded.

We cannot successfully tackle homelessness and rough sleeping without addressing the multiple needs of clients, and to do this we must work in partnership.

Through the establishment of a Multi-Disciplinary Team we aim to deliver assertive and co-ordinated services to those clients with the most complex needs to ensure a holistic and collaborative approach to responding to their homelessness and the wider support and health issues that they experience, breaking down some of the



existing system blockages and preventing repeat homelessness from occurring.

We recognise that homelessness in adults is more likely amongst those who have experienced a history of childhood adversity and poverty. We are committed to working to develop trauma-informed approaches to delivering homelessness services and ensuring that existing systems do not result in retraumatising individuals.

Many of the current rough sleeping and complex needs services across Derbyshire are funded through Rough Sleeper Initiative (RSI) funding from central Government which is only confirmed until 2025. Over the first two years of this strategy we will assess the impact and outcomes of the RSI funded projects, including a cost benefit analysis –working to develop a business case to secure future ongoing funding for these essential services which are critical to our aim to end rough sleeping.

While rough sleeping is the most visible form of homelessness, the COVID-19 pandemic has revealed the true extent of hidden homelessness across the County, individuals living in insecure accommodation, vulnerably housed and/or sofa surfing. We will undertake research to understand the nature and scale of hidden homelessness across Derbyshire and develop targeted interventions.

We will also work in partnership to develop specialist services for families with complex needs to prevent repeat cycles of homelessness occurring, with the aim of tackling inter-generational homelessness.

Actions

What we will do to end rough sleeping and repeat homelessness

1. As part of the Rough Sleeping Initiative, develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.
2. Develop a multi-disciplinary team to work to deliver assertive and coordinated services to rough sleepers and individuals experiencing homelessness with multiple, complex needs, with a focus on preventing repeat homelessness.
3. Explore how we can provide a rapid offer of off the street accommodation so that no-one has to spend a second night on the streets.
4. Explore the feasibility of developing an assessment centre to provide off the street accommodation for rough sleepers.
5. Plan and develop specialist winter provision for future winters.
6. Develop a supported reconnection policy to support rough sleepers to return safely to their home areas.
7. Assess the impact and outcomes of the Rough Sleeper Initiative funded projects, and develop a business case to secure future funding, including a detailed cost benefit analysis.
8. Develop an alternative giving campaign, and work to promote public awareness around rough sleeping and begging, where there is evidence that the issues exists.
9. Develop specialist education, employment, and training opportunities for those with a complex history of homelessness and rough sleeping.
10. Gather evidence and consider research projects into
 - The extent of dual diagnosis within the homelessness population in order to create an evidence base to work with commissioners to create new service pathways.
 - The nature and scale of hidden homelessness.
 - The nature and scale of intergenerational homelessness across Derbyshire.
 - Prioritise those projects needed based on impact and seek funding to progress them.



Develop sustainable supported and settled housing solutions

We want to maximise every mechanism to increase the number of affordable housing options available across Bolsover to both prevent and relieve homelessness ensuring long-term solutions to people's housing situation. A range of accommodation options is needed across the social, affordable private and supported sector to cater for a wide range of housing needs.

We will work with all social housing developers to increase the provision of appropriate and affordable social housing to meet the identified need in each area.

The private rented sector plays an increasingly critical role in meeting the housing needs of those who are experiencing homelessness or threatened with homelessness.

There are clear opportunities to increase access to the private rented sector through the development of an attractive and comprehensive Derbyshire landlord offer, alongside this we will explore the feasibility of developing a countywide private sector leasing scheme.

Supported housing has an important role to play in meeting the housing and support needs of clients who are not ready to live independently. However, this must provide quality accommodation with good support. Increasingly we are seeing a rise in unscrupulous landlords taking advantage of the exempt accommodation rules and failing to provide the necessary levels

Develop, improve, then maintain the standards and management of supported housing provision to meet the needs of our homeless population

Improve access to affordable, quality, private sector homes to respond to homelessness

Secure commitment from social housing providers to tackle homelessness as a corporate priority

of support or expected standards of tenancy management. Through this Strategy we will advocate at a national level for higher standards in the regulation of supported accommodation. We will work closely with Adult Social Care to protect and safeguard the most vulnerable residents of supported accommodation.

Locally we will develop a Charter of Rights and Responsibilities for exempt accommodation, we also recognise we have many good private landlords of exempt accommodation, and we will support them to achieve Registered Provider status.

To ensure that supported housing provision is able to meet our customers' increasingly complex and multiple needs, we will undertake a detailed needs assessment of housing related support services, to understand the current and future needs of our residents. This will provide the basis for a robust delivery strategy.

DHOG is committed to investing in a supported housing model that acts as a place of change. We will work with the Derbyshire County Council to develop appropriate housing for clients with complex, multiple and care needs, ensuring that provision and support is psychologically informed, and builds upon the assets of the individuals supported.

We will also work closely with Derbyshire County Council to develop provision for those experiencing domestic abuse, including rapid safe provision together with advocacy support.

Advocate for higher standards in the regulation of supported housing at a national level

Where homelessness cannot be prevented, temporary accommodation is an essential part of a household's journey out of homelessness. There has been an increase in the use of temporary accommodation across Derbyshire over the last three years, including increases in the use of bed & breakfast accommodation, this is partly linked to the response to the pandemic.

By ensuring a continued focus on early intervention and prevention work we aim to reduce the flow of new placements into temporary accommodation. However, as a District we need to ensure that we have a sufficient supply of temporary accommodation to meet demand, of the right type and in the right place. This will be essential to avoid the high use of B&B.

In order to achieve this we will undertake a review of temporary accommodation identifying future need and an options appraisal for future delivery arrangements. We will also explore the feasibility of jointly commissioning nightly paid accommodation as an alternative to B&B.

Ensure an adequate supply of temporary accommodation and minimise the use of B&B accommodation



Actions

What we will do to develop sustainable supported and settled housing solutions

1. Work towards increasing the provision of appropriate, affordable social housing.
2. Following consultation with private landlords develop a comprehensive and attractive countywide landlord offer.
3. Explore opportunities to develop a countywide private sector leasing scheme
4. Review exempt supported accommodation leading to:
 - A needs assessment.
 - A charter of rights and quality standards.
 - Support for accommodation providers becoming Registered Providers.
 - Advocating at a national level for better regulation.
 - A delivery strategy.
5. In partnership with Derbyshire County Council, develop appropriate housing provision for clients with complex, multiple and longer-term care needs where funding permits.
6. Work with current exempt supported accommodation providers to achieve Registered Provider status.
7. Carry out a review of the use of temporary and interim accommodation:
 - Identifying future need and an options appraisal for future delivery arrangements, including the option of nightly paid emergency accommodation.
 - Explore opportunities for a countywide temporary accommodation forum.



Transforming our approach to homelessness

Delivering our Homelessness and Rough Sleeping Strategy

In order to deliver the priorities that we have set out in this Strategy we need to continue to work closely with our key partners to ensure that across Derbyshire we have the expertise, services, provision, resources, partnerships and infrastructure to deliver the Strategy.

The Strategy and its action plan will be reviewed annually so that it is responsive to emerging needs, alongside policy, and legislative changes.

While Derbyshire Homelessness Officers Group will lead on the delivery of the strategy, it is essential that it joins up with over workstreams across the County. DHOG will report into the County's Housing and Health Systems Group, who will adopt the Strategy as priority 2 of their own work plan. The Housing and Health Systems Group operates as a coalition of partners who share good practice and expertise around housing and health, as well as explore external investment opportunities and work towards a joined-up system.

The delivery of the Strategy will be governed by Derbyshire's Health and Wellbeing Board, ensuring the intrinsic link between homelessness and health is fully understood and cementing the partnership approach required to deliver the Strategy.

We will also ensure that the Homelessness Strategy continues to feed into the Place Board and the seven Place Alliances, joining up housing, health, care and community support.

This strategy will be complemented by a detailed delivery action plan and we will work closely with all of our key partners to agree the detail on how our priorities can be met. We will annually review the strategy action plan to ensure that it remains relevant, up to date and responsive to new policy developments and external pressures.

We acknowledge that the plans set out within this Strategy are ambitious, however we are confident that with the full commitment from all of the Local Authorities and our key partners we can transform our response to homelessness across Bolsover and more widely, Derbyshire, and make homelessness everyone's responsibility.



Appendix 1: About Homeless Link

Homeless Link is the national membership charity for organisations working with people experiencing or at risk of homelessness In England. We aim to develop, inspire, support, and sustain a movement of organisations working together to achieve positive futures for people who are homeless or vulnerably housed.

Representing over 900 organisations across England, we are in a unique position to see both the scale and nature of the tragedy of homelessness. We see the data gaps; the national policy barriers; the constraints of both funding and expertise; the system blocks and attitudinal obstacles. But crucially, we also see – and are instrumental in developing – the positive practice and ‘what works’ solutions.

As an organisation we believe that things can and should be better: not because we are naïve or cut off from reality, but because we have seen and experienced radical positive change in the way systems and services are delivered – and that gives us hope for a different future.

We support our members through research, guidance, and learning, and to promote policy change that will ensure everyone has a place to call home and the support they need to keep it.

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South Derbyshire District Council

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Equalities Statement

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

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

Access for All statement

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

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

Countywide Homelessness and Rough Sleeping Strategy Update. September 2025.

Action RAG Rating Status:

Green – Action Complete.

Amber – Work on action has begun.

Red – Work on action has not begun / action no longer desirable or achievable.

Blue – Action represents ongoing work of local authorities.

Priority Area 1: Making homelessness everyone's responsibility through a system-wide approach.

RAG Rating	Action	Current Situation	Is action still desirable?	Is action still achievable?	Next steps	Notes
141	Gain commitment from partner agencies across Derbyshire to develop a Homelessness Charter together.	The process of co-developing a charter started with a workshop activity at the strategy launch event in May 2023 and responses were collated to create a draft charter. A consultation on the draft charter ended in January 2024 and the final document has been published on the Street Support Derbyshire website.	Yes	Yes	The Derbyshire Homelessness Charter has now been published on the Street Support Derbyshire website. Action is considered completed.	
	Assess the feasibility of a Commitment to Collaborate in order to embed homelessness prevention across Derbyshire's statutory and voluntary services.	Nothing currently in place that formally embeds homeless prevention among statutory non-housing/homelessness services beyond the duty to refer for public bodies under the Homeless Reduction Act. West Midlands Combined Authority have produced a toolkit for a commitment to collaborate. The homeless strategy steering group has discussed whether developing a commitment to collaborate in Derbyshire would be a better for the East Midlands Combined Council Authority as the mayor has convening powers for statutory organisations across the region, especially given the current uncertainty around local government reorganisation.	Yes	Yes	GS (NEDDC) and EE (BDC) both attend EMCCA meetings and will advocate for this approach in that forum.	

Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.

Local authorities and partners are good at recording and understanding the headline causes of homelessness e.g. eviction from supported housing, fleeing domestic abuse, received s.21 notice. However a greater understanding of the root causes/issues that lead to individuals experiencing homelessness could be beneficial.

There are existing referral pathways for partners to refer to local authorities and there is homelessness prevention work being done by partners but it can be difficult to know the full extent of this work. Opportunities for further training of staff have been identified to equip partners to identify signs of potential homelessness.

The strategy steering group has agreed this action is partially completed as the key triggers for homelessness are well understood. The rest of the action is classed as "ongoing" as there is a commitment to work with partners but success isn't clearly defined. There is also an overlap between this action and another action on improving referrals from partners.

The steering group has identified a distinction between countywide work such as a prison release protocol and hospital discharge protocols and work being done by individual local authorities to engage local partners.

Yes

Yes

Effectively evidence the work local authorities have done locally to engage partners. For example, GS (NEDDC) has delivered training to Citizens Advice in North East Derbyshire.

Consider changing the action to read:

"Identify the key triggers for homelessness. Commit to working with partners to ensure they are equipped to prevent homelessness and/or make seamless referrals where necessary."

Action considered to overlap and/or be a duplicate of the following actions:

1. "Streamline the Duty to Refer referral system and work with partner agencies to improve the timeliness and quality of referrals."
2. "Develop a prison release protocol".
3. "Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils."

143	Streamline the Duty to Refer referral system and work with partner agencies to improve the timeliness and quality of referrals.	<p>The strategy steering group has assessed this action as having three parts, the first of which is complete. All local authorities have an online Duty to Refer portal and the process is as streamlined as possible. The Duty to Refer is generally understood and used by the relevant public bodies, however there is ongoing work needed to improve the timeliness and quality of referrals, including a prison release protocol and ongoing hospital discharge improvement work.</p> <p>One of the difficulties in assessing the current situation is that we don't know how many referrals we are not receiving.</p> <p>AR (HMP Ranby) has developed a training package for prison resettlement staff on how to make referrals, which has been approved by MHCLG.</p>	Yes	Yes	<p>Assess the possibility of securing commitment from partners to make referrals in 100% of relevant cases.</p> <p>Develop a Derbyshire Prison Release Protocol.</p> <p>Continue to identify opportunities to input into hospital discharge improvement.</p> <p>Engage DWP and seek representation at the strategy steering group.</p>	<p>Action considered to overlap and/or be a duplicate of the following actions:</p> <ol style="list-style-type: none"> 1. "Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary" 2. "Develop a prison release protocol." 3. "Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils."
	Develop a Countywide Homelessness Forum as a vehicle for delivering the Countywide Homelessness Strategy.	The first countywide homelessness forum took place on 11/12/2023 at NEDDC offices and was well attended by approx. 70 people. This will take place on an annual basis going forwards.	Yes	Yes	The forum has now been established and will continue on an annual basis. Action is considered complete.	

Work with DCC, the Primary Care Trust, Derbyshire Foundation Trust and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with multiple and complex needs.

Good working relationships with partners exist, in particular public health who co-fund the strategy role and winter provision. Relationships with other partners could be more formalised and there is always desire and scope for ever-closer partnership working on the part of housing.

The strategy steering group is made up of representatives from relevant statutory partner organisations with the explicit aim of working together to deliver the priorities of the strategy. This could lead to opportunities for co development of services or at least for homelessness to have influence in development and delivery of services.

The strategy steering group reports into the Derbyshire Housing and Health Systems Group, which is attended by the strategy project coordinator, public health, local authority housing leadership and health colleagues. The DHHSG reports into the Derbyshire Health and Wellbeing Board, at which the strategy project coordinator and relevant public health lead have presented on the homelessness agenda.

Yes

Yes

Mechanisms for ongoing cooperation in influencing and informing the commissioning of relevant services are in place, through both the strategy steering group and its governance structure.

A homelessness health needs assessment, required by another strategy action, is taking place during 2025 and will serve as an illustrative document of where improvements could be made in health services for those experiencing homelessness.

Action is ongoing but considered complete as mechanisms for this ongoing cooperation are in place.

Action considered to overlap with the actions:

1. "Seek to better understand the health needs of the homeless population through a health needs audit with partners. "
2. "Working with partners, improve access to health services and health outcomes for individuals experiencing homelessness."

145	<p>Seek that stock holding authorities sign up to the principles of Homes for Cathy.</p>	<p>There is no formal agreement from stock-holding authorities to sign up to principles of Homes for Cathy.</p> <p>VS from South Yorkshire Housing Association (a founding Homes for Cathy member) gave a presentation on Homes for Cathy at the strategy launch event in May 2023 and MR (NEDDC), JB and KB (SDDC) attended the Homes for Cathy annual conference in October 2023. SYHA were heavily involved with the homelessness remit of the South Yorkshire Mayoral Combined Authority and successfully embedded Homes for Cathy principles into this joint working. There is an opportunity for EMCCA to similarly adopt these principles. MR (NEDDC) has raised this with EMCCA.</p> <p>The strategy steering group have discussed this action. Not all Derbyshire authorities retain housing stock and those who do already work to the Homes for Cathy homeless prevention principles without formally adopting them. Stock holding authorities do not consider that formal adoption of these principles is necessary.</p>	No	Yes	<p>GS (NEDDC) and EE (BDC) attend EMCCA meetings and will advocate for the adoption of Homes for Cathy principles in its homelessness delivery.</p>	<p>Action is considered to overlap with the action:</p> <p>1. "Encourage all social housing providers to become a member of Homes for Cathy."</p>
	<p>Encourage all social housing providers to become a member of Homes for Cathy.</p>	<p>Some local social housing providers are already Homes for Cathy members, including EMH Homes, Nottingham Community Housing Association, Platform Housing, Places for People and Longhurst Group.</p> <p>VS from SYHA spoke at strategy launch event promoting HfC as a founding and influential member.</p> <p>The strategy steering group are in agreement that encouraging all social housing providers to become members is no longer an effective use of resources. Instead, it is preferable to focus on</p>	No	Yes	<p>As referenced in the previous action, we will advocate for the adoption of Homes for Cathy principles at EMCCA. The EMCCA homeless taskforce is will include senior staff from social housing providers.</p> <p>Be alert to opportunities to encourage relevant providers to become Homes for Cathy members on an individual basis, but we won't carry out a</p>	<p>Action is considered to overlap with the action:</p> <p>1. "Seek that stock holding authorities sign up to the principles of Homes for Cathy."</p>

		individual providers we experience problems with and encourage them to become members.			specific piece of work to engage all social housing providers. Action is being marked as red due to it no longer being desirable in its specific intention.	
146	Develop a common referral form to access supported housing services across Derbyshire.	Previously each individual provider used their own referral forms, all requesting similar information from the referring agency. Agreement from SHIP partners that a common referral form was desirable, which was then drafted for consultation. This consultation has ended, the form has been finalised and was launched to partners at an event on 27.3.2025.	Yes	Yes	A common referral form has been developed and was launched to partners at an event on 27.3.2025. Action is considered complete.	
	Ensure that data is captured widely and effectively across the system to understand homelessness and the wider determinants, and that this data is used to improve interventions and joint approaches.	Each district and borough council collects the same homelessness data to report to central government. All councils, apart from SDDC, use the same case management system (Locata) and a Locata coordinator is jointly hired to help ensure data reporting requirements are being met. We have also introduced data reporting requirements for commissioned services such as the jointly commissioned rough sleeping service. This data is used to inform service improvements. The strategy steering group has debated whether an additional data analyst to proactively analyse service data is required and has concluded this is not necessary. MR (NEDDC) currently collates H-CLIC data (central government homelessness	Yes	Yes	Effectively evidence how we have used data to improve interventions and services. For example in the Rough Sleeping Initiative services, our Private Rented Sector Offer, Housing First and the Salus Project. The strategy steering group considers this action complete, as tools are in place to capture data widely and effectively. Data is used to improve interventions and joint approaches and the conditions for this to	

147		<p>reporting) for Derbyshire authorities.</p> <p>Data is used to demonstrate the need for new interventions and often tells us what is already known through the anecdotal experiences of running housing options services.</p>			continue to be the case are in place.	
	<p>Seek to better understand the health needs of the homeless population through a health needs audit with partners.</p>	<p>Data around the health needs of the homeless population is currently collected by local authorities and commissioned services, but this is not done in conjunction with health services or with specific health interventions in mind.</p> <p>SB (DCC) has led on the development of a health needs audit and has explored options for conducting this, including a "deep dive" to sit alongside a Derbyshire County Council Joint Strategy Needs Assessment. The health needs audit will now be delivered by Homeless Link during the autumn of 2025, with funding for this work coming from DCC Public Health.</p>	Yes	Yes	<p>Support Homeless Link in the delivery of the health needs audit. This work was introduced to relevant partners at the countywide homelessness forum on 11th June 2025, with research being conducted "in the field" for six weeks in autumn of 2025. The conclusions of the health needs audit are due to be published by the end of the year.</p>	<p>Action is considered to overlap with the actions:</p> <p>1. "Work with DCC, the Primary Care Trust, Derbyshire Foundation Trust and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with multiple and complex needs."</p> <p>2. "Working with partners, improve access to health services and health outcomes for individuals</p>

148						experiencing homelessness."
	Working with partners, improve access to health services and health outcomes for individuals experiencing homelessness.	<p>Access to health services is repeatedly raised as a barrier for individuals experiencing homelessness, in particular access to mainstream substance misuse and mental health services.</p> <p>Mechanisms are in place to work with health colleagues on improving access to health services for individuals experiencing homelessness through the strategy steering group and its governance structure.</p> <p>The strategy steering group considers the related action to carry out a homelessness health needs audit as the necessary starting point in identifying areas in which improvements are needed.</p>	Yes	Yes	<p>A health needs audit with partners (see action above) is the best starting point for this action as by understanding the needs of the cohort we can then establish how well these are being met. SB (DCC) is leading on this action on behalf of the strategy steering group. Ensure he is supported in this.</p>	<p>Action is considered to overlap with the actions:</p> <p>1. "Work with DCC, the Primary Care Trust, Derbyshire Foundation Trust and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with multiple and complex needs."</p> <p>2. "Seek to better understand the health needs of the homeless population through a health needs audit with partners."</p>

Evaluate the extent of rural homelessness across the area and the need for a specific public awareness campaign with rural communities.

Derbyshire does have rural areas and communities, especially in the High Peak and Derbyshire Dales local authority areas. It can be difficult to know the true extent of rural homelessness as it could be more hidden due to visibility and access to services.

The data that we collect, including the annual rough sleeping counts suggests that rough sleeping pressures in the county are not in rural areas.

All local authorities have public messaging that is applicable and available to all residents, not just those in more urban communities. The Street Support Derbyshire website also provides information about homelessness services that are available to all residents.

The strategy steering group has agreed that this action is no longer desirable as the solutions to resolve homelessness are not rural-specific. It is however recognised that more general public awareness campaigns are necessary on a rolling basis.

No

Yes

Develop a public awareness campaign targetted at all Derbyshire residents to raise awareness of homelessness services and where to seek support. Do this in conjunction with Street Support Derbyshire.

Action is being marked as red due to it no longer being desirable in its specific intention.

Action is considered to be a duplicate of the action:

"Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point."

150	Identify opportunities to create more consistent approaches and promote best practice in the delivery of housing options services.	<p>All district and borough council work under the same homelessness legislation and code of guidance. Close working relationships exist between local authorities, with the Derbyshire Homelessness Officers Group (DHOG) well established.</p> <p>MHCLG regularly attend DHOG to ensure all Derbyshire homelessness leads receive a consistent message from central government.</p> <p>There have been numerous instances of joint training for housing options staff, most recently a two day training event in October 2024 delivered by Andy Gayle on homelessness legislation, case law and best practice.</p> <p>Trauma Informed Derbyshire facilitated training to all housing options teams throughout late 2024 and early 2025, including reflective practice sessions for front line staff.</p>	Yes	Yes	This action is ongoing but is considered complete as work to deliver a consistent approach has happened and conditions to ensure further opportunities to do so are identified are in place.	<p>This action is not well defined and is considered to overlap with / be a duplicate of the action:</p> <p>"Commit to improving prevention toolkits across Derbyshire."</p>
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Priority Area 2: Prevent and respond to homelessness through early intervention and personalised solutions:

RAG Rating	Action	Current Situation	Is action still desirable?	Is action still achievable?	Next Steps	Notes
	Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point.	All local authorities have public messaging that is applicable and available to all residents. The Street Support Derbyshire website also provides information about homelessness services that are available to all residents.	Yes	Yes	Develop a public awareness campaign targeting all Derbyshire residents to raise awareness of homelessness services and where to seek support. Do this in conjunction with Street Support Derbyshire.	<p>Action is considered to overlap with the action:</p> <p>"Evaluate the extent of rural homelessness across the area and the need for a specific public awareness campaign with rural communities. "</p>

	Work with partners to develop an integrated homelessness and wellbeing assessment.	<p>The Signal project is addressing this with more holistic wellbeing questions in the assessment. An initial pilot of three organisations (P3, Elm Foundation and Pathways) is being expanded and other Derbyshire organisations (Freedom Project and Action Housing) have taken out their own licenses.</p> <p>NEDDC have included Signal in the specification of a new supported housing scheme to be delivered by P3.</p>	Yes	Yes	<p>Strategy lead to meet with key partners and take learning from the more established Signal project in NE England to understand how the methodology can give better connectivity between organisations.</p> <p>This project involves Public Health, the ICB, a supported employment programme and substance misuse services and our aim is to replicate much of this in Derbyshire.</p>	None
151	Work with DCC to meet the requirements of the Domestic Abuse Act 2021, including ensuring that there is a range of housing options, choice and information available to those experiencing domestic abuse.	<p>There is close working between local authorities and domestic abuse services. The Salus project is a major project that has been developed since the homelessness strategy was published and increases access to accommodation and support for those fleeing domestic abuse prior to refuge.</p> <p>DHOG consider this action completed as per workshop exercise on 15.4.24. Action is written as an ongoing action with success/completion not clearly defined.</p>	Yes	Yes	<p>Whilst this action is marked as completed, it could also be considered an ongoing action. As such, we will continue to be alert to opportunities to improve access to domestic abuse support services.</p>	None

React accordingly and ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in the cost of living.

Most of the measures currently in place rely on external funding to continue e.g. Household Support Fund and Discretionary Housing Payments. Reporting for these initiatives is very light touch, so it's not possible to provide accurate data on exactly how this money is spent.

Financial Inclusion Groups are already established across the county and are well attended with a range of expertise. MR (NEDDC) has met with leads for FIGs to ensure homelessness representation at each and that work is not being duplicated. Financial Inclusion colleagues from Derbyshire County Council also spoke at the countywide homelessness forum in June 2025.

A general consensus that pressures related to the cost of living and wider economy are acutely felt by all services but opportunities to make meaningful change are limited beyond advocacy and lobbying.

GS (NEDDC) has met with Citizens Advice and delivered training in NEDDC area and there is scope to expand this across county. The websites of each Derbyshire district and borough council have been audited to ensure financial advice and signposting to relevant services is present on each.

Yes

Yes

Seven of the eight district and borough councils share the Locata homelessness case management system. This has a prompt to ask if a money advice referral is needed and it is possible to track whether this referral is then being made. Consider the need to audit this to ensure referrals are being made in all appropriate cases.

The steering group is satisfied this is an ongoing action.

There is some overlap between this and the action:

"Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary."

	Commit to improving prevention toolkits across Derbyshire.	<p>The steering group agreed this action is vague and feels like another duplication, with work being done elsewhere in the strategy covering this action. Prevention outcomes are being maximised by local authorities jointly commissioning and/or funding services rather than doing so individually.</p> <p>Data reported to and published by central government demonstrates that homelessness prevention rates in Derbyshire are among the highest in the country.</p>	Yes	Yes	The steering group has agreed to mark this action as complete, although our prevention tools will be kept under review as funding and pressures change.	None
153	Work with partners to better understand the nature and extent of family evictions and develop targeted preventative tools accordingly.	<p>The extent of family evictions can be demonstrated through the use of H-CLIC data. Understanding the nature of family evictions is more difficult, as Locata doesn't allow for more in depth reporting.</p> <p>H-CLIC data from October to December 2024 showed that for households owed a homelessness prevention duty, the main reason for loss of last settled home was "family or friends no longer willing or able to accommodate" in 32% of cases. This was 25% for households owed a relief duty.</p> <p>30% of all Derbyshire prevention cases and 20% of relief cases in this same period were living with family at the time of their approach to the council.</p> <p>A deeper data dive for the period 2023/24-2024/25 is currently underway.</p> <p>The steering group has discussed this action and clarified that its intention was to understand evictions from a family home, rather than families being evicted more broadly.</p>	Yes	Yes	<p>Homeless Strategy Officer (NEDDC) has data on homelessness approaches for family evictions through Locata, an analysis of this data will be presented to the steering group and be used to help understand the nature and extent of family evictions.</p> <p>It will then be a decision for the steering group on next steps.</p>	None

154	<p>Work to maximise preventions from the private rented sector through the development of targeted interventions.</p>	<p>Evictions from the private rented sector make up a large proportion of homelessness prevention cases for all local authority housing options teams. H-CLIC data for October-December 2024 showed that the average percentage of prevention cases due to the end of a private rented assured shorthold tenancy was 39%.</p> <p>Countywide homelessness prevention initiatives already exist, as well as work done by housing options services, including Call B4 You Serve and the Derbyshire Law Centre. A countywide private rented sector offer is in the early stages of development, although this was focus more on increasing access to the private rented sector rather than homelessness preventions.</p>	Yes.	Yes	<p>The strategy steering group has decided to mark this action as complete, as we are already strong on preventions from the private rented sector with services that all local authorities contribute to.</p>	None
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Develop a prison release protocol.

Colleagues from criminal justice attend the strategy steering group. MR (NEDDC) attends quarterly Accommodation Prior to Release strategy meetings at HMP Nottingham.

There were 409 prison releases into Derbyshire last year from 14 different prisons. 61 of these releases were released to no fixed abode and 27% of all releases came from out of area, meaning that protocols agreed with local prisons wouldn't apply in these cases. Of these 409 releases, only 159 remained in the community 3 months later, highlighted the need to improve stability for this cohort upon release.

A prison release protocol has recently been developed in Nottinghamshire and Nottingham City, with many of the same criminal justice colleagues from Derbyshire involved in its development. It has been agreed to use this protocol as the basis of a Derbyshire one to minimise complexity for prison staff who manage releases on a regional basis.

A task and finish group for this work is currently being assembled and a draft Derbyshire protocol has been produced. The Derbyshire protocol will initially focus on prison releases, but will in time also include offenders who are serving community based sentences.

Yes

Yes

The task and finish group for this work will review the draft protocol and data sharing agreement and input into a bespoke Derbyshire protocol. We will also seek to include colleagues from Derby City in this work.

Action considered to overlap and/or be a duplicate of the following actions:

1. "Streamline the Duty to Refer referral system and work with partner agencies to improve the timeliness and quality of referrals."

2. Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.

3. "Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils."

Secure support from leadership at relevant hospitals to develop discharge protocols with Derbyshire councils.

As part of other priority action work, MR (NEDDC) and LT (EBC) had developed a programme of workshops to be facilitated by Shelter to develop a hospital discharge protocol for Derbyshire. MR attended the Discharge Planning & Improvement Group and although homelessness was recognised as a challenge by this group, was unable to gain commitment from health colleagues to commit the development of a protocol in this way. Shelter have therefore unfortunately had to withdraw their support as their funding was conditional on a whole system approach.

MR has regular meetings with health colleagues and is exploring other ways in which we can input into wider discharge improvement work. MR and SB (DCC) have presented to the Derbyshire Health and Wellbeing Board to promote the homelessness agenda and highlight the need for collaboration between health and homelessness on mutual problems.

Yes

Yes

MR (NEDDC) to continue regular meetings with health colleagues.

The Homelessness Health Needs Audit currently being carried out by Homeless Link and due to be published by the end of 2025, will give a greater insight into the health needs of Derbyshire's homeless population and highlight where gaps in health provision exist.

MR has organised a joint training event for housing options and hospital discharge staff to take place on 2/10/25.

There is some overlap between this and the actions:

1. "Seek to better understand the health needs of the homeless population through a health needs audit with partners."

2. "Working with partners, improve access to health services and health outcomes for individuals experiencing homelessness."

157	<p>Work with partners to ensure access to services to improve customers' financial capability, including access to education, training and employment.</p>	<p>Building Better Opportunities was a nation-wide programme that ran from 2016 to 2023 and had a Derbyshire/Nottinghamshire (D2N2) programme. The programme was jointly funded by National Lottery Community Fund and the European Union European Social Fund to the tune of £605million. This programme has unfortunately now ended. Nation-wide there were positive results for people experiencing homelessness:</p> <p>75% achieved one of the three results, split by 37% into employment, 23% into education or training and 16% into job search.</p> <p>With this programme now ended, there's no equivalent programme in Derbyshire, although smaller services do exist on a local level. Futures Housing Group lead the work of Communities That Work locally.</p> <p>The steering group has identified that greater engagement with DWP is needed.</p>	Yes	Yes	MR (NEDDC) to map the local providers who are part of Communities That Work and also ensure DWP representation in the strategy steering group going forwards.	<p>There is some overlap between this and the action:</p> <p>"Develop specialist education, employment and training opportunities for those with a complex history of homelessness and rough sleeping."</p>
	<p>Explore the viability of creating a countywide private landlords forum in order to improve landlord participation and engagement.</p>	<p>No such forum currently exists although individual local authorities do hold their own local forums and Call B4 You Serve hold regular landlord engagement events.</p> <p>Discussions have been had about integrating a landlord forum into the wider countywide private rented sector offer.</p>	Yes	Yes	As part of the countywide private rented sector offer, explore the feasibility and appetite for hosting landlord forums on a countywide basis rather than locally.	<p>There is some overlap between this and the action:</p> <p>"Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer."</p>

158	Develop a supported housing pre-eviction protocol in partnership with providers.	<p>The Supported Housing Improvement Programme is now established with staff covering most of the county, aiming to improve standards in supported accommodation.</p> <p>Derby City have developed a pre-eviction pilot project and LS (EBC) has opened dialogue with them to take learning for the development of our own protocol. The SHIP programme is the best vehicle for delivering this.</p> <p>A new severe multiple disadvantage housing project has been launched in Chesterfield this year which includes a pre-eviction protocol in its specification.</p> <p>The strategy steering group has agreed that it is not the right time to introduce a pre-eviction protocol more widely, as we have recently introduced a common referral form for supported housing with some resistance from providers.</p>	Yes	Yes	Continue conversations with Derby City about their protocol pilot and start planning what a Derbyshire protocol could look like.	
	Work in partnership with children's services and other key agencies to minimise the detrimental impact of homelessness on children.	<p>No specific coordinated work of this nature is currently taking place other than on an individual case by case basis where necessary.</p> <p>The strategy steering group has discussed what we're trying to achieve with this action. The word "minimise" is ambiguous.</p> <p>Safeguarding referrals are made when an intentionally homeless decision is made that involves families. The steering group has discussed some of the challenges surrounding next steps in this process and agreed that an agreed protocol with social care colleagues would provide a more uniform approach between local authorities.</p>	Yes	Yes	<p>Adult social care colleagues are on the strategy steering group. Look to include children's social care colleagues in the steering group and make this a future priority action for the steering group.</p> <p>MR has obtained data from Home Options coordinator about TA usage and intentionally homeless decisions involving families to better understand the background to present to social care colleagues.</p>	

Consider research projects into the wider social issues on homelessness where shared approaches are central to resolving them. Prioritise projects and seek resources for these based on impact and extent of existing research.

No Derbyshire-based research projects have been commissioned. However the wider social issues relating to homelessness have been well researched on a national and international basis. The now expanded SIGNAL pilot is helping us develop a greater understanding of some of the wider social issues surrounding homelessness through the holistic health and wellbeing assessment. This data could form the basis of more specific research projects in the future.

The strategy steering group has agreed this action is very broad and could be a very large piece of research. We have commissioned targeted pieces of research where we want to focus on a specific area, for example the Supported Housing Needs Assessment and the Health Needs Audit.

Yes

The now expanded SIGNAL pilot is helping us develop a greater understanding of some of the wider social issues surrounding homelessness through the holistic health and wellbeing assessment. This data could form the basis of more specific research projects in the future.

Several DHOG representatives are visiting Newcastle in October to see how SIGNAL has been embedded within statutory services there.

The strategy steering group agrees that it is not necessary to commission any further research on wider social issues on homelessness, as there has been extensive national research the demonstrates the complexity of homelessness and a Derbyshire focussed piece of research is unlikely to tell us anything further.

Action is considered to overlap with the actions:

1. "Ensure that data is captured widely and effectively across the system to understand homelessness and the wider determinants, and that this data is used to improve interventions and joint approaches."
2. "Seek to better understand the health needs of the homeless population through a health needs audit with partners."
3. "Gather evidence and consider research projects into:
 - a) The extent of dual diagnosis within the homelessness population in order to create an evidence base of work with commissioners to create new service pathways.
 - b) The nature and scale of hidden homelessness.
 - c) The nature and scale of intergenerational homelessness across Derbyshire.
 Prioritise those projects needed based on impact and seek funding to progress them."

160	<p>Commit to working towards preventing homelessness prior to 56 days (in advance of any statutory duty) and explore funding opportunities to develop a specialist early intervention project.</p>	<p>LAs have a statutory duty to work with applicants who are at risk of homelessness within 56 days. No Derbyshire authorities have specific policies to work with people prior to this statutory period. However, more "upstream" prevention work does take place such as the commissioned rough sleeping service working with sofa-surfers and other people at risk of homelessness who wouldn't necessarily meet the statutory requirements.</p> <p>Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. In the current climate, it is not seen as possible to develop specific policies to work with people earlier than the statutory required period.</p>	No	No		<p>Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. In the current climate, it is not seen as possible to develop specific policies to work with people earlier than the statutory required period.</p>
	<p>Develop a Young Persons Positive Pathway with children's services to include a joint protocol for 16/17 year olds.</p>	<p>No such pathway currently exists. There's been various attempts at a county council led project in recent years but nothing currently in development.</p> <p>District and borough councils only have a statutory homelessness duty to 18+ year olds.</p> <p>Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. Action won't be removed from strategy and we will remain open to opportunities for this work, but won't pro-actively pursue them at this time.</p>	No	No		<p>Workshop exercise at DHOG on 15.4.24 identified this action as no longer being a priority. Action won't be removed from strategy and we will remain open to opportunities for this work, but won't pro-actively pursue them at this time.</p>

Priority Area 3: End Rough Sleeping and Repeat Homelessness.

RAG Rating	Action	Current Situation	Is action still desirable?	Is action still achievable?	How to progress action	Notes
161	Develop a multi-disciplinary team to work to deliver assertive and coordinated services to rough sleepers and individuals experiencing homelessness with multiple and complex needs, with a focus on preventing repeat homelessness.	<p>This action was written at a time that district and borough councils were hoping to develop a multi-disciplinary team as part of a joint Rough Sleeping Initiative bid. There has been some success in developing multi-disciplinary roles as part of this service, however it is unlikely this will be delivered as first hoped.</p> <p>Efforts made to incorporate elements of a multi-disciplinary team into the RSI-funded services. Funding was secured for 2x substance misuse navigators, however contractual obstacles with NHS to have those roles hosted at DRP caused delays and eventually only one post was in place for 2024/25. RSI funding was also secured for 1x mental health link worker role, however no host organisation could be found.</p> <p>MR (NEDDC) & KC (CBC) have presented to Derbyshire Safeguarding Adults Board, giving case studies on individuals with multiple and complex needs. Recognition from the board that more work needs to be done on MCN, as well as a ministerial letter stating a need to involve</p>	Yes. This has previously been a priority action for the strategy steering group and working collaboratively with partners to tackle rough sleeping will remain an important piece of work.	No. Not as originally conceived.	<p>Continue to develop close working relationships with partners to increase opportunities for meaningful partnership working and future co-funding opportunities.</p> <p>MR (NEDDC) & KC (CBC) have presented to Derbyshire Safeguarding Adults Board, giving case studies on individuals with multiple and complex needs. Recognition from the board that more work needs to be done on MCN, as well as a ministerial letter stating a need to involve homelessness services. Follow up work could include a MCN sub-group for SAB.</p>	<p>This action overlaps with the action:</p> <p>"Work with DCC, the Primary Care Trust, Derbyshire Foundation Trust and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of clients experiencing homelessness with multiple and complex needs."</p>

		homelessness services. Follow up work could include a MCN sub-group for SAB.				
162	Plan and develop specialist winter provision for future winters.	The winter offer for rough sleepers differs year on year, dependant on resources and need. Single site solutions have been used twice in recent years - firstly during Everyone In in 2020/21 and then again in 2022/23. Winters 2023/24 and 2024/25 have not had a single-site offer and instead utilised existing B&B and TA stock with enhanced support from commissioned outreach service. Derbyshire County Council currently providing funding iro £50k for winter offer.	Yes.	Yes	This action was discussed at DHOG 08/09/25 and EE (Bolsover) has agreed to speak with existing providers (P3, Pathways etc.) to see how we might fund additional capacity within their services over winter 2025/26.	
	Assess the impact and outcomes of the Rough Sleeping Initiative-funded projects and develop a business case to secure future funding, including a details cost benefit analysis.	<p>Rough sleeping funding currently ends in March 2026. There have been indications from central government that funding will shift from bids to an allocation, with a more flexible grant however nothing has been confirmed yet.</p> <p>DHOG has discussed three possible scenarios for 2026 - less funding, same funding, more funding. Agreement that until funding announcement, no formal decisions can be made.</p>	Yes	Yes	<p>DHOG has discussed three possible scenarios for 2026 - less funding, same funding, more funding. Agreement that until funding announcement, no formal decisions can be made.</p> <p>If the shape of rough sleeping funding changes in the manner we're anticipating then individual local authorities will need to decide if they still feel able to contribute to a countywide service or manage locally with their own resources.</p>	<p>This actions overlaps with the actions:</p> <ol style="list-style-type: none"> 1. "As part of the Rough Sleeping Initiative develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street." 2. "Explore the feasibility of developing an assessment centre to provide off the street accommodation for rough sleepers." 3. "Explore how we can provide a rapid offer of off the street accommodation so that no-one has to spend a second night on the streets."

163	As part of the Rough Sleeping Initiative develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.	Levels of new rough sleepers fluctuate and generally when new rough sleepers appear they don't become entrenched. Reasons for new rough sleepers are varied, but mainly relationship breakdown. We will continue to monitor the flow of new rough sleepers and the reasons for homelessness/rough sleeping. If significant changes occur, explore targeted prevention approaches.	Yes	Yes	Continue to monitor the flow of new rough sleepers and the reasons for homelessness/rough sleeping. If significant changes occur, explore targeted prevention approaches, bearing in mind current funding uncertainty as outlined above. In conjunction with Street Support Derbyshire, we will develop a public awareness campaign of support services for people to seek help before they become homeless.	This action overlaps with the action: "Assess the impact and outcomes of the Rough Sleeping Initiative-funded projects and develop a business case to secure future funding, including a details cost benefit analysis."
	Explore the feasibility of developing an assessment centre to provide off the street accommodation for rough sleepers.	No central assessment centre currently exists. However, principle commissioned rough sleeping services (Pathways and P3) have sites that can be used for assessments and support. Local Authorities supported Freedom Projects' bid to Winter Transformation Funding for 2023/24, which would have included a single site for assessment and accommodation, however this bid was unsuccessful. Without significant external investment it is difficult to see how this action will be delivered. Monitor and be vigilant for funding opportunities.	Yes	No.	Without significant external investment it is difficult to see how this action will be delivered. Monitor and be vigilant for funding opportunities.	This action overlaps with the action: "Assess the impact and outcomes of the Rough Sleeping Initiative-funded projects and develop a business case to secure future funding, including a details cost benefit analysis."

164	Explore how we can provide a rapid offer of off the street accommodation so that no-one has to spend a second night on the streets.	<p>There is currently no specific pathway for off the street accommodation for rough sleepers. The quickest route into accommodation is for the individual to be referred into supported accommodation, but the speed of these referrals and suitability of accommodation varies greatly depending on the individual and/or provider.</p> <p>Discussion and agreement at DHOG that our single homelessness and rough sleeping services from April 2026 should contain a stronger development of a specific pathway. This is however subject to funding, as outlined in other actions above.</p>	Yes	Yes	<p>Explore issues surrounding supported accommodation referrals and how to improve timeliness of response. Consider if a model similar to Salus Project for domestic abuse could be used, with Local authorities making units of accommodation available specifically for this cohort for a max of 7 days whilst they are supported to secure alternative accommodation.</p> <p>The development of this rapid offer and single homelessness pathway is subject to funding, which we await an announcement on.</p>	<p>This action overlaps with the action:</p> <p>"Assess the impact and outcomes of the Rough Sleeping Initiative-funded projects and develop a business case to secure future funding, including a details cost benefit analysis."</p>
	<p>Gather evidence and consider research projects into:</p> <ol style="list-style-type: none"> 1. The extent of dual diagnosis within the homelessness population in order to create an evidence base of work with commissioners to create new service pathways. 2. The nature and scale of hidden homelessness. 3. The nature and scale of intergenerational homelessness across Derbyshire. <p>Prioritise those projects needed based on impact and seek</p>	<p>The strategy steering group agreed on 6/3/2025 that this action is far too broad, there are really three actions within one here. Upheld decision at DHOG on 15.4.24 that this action should no longer be a priority.</p> <p>It was felt that action point 1. about dual diagnosis will be covered by the Homeless Link health needs audit, but more broadly the issue of multiple complex needs and dual diagnosis has been researched nationally and is well understood.</p> <p>The group considered action points 2. and 3. and concluded that allocating resources to specific research projects on</p>	No	No	<p>The strategy steering group agreed on 6/3/2025 that this action is far too broad, there are really three actions within one here. Upheld decision at DHOG on 15.4.24 that this action should no longer be a priority.</p> <p>It was felt that action point 1. about dual diagnosis will be covered by the Homeless Link health needs audit, but more broadly the issue of multiple complex needs and dual diagnosis has been researched nationally and is well understood.</p> <p>The group considered action points 2. and 3. and concluded that allocating resources to specific research projects on</p>	<p>This action prompted broader discussion between the strategy steering group about the strategy in general. There was a general feeling in the group that there are too many actions within the strategy, meaning it is difficult to prioritise actions that will make the biggest difference. This is some learning that could be taken forward into the development of future strategies.</p>

	funding to progress them.	these points was not desirable as it is unlikely to have a notable impact on how understanding of homelessness in Derbyshire and the delivery of homelessness services.			these points was not desirable as it is unlikely to have a notable impact on how understanding of homelessness in Derbyshire and the delivery of homelessness services.	
165	Develop a supported reconnection policy to support rough sleepers to return safely to their home areas.	<p>Commissioned outreach service currently support rough sleepers to return to home arrears if necessary without a formal policy.</p> <p>The strategy steering group has agreed this action is easily achievable, however a formal policy to be adopted by all local authorities is not necessary.</p>	Yes	Yes	<p>The strategy steering group agreed that a written supported reconnection procedure should sit with the commissioned street outreach service.</p> <p>MR (NEDDC) has met with the commissioned street outreach service and a draft policy has been written. This is to be shared with the strategy steering group for consultation.</p>	

Develop an alternative giving campaign and work to promote public awareness around rough sleeping and begging, where there is evidence that the issue exists.

Street Support Derbyshire was launched in December 2023. An alternative giving scheme forms part of what Street Support can offer.

The strategy steering group has discussed this action. For the majority of local authorities begging is not a significant problem. Whilst levels of begging and other street activity are highest in Chesterfield, this has not been a political issue raised by members. An alternative giving campaign is unlikely to resolve the issue of begging in Chesterfield as intelligence suggests those who are begging are not homeless. There are problems with individuals harassing members of the public at ATMs and car park payment stations, these problems are best addressed by police and community safety teams.

The steering group agreed that improvements can be made in raising public awareness of existing services such as DOT, Street Support Derbyshire, Framework etc.

No

No

Develop a public awareness campaign targeting all Derbyshire residents to raise awareness of homelessness services and where to seek support. Do this in conjunction with Street Support Derbyshire.

This actions overlaps with the action:

"Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point."

167	Develop specialist education, employment and training opportunities for those with a complex history of homelessness and rough sleeping.	<p>Pathways has some links into education, employment and training for former rough sleepers but it is an area that requires improvement across the board.</p> <p>Workshop exercise at DHOG on 15.4.2024 identified this action as no longer being a priority. It was felt that the number of former rough sleepers who are in a position to actively engage with this type of service is so small that developing a specific service would not be worthwhile.</p> <p>However, other strategy work is being done to improve access to these types of services across the board.</p>	No	No	MR (NEDDC) to map the local providers who are part of Communities That Work and also ensure DWP representation in the strategy steering group going forwards.	<p>This action overlaps with the action:</p> <p>"Work with partners to ensure access to services to improve customers' financial capability, including access to education, training and employment."</p>
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Priority Area 4: Develop sustainable supported and settled housing solutions.

RAG Rating	Action	Current Situation	Is action still desirable?	Is action still achievable?	How to progress action	Notes
	Work towards increasing the provision of appropriate, affordable social housing.	<p>Social housing waiting lists are massively over-subscribed in all LA areas. 5/8 LAs are stock-holding authorities. All LAs and housing associations experience the same national housing shortage as the rest of the country and the solutions are not unique to Derbyshire.</p> <p>The strategy steering group discussed whether this action should be in a homelessness strategy and agreed it is a better fit elsewhere. It is now a requirement for all local</p>	Yes.	Yes	<p>The steering group as a collective has limited influence, but all local authorities are working towards increasing the provision of appropriate affordable social housing.</p> <p>All local authorities to ensure they have a housing strategy in place.</p>	None

		authorities to have a housing strategy. A Derbyshire housing strategy meeting also exists. Agreed to set action as complete.				
168	Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer.	<p>Individual LAs have their own private sector incentives, but these typically consist of bond guarantee schemes which are limited and out of step with current PRS pressures. Work has begun on developing a countywide PRS offer and discussions with CallB4YouServe are ongoing for the continuation of that service.</p> <p>MR (NEDDC) outlined the basic offer proposal to landlords at a CallB4YouServe event in December 2024 and landlords gave feedback on what they would like to see in an attractive offer.</p>	Yes.	Yes	The outline of what a countywide offer could look like has been developed. NEDDC intend to recruit a PRS officer who would lead on the further development and implementation of the offer, although this post has not yet been approved.	<p>This action links with the actions:</p> <p>1. "Explore opportunities to develop a countywide private sector leasing scheme."</p> <p>2. "Explore the viability of creating a countywide private landlords forum in order to improve landlord participation and engagement."</p>
	Work with DCC to develop additional provision for domestic abuse, including immediate access provision and advocacy support.	<p>Salus project has been developed since the strategy was written. This has provided an instant-access accommodation and support service for those fleeing domestic abuse who are unable to secure a refuge placement straight away.</p> <p>DHOG consider this action completed as per workshop exercise on 15.4.2024.</p>	Yes.	Yes	Include domestic abuse services in strategy steering group and remain vigilant to opportunities for further partnership working.	None

Carry out a review of temporary and interim accommodation: 1. Identify future need and an options based appraisal for future delivery arrangements including the option of nightly paid emergency accommodation. 2. Explore the opportunities for a countywide temporary accommodation forum.

District and borough LAs have different approaches to the provision of temporary and interim accommodation, based on their individual resources. Some have access to lots of their own stock for use as TA, some have limited TA stock and are more reliant on B&B type accommodation for emergency accommodation. Many LAs are finding their B&B options are reducing due to external pressures such as hotels being repurposed for asylum seeker accommodation.

The strategy steering group discussed this action in March 2025. It was highlighted that a temporary accommodation forum already exists for Derbyshire and Nottinghamshire, with NEDDC leading on this work.

There are variations in how local authorities log TA status on Locata and internally. It could be a large piece of work to carry out a thorough review of TA and is something we could task the forum with. The strategy steering group could carry out a lighter touch analysis of usage and availability. The group also agreed to include CAS3 accommodation in this review.

Yes.

Yes

MR (NEDDC) to analyse Locata and CAS3 data to present back to the steering group.

None

170	<p>In partnership with DCC develop appropriate housing provision for clients with complex, multiple and longer-term care needs where funding permits.</p>	<p>This type of accommodation for individuals with identified social care needs is not currently funded in any part by district and borough councils. There are barriers to LAs/commissioned services accessing social care assessments to establish an individual's eligibility for this type of accommodation.</p> <p>A supported housing needs assessment has been commissioned by district and borough councils and Homeless Link are delivering this piece of work. This needs assessment will help to build the case for whether more of this type of accommodation is needed. The needs audit is due to be completed in the autumn of 2025.</p>	Yes.	Yes	<p>Ensure adult social care are represented in the strategy steering group.</p> <p>Share findings of the supported housing needs assessment with adult social care colleagues and work on relevant recommendations from the audit.</p>	None
	<p>Explore opportunities to develop a countywide private sector leasing scheme.</p>	<p>No such scheme currently exists but could form part of a countywide PRS offer. MR spoke with landlords at a CallB4YouServe event December 2024 and a leasing scheme was appealing to landlords looking for longer term stability and certainty for their properties.</p>	Yes.	Yes	<p>The outline of what a countywide offer could look like has been developed, with a leasing scheme being seen as a potential end goal. NEDDC intend to recruit a PRS officer who would lead on the further development and implementation of the offer, although this post has not yet been approved.</p>	<p>This action links with the actions:</p> <ol style="list-style-type: none"> 1. "Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer." 2. "Explore the viability of creating a countywide private landlords forum in order to improve landlord participation and engagement."

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee 29th September 2025

Review of Effectiveness of Council's Waste Collection and Disposal Education – Post-Scrutiny Monitoring (Second Interim Report)

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	Scrutiny Officer/Governance Manager

PURPOSE/SUMMARY OF REPORT

- To present the Interim Report assessing progress against the recommendations to date for the Review of Effectiveness of Council's Waste Collection and Disposal Education

REPORT DETAILS

1. Background

- 1.1 The Customer Services Scrutiny Committee agreed to undertake a review of effectiveness of the Council's waste collection and disposal education as part of the 2023-24 Work Programme.
- 1.2 The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Authority through contamination charges. Committee Members believed that the main cause of this issue was due to residents not knowing how to use their bins correctly and effectively.

2. Details of Proposal or Information

- 2.1 The Committee put together eleven recommendations, as outlined in the appendices, which will hopefully ensure that the Council's approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates by way of increased resident participation.
- 2.2 This report acknowledges progress to date by Officers implementing the recommendations.
- 2.3 To date **nine** out **eleven** recommendations have been achieved, **one** has been extended and will hopefully be completed during 2026. **One** recommendation is marked Alert as it is not able to be completed due to LGR implications - please

see the Progress/Action column for recommendation 1.10 in Appendix 2 for further details.

- 2.4 For further details on the progress of the report please see Post Scrutiny Monitoring Report at Appendix 2 which tracks the progress of actions taken, the Key Achievements and any reasons for non-implementation of recommendations. To see the original table of recommendations and the Executive's responses please see Appendix 1.

3. Reasons for Recommendation

- 3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.
- 3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.
- 3.3 Members must review progress on the approved recommendations. A progress report is submitted at six and twelve months' intervals, with any exceptions to expected delivery highlighted.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations.
- 4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

RECOMMENDATION(S)

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

Approved by Councillor Robert Hiney Saunders, Portfolio Holder for Environment

IMPLICATIONS:

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<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None from this report. Suggested action for the service can be contained within existing budgets.
On behalf of the Section 151 Officer
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.
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
<u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>
Details: Under Public Sector Bodies Accessibility Regulations 2018, the Council has a duty to ensure its website is 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements
<u>Environment</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Details: The review supports the Corporate Ambition of 'Environment' and the Priority of 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same by increasing rates of recycling across the District'. The review indirectly supports the Corporate Target ENV03: Achieve a combined recycling and composting rate of 65% by 2035, as well as the Corporate Target SS05: To reduce the amount of residual household waste disposed of by way of landfill annually.

DECISION INFORMATION:

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

<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>All <input type="checkbox"/></p>
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<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 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 type="checkbox"/> No <input type="checkbox"/></p>
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<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>The review supports the Corporate Ambition of 'Environment'.</p>

DOCUMENT INFORMATION:

Appendix No	Title
1	Appendix 1 - Executive Response to Review of Effectiveness of Council's Waste Collection and Disposal Education
2	Appendix 2 - Post Scrutiny Monitoring Report - Review of Effectiveness of Council's Waste Collection and Disposal Education

<p>Background Papers</p> <p><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></p>

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW			
Title of Review:	Review of Effectiveness of Council’s Waste Collection and Disposal Education		
Timescale of Review:	July 2023 – July 2024	Post-Monitoring Period:	12 months commencing May July. Interim report due February 2025.
Date agreed by Scrutiny:	July 2024	Date agreed by Executive:	July 2024

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC23-24 1.1 176	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	July 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to	Educate young people on the process, importance, and methods of recycling. Encourage a culture of	July 2025	Strategic Director of Services in consultation with:	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	promote recycling education.	recycling across the District.		Recycling Promoter			
CSSC23-24 1.4 177	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with: Communications, Marketing and Design Manager Recycling Promoter	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish	Encourage a culture of recycling across the District and educate young people on the importance of recycling.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter Partnership Policy Officer Communications, Marketing and Design Manager	Partnership Officer time	The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnership Team and the Improvement Officer via the Youth Council.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	notice boards and magazines).						
CSSC23-24 1.6 178	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the	Encourage a culture of recycling across the District and educate residents on	January 2025	Communications, Marketing and Design Manager in consultation with:	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
179	electronic bulletin boards in the four main market towns.	the correct way to use their bins.		Recycling Promoter		possible and can be implemented easily. Due to the fast rotation of the bulletin boards the educational information on the boards must be simple and easy to consume in a short space of time e.g., pictures like the burgundy bin diagram.	
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.	To provide regular waste disposal education to residents who have subscribed to the service.	January 2025	Recycling Promoter in consultation with: Communications Officer Communications, Marketing and Design Manager	Officer time	The Communications team have confirmed that if the Recycling Education Officer can provide them with regular content, the team can circulate weekly E-Newsletters for the residents who are subscribed to this service.	Recommendation Approved.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an	To provide an available replacement bin calendar	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
180	accessible PDF of the calendar on the Council's website.	that residents can find online and can print if their copy has been damaged/ misplaced.				this recommendation is possible and can potentially be implemented by June. In the meantime, the Communications Team has updated the website to include accessible digital bin calendars for residents to access and some more information on what can and cannot go in burgundy bins.	
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking	To improve the Council's communication services with residents and improve education on waste disposal.	January 2029	Communications, Marketing and Design Manager	Officer time Budget	The Assistant Director of ICT does not think that Bolsover has the capacity to build and run a successful app right now based on the multiple systems the Council is currently running. However, the Communications, Marketing and	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
181	and comparing business processes and performance metrics.					Design Manager agrees that the consideration of an app can still be a possibility for the Council in the future as a long-term goal when there are more capable system updates available; the Council can research how other councils run their app systems.	
CSSC23-24 1.11	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Encourage residents to think carefully on what they should put in each bin and educate residents on the correct way to use their burgundy bin.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter	Officer time	The Strategic Director of Services is keen to decrease rates of contamination and agrees that reinforcing the bin refusal policy in section 3.17 of the Waste Collection Policy will be an effective way to achieve this. He has also suggested adding the website link to the policy.	Recommendation Approved.

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Effectiveness of Council's Waste Collection and Disposal Education				
Timescale of Review:	July 2023 – July 2024		Post-Monitoring Period:	18 months from July 2025 - Interim reports due Feb 2025, Sep 2025 & March 2026	
Date agreed by Scrutiny:	July 2024		Date agreed by Executive:	July 2024	
Total No. of Recommendations and Sub Recommendations	Achieved	9	On track	0	Extended 1
	Achieved (Behind target)	0	Overdue	0	Alert 1

Key Achievements:

- Launched a bi-weekly e-newsletter that includes regular waste disposal education for residents.
- Uploaded the burgundy bin diagram to the Council's website and introduced an A-Z guide on recyclable items.
- Regular resident engagement through InTouch magazine, with themed recycling articles in every edition since October 2024, covering topics such as contamination reduction, plastics recycling, and preparation for food waste caddies.
- Ongoing school engagement programme, led by the Recycling Promoter, with visits, presentations, and re-circulation of educational video resources to schools, after-school clubs, and youth groups.
- Use of Council-owned digital screens (at the Gym, Contact Centre, and Arc Reception) to display refreshed recycling adverts and awareness campaigns.
- Planned communications campaign by the Comms team to further reduce contamination rates.
- Development of the 2026 bin collection calendar, prepared in August 2025 and scheduled for distribution to all households in the autumn.
- Strengthened operational practices within Streetscene in advance of a revised waste disposal policy (due to Council in October 2025), ensuring consistency in applying the Waste Collection Policy and reinforcing enforcement/education measures.

Reasons for non-implementation of Recommendations:

- Due to LGR a long term investment into an App would not represent good value for money, therefore 1.10 has been discontinued

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.1 183	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Communications Marketing and Design Manager	July 2025	Summer 2025	Achieved	Officer time	<p><u>INTERIM REPORT</u> In July 2024, the Communications department published an article about the green bins and provided information on the weekly food waste collections. The October edition featured a full-page diagram outlining the items that can be placed in the burgundy bin, as well as a campaign promoting clothing recycling.</p> <p>In the January 2025 edition, a new advert will focus on plastic recycling, alongside banner adverts highlighting additional items that can be recycled in the burgundy bin.</p> <p><u>SECOND INTERIM REPORT</u> Waste disposal themed articles have featured in every Intouch magazine since this review was approved by the Executive:</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
184							<ul style="list-style-type: none"> - Oct 2024: 'What goes in your Burgendy Bin' - Jan 2025: 'Recycle plastic – feel fantastic' - May 2025: Council asks residents to 'brush' up on recycling (toothpaste tubes) - July 2025: 'Help Reduce Contamination' <p>The upcoming issue in October will also feature an article on the upcoming food waste recycling bin programme (food caddies).</p>
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Communications Marketing and Design Manager	January 2025	Summer 2025	Achieved	Officer time	<p><u>INTERIM REPORT</u></p> <p>On 13th December 2024, Bolsover TV aired a segment explaining the process for handling damaged bins. In September's episode, an educational clip was included to raise awareness about clothing recycling. The November edition included a promotion for the newly introduced brown bin caddies, as well as a detailed feature on</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							<p>recycling rates and statistics.</p> <p><u>SECOND INTERIM REPORT</u> Bolsover TV has now been discontinued therefore this recommendation can be taken no further.</p>
CSSC23-24 1.3 185	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.	Strategic Director of Services in consultation with: Recycling Promoter	July 2025	Summer 2025	Achieved	Partnership Officer time	<p><u>INTERIM REPORT</u> The recycling promoter has emailed all schools across the District to remind them that the Council is able to visit schools to provide recycling education.</p> <p>By June 2024 the Recycling Promoter had 2 responses out of all schools across the District – the Council continues to struggle to get into schools but progress is being made.</p> <p><u>SECOND INTERIM REPORT</u> Engagement with local schools remains ongoing, with further contacts being made to encourage participation and involvement in the project.</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
186							The Recycling Promoter continues to demonstrate strong enthusiasm and commitment, actively seeking opportunities to visit schools and promote awareness. Efforts are being sustained to ensure as many schools as possible are reached, keeping momentum and visibility high at this stage of the initiative.
CSSC23-24 1.4	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Strategic Director of Services in consultation with: Communications Marketing and Design Manager Recycling Promoter	July 2025	Summer 2025	Achieved	Partnership Officer time	<p><u>INTERIM REPORT</u></p> <p>The educational video has been sent to all schools across the District. Over the summer the Recycling Promoter had two responses out of all schools across the District regarding making visits to schools.</p> <p>The Council has also developed another video educating the process of how old bins are recycled when they are replaced which can be shown in schools.</p> <p>Additionally, the Communications Team will launch a weekly video</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
187							<p>series on YouTube, explaining what can be recycled in burgundy bins. They will also encourage viewers to submit questions, with the aim of addressing them in future videos.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>The video has been re-circulated to schools, after school clubs, and youth groups, with the Recycling Promoter continuing to offer visits to support engagement.</p>
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish	<p>Strategic Director of Services in consultation with:</p> <p>Recycling Promoter</p> <p>Partnership Policy Officer</p> <p>Communications Marketing and Design Manager</p>	<p>July 2025</p> <p>(Extended to July 2026)</p>	Summer 2025	Extended	<p>Partnership</p> <p>Officer time</p>	<p><u>INTERIM REPORT</u></p> <p>The Council has been In touch with HW Martin on how they can support the Council with this project. The progress on the project is still ongoing and in the early stages.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>Some initial discussions have taken place between the Communications Manager and the Recycling Promoter. However, the</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	notice boards and magazines).						Communications Manager is currently on long-term absence. Plans are in place to include an advertisement in the InTouch magazine and on the Council's website. Additional ideas that have been suggested include producing a promotional calendar.
GSSC23-24 88 1.6	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	Communications Marketing and Design Manager	January 2025	October 2024	Achieved	Officer time	<u>INTERIM REPORT</u> The burgundy bin diagram has been uploaded to the Council website. Additionally, the Communications team has introduced an A-Z guide on recyclable items.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.7 189	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.	Communications Marketing and Design Manager in consultation with: Recycling Promoter	January 2025 (initial date) July 2025 (Extended date)	Summer 2025	Achieved	Officer time	<p><u>INTERIM REPORT</u> The burgundy bin diagram was deemed too thin and therefore not used.</p> <p>Instead, animated adverts have been created for display on digital screens in the Market Towns. These adverts encourage recycling and provide information on the types of products that can be recycled, such as the materials glass and metal can be turned into.</p> <p><u>SECOND INTERIM REPORT</u> The Shirebook Bulletin Board has been taken down. Two boards have been broken for some time and one is still working.</p> <p>Screens that do work are in the Gym, the Contact Centre and Arc Reception. These screens have featured recycling adverts regularly and content is frequently refreshed.</p> <p>The Comms team plan on running a media campaign</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							on reducing contamination rates
CSSC23-24 1.8 190	That the Council publishes regular waste disposal education through the weekly e-newsletter service for residents.	Recycling Promoter in consultation with: Communications Officer Communications Marketing and Design Manager	January 2025	January 2025	Achieved	Officer time	<u>INTERIM REPORT</u> Regular waste disposal education has been included in the - newsletter for residents, published every two weeks by the Communications Team since 21st October 2024.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.	Communications Marketing and Design Manager	January 2025 (initial date) July 2025 (Extended date)	Summer 2025	Achieved	Officer time	<u>INTERIM REPORT</u> Discussions regarding the redesign of the bin calendar and recycling guide booklet are currently ongoing with the newly appointed Assistant Director of Streetscene. As a result, the target date for completion has been extended to allow for further planning and input. <u>SECOND INTERIM REPORT</u> The Council developed a new 2026 bin collection calendar in August 2025, which will be distributed to households during the autumn.

[illegible]

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
192	and undertakes doorstep education to influence the reduction of contamination in burgundy bins.						<p>The Recycling Promoter has also been visiting households where the Burgundy bin collection was delayed due to contamination.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>There is a revised policy for waste disposal scheduled to go to Council for approval in October. This will provide an updated framework for enforcement and education around residual, recycling, and garden waste collections.</p> <p>In anticipation of this, Streetscene is tightening up operational practices to ensure consistency with the Council's existing Waste Collection Policy.</p> <p>Continued education is being pursued to reduce contamination rates in recyclables.</p>

BOLSOVER DISTRICT COUNCIL

Meeting of Customer Services Scrutiny Committee on 29th September 2025

Customer Services Scrutiny Committee Work Programme 2025/26

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	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
<div style="display: flex; justify-content: space-between;"> <u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> </div> <p>Details: None from this report.</p>
<div style="display: flex; justify-content: space-between;"> <u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> </div> <p>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.</p> <p>Details: None from this report.</p>

DECISION INFORMATION:

<input checked="" type="checkbox"/> <i>Please indicate which threshold applies:</i>	
<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>	<div style="display: flex; justify-content: space-between;"> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> (a) <input type="checkbox"/> (b) <input type="checkbox"/> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> (a) <input type="checkbox"/> (b) <input type="checkbox"/> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> All <input type="checkbox"/> </div>

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 197	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
19 August 2025 (Extraordinary Meeting)	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
		<ul style="list-style-type: none"> Review of Waste and Recycling Collection Policy 	Director of Strategic Services
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

Date of Meeting	Items for Agenda		Lead Officer
		• Private Sector Housing Strategy – Monitoring Update	Assistant Director of Housing
		• Homelessness Strategy – Monitoring Update	Assistant Director of Housing
		• Review of Effectiveness of Council's Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Second Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
8 December 2025 198	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st July 2025 to 30th September 2025	Customer Services, Standards and Complaints Manager
		• Housing Strategy – Monitoring Update	Assistant Director of Housing
		• Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (First Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
23 March 2026	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2025/26 – 1st October 2025 to 31st December 2025	Customer Services, Standards and Complaints Manager
		• Review of Members ICT & Support and ICT Service Delivery – Post-Scrutiny Monitoring (Fourth Interim Report)	Scrutiny Officer
		• Review of Effectiveness of Council's Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Final Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer