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To: Chair & Members of the Customer
Services Scrutiny Committee

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Wednesday, 26 November 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 Council Chamber, The Arc, Clowne on Monday, 8th December, 2025 at 10:00 hours.

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

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

Yours faithfully

A handwritten signature in black ink, appearing to read "J. S. Fielden".

Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

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- 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.
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**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

***Monday, 8 December 2025 at 10:00 hours taking place in the Council Chamber, The Arc,
Clowne***

Item No.		Page No.(s)
	Part A - Formal	
1.	Apologies for Absence To receive apologies for absence.	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda; b) any urgent additional items to be considered; c) any matters arising out of those items; and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the last meeting held on the 29th of September 2025.	5 - 15
5.	List of Key Decisions and Items to be Considered in Private	16 - 21
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Part B - Informal

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Review Work

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CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Monday, 29th September 2025 at 10:00 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

Councillors Amanda Davis, Jeanne Raspin, Emma Stevenson and Rita Turner (from Minute No. CS27-25/26).

Officers:- Steve Brunt (Strategic Director of Services) (from Minute No. CS27-25/26), Elizabeth Ellis (Housing Options Manager), Deborah Whallett (Housing Services Manager), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer), Angelika Kaufhold (Governance and Civic Manager) and Matthew Kerry (Governance and Civic Officer).

CS20-25/26 APOLOGIES FOR ABSENCE

Apologies were received on behalf of Councillors Louise Fox and Mary Dooley (Portfolio Holder for Health & Wellbeing).

CS21-25/26 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS22-25/26 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS23-25/26 MINUTES

Moved by Councillor Emma Stevenson and seconded by Councillor Jeanne Raspin
RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 19th August 2025 be approved as a true and correct record.

CS24-25/26 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 provided as a handout at the meeting.

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

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CS25-25/26 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2025/26 - 1ST APRIL 2025 TO 30TH JUNE 2025

The Customer Standards and Complaints Officer presented the report to the Committee to provide information on the Council's performance in relation to its customer service standards and the number of Compliments, Comments and Complaints received for Quarter 1 2025/26 (1st April 2025 to 30th June 2025).

A breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard, were attached at Appendixes 1 and 2.

Revenues had achieved 78% of incoming calls answered within 20 seconds for Quarter 1 2025/26 (target 70%).

Benefits had achieved 91% of incoming calls answered within 20 seconds for Quarter 1 2025/26 (target 80%).

In Quarter 1 2025/26, Revenues and Benefits had received 4,222 emails – all acknowledged within 1 working day.

For Quarter 1 2025/26, Contact Centres had achieved: 75% of incoming calls answered within 20 seconds (target 75%); abandoned 2% of incoming calls (target less than 3%); and the average waiting time was 35 seconds (target not exceeding 30 seconds).

In the same period, Contact Centres had acknowledged all 8,484 email enquiries received within 1 working day (meeting the target of 100%), with 99.7% of emails replied to within 8 working days (just shy of the target of 100%).

Contact Centres had answered 89% of incoming Live Chats within 20 seconds for Quarter 1 2025/26 (target 90%), with 580 chats answered out of 589 in total.

In Quarter 1 2025/26, all 4 Contact Centres and The Arc's Meet & Greet Reception Desk had received 7,597 visitors.

Monitoring had been undertaken week commencing 12th May 2025 to measure waiting times – 80% (519) of customers were served within 20 seconds (648 face to face contacts in total), with the majority of enquiries being for Housing/Repairs, Revenues, Bus Passes, and Meet & Greet Enquiries), and the remaining 20% were waiting up to 20 minutes.

58 Compliments had been received during Quarter 1 2025/26, with Go!Active receiving 7 Customer Feedback Form Compliments within this time.

13 Comments had been received, with all acknowledged and passed to the respective department within the target time of 5 working days during Quarter 1 2025/26, with Go!Active receiving 13 Customer Feedback Form Comments within this time.

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59 Stage 1 Complaints had been recorded in Quarter 1 2025/26, with 10 M.P. Enquiries received during the same period. 97% of Stage 1 Complaints and 100% M.P. Enquiries had been responded to within the Council's Customer Service Standard of 10 working days.

It was noted 2 complaints had fallen just outside of time frame, and that the average days taken to respond to Stage 1 Complaints and M.P. Enquiries was 6 working days.

7 Stage 2 Complaints had been recorded in Quarter 1 2025/25. 100% of Stage 2 Complaints had been responded to within the Council's Customer Service Standard of 20 working days, with the average response being 16 working days.

1 Local Government Ombudsman Complaint and 1 Housing Ombudsman Complaint had been received for investigation during Quarter 1 2025/26. No fault was found for the Complaint sent to the Local Government Ombudsman, while the other was still awaiting a decision.

The report further detailed the service improvements made ("Debtors to look at changing the system so that [a] bailiff... letter [was] not triggered for debts under a certain value" was 1 of the examples provided to the Committee) following receipt of applicable Comments and Complaints.

It was noted that the Portfolio Holder for Resources and Junior Portfolio Holder for Health & Wellbeing would attend a Complaints Conference in October 2025 to help further improve Complaints handling.

A Member noted it was a brilliant set of results and stated the Customer Services Team must be pleased with the current levels of performance.

Moved by Councillor Jeanne Raspin and seconded by Councillor Emma Stevenson

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

CS26-25/26 WELFARE AND ADAPTATION POLICY REVIEW

The Housing Services Manager presented the report to the Committee.

The Council had 4,940 housing properties. The Welfare Adaptation Policy (the 'Policy') provided a framework for the provision of adaptations to the homes of tenants living in Council accommodation.

The Council had approved the Policy May 2022 and was due for renewal, with minor changes to definitions and clarifications made.

Minor adaptations were simple, cost effective solutions to assist a person to live independently (grab rails, small external handrails, etc.) and tended to be under £1,000 in costs. In 2024/25, 42 minor adaptations had been undertaken.

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Major adaptations were valued over £1,000 (replacing a bath with a level access shower or wet room, hard standing / driveways, stair lifts, etc.). In 2024/25, 141 major adaptations had been undertaken.

Several sessions with various officers involved in the Welfare Adaptation process (incl. a representative from Derbyshire County Council) were held. In addition, the Council had reviewed the Housing Ombudsman Good Practice Guidance issued in February 2025 (regarding disabled adaptations in social housing).

Several tenants who had been through the Welfare Adaptation Process (the 'Process') were also invited to form a working group to discuss their experiences and make suggestions for improvement to the Policy and Process.

While it had been intended to recruit a working group of tenants with a wide experience of the Process, only those who had received a good experience could be found. It was noted the Ombudsman would look favourably on the Council seeking to involve tenants in the review.

The key changes within the Policy were;

- Eligibility – the Council had added that the occupant must be using the property as their permanent or principal home for 12 months or more;
- Where a stair lift was required in a block of flats this would only be considered following a feasibility and fire risk assessment;
- Feasibility assessments would 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 provided additional paths / ramping from the roadside;
- Ramping for self-purchased wheelchairs or mobility scooters might not be considered unless assessed as a necessary requirement by an Occupational Therapist or other suitably qualified medical professional;
- Where a level access shower was required in properties at first floor or above, this could be considered following a feasibility and / or accommodation needs assessment;
- Should alternative suitable accommodation become available prior to work commencing, the Council could make this as an alternative offer to the adaption agreed;
- The Council had removed reference to a £500 rent arrears threshold, rather stating where there were any arrears, and that the Council make contact with the applicant to ensure a payment plan was in place and being adhered to prior to works being carried out.

The Updated Policy was attached at Appendix 1.

To a question on how much a wet room adaptation could cost, the Housing Services Manager believed it to be around £5,000-£6,000, though the Repairs Team would be able to answer accurately.

To a question on the most expensive adaptation the Council could make, the Housing Services Manager informed it would be extensions of properties. An example of a recent request was provided to the Committee – an extension would have cost £100,000.

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However, in this circumstance a Council owned 3-bedroomed new-build property (already fully adapted and which met all the tenant's criteria) had become available within 1 mile of the tenant's residence – this had been offered to the tenant, saving the Council from providing the extension.

Moved by Councillor Jeanne Raspin and resolved by Councillor Amanda Davis

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

CS27-25/26 PRIVATE SECTOR HOUSING STRATEGY - MONITORING UPDATE

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

The Private Sector Housing Strategy 2024-2027 (the 'Strategy') was the Council's first dedicated strategy aimed solely at the private sector. It was noted that funding for the Strategy had been jointly secured with North East Derbyshire District Council.

Owner occupied and privately rented properties made up over 83.3% of homes in the District (Census 2021).

Many homes in the private sector in the District were in poor condition.

Data analysis completed as part of development of the Strategy showed that 45.8% did not meet Energy Performance Certificate (EPC) rating of C, and 16.3% of owner-occupied homes and 18.6% of privately rented properties failed the Decent Homes Standard for having a Category 1 hazard (which posed a serious and immediate risk to a person's health).

Following approval by Council of the Strategy in 2024, a range of activity had progressed, and the Strategy was delivered in partnership across Housing Management, Housing Options, Environmental Health, and Planning Policy.

Key achievements:

Objective 1 had included:

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

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Objective 2 was:

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

Objective 3 had included:

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

Immediate plans for future delivery:

Objective 1 had included:

- Run a 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 (the 'Bill') and help 'myth bust' the legislation;
- Freedom of Information contact to all Registered Providers 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.

Objective 2 was:

- Further develop working relationships with local Landlords / Agents to create additional links to private rented sector. This would be particularly important once the Bill was formally enacted – the sector would require additional support to comply with new regulations.

Objective 3 had included:

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

Objective 4 was:

- New Council Tax charges for empty properties would come into force April 2026.

The Private Sector Housing Strategy Delivery Plan was attached at Appendix 1 and the Strategy was attached at Appendix 2.

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While the Bill required Landlords to consider much, it was important to provide support where possible – no local authority would be able to compensate a further reduction in the numbers of privately rented properties.

For the provision of supported accommodation, the Council was working with Amber Valley, Chesterfield, High Peak, and North East Derbyshire District / Borough Councils to help deliver this service.

It was noted that after DCC had withdrawn the previously offered Disability Design Team which supported delivery of Disabled Facilities Grants, the Council had moved to provide its own in conjunction with North East Derbyshire District Council. This service had become operational from April-May 2025 and it was offered that the Service Manager (Environmental Health) could provide more information if requested.

For the matter of empty properties in the District, the Council would consider the UK Government's efforts and its attempts to address this issue. It would not be easy and could prove expensive, but the Council could consider compulsory purchase orders – Planning Services were investigating this future option and would report to the Council by end of March 2026.

Developing communications with Landlords / Agents would be a worthwhile endeavour, as while face-face conferences had proven highly successful they required extensive organising and investment. It was also acknowledged that joint work with Planning Services to contact local registered providers operating within the District would build improved knowledge of their housing stock and future development plans.

For the Warm Homes: Local Grant (the 'Grant') objective, the Committee was informed that this 3-year programme had started April 2025, and a service level agreement had been made with Bassetlaw District Council for them to deliver the programme on our behalf.

7 locations (based on nationally determined eligible postcodes) had been identified in the District where properties would be automatically entitled where their property was below EPC rating C. Following assessment of the property, they would be provided with the measures identified as delivering the best efficiency Grant. For those households not in an auto-eligible postcode, there were other criteria related to household income / benefits received which meant the Grant scheme could still be accessed (a household income not exceeding £36,000).

Homes assessed would likely receive improvements such as loft insulation, heating system improvements or solar panels (the latter to help reduce energy costs).

To a question on how Landlords were found, the Housing Strategy and Development Officer informed the Council would regularly update a database of existing known Landlords. The Council would also attempt to build relationships with Agents, though this could prove challenging as there was currently no mandatory requirement for Landlords to engage and register with local authorities – if Members were aware of interested Landlords through their casework, they could ask for them to contact the Council. The requirement for a landlord to register with the local authority would change once the Bill received assent.

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It was noted some Landlords might only want information and / or support – services such as DASH could provide this, and the Council regularly directed landlords to them.

The Housing Options Manager informed the recent face-face conference had been to help address the fear of the unknown that Landlords might have for matters such as the Renters' Rights Bill.

Moved by Councillor Jeanne Raspin and seconded by Councillor Emma Stevenson

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

CS28-25/26 HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2022-27 - UPDATE

The Housing Options Manager presented the report to the Committee.

The Bolsover Homeless and Rough Sleeper Strategy (the 'Strategy') was attached at Appendix 1 and sought to build upon a multi-agency response, seen during the COVID-19 Global Pandemic, to continue to prevent and reduce homelessness in the District.

There were 4 clear strategic priorities, broken down into individual actions, within the Homelessness and Rough Sleeping Strategy Action Plan (the 'Plan'), which was attached at Appendix 2. These were:

1. Make homelessness everyone's responsibility through a systemwide approach;
2. Prevent and respond to homelessness through early intervention and personalised solutions;
3. End rough sleeping and repeat homelessness; and,
4. Develop sustainable supported and settled housing solutions.

The 5-year Strategy was developed in partnership with all Derbyshire lower-tier authorities and Derbyshire County Council. All the local authorities had adopted the 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 Derbyshire.

Building on achievements outlined at the Committee's July 2024 meeting, updates from the previous 12 months included:

- Supported housing improvement programme (SHIP);
- Trauma Informed Derbyshire;
- Health Needs Audit;
- SIGNAL pilot extension;
- SALUS project; and,
- Rough Sleeping Prevention and Recovery Grant (RSPARG) funded projects.

Details on each of the above were provided in the report.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Current funding arrangements for these services were through a joint bid with all Derbyshire local authorities. There was still some uncertainty about how the UK Government would be funding rough sleeping from 2026 – local authorities had started a process of assessing options depending on the level of funding received.

Current / future actions included:

- Prison release protocol, final draft presented to Derbyshire Homeless Officers Group (DHOG) in September 2025 – the protocol was a collaborative commitment to improve data sharing for individuals in custody where they were presenting with unstable housing options. To ensure that where possible rough sleeping was 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 East Midlands Combined County Authority (EMCCA) meetings – to continue attendance and advocate for commitment to collaborate within the EMCCA region; and,
- Duty to refer improvements – specific public bodies had a duty to refer to notify the council if a person was homeless, or at risk of homelessness, within 56 days. The timeliness and quality of these referrals was very important for an effective response.

It was noted that the Council was in a stronger position on background research than other comparable local authorities, which would help future arrangements and policy making after Local Government Reorganisation had taken place.

Staff would be able to access assistance after handling emotionally demanding homelessness and rough sleeping cases.

It was noted the Ministry of Housing, Communities and Local Government (MHCLG) would be reviewing how funding was allocated – homelessness support currently covered numerous grants and so MHCLG intended to bring together the grants to make it easier to apply and receive available funding.

For the prison release protocol, improved data sharing would take place between prisons and local authorities to prevent homelessness.

Temporary accommodation would be reviewed across Derbyshire in anticipation of Local Government Reorganisation and what EMCCA's role would be in future.

It was noted preventing crisis homelessness in the first place was essential as while Bed & Breakfast establishments could be the best outcome for one night, it was not a sustainable option.

A Member informed that inadequate mental health discharge was preventable through improved communication. The Housing Options Manager stated mental health services were in a very difficult situation and patient discharge (without knowing future accommodation situations) was often the only option available.

The recommendation was amended to note the Strategy.

CUSTOMER SERVICES SCRUTINY COMMITTEE

Moved by Councillor Rita Turner and seconded by Councillor Amanda Davis

RESOLVED that the Customer Services Scrutiny Committee note the contents of the Bolsover Homeless and Rough Sleeper Strategy and make any necessary recommendations arising from this work area.

Councillor Jeanne Raspin left the meeting at 10:56 hours.

CS29-25/26 REVIEW OF EFFECTIVENESS OF COUNCIL'S WASTE COLLECTION AND DISPOSAL EDUCATION - POST SCRUTINY MONITORING UPDATE (SECOND INTERIM REPORT)

The Governance & Civic Manager presented the report to the Committee.

The Committee had agreed to undertake a review of effectiveness of the Council's waste collection and disposal education as part of its 2023/24 Work Programme.

The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Council through contamination charges.

The Committee had put together 11 recommendations, as outlined in the attached Appendices, which would aim to ensure that the Council's approach to waste disposal advice and education was reaching all target audiences, reduce current contamination rates, and improve recycling rates by way of increased resident participation.

To date, 9 out of the 11 recommendations had been achieved: 1 recommendation had been with the intent to complete in 2026; 1 recommendation was marked 'Alert' as it was not able to be completed due to Local Government Reorganisation implications.

The continued access issues to provide disposal education in schools was discussed.

The Committee was informed that whilst the amount of burgundy bin material recycling had increased, garden waste collected in Quarter 1 2025/26 had been 500 tonnes lower than Quarter 1 2024/25 due to the extended hot, dry spring and summer 2025 conditions. This had resulted in a lower combined recycling rate.

On the current and future collections of food waste, the Strategic Director of Services stated commercial waste collections had commenced April 2025 and domestic / household waste (which included schools) collections would commence April 2026.

To a question on the feedback on the disposal education materials provided to schools (if access was not achieved), the Strategic Director of Services informed this information could be requested.

During a discussion of bulky waste collections, the Strategic Director of Services had noted that North East Derbyshire District had 25% more households and around 650 incidences of fly tipping per annum. The District, in comparison, had around 1,400 per annum, despite its more rural nature.

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The Housing Strategy and Development Officer observed the District had more communication / infrastructure links than North East Derbyshire District – a likely reason for the higher figure.

The Strategic Director of Services informed the Assistant Director of Streetscene, Community Safety and Enforcement was undertaking efforts to bring Enforcement of this issue into the Council (it was currently a shared service with North East Derbyshire District Council).

Moved by Councillor Rita Turner and seconded by Councillor Emma Stevenson

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

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

CS30-25/26 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2025/26

The Governance & Civic Manager presented the Work Programme 2025/26, attached at Appendix 1, to the Committee.

The Committee was informed, following the departure of the previous Scrutiny Officer from the Council, all reviews would be paused.

Moved by Councillor Amanda Davis and seconded by Councillor Emma Stevenson

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 11:10 hours.



The Arc
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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: 21st November 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

- 18 (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
Request from the Dragonfly Board of Directors regarding consideration of a Reserved Matter under the terms of the Dragonfly Companies Shareholder Agreement	Executive	1 Dec 2025	Report of the Leader of the Council	Karen Hanson, Chief Executive	Non-Key	Fully exempt - Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Procurement of external contracts for the delivery of the Regeneration Fund projects	Executive	1 Dec 2025	Report of the Portfolio Holder for Growth	Natalie Etches, Business Growth Manager	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
Pleasley Vale Business Park - To update Members on works (informed by structural surveys and investigative works) as recommended by the Pleasley Vale Working Group	Executive	Between 1 Nov 2025 and 1 Nov 2026	Report of the Portfolio Holder for Growth	Natalie Etches, Business Growth Manager	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Open
Environmental Enforcement	Executive	Between 3 Nov 2025 and 2 Mar 2026	Report of the Portfolio Holder for Environment	Mark Giles, Assistant Director Streetscene	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Open

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
Options appraisal on the future delivery of HRA Stock Condition Surveys	Executive	Between 3 Nov 2025 and 26 Jan 2026	Report of the Portfolio Holder for Housing	Victoria Dawson, Assistant Director of Housing Management	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 8th December 2025

Compliments, Comments and Complaints Report 25/26 **1st July 2025 to 30th September 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 July 2025 to 30th September 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 July 2025 to 30th September 2025.
 - To make Elected Members aware of performance and improvements in relation to its Customer Service Standards and the effective management of complaints.
-

REPORT DETAILS

1. Background

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

2. Details of Proposal or Information

2.1 Customer Service Standards

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

2.1.1 Revenues & Benefits (Appendix 1)

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

Revenues achieved **88%** for Q2.

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

Benefits achieved **90%** for Q2.

E-mails

For this reporting period 1st July 2025 to 30th September 2025:

- **4090** 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 **77%** for quarter Q2.
(**18,499** calls answered).

Target 2 – less than 3% of calls abandoned.

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

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

Contact Centre achieved **31** 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 July 2025 to 30th September 2025:

- **8270** email enquiries (in Q2) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **99.9%** were replied to in full within 8 working days cumulatively for Q2.

Live Chat

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

Contact Centres achieved **99%** for Q2 557 chats were answered out of 562.

Face to Face

During Q2 there was **7300** visitors to Contact Centres and the Meet & Greet Reception desk.

Next Face to Face Monitoring is to be undertaken week commencing 17th November 2025 across all 4 contact centres and Meet & Greet (M&G) Reception service to measure customer waiting times.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **68** compliments were received during Q2 1st July to 30th September 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms

Compliments received Q2 – **10**

Comments

Appendix 2 (B) shows the number of comments received for the period Q2, **10** 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 Q2 - **22**

Complaints

Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **76** stage 1 complaints were recorded in Q2 and **12** M.P. enquiries during this same period.

100% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days. The average response time for stage 1 complaints was 5 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 **11** stage 2 complaints were received.

100% stage 2 complaints were responded to within the Council's customer service standard of 20 working days. Stage 2 complaints were answered within an average of 15 working days.

Ombudsman

1 Ombudsman (Local Government) complaint was received for investigation during Q2 period 1st July to 30th September 2025. No fault was found by the Local Government Ombudsman for this complaint.

Service Improvements

The following service improvements have been identified in Q2 from Comments and Complaints :

Reference Number	Description	Improvement
7800	Customer wanted to advise that a Repairs Operative used inappropriate language in conversation.	The Repairs and Voids Manager has advised that inappropriate language will be an item in the up and coming toolbox talk.
7875	Customer has commented the Graffiti page on the Council's website advises to report graffiti on Self-Service but there isn't an appropriate script on Self-Service.	Grounds Maintenance will consider adding a Street Cleansing / Graffiti removal script.
7934	Customer has requested that the pedestrian gates at The Arc in Clowne are closed following the Leisure Centre closing times.	The pedestrian gates will be locked at the same time as the main car park gate going forward.

7784	The customer has complained that rent reminder letters are causing distress and their requests concerning rent have not been logged or communicated by the Contact Centre.	All Customer Advisors have been reminded of the importance of updating departments when requested via internal systems.
7787	Customer is dissatisfied with the service received from a Refuse Officer in relation to the assisted bin collection assessment. They also feel the information on the website regarding evidence to provide is incorrect.	The information regarding the assisted bin collection eligibility on the website will be passed to communications to update. Comments have taken on board concerning an application with an option to upload on the website.
7793	Customer is dissatisfied that their bin has been missed on multiple mops up rounds and that they have received conflicting information about the collection of side waste.	A reminder has been issued to all Customer Advisors to ensure they offer an additional bin assessment if the customer appears to be an active recycler.
7799	Customer states they have been provided with incorrect advice on numerous occasions regarding eligibility for a Council Tax discount.	The Contact Centre Manager will ensure all Customer Advisors have correct knowledge on eligibility and all communication regarding this is logged. Advisors must contact the Revenues department for clarification if they have any doubts on eligibility whilst the customer is present.
7814	Customer has complained regarding ongoing missed assisted bin collections and presentation issues.	Requested that the Bin Crews do not use the Vehicle Tracker for access issues to prevent confusion.
7815	Customer has complained regarding correspondence received concerning repayment of a Disabled Facilities Grant.	The EH Service have immediately taken action to change their standard letters for charges relating to Disabled Facilities Grants to ensure they all use the same wording to provide clarity.
7819	Customer is dissatisfied they have received a Council Tax final notice despite being given conflicting information from a Customer Advisor concerning.	In the future Customer Advisors have been asked to clarify a customer's Council Tax account position following any queries including if the account is up to date, when instalments are due, outstanding balance, action to be taken and the date of the next instalments
7824	Customer has reported safety issues during the removal of asbestos at their property by the Council's Contractor.	The Contractor's Director has reinforced the importance of safe work practices and undertaken a Toolbox Talk focused on asbestos safety.
7841	Customer is unhappy with the content of an email sent by an Environmental Health Officer.	The EHS will ensure future correspondence is neutral and focused of property condition.

7842	Customer has complained that their building was left without cold or hot water for a few days.	The Contractor has been reminded to inform the Council for any loss of services in the future to allow for appropriate notice and contingencies.
7850	Customer has raised a safeguarding complaint concerning authorised adult pick up from leisure's School Holiday Programme.	Staff to record the name of responsible adults collecting children (Interim measure). Consent form updated to include a section for 2 additional responsible adults which is sent direct to the SST for processing. A new form introduced to capture additional information or amendments following the initial consent form being completed which will go direct to the SST. All the above changes communicated to Duty Managers and FOH staff to implement immediately. SST operating procedures formally amended to reflect changes. Staff briefed in person and an email sent for reference. Staff training scheduled ahead of the new programme to refresh operating procedures and reinforce safeguarding importance.
7851	Customer is unhappy with the housing application interview process and the Customer Advisor who conducted the interview.	As a result of the complaint the CCM has requested the wording on the Self Service form which advises of disruption to normal service is put in bold, red capital letters to ensure customers see this clearly
7863	Customer has ordered their bins and was told they would be delivered within 10 working days and still waiting. They did not like the attitude of the Customer Advisor.	Advised a full review of the policy will take place to ensure clarity surrounding consent and all officers will request written consent in the future.
7823	Customer is unhappy the Leisure team have used images of their child without consent.	Advised a full review of the policy will take place to ensure clarity surrounding consent and all officers will request written consent in the future.
7833	Customer has complained that customers are being asked to leave Go Active! pool and spa before the advertised closing time.	Advised a full review of the policy will take place to ensure clarity surrounding consent and all officers will request written consent in the future.

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		

<u>Equality and Diversity Impact and Consultation</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 Information, Engagement and Performance Manager		

<u>Environment</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <i>(Please speak to Richard Winter, Climate Change Officer, for advice)</i>		
Details:		
Any complaints linked to environmental issues are dealt with in line with our policies.		

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: Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more. Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more. District Wards Significantly Affected: <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: Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i> If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (a) <input type="checkbox"/> (b) <input type="checkbox"/> (a) <input type="checkbox"/> (b) <input type="checkbox"/> All <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> 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> 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"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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Links to Council Ambition: Customers, Economy, Environment, Housing
<p>Increasing customer satisfaction with our services. Improving customer contact and removing barriers to accessing information. Actively engaging with partners to benefit our customer. Promoting equality and diversity and supporting vulnerable and disadvantaged people.</p>

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/07/25 to 30/09/25
2.	Compliments, Comments and Complaints: A. Compliments by department 01/07/25 to 30/09/25 B. Comments by department 01/07/25 to 30/09/25 C. M.P Enquiries 01/07/25 to 30/09/25 D. Stage 1 complaints 01/07/25 to 30/09/25 E. Stage 2 complaints by department 01/07/25 to 30/09/25 F. Ombudsman Complaints 01/07/25 to 30/09/25

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 01/07/25 to 30/09/25

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 2025	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%	59	97%	10	100%
Quarter 1 Cumulative	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%	59	97%	10	100%
July to September	18,499	77%	88%	90%	12,360	100%	99.9%	557	99%	76	100%	12	100%
Quarter 2 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1137	94%	135	99%	22	100%
October to December													
Quarter 3 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1,137	94%	135	99%	22	100%
January to March													
Quarter 4 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1,137	94%	135	99%	22	100%

Appendix 2 (A) Compliments by Department 01/07/25 to 30/09/25

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

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jul-25	1	Unknown	Customer wanted to say thanks for the way Bolsover TV constructed the company's feature. They thought the way they blended the local element and the company's promotion was first class and the visuals were excellent.	Communications	1
	1	Bolsover	The customer spoke to the Customer Advisor who was lovely and telephoned through to the Refuse team and they attended quickly and emptied the bin. The customer said they received a really good service from all Council staff involved and wanted to say thank you.	Customer Services	3
	1	Langwith	Customer feels happy every time they call up the Customer Services team are always so kind and appreciates all they have done for them over the years they have been a Council Tenant.		
	1	Pinxton	Customer is happy with how the complaint was resolved and it is reassuring to know the Council is trying to improve processes to benefit customers and they are confident if the issue was to happen again it would be resolved.		
	3	Bolsover	Customer was impressed with the Council's prompt service when they called us. The Plumber and Electrician were very tidy and solved the problem quickly. They wanted to thank the employees and Council for the excellent service they received.	Dragonfly	7

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer wanted to pass on a massive thank you to the Repair Operatives for the works they have completed to the wall. They have done a fantastic job and the wall looks a 100 times better.		
			Customer wanted to pass on that the Drainage team arrived to assess the drains within an hour of them reporting a drainage issue.		
	2	Creswell	The customer complimented the Repairs Operative for being very efficient, friendly, caring, wiping their feet and being lovely with their dog.		
			Customer complimented the Repairs Operative who attended to do the gas service for being friendly, efficient, clean and informative and advised the jobs they had done previously were all amazing.		
	1	Langwith	Customer would like to thank the Plumber who was a very friendly person, they were prompt and arrived early for the job and were happy to wait. They have done an amazing job and left the place clean and tidy.		
	1	Tibshelf	Customer wanted to express their thanks to the Joiner for their attitude and work ethic.		
	1	Bolsover	Customer wanted to thank all the Officers for everything they have done to help find and sign them up to a property, they have all been brilliant and the tenant is very grateful and happy.	Housing	2
	1	Bramley Vale	Customer wants to pass on that the Tenancy Management Officer was super!		
	1	Out of Area-Ollerton	Customer has complimented the Planner on their responsiveness, clarity and collaborative approach. The customer has advised it has been a pleasure working with this Planner and thanks them for their support.	Planning	1

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	South Normanton	Customer would like to pass on their heartfelt thanks to the CT team for their recent support regarding CT reduction. The customer has had a difficult year. They wanted to acknowledge and appreciate the team for the difference they made to the year they had and supporting those in need and with dignity and care.	Revenues	2
	1	Unknown	Customer would like to say positively the Revenue Officers have given them a boost to ring round other services. The customer has said they were very kind and understanding without judgement and wanted to thank them for trying to get the customer support.		
	1	Bolsover	The customer spoke to the Customer Advisor who was lovely and telephoned through to the Refuse team and they attended quickly and emptied the bin. The customer said they received a really good service from all Council staff involved and wanted to say thank you.	Street Scene	3
	1	Clowne	Customer wanted to say thank you to refuse department for the support given with the bin issues and they really appreciate it.		
	1	Pinxton	Customer is happy with how the complaint was resolved and it is reassuring to know the Council is trying to improve processes to benefit customers and they are confident if the issue was to happen again it would be resolved.		
Total compliments for July 2025. Split by department					19
Total compliments for July 2025.					17
Aug-25	1	Bolsover	Customer would like to thank the customer advisor for being so understanding and helpful. Also, the Plumber for being very attentive and helpful.	Customer Services	3
	1	South Normanton	Customer complimented all the Contact Centre staff for being wonderful.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Unknown	Complimented the Customer Standards and Complaints Officer and Complaints Administrator for their enthusiasm, optimism and approach. They felt the presentation and delivery were excellent and the exercises were interactive and tenant feedback was positive. The Officer thanked the Complaints team for their help and commitment and advised it had been a pleasure working with them.		
	1	Bolsover	Customer would like to thank the customer advisor for being so understanding and helpful. Also, the Plumber for being very attentive and helpful.	Dragonfly	7
	1	Clowne	They wanted to thank the Facilities team for the work they have done with GM team to achieve work completed and wanted to pass on thanks to GM too.		
	1	Glapwell	Customer complimented the Electrical Operative for being pleasant, helpful and having a can-do attitude.		
	2	Langwith	Customer wanted to thank the Repairs Contractor for sorting their fence, they love it.		
			Customer would like to thank the Operative for fixing kitchen tap, they did a great job and was a very nice guy.		
	1	Tibshelf	Customer wanted to thank the Housing team for their professionalism, helpfulness and understanding.		
	1	Whitwell	Customer wanted to pass on their thanks to the Repairs Contractor and Operatives. Everyone that visited was friendly and the issue was resolved straight away.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Unknown	Customer thanked the Elections team who helped when their car broke down, pushing their car to a safe position, offering a drink and any further help. The Officers were fantastic and the customer commented the Council is very privileged to have such caring staff.	Elections	1
	1	Blackwell	Customer has thanked the Careline Warden and Community Enforcement Ranger for their help and assistance after they attended to help the customer up following a fall.	Housing	4
	1	Tibshelf	Customer wanted to thank the Housing team for their professionalism, helpfulness and understanding.		
	2	Unknown	Councillor wanted to thank all involved in the task of securing a property and wanted to pass on a job well done and they are sure tenant appreciates it.		
			Customer called the Temporary Accommodation Officer a guardian angel and were very grateful for their assistance.		
	1	Out of Area-Cleakheaton	The customer wanted to thank the Principal Planner for their assistance and working with them and achieving a positive outcome on the application.	Planning	2
	1	Unknown	Customer has thanked the Planner for being very helpful and giving a balanced view.		
	1	Unknown	Customer would like to thank the lovely Benefits Officer and said they were exceptionally professional and caring.	Revenues	1
	1	Barlborough	Customer would like to praise the bin teams for all the bins. They are very pleasant and polite and carry out a fabulous job.	Street Scene	10
	1	Blackwell	Customer has thanked the Careline Warden and Community Enforcement Ranger for their help and assistance after they attended to help the customer up following a fall.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	2	Clowne	They wanted to thank the Facilities team for the work they have done with GM team to achieve work completed and wanted to pass on thanks to GM too.		
			Customer wanted to thank GM team for their efforts and support in improving the area and appreciated it.		
	1	Creswell	Customer thanked the Refuse Operative who was brilliant and organised for their bin to be emptied following an issue.		
	1	Pleasley	Customer wanted to thank the team and say the exercise has transformed the appearance on the exterior of the site in a positive way.		
	1	Shirebrook	Complimented the Community Enforcement Rangers for their swift response.		
	1	Tibshelf	Customer has said the team have done a lovely job on their grass and hedges.		
	2	Unknown	Customer wanted to pass on thanks for dealing with a job swiftly.		
			Customer has thanked the GM operative for making the green space look great and very nicely mowed and tidy.		
Total compliments for August 2025. Split by department					28
Total compliments for August 2025.					25
Oct-25	1	Langwith	Customer has come across the A to Z of recycling and never see before. They found this very helpful link and picked up some tips and will be passing them on.	Communications	1
	1	Bolsover	Customer would like to thank the advisor for their service and they were more than helpful and appreciates the help.	Customer Services	3
	1	Unknown	Customer wanted to thank the Advisor for signposting them to the right organisation.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Whitwell	Customer would like to thank the whole authority for all the service they had more help in 1 month than in 9 years with their former council, all the staff they have come across have been fantastic.		
	3	Bolsover	<p>The customer is happy the street light was fixed quickly and it has made such a difference to the street.</p> <p>Customer would like to send their compliment to the Repairs Inspector and the Repairs Operative for treating their house with respect and doing a good job.</p> <p>Customer wanted to pass their thanks on to the Council's Contractor for being respectful and leaving everything clean and tidy.</p>		
	1	Clowne	The Operative was very helpful explaining things and assisting them with getting a reading off their Gas meter reading.		
	1	Glapwell	The customer wanted to thank the Repairs Operative that sorted their heating, they were friendly and helpful. The customer is grateful.	Dragonfly	9
	1	Shirebrook	Customer would like to compliment the Repairs Operative for being the most respectful person ever, they always put the blue shoe covers on and maintain cleanliness protecting their carpet. They are amazing and are real credit to the Council.		
	2	Tibshelf	<p>Customer has said the Contractors were very pleasant and friendly.</p> <p>Customer has said the Gas Operative was very professional and polite.</p>		
	1	Whaley Thorns	The customer had recent works completed and said the operatives were excellent, polite, professional at all times and cleaned up afterwards.		

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Pleasley	The customer's landlord has not been helpful and the Pest Control Officer (PCO) intervened and spoke to the landlord. The landlord has attended the property and completed the requires work. They feel the PCO deserve an award or a raise and says they went over and above.	Environmental Health	2
	1	South Normanton	The customer has said the outreach worker has been brilliant helping them fill out forms and providing them useful information.		
	2	Creswell	Customer wanted to pass on the Housing Allocations Officer has been an absolute fantastic person. They been there always through the move to a bungalow. They have listened and always answered their phone. They are a credit to BDC.	Housing	5
			Customer would like to say how grateful they are to the Housing Allocations Officer for helping them get a house for them and their children, they said they were great, helpful, warm, bubbly and very caring.		
	2	Unknown	The customer wanted to thank the Officer for all their help.		
			Colleague wanted to thank the Tenant engagement officer for their knowledge and assistance in writing recent response to a customer.		
	1	Whitwell	Customer would like to thank the whole authority for all the service they had more help in 1 month than in 9 years with their former council, all the staff they have come across have been fantastic.		
	1	Bolsover	Customer has complimented the Grounds Maintenance team for doing a really nice job over last 2 days tidying up the landscaping and hedges on the Paddock.	Street Scene	8

Q2 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Clowne	Customer feels the Refuse Team have done a brilliant job of cleaning up all the bottles, cans and other rubbish discarded on West Street, Ashlea Green and wanted to say thank you.		
	1	Creswell	The customer wanted to thank the team for removing their rubbish that was presented.		
	1	Langwith	Customer has come across the A to Z of recycling and never see before. They found this very helpful link and picked up some tips and will be passing them on.		
	1	New Houghton	Customer would like to thank the team for their work in tidying up the fly tipping.		
	1	Pinxton	Customer says thank you to the GM team for cutting the grass and they made a very good job and are most grateful.		
	2	Unknown	Customer wanted to thank the GM team for helping with the archive racking, one operative especially showed extra effort, commitment, willingness to take on the challenge.		
			The customer is happy and think they have done an excellent job with removing conkers of the pavement and road.		
	Total compliments for September 2025. Split by department				
Total compliments for September 2025.					26

Total compliments for Q2 2025. Split by department	75
Total compliments for Q2 2025.	68

Appendix 3 (B) Comments by Department 01/07/25 to 30/09/25

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

Q2 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Jul-25	1	Bolsover	Customer feels that there should be additional parking in Bolsover and has enquired about a particular spot.	Asset Management Group	1
	1	Shuttlewood	Customer has reported that the Repairs Operative did not carry protective shoe coverings.	Dragonfly	2
	1	Unknown	Customer wanted to advise that a Repairs Operative used inappropriate language in conversation.		
	1	Bolsover	Customer feels that the Refuse team's policy not to return for bins that have not been presented is unfair on customers who regularly work away and rely on neighbours.	Street Scene	1
Total comments for July 2025. Split by department					4
Total comments for July 2025.					4
Aug-25	1	Barlborough	Customer has made us aware that when Repairs have done some concreting, they have cleaned the mixer at top of their garden and emptied the contents on to the wood they use for their fire.	Dragonfly	1
	1	Shirebrook	Customer has commented the Graffiti page on the Council's website advises to report graffiti on Self-Service but there isn't an appropriate script on Self-Service.	Street Scene	1
Total comments for August 2025. Split by department					2
Total comments for August 2025.					2
Sep-25	1	Clowne	Customer has commented on the Clune Street Park and the facilities available. Mentioned their son's wheelchair could not fit through the bollards and they think BDC should update the parks. They also made comments about anti-social behaviour and litter in the park.	Leisure	2
	1	Unknown	Customer has requested that the pedestrian gates at The Arc in Clowne are closed following the Leisure Centre closing times.		

Q2 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	Clowne	Customer would like a regular clean up to be done on West Street and Ashlea Green Clowne.	Street Scene	2
	1	Unknown	Customer has made comments about where their bins are left when they have been emptied.		
Total comments for September 2025. Split by department					4
Total comments for September 2025.					4

Total comments for Q2 2025. Split by department	10
Total comments for Q2 2025.	10

APPENDIX 3 (C) – MP Enquiries by Department 01/07/25 to 30/09/25

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

Q2 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jul-25	1	Out of Area-London	Various constituents have suggested the old Co-op building in Bolsover should be turned in to an indoor market.	Dragonfly	1
	1	Out of Area - Renishaw	Customer has been rejected from the Council's Housing list and has sent in evidence to the M.P. for a local connection.	Housing	1
	1	South Normanton	Customer has enquired about dog fouling on Boundary Play Park South Normanton	Street Scene	1
Total M.P. Enquiries for July 2025. Split by department					3
Total M.P. Enquiries for July 2025.					3
Aug-25	1	Tibshelf	Customer has contacted the Council regarding their eviction notice.	Housing	1
Total M.P. Enquiries for August 2025. Split by department					1
Total M.P. Enquiries for August 2025.					1
Sep-25	1	Clowne	Customer would like assistance with an abandoned vehicle.	Environmental Health	1
	2	Bolsover	Customer is wanting to be placed on the Housing list.	Housing	3
			Customer has enquired to see if they are able to be reassessed for Housing due to overcrowding.		
	1	Shirebrook	Customer wants to exchange properties to be closer to a family member. They have not received a response from the Council.		
	1	Bolsover	Customer has enquired regarding incomplete clearance of the site at Cavendish Park and not fulfilling the agreement for building parks (involving Jones Homes).	Leisure	2
	1	Out of Area-Church Warsop	Customer would like to know information regarding Shirebrook Cricket Club Pavilion that was demolished a number of years ago.		
	1	Bolsover	Customer has enquired regarding incomplete clearance of the site at Cavendish Park and not fulfilling the agreement for building parks (involving Jones Homes).	Planning	3

Q2 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
	1	Creswell	Customer wants to know what is happening with the planning on some land in Creswell.		
	1	South Normanton	Customer asking if an abandoned property can be brought back in to use.		
Total M.P. Enquiries for September 2025. Split by department					9
Total M.P. Enquiries for September 2025.					8

Total M.P. Enquiries for Q2 2025. Split by department	13
Total M.P. Enquiries for Q2 2025.	12

Appendix 3 (D) Stage 1 Complaints by department 01/07/25 to 30/09/25

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

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
I-25	1	Bolsover	Customer is dissatisfied with how the Contact Centre Advisor dealt with their bin query.	Customer Services	5
	1	Out of Area - Cannock	Customer is dissatisfied in receiving a final notice for their Council Tax when they were under the impression their payments were up to date after been given information from an advisor concerning their payments.		
	1	Pinxton	Customer is dissatisfied that their bin has been missed multiple mop-up rounds and that they received conflicting information about the collection of side waste.		
	1	Shirebrook	Customer states they have been provided with incorrect advice on numerous occasions regarding eligibility for a Council Tax discount.		
	1	Stanfree	The customer has complained that rent reminder letters are causing distress and their requests concerning rent have not been logged or communicated by the Contact Centre.		
	2	Bolsover	Customer has concerns over the Council's lack of action and responsibility following the tampering of a streetlight.	Dragonfly	4
			Customer has reported safety issues during the removal of asbestos at their property by the Council's Contractor.		
	1	Clowne	Customer feels that the tree roots at the front of their property are causing structural issues and that unsafe work practice has taken place.		
	1	Doe Lea	Customer has complained that a Council Officer has been verbally abusive towards them.		
	1	Creswell	Customer has complained regarding correspondence received concerning	Environmental Health	1

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			repayment of a Disabled Facilities Grant.		
	1	Clowne	Customer feels that the tree roots at the front of their property are causing structural issues and that unsafe work practice has taken place.	Housing	2
	1	Stanfree	The customer has complained that rent reminder letters are causing distress and their requests concerning rent have not been logged or communicated by the Contact Centre.		
	1	Out of Area - Cannock	Customer is dissatisfied in receiving a final notice for their Council Tax when they were under the impression their payments were up to date after been given information from an advisor concerning their payments.	Revenues	5
	1	Out of Area - Dunston	Customer has complained regarding the communication and handling of their Council Tax account.		
	2	Shirebrook	Customer states they have been provided with incorrect advice on numerous occasions regarding eligibility for a Council Tax discount.		
			Customers are unhappy the Council Tax discount has been removed and with the lack of communication from Council Tax department.		
	1	South Normanton	Customer has complained about Benefits department and Council Tax department not communicating with each other about a bill.		
	4	Bolsover	Customer has an ongoing issued with missed assisted bin collections.	Street Scene	13
			Customer has complained regarding the Bin Operatives attitude and language when collecting bins.		

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
			Customer has complained regarding ongoing missed assisted bin collections.		
			Customer has reported previously the trees at the back of their property and that they need cutting back and this has not been dealt with.		
	1	Clowne	Customer feels that the tree roots at the front of their property are causing structural issues and that unsafe work practice has taken place.		
	1	Doe Lea	Customer is dissatisfied with the service received from a Refuse Officer in relation to the assisted bin collection assessment and feel they lacked empathy and patience. The information on the website regarding evidence to provide is also incorrect.		
	1	Pinxton	Customer is dissatisfied that their bin has been missed multiple mop-up rounds and that they received conflicting information about the collection of side waste.		
	1	Scarcliffe	Customer has complained concerning a lack of action or communication regarding their broken bin lid.		
	1	South Normanton	Customer has an ongoing issue regarding missed black and burgundy bins.		
	2	Tibshelf	Customer has complained regarding ongoing missed bin collections.		
			Customer has complained regarding ongoing missed assisted bin collections and presentation issues.		
	1	Westhouses	Customer has complained concerning a lack of communication or action regarding their assisted bin which has not been returned to its correct location on multiple occasions.		

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Whitwell	The customer is dissatisfied with the missed black bin collections.		
Total Stage 1 for July 2025. Split by department					30
Total Stage 1 for July 2025.					24
Aug-25	1	New Houghton	Customer is unhappy with the housing application interview process and the Customer Advisor who conducted the interview.	Customer Services	2
	1	Whaley Thorns	Customer has ordered their bins and was told they would be delivered within 10 working days and still waiting. They did not like the attitude of the Customer Advisor.		
	1	Bolsover	Customer is dissatisfied with the conduct of Repairs Operatives and the works they were completing.	Dragonfly	3
	1	Langwith	Customer has complained regarding outstanding repairs required for a sprinkler system and the Council's lack of action.		
	1	Shirebrook	Customer has complained that their building was left without cold or hot water for a few days.		
	1	Clowne	Customer is dissatisfied with the lack of communication by an Environmental Health Officer.	Environmental Health	3
	1	Tibshelf	Customer is dissatisfied regarding the cost and timeframe for removing a wasp's nest.		
	1	Unknown	Customer is unhappy with the content of an email sent by a EHS officer and felt it was leading and unprofessional.		
	2	Bolsover	Customer is purchasing a property from BDC and feel BDC is not responding to their solicitors and this is delaying the completion of the sale of the property.	Housing	6
			Customer has complained regarding lack of action from the Tenancy Management team concerning a rat issue.		

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Creswell	Customer has complained that they feel they are being discriminated against with regards to their housing application.		
	1	New Houghton	Customer is unhappy with the housing application interview process and the Customer Advisor who conducted the interview.		
	1	Shirebrook	Customer has complained about the Scheme Manager of the Ashbourne Court.		
	1	Whitwell	Petition against an occupier for antisocial behaviour. Feels the Council have not made progress despite reports.		
	1	Bolsover	Customer is purchasing a property from BDC and feel BDC is not responding to their solicitors and this is delaying the completion of the sale of the property.	Legal	1
	1	Bolsover	Customer has raised a safeguarding complaint concerning authorised adult pick up from leisure's School Holiday Programme.	Leisure	2
	1	Clowne	Customer has complained regarding health and safety issues in a park which caused injury to their child.		
	1	Shirebrook	Customer is dissatisfied with Benefits not understanding they cannot read and write and this impacts their ability to provide information required by deadlines they have given.	Revenues	2
	1	Tibshelf	Customer is not happy with the Revenue departments handling of their Council Tax account.		
	1	Clowne	Customer has complained that a Councillor has given a misleading statement at a Council meeting.	Statutory Officers	1
	1	Barlborough	Customer is unhappy the Council has not collected the green bin and did not follow through on the arrangement previously agreed.	Street Scene	13

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	4	Bolsover	Customers bin has been missed due to access issues.		
			Customer is having an issue with their green bin not being collected.		
			Customer has complained regarding their missed green bin and a Refuse Operative not following health and safety regulations.		
			Customers clinical waste collection has been missed weekly since early July.		
	1	Clowne	Customer is unhappy that their green bin has not been collected and it has being missed on the mop up round and feels they have done their part by paying their council tax.		
	2	Langwith	Customer has had their green bin missed on various occasions.		
			Customer ordered burgundy bin in 2024 and still waiting for delivery.		
	1	New Houghton	Customers bin is not being returned to their property following the assisted bin collection.		
	1	Pinxton	Customer is annoyed their bulky collection was not collected and now having to await until 7th August.		
	1	Shuttlewood	Customer has reported that the driver of the refuse vehicle was speeding.		
	1	Whaley Thorns	Customer has ordered their bins and was told they would be delivered within 10 working days and still waiting. They did not like the attitude of the Customer Advisor.		
	1	Whitwell	Petition against an occupier for antisocial behaviour. Feels the Council have not made progress despite reports.		
Total Stage 1 for August 2025. Split by department					33
Total Stage 1 for August 2025.					29

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Sep-25	1	Out of Area - Nottingham	Customer is dissatisfied with the erection of flags along the main road in their village and the content of the response the Contact Centre provided.	Communications	2
	1	Unknown	Customer is unhappy the Leisure team have used images of their child without consent.		
	1	Creswell	Customer is dissatisfied with the repairs done at their property and repairs required at the property.	Dragonfly	2
	1	Unknown	Customer is dissatisfied with Revenues regarding Business Rates and hazards at one of the business units at Pleasley.		
	1	Bolsover	Customer has complained about a lack of action from the Environmental Health Service following a neighbour pest control report.	Environmental Health	2
	1	Unknown	Customer is dissatisfied with the handling of a noise nuisance report		
	1	Shirebrook	Customer is unhappy with how a Finance Officer spoke to them.	Finance	1
	1	Bolsover	Customer is complaining on behalf of their father regarding housing rules and mobility scooters.	Housing	4
	1	Bramley Vale	Customer is unhappy with the way the Tenancy Management Officer spoke to them.		
	1	Clowne	Customer is dissatisfied with the handling of their housing needs/application.		
	1	Unknown	Customer is dissatisfied with the service received for the Housing Options team concerning their homeless application.		
	2	Unknown	Customer is unhappy the Leisure team have used images of their child without consent.	Leisure	2
			Customer has complained that customers are being asked to leave Go Active! pool and spa		

Q2 Stage 1 Complaints 2025/26						
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department	
			before the advertised closing time.			
	1	Pinxton	Customer is dissatisfied with the amount of Council Tax that has been charged and believes the Council is not following correct legalisation.	Revenues	3	
	2	Unknown	Customer is dissatisfied with Revenues regarding Business Rates and hazards at one of the business units at Pleasley.			
			Customer is not happy following a recent conversation with a Revenues Officer.			
	1	Bolsover	Customer's green bin has been missed on a regular basis since collections began this year.	Street Scene	9	
	1	Bramley Vale	Customer is dissatisfied with a comment a Community Enforcement Ranger made.			
	1	Clowne	Customer's bins have been missed for the last 5 collections.			
	1	Hardstoft	Customer is not happy their bins have been missed on 11 occasions within the past year.			
	2	Pinxton	Customer's burgundy bin has been missed regularly for 4 months.			
			Customers bin has been missed on numerous occasions.			
	1	Shirebrook	Customers assisted bin collection is being repeatedly missed.			
	1	Spinkhill	Customer's bin has been missed 3 times in last 5 weeks and thinks it is unreasonable to have to wait for the mop up collection.			
	1	Whitwell	Customer is complaining about the Council's lack of action concerning the report made concerning their neighbours overgrown garden.			
	Total Stage 1 for September 2025. Split by department					25

Q2 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 1 for September 2025.					23

Total Stage 1 for Q2 2025. Split by department	88
Total Stage 1 for Q2 2025.	76

Appendix 3 (E) Stage 2 Complaints by department 01/07/25 to 30/09/25

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

Q2 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jul-25	1	Bolsover	Customer remains dissatisfied with how a Customer Advisor spoken to them. They disagree with the Council's waste policy and leaving a bin full of waste would be an environmental issue.	Customer Services	1
	1	Doe Lea	Customer has escalated their complaint regarding a Council Officers behaviour as they feel the stage 1 response consist of lies.	Dragonfly	1
	1	Bolsover	Customer has escalated their complaint concerning rent payments.	Housing	1
Total Stage 2 for July 2025. Split by department					3
Total Stage 2 for July 2025.					3
Aug-25	1	Clowne	Customer is dissatisfied with the lack of communication from an Environmental Health Officer.	Environmental Health	2
	1	Unknown	Customer is unhappy with the content of an email sent by an Environmental Health Officer and felt it was leading and unprofessional.		
	1	Whitwell	Customer does not feel the stage 1 response advises of the actions the Council have taken or will take against the neighbour's antisocial behaviour.	Housing	1
	1	Out of Area - Dunston	Customer has complained regarding the communication and handling of their Council Tax account.	Revenues	1
	1	Whitwell	Customer does not feel the stage 1 response advises of the actions the Council have taken or will take against the neighbour's antisocial behaviour.	Street Scene	1
Total Stage 2 for August 2025. Split by department					5
Total Stage 2 for August 2025.					4

Q2 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Sep-25	1	Out of Area- Nottingham	Customer has escalated their complaint concerning the erection of flags as they feel the stage 1 response is selective to their concerns. They feel the Council is being undemocratic and enabling a minority view to be the only one people see or hear.	Communications	1
	1	Unknown	Customer has escalated their complaint concerning the health and safety of a commercial business unit.	Dragonfly	1
	1	Creswell	Customer has requested their complaint is escalated concerning their housing application and perceived discrimination.	Housing	1
	1	Bolsover	Customer has escalated their safeguarding complaint concerning authorised adult pick up from Leisure's School Holiday Programme.	Leisure	1
Total Stage 2 for September 2025. Split by department					4
Total Stage 2 for September 2025.					4

Total Stage 2 for Q2 2025. Split by department	12
Total Stage 2 for Q2 2025.	11

Appendix 3 (F) Ombudsman Complaints by department 01/07/25 – 30/09/25

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

Q2 Ombudsman Complaints 2025/26

MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for July 2025. Split by department					0
Total Ombudsman for July 2025.					0
Total Ombudsman for August 2025. Split by department					0
Total Ombudsman for August 2025.					0
Sep-25	1	South Normanton	Mr X complains a refuse lorry damaged the grass verge and a kerbstone at the entrance to his road. In addition, he says a council officer refused to give their name, was unprofessional and antagonistic, and threatened to withdraw the existing refuse collection arrangement, during a subsequent telephone call about the matter.	Street Scene	1
Total Ombudsman for September 2025. Split by department					1
Total Ombudsman for September 2025.					1

Total Ombudsman for Q2 2025. Split by department	1
Total Ombudsman for Q2 2025.	1

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on Monday 8th December

Housing Strategy 2024-2029 – Monitoring Update

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	<ul style="list-style-type: none"> • Victoria Dawson, Assistant Director – Housing Management • Sarah Kay, Assistant Director – Planning and Planning Policy • Joanne Wilson, Housing Strategy and Development Officer • Chris McKinney, Senior Devolution Lead for Planning Policy, Strategic Growth and Housing • Neil Oxby, Principal Planning Policy Officer

PURPOSE/SUMMARY OF REPORT

To inform Members on progress against the delivery of the Housing Strategy 2024-2029. 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 In Bolsover District the percentage of households who own their homes fell from 67.0% to 66.0% between 2011 to 2021. 17.2% of households rented privately in 2021, up from 13.0% in 2011. Population growth between 2011 and 2021 was 5.8%. 16.3% of households lived in socially rented housing in 2021 compared to 18.2% in 2011. (Census 2021)

1.3 Within the Housing Strategy 2024-2029 we aim to deliver the corporate priorities relating to the Housing aim as set out in the Council's corporate plan – Bolsover District The Future:

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

1.4 As detailed in Appendix 1, the Strategy's four priorities are:

- Priority 1 – Providing Good Quality Housing
- Priority 2 – Enabling Housing Growth
- Priority 3 – Supporting Vulnerable and Disadvantaged People
- Priority 4 – Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all

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. Appendix 2 outlines progress against each of the four priorities.

Key achievements:

2.2 *Priority 1*

- Completion of the Stock Condition Survey by Savills – 92.7% surveyed
- Refresh of Tenant Engagement Strategy post-Consumer Standards inspection
- Completion of Woburn House
- Completion of phase 1 Woburn Close
- Commencement of Warm Homes: Social Housing Fund programme

2.3 *Priority 2*

- Maintaining a five-year housing supply (currently 5.69 years' worth)
- The review of Custom and Self-Build supply and demand in relation to October 2025 has been completed. The analysis identifies there is a shortfall in the supply of CSB sites within the District.

- Contact to all Registered Providers within the area to understand the issues they are currently facing and their approach regarding future delivery of Affordable Housing.
- Analysis of the pipeline of affordable housing arising from planning consents for market housing has been completed to understand the potential future supply.
- The annual survey work of Gypsy, Travellers and Travelling Showpersons site delivery indicates that the Five Year Supply position as of 1st April 2025 is identified as 5.00 years' worth of supply.
- The Council Tax Long Term Empty Homes Premium will be implemented from 1st April 2026.
- Eight empty homes cases investigated.

2.4 *Priority 3*

- Ongoing delivery of the Derbyshire Homelessness and Rough Sleeping Strategy 2022-2027
- Active partner in the quarterly Derbyshire Homelessness Forum
- Development and launch of Street Support Derbyshire
- Development and adoption of the Housing Domestic Abuse Policy
- Development and adoption of the Employee Domestic Abuse Policy
- Refresh of the Council webpages in relation to domestic abuse support services
- Refresh of Welfare Adaptations Policy, in conjunction with tenants
- Commencement of accreditation process for Bolsover Lifeline Services
- Ongoing delivery of Falls Service
- Ongoing support to Derbyshire Care Leavers and Children in Care Offer
- Designation of a Member Champion for the Armed Forces Covenant

2.5 *Priority 4*

- Development and launch of in-house Design and Contract Management Service for Disabled Facilities Grants
- Ongoing delivery of Affordable Warmth Coordinator post
- Review of Council webpages signposting advice, guidance and grants for home energy improvements
- Ongoing delivery of Private Sector Housing Strategy
- Launch of year 1 of Warm Homes: Local Grant programme
- Participation in LARA pilot project for EMCCA area to coproduce a Local Retrofit Strategy.

Immediate plans for future delivery:

2.6 *Priority 1*

- Completion of the stock survey on outstanding properties and roll-out of ongoing approach to stock surveys.
- Approval and implementation of revised 30yr HRA Business Plan
- Completion of build at Woburn Close
- Completion of build at Alder Close
- Progression of Mill Lane site

- Consumer Standards rating regrade by Regulator for Social Housing
- Continued above average performance for Perception TSMs (tenant satisfaction)
- Development and approval of revised Tenant Engagement Strategy
- Successful completion of year 1 of Warm Homes: Social Housing Fund programme

2.7 *Priority 2*

- Approval of Shirebrook Growth Plan
- Complete further analysis to inform Council's approach to supply for Custom and Self-Build sites.
- Completion of a benchmarking exercise on neighbouring and good practice approaches to tackling empty homes.
- Development of approach to enable the Council to address a minimum of 12 empty homes per annum.

2.8 *Priority 3*

- Achieve accreditation of Bolsover Lifeline Services
- Development and implementation of a Supported Housing Strategy for the area.

2.9 *Priority 4*

- Successful delivery of year 1 Warm Homes: Local Grant programme

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. This Strategy forms part of the Budget and Policy Framework.

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: The Strategy forms part of the Budget & Policy Framework. The Strategy will have due regard to local and national policy and be compliant with legislation, including data protection laws.		
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: Specific elements of the Delivery Plan actively seek to support householders that have lower income, vulnerabilities and live in properties that are less energy efficient, 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: The Housing Strategy 2024-2029 will support achievement of the Council's carbon reduction target through improvements to council stock; build quality of new homes, and improvements to the property standards in the private sector.		

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>	
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 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.

- Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people.

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

DOCUMENT INFORMATION:

Appendix No	Title
1.	Housing Strategy 2024-2029
2.	Housing Strategy Delivery Plan

Background Papers

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



Housing Strategy 2024-29



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** – 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



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1 Introduction

- 1.1 A decent affordable home is important as it provides a safe and stable environment, which can have a substantial impact on people's lives and their health and wellbeing. As the local housing authority, Bolsover District Council works to meet our resident housing needs covering a wide range of aspects from facilitating the delivery of new homes to overseeing housing standards within the District.
- 1.2 As a core aspect that runs through our work, housing crosses over with other key policy areas including health, economic development, climate change and safe and sustainable communities. The Housing Strategy is reflective of our Corporate Plan, Bolsover District: The Future 2024-2028, and the development framework of the Local Plan for Bolsover District to 2033, which sets out where new homes will come forward in the District and provides for affordable housing to be delivered through the market.
- 1.3 The Housing Strategy is a high-level document with an Action Plan which sets out how our priorities will be achieved. This enables us to respond effectively to new legislation, to changes in national policy, and to local issues as they arise.
- 1.4 The Housing Strategy focuses on delivery under the following key priorities for the period from 2024-2029:
 - **Priority 1** – Providing Good Quality Housing,
 - **Priority 2** – Enabling Housing Growth,
 - **Priority 3** – Supporting Vulnerable and Disadvantaged People,
 - **Priority 4** – Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.
- 1.5 There will be crossovers between these priorities as they are interlinked and meeting these the priorities will also facilitate places that will reduce health inequalities, respond to climate change, and enhance biodiversity.



2 District Profile

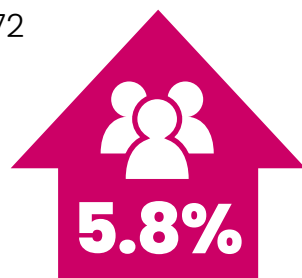
- 2.1 Bolsover District covers an area of 160.3 square kilometres and sits in the north-east area of Derbyshire. Whilst many settlements in the District date from early times, it was during the 19th century that population grew, and settlements expanded based on the needs of agriculture and coal mining. As recorded in the Census 2021 Parish population figures, the District comprises the two small towns of Bolsover (12,071) and Shirebrook (11,744), two emerging towns of South Normanton (10,140) and Clowne (8,428) and villages of a range of sizes. The rest of the District is predominantly rural. The towns and villages provide a range of facilities and services as well as local job opportunities.
- 2.2 The M1 motorway is an important transport link with junctions 28, 29, 29a and 30 being located within the District or close to the District boundary. The Robin Hood Railway Line provides connectivity and accessibility to the towns and other communities between Worksop and Nottingham.
- 2.3 The District includes important historic visitor attractions including Bolsover Castle, Hardwick Hall, and Creswell Crags as well as attractive countryside.

2.4 Key facts in relation to our population and housing are set out below.

- Population 80,270. (Census 2021)
- The population grew between 2011 to 2021 by 5.8% (East Midlands 7.7%). (Census 2021)
- Between 2011 and 2021 there has been an increase of 17.5% in people aged 65 years in Bolsover District. (Census 2021)
- Number of Households 35,261. (Census 2021)
- The Government estimates that 300,000 new homes are required in England per annum. At a local level, the Council currently needs to secure a minimum of 272 homes per annum. (Bolsover Local Plan)
- 214,898 homes per annum is the average number of homes delivered in England over the past 10 years (Published 29 November 2023, 2013-14 to 2022-23). At District level, 1,906 homes (gross) have been built in Bolsover District to 31 March 2024 from when the Local Plan was adopted in 2020, including 279 affordable homes (gross). (Bolsover District Council)
- In Bolsover District:
 - The percentage of households who own their homes fell from 67.0% to 66.0% between 2011 to 2021.
 - 17.2% of households rented privately in 2021, up from 13.0% in 2011.



Population
80,270



population
growth between
2011 and 2021



- 16.3% of households lived in socially rented housing in 2021 compared to 18.2% in 2011. (Census 2021)
- The average house price in Bolsover District was £181,000 in April 2024 (provisional). (Office for National Statistics).
- Private rents rose to an average of £614 in May 2024, an annual increase of 6.4% from £578 in May 2023. (Office for National Statistics)
- Housing affordability ratios identify that an employee in Bolsover District could expect to spend 5.52 times their annual earnings buying a home in 2023 compared to 2.80 times their salary in 2000. (Office for National Statistics)
- In 2021, we worked in partnership with Homes England to pilot their low-cost affordable homes for sale, as 'First Homes' product. A total of 12 properties were developed in Shirebrook for local and key workers who were first time buyers at a 30% discount. (Bolsover District Council)
- As of 2023, there were 716 long-term empty homes in Bolsover District (empty for more than six months). (Ministry of Housing, Communities & Local Government, Council Tax Statistics, Table 615, 02/10/2023)
- There are 5,015 District Council owned homes as of 30th June 2024. (Bolsover District Council)
- 22 Private Registered Providers provide 1173 rental homes across the district, as of 2023. (Regulator for Social Housing – Registered Provider social housing by local authority area (Statistical Data Return and Local Authority Data Return) 2023)
- There are 369 applicants on the Council's housing register, with 600 suspended applications pending further information, as of mid-July 2024. Due to the introduction of a revised Allocations Policy, this is a – 82.4% change on 2023/24 when 2,094 were on the list (as of 31 March 2023), of which over 70% required a 1-bedroom property. (Bolsover District Council)
- Under the right to buy legislation the Council sold 18 houses in 2023/24. This is in comparison to 46 in 2022/23 and 41 in 2021/22. (Local Authority Housing Statistics)
- Number of Council housing allocations for 2023/24 was 364. This compares to 372 in 2022/23 and 351 in 2021/22. (Local Authority Housing Statistics)
- Numbers presenting as homeless in 2023/24 – a total of 656 cases, which is a 38% increase on 2022/23 (476). (Bolsover District Council)
- There has been a 380% increase in the use of the Council's temporary accommodation from 5 households in 2022/23 to 24 households in 2023/24. The Council currently has 11 units. (Bolsover District Council)



**Number of
households
35,261**



**5,015
Council
homes**



3 National and local policy context

National Legislation and Policy

- Housing Act 1985
- Housing Act 1996
- Planning and Compulsory Purchase Act 2004
- Welfare Reform Act 2012
- Health and Social Care Act 2014
- The Welfare and Reform Act 2016
- The Town and Country Planning (General Permitted Development) (England) Order 2015
- Self-build and Custom Housebuilding Act 2015
- Housing and Planning Act 2016
- The Housing White Paper 2017 "Fixing our broken housing market"
- The Homeless Reduction Act 2017
- Homes fit for Human Habitation Act 2018
- The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018
- Tenant Fees Act 2019
- Social Housing Regulation Act 2023
- Levelling Up and Regeneration Act 2023
- National Planning Policy Framework and Planning Practice Guidance

Local Policy

- Derbyshire All Age Accommodation Strategy 2023-2035
- Derbyshire Health and Wellbeing Strategy
- Bolsover District: The Future 2024-2028
- Local Plan for Bolsover District 2020
- North Derbyshire and Bassetlaw Housing Market Area – Local data profile via the 2024 Housing Needs Assessment
- Bolsover Homelessness and Rough Sleeping Strategy 2022-2027
- Bolsover Private Sector Housing Strategy 2024-2027
- Private sector stock condition survey 2019 and evidence base
- Bolsover District Council Tenancy Strategy 2024
- Bolsover District Council Allocations Policy 2024



4 Council vision for housing in Bolsover District

4.1 As stated in our Corporate Plan 'Bolsover District: The Future 2024-2028' the Council's vision in relation to housing is:

“ Deliver social and private sector housing growth.”

The development and delivery of this strategy satisfies target HOU 01: Preparing and adopting a new Housing Strategy by October 2024.

4.2 We have agreed five priority areas for delivery which we will aim to accomplish through this Housing Strategy:

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

4.3 Specifically in relation to new Council homes, we will continue with our Bolsover Homes programme by building new council properties where there is an identified demand, and it meets the needs of the local community.

4.4 To support the private sector, we have adopted a new Private Sector Housing Strategy to help us work with landlords to improve the condition and quality of properties and develop good management practices, with the aim of reducing homelessness. In addition, the Private Sector Housing Strategy aims to support homeowners to ensure their homes remain energy efficient in line with current living standards, and that homeowners can stay in their own homes for longer, by utilising disabled facilities grants (DFGs), where required.



4.5 On a wider scale the Housing Strategy links to the Bolsover Place Programme which has been built on the foundations of consultation findings with key stakeholders. The priorities of the new programme are focussed on The 'Big Idea' of 'Bolsover; confidently embracing its wider experience' which is the emotive, call to action for the place. This is alongside the accompanying themes:

- we've made it our business to reach out
- experience our great value, living location
- your visitor experience, all packaged up

Through this place led new approach, the programme will provide those moving to a property in the area with a Welcome Pack celebrating the area as a great place to live, work, visit and be educated.



5 Achieving our Housing Strategy: Priorities and outcomes

5.1 Whilst we are proud of our achievements under the previous Housing Strategy 2021-24, as detailed in the sections below, we know there is more to be done. We have existing strategies in place that help to define the priority areas for delivery, and we have also commissioned research into the condition of local housing and an assessment of local housing needs.

5.2 This work underpins the four priorities identified for this Housing Strategy, and our vision for housing as outlined in our Corporate Plan 'Bolsover District: The Future 2024-2028':

- **Priority 1 – Providing Good Quality Housing**

This covers building more council housing and being a decent landlord.

- **Priority 2 – Enabling Housing Growth**

This covers all strategic housing growth and working with the East Midlands Combined County Authority in this area.

- **Priority 3 – Supporting Vulnerable and Disadvantaged People**

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

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

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



- 5.3 The Housing 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 2024-2029.
- 5.4 The outcomes that will be achieved through this Housing Strategy are:
- Increased housing supply to meet local housing needs.
 - Compliance with the Regulator's consumer standards for social landlords.
 - Improved property condition across the private sector.
 - Improved management standards across the private rented sector.
 - Improved energy efficiency of homes.
 - Increased number of properties meeting EPC C rating in both Council and private housing stock.
 - Reduced number of properties with a category 1 hazard.
 - Increased supply of high-quality affordable housing.
 - Residents living independently for longer.
 - Residents with additional or complex needs being able to access the required housing and support.
 - Reduced numbers of empty homes across the District.



6 Priority 1 – Providing Good Quality Housing

- 6.1 As the core social landlord for Bolsover District, we are obliged to ensure that our housing stock meets the standards required by the Regular of Social Housing's Consumer Standards and the government's Decent Homes Standard. The Decent Homes Standard has played a key role in setting the minimum standards that social homes are required to meet since the early 2000s, and it is expected that this will be reviewed and updated during the life of this Housing Strategy.

Bolsover Homes Programme – building new council housing

- 6.2 In July 2020, we approved to spend £36.2 million on delivering the Bolsover Homes programme. This followed on from the success of B@Home which started in 2015 and saw us build over 100 properties ranging from flats, bungalows and family homes in Creswell, Bolsover, Blackwell, Shirebrook and Tibshelf. The aim was to initially build approximately 200 properties by 2024 and as of end of June 2024 we have built 122 properties.
- 6.3 Under the new Corporate Plan – Bolsover District: The Future, there is a new target to deliver a further 200 homes by March 2028. We will deliver this via our company Dragonfly Development Ltd. Planned developments due to complete in the life of this Housing Strategy include:
- Woburn House and Woburn Close – due for completion 2026
 - Alder Close, Shirebrook
 - Mill Lane, Bolsover
- 6.4 Our next round of building will see properties built to Nationally Described Space Standards, with improved insulation to meet new Building Regulations having energy supplied either via air source heat pumps or PV panels which supports our net zero target. Features will include electric vehicle charging points, bat boxes, and hedgehog highways. We will also continue to review end user suitability e.g. consideration given to open plan and traditional internal layouts to suit end users.

Increasing Council stock through private developers

- 6.5 It is not always possible for us to build new stock across all parts of the District, this very much depends on the land available to us. To ensure that local housing needs are still being addressed, we seek to purchase additional properties from private developments to ensure our stock levels can meet local demand. Over the last four years we have secured 37 properties and will continue to seek to add to our stock where required through working with private developers.

Providing homes that meet the Decent Homes Standard

6.6 The Social Housing (Regulation) Act 2023 received Royal Assent in July 2023 and has introduced significant changes to the Social Housing Sector. It was introduced to improve the quality of social housing for tenants by tightening the regulations imposed on the social housing sector. As a result of the Act, the Regulator has published a new set of consumer standards. The four standards are effective from 1st April 2024, and all Registered Providers will be expected to meet these:

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

6.7 The Safety and Quality Standard requires that Registered Providers know the condition of their stock. Registered Providers must have an accurate record at an individual property level of the condition of their homes. In addition, this information must be kept up to date.

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

We are also awaiting revised national guidance through the work reviewing the Decent Homes Standard, and the release of a revised national standard.

6.9 While we regularly complete works across our properties either via repairs or to turnaround void properties prior to re-letting, there are still tenants who do not engage regularly with us which reduces our knowledge both of their property condition and their needs as a tenant. The last Council stock condition survey was carried out in 2014 and approximately 70% of internal surveys and 100% of external surveys were completed. Where access was not granted, assumptions were made using similar local properties. Due to its age, the stock condition database has become unreliable and in need of refresh.

6.10 Moving forward, we are due to complete a full stock condition survey by April 2025 to renew our stock data and to refresh our contact across all our tenants. A 100% stock condition survey means we will have access to every property, providing valuable opportunity to capture up to date and accurate data about tenants and their households in terms of any vulnerabilities that the Council needs to be aware of and respond to. It is proposed the survey will capture the following information:

1. Physical Stock Control Survey to facilitate a 30-year investment programme.

2. Energy performance and EPCs to be completed for all properties.
3. HHSRS assessment with emphasis on damp and mould assessment.
4. Tenant validation.
5. Decent Homes Standard assessment which can inform an assessment of stock viability.
6. Safeguarding issues (vulnerability of tenants, hoarding issues, untidy properties).
7. Photographs to be provided.

6.11 This will enable us to ensure our annual maintenance programmes are based on robust data. Once the full survey is complete, we will move towards a rolling annual inspection programme covering 1000 properties per year to ensure our stock data remains robust and that tenants can continue to live in safe, well-maintained homes.

Ensuring we meet the Regulators revised Consumer Standards

6.12 As mentioned above the four revised standards become statutory from 1st April 2024. As a Council we were one of the first to be inspected under the new rules and received a grade C2 in August 2024. We are now working with the Regulators to deliver our improvement plan, based on the Regulators judgment and recommendations.

Carbon reduction within Council housing stock

6.13 Our aim is that all council-owned stock will meet EPC C rating where possible. As of our return in 2023/24, 52% properties met this standard. As part of the planned stock condition survey in 2024/25, every property will be assessed and the EPC rating verified. As a result of the survey, we will develop revised maintenance programmes and where required stock refurbishment works to ensure properties meet the expected standards in terms of energy efficiency, due to current utility costs.



Tenant Engagement

6.14 Through our current Tenant Engagement Strategy 2023-2026, we have devised a wide range of options for tenants to get involved with, to help us evaluate our services and make improvements.

We recognise that tenant engagement can lead to positive outcomes for residents, communities and the Council as landlord. We believe that tenant engagement should be at the heart of everything we do, and our Tenant Engagement Strategy seeks to offer a range of options to support and enhance tenants to be actively involved. Our tenant scrutiny is led by our Challenge and Change Group and at a strategic level we have tenants engaged in our Housing Liaison Board (HLB) which reviews policy and service changes as well as regular performance and complaints information.

6.15 At a more operational level we have the Repairs Action Network Team (RANT) and several tenants who provide editorial support reviewing documents prior to publication. Each of our Independent Living Schemes also run weekly events as well as more structured engagement sessions.

6.16 We monitor delivery of our action plans with our involved tenants at our HLB meetings, who help us to prioritise new areas of development. During the life of this Housing Strategy that will include refreshing our Tenant Engagement Strategy.

We aim to use a variety of communication methods to ensure our services and published information is fully accessible:

- Tenancy Agreement
- Tenants Handbook
- Tenants Annual Report
- Bolsover Homes Newsletter
- Individual Letters
- Council Website
- Social Media
- Tenants Menu of Opportunity





What has been achieved already:

- Over the life of the last Housing Strategy 2021-2024 we have built 103 properties via the Bolsover Homes programme, and since the start of the programme 122 in total.
- A total of 37 properties have been added to council stock through s.106 purchases from private developers.
- All new properties now include an EV charging point as standard.
- We are constantly seeking to use new technologies which has included building 19 units to the platinum level of the Sustainable Homes standard using modern methods of construction (MCC) and installing air source heat pump in properties that are off grid.
- Installation of 9 air-source heat pumps to off-grid properties at Whaley Common.
- Completion of safe and warm works at 4 Independent Living Schemes with Jubilee Court, Pinxton due for handover early 2025, and the final site at Woburn Close, Blackwell due for completion in 2026.
- Adoption of a new Tenant Engagement Strategy in September 2023 to ensure tenants are at the heart of everything we deliver.

How will we deliver this – our corporate priority initiatives:

- HOU2.** Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028.
- HOU3.** Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.
- HOU4.** Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
- HOU5.** Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.

7 Priority 2 – Enabling Housing Growth

- 7.1 We are committed to meeting the housing needs of our residents with access to good quality housing that promotes their independence and well-being. We place a substantial emphasis on enabling housing growth, taking a proactive approach to housing delivery. We will take forward and develop plans to deliver more homes, including more affordable homes, working with partners over the next five years.

The delivery of new housing not only meets local housing needs, including contributing towards affordable housing, but also facilitates economic growth¹ and job opportunities. This arises not just from direct jobs in construction, but also jobs arising in the supply chain and from indirect jobs through the spending from the new households.

- 7.2 The Mayor of the newly created East Midlands Combined County Authority has powers to improve the supply and quality of housing and to facilitate the regeneration of the East Midlands. We will take advantage of the potential opportunities to access funding or other support to delivery our housing growth priorities together with supporting infrastructure, improvements to the local environment, and the formation of inclusive places.
- 7.3 Dragonfly Development Ltd, a wholly owned council company, has been set out to meet a variety of objectives including “to provide a mechanism for the Council to directly deliver its construction programme for both social housing, private housing and commercial projects.” Dragonfly Development Ltd. aspires to increase the supply, quality, and range of housing across a range of tenures to meet the needs of the growing population and support economic growth in the district.

¹ The Economic Footprint of House Building in England and Wales, July 2018, Lichfields & Home Builders Federation.





The need for homes

7.4 It is acknowledged that residents can have concerns regarding new housing development, but there is a need for new homes which arises from a variety of sources. A rising population means that new households will be formed which require housing. The need for new homes is also influenced by other aspects such as increased life expectancies, changing lifestyles, living in unsuitable accommodations and affordability pressures, which can result in people being unable to access housing they need. The population of Bolsover District has increased by around 5.8% between 2011 and 2021, rising from 75,866 to 80,273. Over the same time period, the number of households have increased by around 7.5%, rising from 32,801 to 35,262.

Housing need varies between different groups within the local community. This includes those who require affordable housing, housing for families, for older people, people with disabilities, travellers, people who rent their homes, and people wishing to commission or build their own homes. To understand and respond to housing issues and needs we will update the evidence through a Local Housing Needs Assessment on a periodic basis.

7.5 The Local Plan for Bolsover, March 2020, sets the spatial framework for the District. This includes the future need for housing and jobs, the supporting infrastructure and the conservation and enhancement of the natural and historic environment. The Local Plan identifies a minimum housing need of 272 new homes per annum. Of this requirement, for development of 25 or more dwellings 10% of the dwellings should be affordable housing. Since the Local Plan's adoption in March 2020 to 31st March 2024, 1,906 homes (gross) have been brought forward of which, 279 home (gross) were affordable homes. This has provided 818 homes above the Local Plan minimum requirement of 272 homes per annum.

- 7.6 We have ambitious plans to meet future housing needs and co-ordinate growth in sustainable locations with an emphasis on the towns and larger villages in the District. Strategic sites meeting future housing needs are identified in the Local Plan at Bolsover North, Clowne Garden Village and the Former Whitwell Colliery Site. Additional work is being undertaken regarding potential future sites through the Council's Growth Plans at Shirebrook and Creswell (See Figure 1). Ensuring new development in these areas will make a significant contribution towards achieving the Local Plan housing target of bringing forward a minimum of 5,168 homes by 2033 as well as contributing towards future employment opportunities through both building new homes and economic development.
- 7.7 Sustainable living and enhancing the natural environment are key considerations at all stages of planning, delivery, and occupation of homes. We will update our Successful Places Supplementary Planning Document and bring forward a design code for Bolsover District consistent with the principles set out in the National Design Guide and National Model Design Code. Future housing development will be required to meet the biodiversity net gain obligations, which aims to ensure that the natural environment is left in a measurable better state than prior to any development being undertaken.



(Source: Bolsover District Council)



Contributing towards affordable housing needs

- 7.8 Affordable housing takes a variety of forms. It is identified by the government² as including homes for sale or rent and is for people whose needs are not met by the private market. The Government's National Planning Policy Framework (NPPF) defines the types of affordable housing as "Affordable Housing for Rent and Affordable Housing for Sale".
- 7.9 From 1st April 2020, shortly after the Local Plan was adopted, to 31st March 2024, 279 (gross) affordable homes have come forward to meet local needs. We will support applications for residential development which delivers affordable housing for local people, and which meet Local Plan policies. The government preferred form of affordable housing is "First Homes" a form of discounted market sales housing. From past evidence and from evidence from neighbouring authorities the issue for Bolsover District is likely to be access to capital (for deposit, legal costs and stamp duty) together with mortgage restrictions, for example temporary employment, rather than the cost of a property. The evidence from the Local Housing Need Assessment will be utilised to determine what form of affordable housing tenure is appropriate to meet local housing needs of specific groups.
- 7.10 Registered providers are important to the delivery of affordable housing. We will work in partnership with registered providers to:
- understand their requirements and funding;
 - support site identification and funding options/opportunities (for example grants and Section 106 monies) in line with council policies.

2 Fact Sheet 9: What is affordable housing? Homes England. Published 2 November 2023.



Needs of specific groups

- 7.11 We will utilise the Local Housing Needs Assessment evidence to understand the housing needs of specific groups. Our population is ageing. From the 2021 Census the number of people aged 65 has increased as a proportion of the population in this age group from 18% to 20% and projections identify future increases in this age group going into the future. Most older people will continue to live independently in their own homes or to do so with a minimum of support. Nevertheless, an ageing population means that the number of people with disabilities is likely to increase. It would also indicate that there will be a rising need for housing units with care (e.g. extra-care) and possibly a need for additional nursing and residential care bedspaces.
- 7.12 A further implication is that with an aging population and a growth in those people with disabilities there is likely to be an increased requirement for dwellings to meet Building Regulations³ M4(2) standards and a proportion to be M4(3)(A). The government have proposed to mandate the M4(2) requirement in building regulations as a minimum standard, leaving the current M4(1) standard to apply by exception only when M4(2) is impractical and unachievable. However, to date this has not been implemented.
- 7.13 We will consider the implications and evidence from the Local Housing Needs Assessment to understand the future housing needs of an older population; supporting and encouraging the provision of housing for older people under the Local Plan for Bolsover District, Policy LC3: Type and Mix of Housing and work with partners, to consider the supported and specialist accommodation that is required to meet the future housing needs of the older population.
- 7.14 Self-build and custom house building are terms commonly used to describe a home that is built to the design and specifications of the person who will live there – the occupant⁴. The government places a substantial emphasis on providing greater opportunity for those wishing to pursue bespoke housing outside of traditional build options. In this context, we will support those wishing to develop custom and self-build homes by undertaking a review of the Council's planning approach to custom and self-build and considering custom and self-build when reviewing any disposal programmes.
- 7.15 A requirement of national planning policy is for local planning authorities to make their own assessment of the needs for travellers' sites. The Derby, Derbyshire, Peak District National Park Authority and East Staffordshire Gypsy and Traveller Accommodation Assessment Update 2020-2040 (completed in July 2023) identifies that currently, the need for gypsy and traveller sites to the end of the Local Plan period of 2033 is being met. However, for Travelling Showpeople there is a shortage of plots to 2033. It is anticipated that this shortfall in plots will be met through the Local Plan criteria-based policies which enable plots to come forward in the appropriate circumstances

3 The Building Regulation 2010 Access to and use of building Approved Document M.

4 The Prime Minister's Independent Review to Develop a Plan for a Major Scale-Up of Self Commissioning New Homes – Across all Tenures – to Boost Capacity and Overall Housing Supply, 2021. The Bacon Review.

within the District. To meet future needs we will update the travellers needs assessment on a regular basis and where required, enable pitches or plots to come forward to meet future needs in appropriate locations in accordance with local planning policies.

Supporting infrastructure for new homes

- 7.16 A key element of meeting housing need is the provision of support infrastructure, which may include but not limited to, utility services, transport, schools, open space, community and health facilities and leisure services. The District Council's and the County Council's Annual Infrastructure Funding Statements identifies infrastructure contribution receiving by the respective authorities and where those contributions have been utilised.
- 7.17 The Local Plan and its supporting infrastructure delivery plan sets out policies so that when development is brought forward there is investment to improve the capacity of existing services and to accommodate new facilities. Consequently, it is important for us to work cohesively with other organisations to draw on and influence investment strategies and infrastructure programmes. To achieve this we will negotiate planning obligations under Section 106 of the Town and Country Planning Act 1990 based on local and national planning policies, to meet infrastructure requirements arising through a proposed development when planning consent is granted. We will work with other parties in the public and private sector to ensure that up-to-date information on infrastructure requirements is identified through a review of the Infrastructure Delivery Plan on a regular basis. Furthermore, we monitor sums received through planning contributions and their relevant dates, working with partners and stakeholders to deliver the required infrastructure.

Long Term Empty Homes

- 7.18 Homes can be vacant for a short period of time, especially if they are undergoing repair or are mid-sale. To be classed as a 'long-term empty' a home must be liable for council tax and to have been unfurnished and not lived in for over six months. However, there are several exemptions in relation to council tax such as the owner being in care, or the property being subject to probate. Table 1 sets out the number of long-term empty homes in Bolsover District and neighbouring councils.



Table 1: Long Term Empty Homes (LTEH) Bolsover District Council and neighbouring councils

(Source: Action on Empty Homes From Government's official data on long-term empty homes)

	LTEH 2022	LTEH 2023	Second Homes 2022	Second Homes 2023	Stock 2023	1 in every 'x' homes are LTEH/ Second Homes
Bolsover	637	716	86	81	38,323	48
Amber Valley	778	833	257	319	60,181	52
Chesterfield	531	676	163	182	50,891	59
North East Derbyshire	540	626	180	168	48,293	61
Ashfield	428	459	226	278	57,509	78
Bassetlaw	683	882	213	228	56,398	51
Mansfield	517	623	67	64	51,105	74
Rotherham	1,081	1,179	433	445	121,075	75

7.19 Long term empty properties are a wasted resource and bringing them back into use has a number of benefits for our residents and businesses including:

- Contributing towards meeting the needs of local people for a home.
- Improving housing conditions.
- Having a positive impact on the local environment and neighbourhood and potentially reduces crime and anti-social behaviour.
- Providing a better living environment and potentially improved property values.

7.20 Encouraging and facilitating the return to use of an empty property can be a lengthy and time-consuming process. There is no single or simple solution. In order to bring empty homes in the District, we will adopt a number of actions including:

1. Encourage owners to bring empty homes back into use and deter owners from leaving them empty through the introduction of the Council Tax premium for empty properties.
2. Maintain accurate information about the number of long-term empty properties including contact details through sharing data between Teams and using appropriate third parties to identify owners of long-term empty properties.

3. Explore what incentives/scheme could be introduced to facilitate bring empty home back into use including:
 - 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.
4. As a final resort, to be proactive through enforcement action where owners will not bring a property back into use.

What has been achieved already:

- Delivered 1,474 homes (net) from March 2020 to March 2023. This has provided 658 homes above the Local Plan minimum requirement of 272 homes per annum.
- From 1st April 2020 to 31st March 2023 secured 221 affordable homes to meet local needs.
- Created Dragonfly Development Ltd, as a wholly-owned company.
- The Derby, Derbyshire, Peak District National Park Authority and East Staffordshire Gypsy and Traveller Accommodation Assessment Update 2020-2040 (completed in July 2023) identifies that currently, the need for gypsy and traveller sites to the end of the Local Plan period of 2033 is being met.

How will we deliver this – our corporate priority initiatives:

- HOU6.** Annually monitor housing delivery in the district and take steps, if required, to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.
- HOU7.** Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs
- HOU8.** Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.



8 Priority 3 – Supporting Vulnerable and Disadvantaged People

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

Reducing Homelessness and Rough Sleeping

- 8.2 The Bolsover Homelessness and Rough Sleeping Strategy 2022-2027 was approved in December 2022 and seeks to build upon a multi-agency response that was seen during the pandemic, to continue this, to prevent and reduce homelessness. The five-year Homelessness and Rough Sleeping Strategy was developed in partnership with all Derbyshire district and borough councils as well as Derbyshire County Council. It outlines four clear strategic priorities:

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.

Delivery of the Homelessness and Rough Sleeping Strategy is supported by a jointly funded Homelessness Special Projects Officer, and a countywide steering group.

- 8.3 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.
- 8.4 We have identified the following four planned activities for delivering actions within the Homelessness and Rough Sleeping Strategy in line with the Council's Ambition:
- Following consultation with private landlords, develop a comprehensive and attractive countywide landlord offer.
 - React accordingly and ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in cost of living.
 - Streamline the duty to refer system, and work with partner agencies to improve timelines and quality of referrals.

- As part of the 'Rough Sleeper Initiative' develop a targeted prevention approach to prevent the flow of new rough sleepers on to the street.

8.5 Over the last 12 months, the Council has seen a significant increase in the numbers presenting as homeless. This has been a result of an increase in domestic abuse cases, a rise in s.21 evictions by private sector landlords, and the impact of the current cost of living leading to a higher number of households facing financial crisis. There are currently 140 homeless cases open to Bolsover District Council (as of end of July 2024). The table below shows the increase in workload over the last 3 years:

Table 2: Current Homelessness Statistics for Bolsover District

(Source: Bolsover District Council)

	2021/22	2022/23	2023/24	2024/25 Q1 Apr-Jun	Projected demand 2024/25
Homeless Applications (duties owed)	238	298	315	109	436
Housing Advice Approaches (triage only)	86	174	338	192	768
Total Approaches (homeless, housing advice, not homeless)	324	476	656	302	1208
New Housing Applications	1088	1845	2095	516	2000+

Bolsover Lifeline Services

8.6 Bolsover Lifeline Services is an alarm monitoring and response service that supports residents to live independently whilst having access to help in the event of an emergency. The service is available to anyone, whether they live in their own home or are a Council tenant.

The two different levels of response means that the service can be tailored to the needs of the individual. The 'Warden Response Service' is a full monitoring and emergency response service 24-hours a day 365 days a year. The 'Family First Response' is a monitor only service, where we will ensure we contact a nominated individual or the emergency services.

8.7 Officers have been focussed on growing the service over recent years given the increasing rise in the number of older people within the District. In 2022/23 there were a total of 113 new customer installs, compared with 194 new installs in 2023/24 – that is a 58% increase in new service users. Officers continue to work across teams within the Housing Service and

across the Council, to ensure those residents and tenants with a change in circumstances that would benefit from the service are approached. Sign up is also encouraged as part of all allocations of new Council tenancies where appropriate.

Working in partnership with Derbyshire County Council and health partners

- 8.8 To ensure wider coordinated delivery, we are part of a countywide steering group to deliver the Derbyshire All Age Adult's Housing, Accommodation and Support Strategy 2023–2035. This countywide commissioning strategy and delivery plan builds on previous accommodation strategies, combining the housing needs of our older residents and working age adults. It focusses on and outlines the increasing demand for accommodation, including a range of housing options such as housing with support, housing with care, residential and nursing care. Independent living is Derbyshire's preferred option.
- 8.9 Derbyshire's strategic vision incorporates the views of our residents who tell us that they wish to move into their own supported tenancies or remain living in their existing homes. We know that we have an increasing number of people wanting accommodation which is designed or is tailored to their needs: level access, wider doorways, robust fittings, low windows, sturdy walls and ceilings.
- 8.10 We know that accommodation tailored to people with care and support needs is unevenly dispersed across the county: some areas have under provision of some types of accommodation; other areas have an overprovision. Within Bolsover District there is ample provision of supported living accommodation; the area also has good existing provision of age designated housing for older people. However, there is an identified need for the following:
- More affordable retirement living properties
 - More specialised nursing care for people with dementia and complex needs
 - Smaller enhanced care or extra care schemes.
 - A modest need for 'care ready' retirement housing for rent
- 8.11 To ensure there is a coordinated approach with health partners, we are part of the Bolsover and North East Derbyshire Place Alliance Group, where officers are able to liaise with partners from across health and social care to tackle the wider detriments to our resident's health and wellbeing.
- 8.12 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.

Allocating housing to those most vulnerable

- 8.13 It is a legal requirement for us to have an Allocations Policy which explains how we allocate our houses. Council housing within the District is an extremely limited resource and demand significantly outstrips supply. In 2023-2024 we had approximately 380 properties that became available but 2,500 people on our housing register.

The last full review of the Allocations Policy was undertaken in 2019, with this being formally adopted in April 2020. This moved away from a points-based system to a band system. In late 2023 a revised policy was consulted on for a period of eight weeks. The new policy became effective from 29 April 2024.

The updated Allocations Policy ensures that those who have the greatest need for housing, get the greatest priority. The policy review does mean that some households who do not have a housing need are no longer eligible to access social housing via our housing register.

Support to Care Leavers

- 8.14 The revised Allocations Policy for 2024 maintains being a care leaver as a priority criteria for housing. Partnership working continues with Derbyshire County Council and the Council remains signed up to the Countywide care leavers offer. Some Derbyshire authorities have extended their Council Tax discount offer and this is something the Council will be investigating further.

More recently the Council have developed a hot-desk link with the Leaving Care team and now have regular on-site contact with the lead officer for the District.

Support to Armed Forces personnel

- 8.15 The revised Allocations Policy for 2024 still incorporates armed forces personnel and veterans as meeting priority criteria. For direct contact with the Council via Customer Services, there is a set option (4) for those customers ringing 01246 242424, where we provide specific support and can register army personnel and veterans on our database to ensure they are kept update of local services and assistance. We have 80 residents registered currently for news updates, however, there have been no new additions to the database in 2023-24, and only 3 were added in 2022-23.
- 8.16 Support extends beyond Housing Services to the wider Council. Customer Services have further supported the links between housing and health by highlighting the number of veterans requesting information around access to leisure services. As a result the Council have now enabled discounted rates for veterans. We now also have a lead Councillor with responsibility for the Armed Forces Community and support the Royal British legion with their Poppy sales prior to remembrance. Anecdotally, we are aware there are higher numbers of veterans within the Chesterfield and North East Derbyshire areas.

- 8.17 The Council operates a cross-service Armed Forces Community Action Plan, which is currently under review. This links into wider delivery by the Derbyshire Covenant Partnership, and other regional and national networks, to ensure a joined-up approach is in place to support the Armed Forces Community.

Supported Housing Innovation Programme (SHIP)

- 8.18 We are currently part of the national SHIP programme for 2022-2025. The aim of the programme operating locally within Derbyshire and Staffordshire Moorlands is to drive up quality of accommodation and support and improve oversight in supported housing in the locality, as well as to share learning on what works. Participating local authorities agree to collaborate and share learning with each other, and with other non-participating local authorities, to maximise the effectiveness of the programme.

- 8.19 Local audits show that supported accommodation continues to grow in size and cost and in most cases is not managed in terms of quality of support or accommodation, and whilst the Regulator of Social Housing regulates certain aspects of provision it does not provide an in-depth assessment of service provision or standards. The Revenue and Benefits team assess whether a service provider is providing adequate care and support and how much rent they are entitled to by navigating a complex set of outdated legislation.

Most providers provide excellent care and support and are much needed services, however, there does remain some element of poor-quality support and accommodation and no consistency in service provision.

- 8.20 At a local level, SHIP is delivered within the Bolsover District by the Supported Accommodation and Review Team (SART). This is a joint team with Chesterfield Borough Council, North East Derbyshire District Council, and Amber Valley Borough Council.

As part of the local programme every area is covered by a dedicated officer completing on-site visits and assessments of each provider reviewing both the condition of the property and the quality of the support/care provided. This data is then being collated and monitored as part of the national programme reporting. The aim is that the data will shape delivery under the anticipated local Supported Housing Strategy which will be required as a result of the Supported Housing (Regulatory Oversight) Act 2023.

What has been achieved already:

- **SIGNAL Pilot** – SIGNAL is a holistic assessment tool that captures location-specific data on a wide range of markers including homelessness, health, poverty, and general wellbeing. An initial 18-month pilot project has been taking place in North East Derbyshire with three of our key local partners; P3 charity, Pathways of Chesterfield and The Elm Foundation.
- **Street Support Derbyshire** – In December 2023 we launched Street Support Derbyshire, an online resource that connects local people and organisations to support those who need it the most.
- **Derbyshire Homelessness Charter** – developed as part of the countywide strategic approach, the Charter has been published on Street Support Derbyshire and serves as a reference point for the vision and values we wish to uphold in partnership working across the county.
- **Salus Project** – Local authorities have worked with domestic abuse services to develop an instant access accommodation and support service for people fleeing domestic abuse where a refuge placement is not immediately available.
- **Substance Misuse Navigators** – Funding has been secured from the Rough Sleeping Initiative to employ two substance misuse specialists to work alongside our rough sleeping services. These roles will be hosted by Derbyshire Recovery Partnership and will focus on developing new pathways into treatment for this hard-to-reach cohort.
- **Countywide Homelessness Forum** – Individual local authorities have long had their own local homelessness forums but given how much collaborative work is now taking place across Derbyshire, this model has been expanded. The first countywide homelessness forum was hosted by North East Derbyshire District Council in December 2023 and subsequent forums will be held on an annual basis going forwards.
- **A Private Rented Sector Offer for Derbyshire** – In recognition that evictions from the private rented sector are now the leading cause of homelessness across the county, all district and borough councils have committed to the development of a countywide private rented sector offer. This offer is still in development and there is unlikely to be a one size fits all offer, given the variations in resources.

How will we deliver this – our corporate priority initiatives:

- HOU10.** Deliver the actions within the Council's Homelessness Strategy by December 2027.



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

- 9.1 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 will not 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.

Private Sector Stock Condition

- 9.2 Owner occupied and privately rented properties make up over 83.3% of homes in Bolsover District. Many homes in the private sector in Bolsover District are in poor condition. 45.8% of all private sector properties 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 Housing Strategy, we commit to increasing the awareness of landlords of the Decent Homes Standard as well as more information on potential funding.

- 9.3 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.
- 9.4 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. This will be complemented by a further private sector stock condition survey to measure the impact of our approach.

Private Rented Sector

- 9.5 Homes to buy have become increasingly unaffordable, and median property prices are now 9.3⁵ times the 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 levels.
- 9.6 Within our new Private Sector Housing Strategy, we have a range of objectives identified to ensure that 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.
- 9.7 We have increased our enforcement work tackling local landlords who continue to disregard their duties and responsibilities towards their tenants. 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 want to increase awareness of the rights and responsibilities of tenants so that they can make more informed decisions about moving into a new home or discussing issues with landlords.
- 9.8 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. The loss of private sector tenancy is a significant reason for homelessness in Bolsover District.

Private Sector – Owner Occupiers

- 9.9 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.

5 Evidence Base for Private Sector Housing Strategy, July 2023

The stock condition survey 2019 confirmed in some markets over 21.7% of owner-occupied homes fail the Decent Homes Standard.

- 9.10 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.
- 9.11 Whilst many homeowners 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.

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.

Disabled Facilities Grants and Adaptations

- 9.12 The delivery of grants and adaptations is a result of partnership working with our colleagues in environmental health, social services and public health. 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.



- 9.13 When we undertake adaptations, we will take an integrated 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.
- 9.14 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.

What has been achieved already:

- Adoption of the first Private Sector Housing Strategy for the area in April 2024.
- 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.
- 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.
- 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. Demand has remained constant in 2023/24, with 703 service requests.





- 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.
- 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.

How will we deliver this – our corporate priority initiatives:

- HOU9.** Develop strategies to support the private rented sector in supporting the Council in its duties.

10 Monitoring Arrangements and Action Plan

Monitoring the Housing Strategy

- 10.1 The Action Plans supporting this Strategy will be monitored on an annual basis, with an annual report to Scrutiny and Executive.

Reviewing the Housing Strategy

- 10.2 The Housing Strategy will be reviewed every year as part of monitoring delivery of the Action Plan, with a full review and revision after five years. This will ensure the Strategy covers the lifespan of the current Corporate Plan and takes the Council beyond the next local election. The Strategy may be reviewed more or less frequently than this as a result of changes in legislation, changes in the Council's corporate vision or as a result of monitoring outcomes.
- 10.3 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, or the Assistant Director of Planning and Policy as required, in consultation with the Portfolio Holder for Housing.

Lead:

- BDC Housing Strategy team

Officers with responsibility:

- Assistant Director of Housing Management and Enforcement
- Assistant Director of Planning and Planning Policy
- Housing Services Manager
- Housing Options Manager
- Housing Strategy and Development Officer
- Service Manager (Environmental Health)
- Planning Policy and Housing Strategy Manager
- Principal Planning Policy Officer

Progress

	No. of actions	% completion	No. Not started	No. On track	No. Stalled/ Behind timescale/ Resource issues	No. Compete	No. Undeliverable	No. Removed
Priority 1	23	50.04	3	12	4	4	0	0
Priority 2	13	47.38	0	11	1	1	0	0
Priority 3	19	45.79	1	14	2	2	0	0
Priority 4	11	26.00	1	8	0	2	0	0

Status Key

	Not started
	On track
104	Stalled/ Behind timescale/ Resource issues
	Complete
	Undeliverable
	Removed

Lead Officer Key

ADH	Assistant Director Housing
HSM	Housing Services Manager
HPM	Housing Performance Manager
HSDO	Housing Strategy & Development Officer
TEO	Tenant Engagement Officer
DDL	Dragonfly Development Ltd
DML	Dragonfly Management Ltd.
HOM	Housing Options Manager
CCO	Climate Change Officer
SM (R&TS)	Service Manager (Residential & Technical Support)
L&ILM	Lifeline & Independent Living Manager
HAM	Housing Allocation Manager
ADP	Assistant Director Planning and Planning Policy
SDLPPSGH	Senior Devolution Lead for Planning Policy, Strategic Growth and Housing
PPPO	Principal Planning Policy Officer

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
1.1a	Providing homes that meet the Decent Homes Standard	Complete full stock condition survey	ADH/HSM	31/03/2026	Compliance with the Regulator's consumer standards for social landlords and robust knowledge of Housing Stock Condition	External contract to 31st March 25, in-house resource to be sourced for the no access properties.	Nov-25: SCS concluded with 92.7% surveyed. Ongoing work to review the no access properties and take steps to inspect with a deadline of March 26.		92.70	
1.1b	Providing homes that meet the Decent Homes Standard	Design and implement a new rolling five-year stock inspection programme	ADH/HSM	31/03/2026	Compliance with the Regulator's consumer standards for social landlords and a tailored capital programme	This approach to deliver is to be approved at Housing Stock Management Group on 18th November with a report to Council to set out resources needed by end Feb 2026.	Nov-25: Report re resources needed due to be presented to Council by end of Feb 2026.		75.00	
1.1c 105	Providing homes that meet the Decent Homes Standard	Produce a revised 30yr HRA business plan (post SCS)	ADH/ HSM	31/3/2026	Up to date business plan based on future capital spend	In house resource - AD Housing, Contract administrator and Finance	Nov-25: Savills presenting to Executive on 23rd June 2025, this data and finance modelling has been cross referenced and checked and fed into the Housing Management System to create a tailored capital programme and associated spend. This will be presented to Council Feb 2026 and work is continuing with Finance to complete programming.		70.00	
1.1d	Providing homes that meet the Decent Homes Standard	Decent Homes Standard 2 (DHS2) Consultation	ADH/HSM	30/09/2025	Compliance with the Consumer Standards, that our homes are safe and secure and free from hazards.	Officer and tenant time.	Nov-25: DHS2 announced July 2025, consultation ended on 10/09/2025. Tenant involvement/consultation completed as part of Council response.	Consultation response completed and submitted.	100.00	
1.1e	Providing homes that meet the Decent Homes Standard	Implementation of Decent Homes Standard 2 (DHS2)	ADH/HSM	TBC	Compliance with the Consumer Standards, that our homes are safe and secure and free from hazards.	Financial resources; potential additional/amended programmes to be added to 30yr Business Plan as likely to be enhanced from current standard.	Nov-25: Awaiting outcome of national consultation and release of further guidance.		0.00	

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
1.2a	Bolsover Homes Programme	Deliver 200 new homes	DDL	31/03/2028	Increased housing supply to meet local housing needs. Increased supply of high-quality affordable housing.	Officer time; identified sites; HRA funding;	Nov-25: Woburn House complete; Woburn Close in progress; Alder Close in progress; Mill Lane yet to commence; additional sites required to meet the original target. Target may be revised down during delivery of strategy.		40.00	
1.2b	Bolsover Homes Programme	Woburn House	DDL	31/07/2025	Increased housing supply to meet local housing needs. Increased supply of high-quality affordable housing.	Officer time; identified sites; HRA funding;	Nov-25: Stage 1 handover of 20 ILS July 25 - complete	Complete and new allocations now taking place.	100.00	
1.2c	Bolsover Homes Programme	Woburn Close	DDL	31/05/2026	Increased housing supply to meet local housing needs. Increased supply of high-quality affordable housing.	Officer time; identified sites; HRA funding;	Nov-25: Stage 1 handover of 8 bungalows, July 25. Stage 2 due for handover spring 26.		75.00	
1.2d	Bolsover Homes Programme	Alder Close	DDL	30/06/2026	Increased housing supply to meet local housing needs. Increased supply of high-quality affordable housing.	Officer time; identified sites; HRA funding;	Nov-25: Planning permission obtained Jan 25 and work commenced on site May 2025, expected handover March 26. 9 dwellings - 5 x 1 bed, 2 x 2 bed, 2 x 3 bed		75.00	
1.2e	Bolsover Homes Programme	Mill Lane	DDL	TBC	Increased housing supply to meet local housing needs. Increased supply of high-quality affordable housing.	Officer time; identified sites; HRA funding;	Nov-25: Pre Construction work is being undertaken and a revised plan to be submitted to Planning for approval shortly		10.00	
1.3a	Ensuring we meet the Regulator's revised Consumer Standards	Completion of initial Regulator Inspection May 2024	ADH	31/05/2024	Clear grading from RSH on current compliance	Staff time	Aug-24: Received C2 grading August 24.	Received C2 grading August 24.	100.00	
1.3b	Ensuring we meet the Regulator's revised Consumer Standards	Delivery of post-inspection Improvement Plan	ADH/ HSM	Ongoing	Compliance with the Regulator's consumer standards for social landlords.	Officer time, finance resource needed for data post	Nov-25: Improvement meetings progressing well and meetings are now quarterly. Housing Performance Manager in post as of August 2025. Constant review of standards and compliance ongoing.		75.00	

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
1.3c	Ensuring we meet the Regulator's revised Consumer Standards	Re-grade by Regulator for Social Housing	ADH	TBC	Maintenance of minimum grade C2 rating	Officer time, finance resource may be needed	Nov-25: To be explored April 2026		0.00	
1.4a	Increasing council stock through private developers	Work with planning to identify potential properties	ADH/ HSM	31/12/2029	Increased housing supply to meet local housing needs.	Officer time, financing of purchase	Nov-25: Officers are alert to the forthcoming developments and exploring options as they arise. Purchase of 12 s.106 properties at Boleappleton farm, Bolsover from Woodall Homes Ltd. (1bed affordable stock) approved Nov 25.		20.00	
1.5a	Tenant Engagement	Number of Perception TSMs above national average	ADH/HSDO	31/12/2029	Tracker indicator - aim for all to be above national average	Officer time, TSM survey and data management	Dec-24: All 12 measures above national average for 2023/24 return. Nov-25: All 12 measures above national average for 2024/25 return.		20.00	
1.5b	Tenant Engagement	Number of Perception TSMs above upper quartile	ADH/HSDO	31/12/2029	Tracker indicator - aim for all to be above national average	Officer time, TSM survey and data management	Dec-24: 10 out of 12 measures above upper quartile for 2023/24. Nov-25: 7 out of 12 measures above upper quartile for 2024/25.		20.00	
1.5c	Tenant Engagement	Number of Management TSMs meet/exceed local target	ADH/HSDO	31/12/2029	Tracker indicator - aim for all to meet/exceed local target	Officer time, TSM survey and data management	Dec-24: 8 out of 14 measures met or exceeded local target in 2023/24. Nov-25: 10 out of 14 measures met or exceeded local target in 2024/25.		20.00	
1.5d	Tenant Engagement	Complete refresh of Tenant Engagement Strategy (TES) following inspection	TEO/ HSDO	31/10/2024	Revised TES acknowledging identified areas for improvement.	Officer time.	Oct-24: Refresh of TES completed to reflect activity required in Improvement Plan. Approved by tenants at Housing Liaison Board in October 24.	Refresh complete and revised Action Plan being implemented.	100.00	

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1.5e	Tenant Engagement	Development of revised TES 2026-2029	TEO/ HSDO	30/09/2026	Revised TES acknowledging identified areas for improvement, alongside areas for ongoing delivery.	Officer time; tenant involvement in agreement of objectives	<u>Nov-25:</u> This may be impacted by devolution and Local Government Reorganisation. Initial discussions commenced Autumn 2025 with a view to engage tenants in draft proposals. Final version anticipated for April 2026 Housing Liaison Board.		10.00	
1.6a	Carbon reduction within council housing stock	Every property to have a minimum EPC Band C	DML	TBC	Improved energy efficiency of homes. Increased number of properties meeting EPC C rating in both Council and private housing stock.	Finance to deliver initial full stock survey to validate/revise existing data. Agreement of ongoing approach to stock surveys, to ensure quality of future energy performance data.	<u>Nov-25:</u> Data still under consideration with Savills following stock condition survey. 73.26% compliant following initial stock survey (3359 properties). Target deadline pending.		73.26	
1.6b	Carbon reduction within council housing stock	To consider most cost effective and energy efficient way of retrofitting existing stock, post stock condition survey	DML	31/12/2029	Improved energy efficiency of older properties, particularly those not meeting EPC band C.	Staff time; 30 yr Business Plan; HRA monies	<u>Nov-25:</u> To commence following approval of revised 30yr Business Plan.		0.00	
1.6c	Carbon reduction within council housing stock	Delivery of Warm Homes (wave 3) - Social Housing Fund	ADH/ HSDO/ DML/ CCO	31/03/2028	Improved energy efficiency of homes. Increased number of properties meeting EPC Band C rating in Council housing stock.	Warm Homes grant, BDC match funding, officer time, external contractors	<u>Nov-25:</u> Report to June 25 Executive to agree local approach to delivery. Procurement process in place and tenders being evaluated. Aim to award contract in Sept with view to start delivery by October. Report to Executive in November 25 to formally approve contractor to commence delivery. Properties identified for year 1 delivery.		5.00	
1.6d	Carbon reduction within council housing stock	Number of new builds built to future homes standard	DDL/DML	31/12/2029	Improved energy efficiency of homes. Increased number of properties meeting minimum EPC Band C rating in Council housing stock.	HRA funds; external government funding (where available to support build of new council stock)	<u>Nov-25:</u> To be explored further. All current build programme compliance with current building regs.		20.00	

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2.1a	The need for homes.	To monitor housing delivery in the district and take steps, if required, to meet the local housing need comprising: - Survey and complitation of housing data; - Completion of the Analysis of the Council's Five Year Housing Supply.	SDLPPSGH/PPPO	Annually (usually reported between Apr and Sept)	Meeting our District wide need for homes and having a future Five Year Housing Supply.	In-house resource - Planning Policy and Housing Strategy Team.	Jul-25 : The annual monitoring survey work of housing delivery was carried out in March / April 2025. This has informed the analysis of the Council's Five Year Housing Supply as at 1st April 2025 and this was reported to the Planning Committee on 9th July 2025. The five year supply position is identified as being 5.69 years' worth of supply.		20.00	
2.1b	The need for homes.	To bring forward the Growth Plans for Shirebrook and Creswell.	SDLPPSGH/PPPO	31/03/2026	Identifying potential for additional housing sites to come forward in Shirebrook and Creswell to help meet our need for homes.	In-house resource - Planning Policy and Housing Strategy Team.	Nov-25 : The target date for the Shirebrook Growth Plan to be reported to Planning Committee for approval has been extended to March 2026. The Creswell Growth Plan remains paused to allow important local infrastructure to be delivered.		50.00	
2.1c	The need for homes.	To take a leadership role to influence developers in bringing suitable sites forward.	SDLPPSGH/PPPO	Ongoing	Leading the identification and delivery of suitable housing sites to meet our need for homes.	In-house resource - Planning Policy and Housing Strategy Team.	Nov-25 : Call for Sites for housing carried out between May and October 2025 and sites now being assessed.		75.00	

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2.2a	Contributing towards affordable housing needs.	To build relationships with all appropriate Registered Providers (including Council / Dragonfly) to increase the supply, quality and range of affordable housing to meet local needs.	SDLPPSGH/PPPO	31/03/2026	Establishing sector's overall interest in delivering affordable housing in Bolsover District.	In-house resource - Planning Policy and Housing Strategy Team.	Nov-25 : 25 Registered Providers have been contacted to understand the issues they are currently facing and their approach regarding future delivery of AH.		20.00	
2.2b	Contributing towards affordable housing needs.	To develop a pipeline of affordable housing opportunities to promote to Registered Providers (including Council / Dragonfly).	SDLPPSGH/PPPO	31/03/2026	Meeting sector's overall interest in delivering affordable housing in Bolsover District.	In-house resource - Planning Policy and Housing Strategy Team.	Nov-25 : An analysis of the pipeline of affordable housing arising from planning consents for market housing has been completed to understand the potential supply of affordable housing arising from this source.		20.00	
2.3a	Needs of specific groups.	To consider and encourage the provision of housing needs for older and disabled people and monitor delivery of M4(2) and M4(3)(A) homes in the Local Planning Authority Monitoring Report.	SDLPPSGH/PPPO	Annually (usually reported between Apr and Sept)	Facilitating a greater choice of accommodation for older and disabled people to suit their changing needs.	In-house resource - Planning Policy and Housing Strategy Team.	Nov-25 : Monitoring of the delivery of the provision of housing under M4(2) & M4(3) is undertaken on an annual basis. Monitoring commenced from 1st April 2025 and information will be available on this aspect after 31st March 2026.		70.00	

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2.3b	Needs of specific groups.	To deliver a comprehensive review of Custom & Self-build (CSB) demand and supply position and implications of the Levelling Up and Regeneration Act 2023.	SDLPPSGH/PPPO	25/03/2025	Completing the comprehensive review.	In-house Planning Policy and Housing Strategy Team.	Oct-25: The review of CSB supply and demand in relation to October 2025 has been completed. The analysis identifies there is a shortfall in the supply of CSB sites within the district.	Complete	100.00	
2.3c	Needs of specific groups.	To take action to meet any shortfall in supply of Custom & Self-build plots.	SDLPPSGH/PPPO	Annually (usually reported in Oct)	Meeting our District wide need for Custom & Self-build plots.	In-house resource - Planning Policy and Housing Strategy Team.	Nov-25: An analysis is being undertaken to inform the Council's approach to CSB, particularly in relation to future supply of site to meet the demand identified through national legislation and policy.		50.00	
2.3d	Needs of specific groups.	To monitor delivery and supply of Gypsy and Traveller and Travelling Showpeople pitches in the district and take steps, if required, to meet the specific group needs.	SDLPPSGH/PPPO	Annually (usually reported between Apr and Sept)	Meeting our District wide need for Gypsy and Traveller and Travelling Showpeople pitches.	In-house resource - Planning Policy and Housing Strategy Team. External resource - studies identifying demand as necessary.	Nov-25: The annual monitoring survey work of Gypsy, Travellers and Travelling Showpersons site delivery was carried out in March / April 2025. The Five Year Supply position as at 1st April 2025 is identified as 5.00 years worth of supply.		20.00	

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2.4a	Supporting infrastructure for new homes.	To secure and monitor delivery of Planning Contributions via Section 106 Agreements for infrastructure associated with new development. Typically, education, health, recreation and highway improvements specifically linked to the development.	SDLPPSGH/PPPO	Quarterly Reports to the Planning Committee.	Ensuring delivery of Planning Contributions via Section 106 Agreements for infrastructure associated with new development in a timely manner alongside the build-out of the approved developments.	In-house resource - Planning Policy and Housing Strategy Team.	<u>Nov-25:</u> S106 Reports on infrastructure have been presented to the Planning Committee on: 24/03/2025, 11/06/2025, & 03/09/2025.		20.00	
2.5a	Long-term empty homes.	To encourage owners to bring empty homes back into use and deter owners from leaving them empty through the introduction of the Council Tax Long Term Empty Properties Premium.	SDLPPSGH/PPPO	24/12/2025	Introducing the Council Tax Long Term Empty Properties Premium.	In-house resource - Planning Policy and Housing Strategy Team & Council Tax Team.	<u>Nov-25:</u> The Council Tax Long Term Empty Homes Premium will be implemented from 1st April 2026 in accordance with the resolution of the Council on 4th December 2024.		95.00	
2.5b	Long-term empty homes.	To develop the Council's approach to Empty Properties, seeking opportunities to increase the number of properties being addressed and improving engagement on empty homes.	SDLPPSGH/PPPO	24/12/2025	Taking forward the recommendations of the Private Sector Housing Strategy and establishing procedures for taking action and an information pack for owners to bring about a reduction in the number of empty homes in the District.	In-house resource - Planning Policy and Housing Strategy Team & Council Tax Team.	<u>Nov-25:</u> We are undertaking a benchmarking exercise of other Council's work in this area.		10.00	
2.5c	Long-term empty homes.	To improving the existing housing stock by tackling at least 12 empty homes per annum.	SDLPPSGH/PPPO	Annually	Bringing back empty properties into use and reduce the number of empty homes in the District.	In-house resource - Planning Policy and Housing Strategy Team & Council Tax Team.	<u>Nov-25:</u> Eight empty homes cases investigated to date.		66.00	

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
3.1a	Reducing homelessness and rough sleeping	Delivery of the Derbyshire Homelessness and Rough Sleeping Strategy 2022-2027	HOM	31/12/2027	Improved whole system approach to homelessness within Derbyshire.	Staff time / grant funding for collaborative projects	<u>Nov-25:</u> Steering group in place / 47 actions have been RAG rated by DHOG members. Priorities for next 12 months established		60.00	
3.1b	Reducing homelessness and rough sleeping	Development and adoption of a revised Homeless and Rough Sleeping Strategy	HOM/ HSDO	31/12/2027	Future strategy 2027 onwards not discussed, with LGR on horizon, may no longer be a countywide approach	Staff time / grant funding for a commissioned strategy	<u>Nov-25:</u> Action not commenced as yet. Awaiting further guidance on LGR but current discussions remain countywide.		0.00	
3.1c	Reducing homelessness and rough sleeping	Derbyshire Homelessness Officers Group (DHOG)	HOM	Ongoing	Oversight of Strategy Post (Hosted by NEDDC), and steer on priorities of the Strategy.	Combined strategy budget with 9 LAs & public health	<u>Nov-25:</u> Actions RAG rated / steering group ran by Strategy post / also overseen by the Derbyshire Housing and Health Systems Group and in turn the Derbyshire Health and Wellbeing Board.		20.00	
3.1d	Reducing homelessness and rough sleeping	Derbyshire Homelessness Forum	HOM	Ongoing	Providing updates to our stakeholders relating to strategy.	Staff time	<u>Nov-25:</u> Homeless Forum held 11/06/2025 - to be held again in 6 months / regular updates provided quarterly on strategy to all local authority partners.		20.00	
3.1e	Reducing homelessness and rough sleeping	Street Support Derbyshire	HOM	Ongoing	Centralised point for homeless services for service users	Combined strategy budget with 9 LAs & public health	<u>Nov-25:</u> Website is live, Derbyshire homelessness charter published. Central point for searching for homeless services within Derbyshire. Future of this contract to be discussed through DHOG, will need to be funded outside of strategy budget going forward potentially.		75.00	
3.2a	Allocating housing to those most vulnerable	Embedding CIH Make a Stand pledge	ADH/ HSDO	Ongoing	Staff training programme; Member lead	Staff time, staff training budget	<u>Nov-25:</u> Member champion to be appointed May 2025. DA Housing Policy in place as of April 2025 and internal staff DA Policy in place as of September 2025. Next steps to be agreed.		100.00	

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3.2b	Allocating housing to those most vulnerable	Adoption of Housing Domestic Abuse (DA) policy	HSM/ HSDO	30/11/2025	Enhanced staff understanding of domestic abuse	Staff time	Sept-25: Housing DA Policy approved at Executive April 2025, Internal Staff DA policy to be presented to the Union and UECC summer 2025. Delivery of policies ongoing.	DA Policies now approved and operational in relation to Housing and BDC employees.	100.00	
3.2c	Allocating housing to those most vulnerable	DAHA Accreditation	ADH/ HSDO	Ongoing	Benchmarked response to domestic abuse in the District	Staff time/ potential post required / funding (£3000)	Nov-25: Member champion to be appointed May 2025. DA Policy and internal staff DA policy contribute to 25% completed. Next steps to be agreed.		25.00	
3.2d 114	Allocating housing to those most vulnerable	Refresh of Welfare Adaptations Policy	HAM/ L&ILM/ TEO	Summer 2025	Residents with additional or complex needs being able to access the required housing and support	Officer time	Sept-25: Policy revision in conjunction with tenants, Revised policy approved at Executive September 2025. Recommendations regarding improved communication is being implemented	Revised policy in place.	100.00	
3.3a	Support to Care Leavers	Derbyshire Care Leaver Offer	HOM	Ongoing	Derbyshire care leavers with additional or complex needs being able to access the required housing and support.	Officer time; consideration/ provision within relevant Council policies	Nov-25: Local Offer for Children in Care and Care Leavers in place, Derbyshire discussions with DCC about reviewing due to legislative changes (e.g. changes to the homeless code of guidance relating to those leaving care).		75.00	
3.4a	Support to Armed Forces personnel	Armed Forces Covenant	ADH	Ongoing	Residents with additional or complex needs being able to access the required housing and support.	Officer time; consideration/ provision within relevant Council policies	Nov-25: Member champion appointed May 2025. Bronze status achieved		20.00	
3.4b	Support to Armed Forces personnel	Achievement of Silver Status for Covenant	ADH	30/06/2026	Residents with additional or complex needs being able to access the required housing and support.	Officer time; consideration/ provision within relevant Council policies	Nov-25: Initial discussions taking place with local Forces contacts		20.00	

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3.5a	Bolsover Lifeline Services	Digitisation	L&ILM	31/01/2027	Residents with additional or complex needs being able to access the required housing and support. Residents living independently for longer.	Staff time; IT; additional finance; external procurement	Nov-25: Mobius VPN is now functional which has been a major hurdle. We are trialing 2 units to see if these will be used for the digital future and plan getting these out on District by July 2026 ahead of the digitilisation deadline.		25.00	
3.5b	Bolsover Lifeline Services	Growth of service	L&ILM	Ongoing	Residents with additional or complex needs being able to access the required housing and support. Residents living independently for longer.	Staff time; advertising resources; networking; Scheme Managers; Support officers	Nov-25: We are continuously looking at ways to grow the service. Leaflets have been dropped through doors of Opt Outs, Leaflets and Flyers have been placed in local places such as community notice boards, GP surgeries, shared with external partners. We continue to attend PLACE, Team Up and Ageing Well to get our brand out there.		20.00	
3.5c	Bolsover Lifeline Services	24/7 Warden Response/Urgent Falls Recovery Service	L&ILM	Ongoing	Residents with additional or complex needs being able to access the required housing and support. Residents living independently for longer.	Staff time; commissioned by NEDB Place Alliance Group	Nov-25: Falls service continues to exceed corporate targets. Number of Falls per month continues to hold steady each month. Falls prevention continues with individual fallers to prevent future falls however these are not always acheivable due to the nature of the persons health.		20.00	
3.5d	Bolsover Lifeline Services	Acheive Accreditation of Service	L&ILM	30/11/2025	Residents with additional or complex needs being able to access the required housing and support. Residents living independently for longer.	Staff time; additional finance (£3500); external verification	Nov-25: Deadline for Audit Improvments is November and we are working on action required to ensure that we are compliant to the TEC Quality Standards - Progress update in December should be final.		90.00	
3.6a	Working in partnership with Derbyshire County Council and health partners	All Age Strategy	HSDO/ SDLPPSGH	Ongoing	Residents with additional or complex needs being able to access the required housing and support. Residents living independently for longer.	Officer time; County and District level budgets	Nov-25: Ongoing delivery of DCC All Age Strategy across the County alongside partners. Current Strategy runs to 2035.		20.00	

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3.6b	Working in partnership with Derbyshire County Council and health partners	Extra Care provision	HSDO	Ongoing	Further delivery of Extra Care provision as determined by Housing Needs analysis and DCC. This would likely be in partnership with RPs/ private developers as part of larger mixed use developments.	Officer time; County and District level budgets; delivery via S106.	Nov-25: Regular contact with DCC colleagues. Occasional direct approach from providers - dealt with in conjunction with Planning Policy.		20.00	
3.7a	Supported Housing Innovation Programme (SHIP)	Development and adoption of Supported Housing Strategy (pending launch of statutory instrument)	HSDO	TBC	Residents with additional or complex needs being able to access the required housing and support.	Officer time; national guidance/ legislation; financial resource	Nov-25: National consultation response submitted May 25. Awaiting further national guidance. Supported housing needs assessment taking place accross Derbyshire, and results to be collated to form a hybrid Derbyshire/Bolsover strategy.		60.00	

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
4.1a	Disabled facilities grants and adaptations	Set up local service for BDC/NEDDC area following cessation of county design service.	SM (R&TS)	31/05/2025	Residents living independently for longer.	Recruitment to staff team and associated budgets	<u>Nov-25:</u> New design and contract management service created to replace old countywide design service. Both staff members are recruited. Progress made has been excellent so far.	Service designed and launched. Posts recruited to successfully. Approach being monitored by service leads in initial delivery period.	100.00	
4.2a	Private rented sector	Warm Homes: Local Grant - 3 year grant programme	ADH/ HSDO/ CCO	31/03/2028	Improved property condition across the private sector. Improved management standards across the private rented sector.	Staff time; external grant funds	<u>Nov-25:</u> Report to Executive June 2025 to approve delivery process. Initial meetings attended with MNZH and DESNZ. Procurement completed and contract awarded to Pheonix Gas. Nottingham Energy Partnership acting as Customer Jounery Support. Bolsover website updated and joint comms agreed. Target areas identified for community promotional events/mailshot. Households beginning to register interest so eligibility checks can be completed and property assessments can commence.		15.00	
4.2b	Private rented sector	Review Council Website and produce periodic communications bulletin on current issues/ upcoming changes	HSDO/ CCO/ SM (R&TS)	Ongoing	Increased number of properties meeting EPC Band C rating in both Council and private housing stock; Reduced number of properties with a category 1 hazard.	Staff time	<u>Nov-25:</u> CCO completed mini-review early 2025. Further changes completed for launch of Warm Homes programme Summer 2025. Env Health are conducting reviews of website content and have included some holding text, whilst waiting for Government Guidance and implementation schedule for new Renters Rights Act. Environmental Health team commenced review of service webpages October 2025.		20.00	

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4.2c	Private rented sector	Affordable Warmth Coordinator Post	SM (R&TS)	Ongoing	Increased number of properties meeting EPC C rating in both Council and private housing stock.	Staff time	<u>Nov-25:</u> This work is ongoing and the post enables provision of support, advice and signposting, to tenants and landlords. Advice can lead to ECO 4 funding or LL investment, thereby dealing with category 1 hazards and EPC ratings. Where appropriate, cases can be progressed for enforcement against landlords by the Env Health Department.		20.00	
4.2d 118	Private rented sector	Deliver a regular programme of Landlord Forums/Events in conjunction with DASH	HSDO	31/03/2029	Improved management standards across the private rented sector.	Staff time; small amount of marketing work (within existing budgets)	<u>Nov-25:</u> Event held Nov 24. Further event planned for 2025. Promotion of DASH/CB4YS sessions to mailing list. Aiming for a least an annual event, supplemented by online resources.		20.00	
4.3a	Private Sector stock condition	Renewal of Stock Condition Survey completed by Derby City Council	ADH/ HSDO	TBC	Improved property condition across the private sector. Increased number of properties meeting EPC C rating in both Council and private housing stock; Reduced number of properties with a category 1 hazard.	Staff time, potentially consultant support required.	<u>Nov-25:</u> Initial discussion at DSHOG. Agreement to approach EMCCA as to how this could fit with wider regional work.		0.00	
4.3b	Private Sector stock condition	Delivery of Private Sector Housing Strategy Delivery Plan	HSDO	31/05/2027	Improved property condition across the private sector.	Staff time; small amount of marketing work (within existing budgets)	<u>Nov-25:</u> Annual monitoring update submitted to Customer Service Scrutiny Committe in September 2025, delivery ongoing.		30.00	

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
4.4a	Private sector - Owner Occupiers	Warm Homes: Local Grant - 3 year grant programme	ADH/ HSDO/ CCO	31/03/2028	Improved property condition across the private sector.	Staff time; external grant funds	<u>Nov-25:</u> Report to Executive June 2025 to apporve delivery process. Initial meetings attended with MNZH and DESNZ. Procurement completed and contract awarded to Pheonix Gas. Nottingham Energy Partnership acting as Customer Jounery Support. Bolsover website updated and joint comms agreed. Target areas identified for community promotional events/mailshot. Households beginning to register interest so eligibility checks can be completed and property assessments can commence.		15.00	
4.4b	Private sector - Owner Occupiers	Review Council Website and produce periodic communications bulletin on current issues/ upcoming changes	HSDO/ CCO/ SM (R&TS)	Ongoing	Increased number of properties meeting EPC C rating in both Council and private housing stock; Reduced number of properties with a category 1 hazard.	Staff time	<u>Nov-25:</u> CCO completed mini-review early 2025. Further changes completed for launch of Warm Homes programme Summer 2025. Further review pending to coincide with Governent guidance and implementations schedule of Renter Rights Act. Environmental Health team commenced review of service webpages October 2025.		20.00	
4.4c	Private sector - Owner Occupiers	Affordable Warmth Coordinator Post	SM (R&TS)	Ongoing	Increased number of properties meeting EPC C rating in both Council and private housing stock.	Staff time	<u>Nov-25:</u> This work is ongoing and the post enables provision of support,advice and signposting, to bring about improvements to properties and increase EPC ratings.		20.00	

Code	Key Action	Sub-Action	Lead Officer(s)	Target Date	Expected Outcome	Resources	Progress Update	Actual Outturn	% complete	Status
4.5	Local Area Retrofit	Joint lead for EMCCA area Retrofit Assessment culminating in co-production of Local Retrofit Strategy	CCO/ HSDO	Oct-25	Increased number of properties meeting EPC C rating in both Council and private housing stock. Improved property condition across the private sector.	Staff time; external grant funds for local area assessment project by MCS Foundation.	3 workshops held in early 2025 led by MCS Foundation following successful joint bid with Nottinghamshire County Council for a pilot local area retrofit assessment. The joint workshops analysed the local picture in terms of data, capability to deliver and potential governance for future delivery. An EMCCA level Local Retrofit Strategy has now been endorsed and adopted which will shape future regional delivery to improve housing stock to modern living standards.	Strategy endorsed and adopted.	100.00	

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 8th December 2025

Rent Collection Policy

Report of Victoria Dawson, Assistant Director Housing Management and Enforcement

Classification	This report is Public
Report By	Victoria Dawson, Assistant Director Housing Management and Enforcement , 01246 242231
Contact Officer	Pam Coogan – Housing Innovation and Rents Manager

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for the Customer Services Scrutiny Committee to consider and feedback on the updated Rent Collection Policy. Committees comments will be consider prior to Executive approval of the updated policy.

REPORT DETAILS

1. Background

- 1.1 Bolsover District Council owns and manages its housing stock consisting of 4900 properties as at November 2025.
- 1.2 All tenants of Bolsover District Council have signed a tenancy agreement, which sets out the rights and responsibilities of the tenant(s) and the Council. The tenancy agreement states that tenants, should pay their rent on a weekly basis and if they fail to do so and fall into arrears the Council can apply for Possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).
- 1.3 The Rent Collection Policy explains the Councils approach to prevention and collection of rent arrears. In summary the Council will take a firm but fair approach, ensuring that tenants have available financial expertise to resolve any difficulties. The Council will not tolerate tenants who are unwilling to pay debt nor receive help and legal action will be taken where necessary.
- 1.4 It clearly defines our commitment to equality and proportionality within the rent management processes. The Council in delivering this policy, will ensure that no individual is discriminated against on grounds of marital status, sex, disability, age, sexual orientation, racial discrimination, personal attributes, including religious beliefs or political opinions.

- 1.5 The Policy ensures compliance with the Pre Action Protocol for Possession Claims by Social Landlords.

2. Details of Proposal or Information

- 2.1 The current Policy is 3 years old and due for renewal. It has been reviewed and updated to reflect a number of changes and the updated policy is at Appendix 1 with amendments or additions shown by track changes.
- 2.2 We have renamed the old Rent Arrears Policy to Rent Collection Policy. We amended the layout of the policy to set out who is involved in rent collection and how we go about this in what we feel is a logical order for tenants to understand.
- 2.3 We have set out that a “contact” can take many forms e.g. letters, telephone calls, text messages, emails and visits and not just letters as we have historically sent.
- 2.4 We have changed the reference from ‘arrears’ to ‘debt’. This change of terminology is to ensure that tenants recognise that rent is a priority debt, and added information around Universal Credit as many tenants have now migrated to this benefit from Housing Benefit. We have also updated the staffing structure and job roles.
- 2.5 We have removed the Current and Former Tenant Arrears Recovery Procedures and accompanying flowcharts from the Policy. These are largely procedural guides for officers and the decision has been taken to remove these to ensure that they can be updated regularly to ensure that they are fit for purpose, reflect legislative changes and national trends, as well as developments in the rent income analytics software we use. These need to be updated more frequently than the Policy and this allows more flexibility around this. The Procedures will be updated and sit alongside the policy to ensure that all officers involved in rent collection, at different levels or stages, adopt the same fair but firm approach and takes account of the need to consider equality and proportionality when taking any action.
- 2.6 The Equality Act assessment and wording throughout the document has also been updated.

3. Reasons for Recommendation

- 3.1 It is considered good practice to have a policy which sets the Council approach to prevention and collection of rent, the updated policy reflects updated processes and aligns with current rent collection.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Councils approach to prevention and collection of rent and debt.

RECOMMENDATION(S)

1. That Scrutiny Members review the attached updated Policy documents and provide comments for consideration as part of the renewal process.

Approved by the Portfolio Holder - Cllr Smith, Portfolio Holder for Housing

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Details: There are no direct financial implications arising from this report. <div style="text-align: right;">On behalf of the Section 151 Officer</div>	
<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Details: As set out in the report. <div style="text-align: right;">On behalf of the Solicitor to the Council</div>	
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Details: There are no staffing implications arising from this report. <div style="text-align: right;">On behalf of the Head of Paid Service</div>	
<u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Details: An Equality Impact Assessment (EIA) is being undertaken and the policy aims to address equality and diversity issues to enable tenants to be make rental payments	
<u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. Details: N/A	

DECISION INFORMATION:

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

<p>income or expenditure to the Council above the following thresholds:</p> <p>Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p>Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>(a) <input type="checkbox"/> (b) <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input checked="" type="checkbox"/></p> <p>All <input type="checkbox"/></p>
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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 checked="" type="checkbox"/> </p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Housing Stock Management Group</p>
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Links to Council Ambition: Customers, Economy, Environment, Housing	
<p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none"> ○ Building more, good quality, affordable housing, and being a decent landlord 	

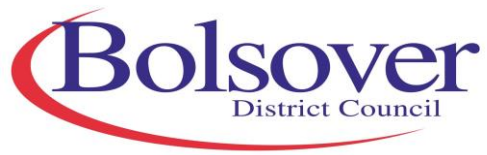
DOCUMENT INFORMATION:

Appendix No	Title

1	Rent Collection Policy 2025
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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).



Rent ~~Arrears~~Collection Policy

(January 2026)

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 Rent Arrears Policy

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Rent Arrears Policy
Current status – i.e. first draft, version 2 or final version	version 3 <u>2</u>
Policy author (post title only)	Housing Enforcement <u>Services</u> Manager
Location of policy (whilst in development)	S Drive
Relevant Cabinet Member (if applicable)	Sandra Peake <u>Portfolio Holder for Housing</u>
Equality Impact Assessment approval date	7 th November 2019 Version 2 – updated 21 st November 2022
Partnership involvement (if applicable)	N/A
Final policy approval route i.e. Cabinet/ Council	Cabinet
Date policy approved	
Date policy due for review (maximum three years)	
Date policy forwarded to Performance & Communications (to include on Extranet and Internet if applicable to the public)	

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17. Appendix 4 – Rent Arrears Recovery Flowchart	
18. Appendix 5 – Equality Act Assessment	
19. Appendix 6 – Former Tenant Arrears Recovery Procedure	
20. Appendix 7 – Former Tenant Arrears Recovery Flowchart	
21. Appendix 8 – Garage, Garage Plots and Parking Bay Arrears Recovery Procedure	
22. Appendix 9 – Garage, Garage Plots and Parking Bay Rent Arrears Recovery Flowchart	

1. Introduction

Bolsover District Council owns and manages its own housing stock consisting of around 4900 properties. ~~4,991 properties as at October 2022.~~

This policy outlines the approach that Bolsover District Council will follow in the prevention, collection, management and recovery of rent debt.

The day-to-day management and responsible officer for this policy and procedure is the Housing Services Manager who will ensure any updates to this policy and the associated procedure are circulated to staff. The Structure is set out at Appendix 1.

The Councils housing management is split into 5 parts:

- **Income Management Team** - administration of the collection of rent and former rent arrears. Also, the recovery of rent debt from the initial contact up to and including the service of the court warning.
- **Tenancy Management** – deal with all aspects of managing a tenancy, including, rent debt from when it is passed from the Income Management Team following service of court warning through to court action and finally eviction if necessary. Housing Assistants (Tenancy) officers support Tenancy Management Officers who deal with breaches of tenancy and anti-social behaviour, supported by the Anti-social Behaviour Team if necessary.
- **Housing Assistants Tenancy** – administration of garage rent debt up to and including eviction.
- **Housing Needs** - deal with updating and maintaining the housing register, allocation of properties and statutory duties regarding homelessness under the Housing Reduction Act.

The Income Management and Tenancy Management Teams are responsible for monitoring and taking enforcement action against tenants in debt.

2. Policy Aim

~~This policy explains the Council's approach when tenants accrue rent arrears or have tenancy arrears at the end of their tenancy. Bolsover District~~ In summary the Council will take a firm but fair approach, ensuring that tenants are supported and have available financial inclusion expertise to help in resolving any difficulties. The Council will not tolerate tenants who are unwilling to pay their rent debt arrears nor receive help and legal action will be taken where necessary.

To achieve the Policy Objectives Bolsover District Council will commit to managing rent debt following the principles below:

- Priority is to prevent rent debt from happening
- Prompt action and early intervention will be taken on any debt
- Fair and appropriate repayment agreements will be made

- Pre-action protocol will be followed
- Legal action will be taken where appropriate

3. **Equality Act Duty**

The Council has a statutory duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relations, as set out in Section 149(1) of the Equality Act 2010. Acting in accordance with this Policy will help to ensure that the collection of sums due is conducted in a consistent and objective manner that will reduce the risk of inadvertent discrimination against persons with protected characteristics. It will also ensure that debt collection and recovery is delivered in an equally accessible manner to all members of the community. In order to establish if a tenant requires additional support or help, officers will undertake regular assessments of the tenant's personal circumstances, known as an Equality Act assessment

The policy ~~It~~ clearly defines our commitment to equality and proportionality within the rent management processes. The Council in delivering this policy, will ensure that no individual is discriminated against on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. The policy aims to be:

- Sensitive to the needs of individuals
- Accountable
- Fair
- Efficient
- Responsive and flexible

Bolsover District Council recognises that it manages a wide, diverse customer base and is committed to providing equal access to services. We will endeavour to provide clear information, providing information in different formats or languages where requested and make reasonable adjustments if a customer requires additional support or help.

An Equality Impact Assessment will be undertaken to establish if a customer requires additional support in line with Pre-Action Protocol for Possession Claims for Social Landlords.

4. **Tenant's responsibilities**

The term tenant includes sole and any joint tenants. If two or more people have signed the Tenancy Agreement they are jointly and severally liable for the payment of rent. This means that each person is fully responsible for the payment rent and any rent debt.

All tenants of Bolsover District Council have signed a tenancy agreement, which is a legal contract. ~~The tenancy agreement which~~ sets out the rights and responsibilities of the tenant(s) and the Council. The tenancy agreement is a legally binding contract between the Council and the tenant(s). The tenancy

agreement states that tenants, should pay their rent on a weekly basis and if they fail to do so and fall into arrearsdebt the Council can apply for possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).

Rent charges may be changed from time to time and are reviewed each year in line with Government policy. Any such change takes place from the first Monday in April each year and the Council will give a minimum of 4 weeks' notice to tenants.

The Council also offers additional services which have to be paid for as part of the rent or additional service charges.

Tenants will be required to actively work with the Income Management Team and Tenancy Management Team to resolve their arrears-rent debt situation and whilst eviction will be the action of last resort, if tenants fail to take steps to deal with their rent arrearsdebts, possession proceedings will be issued as appropriate.

It is the tenant's responsibility to ensure rent is paid even if the tenant claims Housing Benefit or Universal Credit. It is the tenants responsibility to ensure that all necessary claims are in payment and provide all information required to make sure the claims are in payment.

5. Prevention

Prevention is key to rent debt arrears control and the Council will prioritise prevention to ensure that tenancies are successful and sustainable~~endeavour to advise tenants as soon as arrears accrue.~~ Rent debt is ~~Arrears are~~ not only financially damaging to an individual they can be socially damaging too as they risk losing their home. The Council aims to maximise income through offering advice and support at the earliest opportunity to prevent rent debt arrears increasing.

The Council aims to prevent rent arrears-debt by promoting a 'rent first' culture where rent payment is seen as a priority by staff and tenants. ~~culture w~~Where payment is encouraged, help is provided to maximise tenants income and to ensure tenants are aware of and use the free financial advice at all stages of their tenancy. This includes referring to the Citizens Advice Bureau, Derbyshire Unemployed Workers or other agencies who offer free financial advice.

In order to prevent arrearsrent debt, the Council recognises that it must tackle the underlying causal factors. Some of the most common reasons for rent arrears-debt are listed below:

- Housing Benefit or Universal Credit issues
- Loss of income due to change in personal circumstances
- Low income
- Multiple debts and competing priorities
- Difficulty managing finances
- Missed rent increases

- Vulnerability/disabilities

6. Payment Methods

The Council aims to ensure that tenants are able to pay their rent as easily as possible, in a way that suits them and their lifestyle. The Council does this by providing a range of payment options allowing more traditional ways of paying as well as embracing payments by way of new technology. These options include:

- Direct Debit
- Online
- Automated telephone line and over the telephone with a member of staff
- Using a kiosk at a Contact Centre
- Standing Orders

7. Early intervention

The Income Management Team monitor all accounts on a weekly basis and will endeavour to contact tenants in debt within 7 days of a payment being late to try and find out the reason for the debt, provide advice and agree a plan moving forward. Contact can include letters, telephone calls, text messages, emails and visits.

~~Accounts are monitored on a weekly basis and the Income Management Team will initially contact tenants to find out the reason for the arrears, provide advice and agree a plan moving forward. An arrears letter is usually sent to all those who have missed their first two weeks payment. This letter also advises of where additional help or advice can be sought.~~

Ensuring that tenants are kept informed of their rent account is important and rent statements are included with all rent debt arrears letters and are sent by post annually showing a full year's transactions. Statements will be provided more frequently if they are requested and will assist tenants in making regular payments. All officers will have access to the last 12 weeks transactions on their mobile devices when visiting tenant's homes.

~~The Council works to ensure that claims for benefits are processed as quickly as possible. All Tenancy Management Officers have the means to photograph and scan documents required to process claims. These images can then be emailed to the benefit department who will process the claim.~~

In some instances it will not be possible to prevent arrearsrent debt. However, early intervention helps to identify problems quickly so that people can be referred to organisations that are able to help. Rent arrears-debt will not be allowed to build up without intervention from the housing management team. They will follow a staged and escalated arrears procedure ~~as detailed in Appendix 4 attached to this policy~~. This procedure can be suspended by a tenant choosing to pay rent and agreeing a repayment plan.

Prior to any formal action being taken, the Income Management Assistant will make contact with tenants by letter, telephone, text messaging and home visits. They will try to agree affordable repayment plans with tenants and offer advice throughout. Payment plans will usually be an agreement to pay the rent plus a further amount towards the ~~arrears~~debt. This payment will be expected each and every week. However, officers may agree for the payments to be calculated so that they can be made less frequently, for example each month where this assists tenants to manage their finances more effectively.

8. Effective contact

Direct contact with tenants will help officers to gauge what type of support or help can be provided and to ensure tenant's information and personal details are kept up to date. An assessment of the tenant's needs will be undertaken at appropriate times but full engagement by the tenant is required for this to be meaningful.

Where the Council know English is not the tenant's first language, where necessary, we will provide all written information translated into the tenant's chosen language and conduct interviews through appropriate translators.

Where the Council is aware of disabilities or other vulnerabilities, appropriate measures can be put in place to enable effective communication. For example where someone is deaf someone who can sign will be provided, larger font letters can be sent and additional home visits can be arranged.

9. Clear and accurate record keeping

The Tenancy Management Team and Income Management Team will keep electronic records of all the contact and action they take in respect of tenant's rent accounts on a computer programme, diary system. Each and every contact will be recorded on this system and tenant's details updated as appropriate. Details such as who lives at the property, the household income and expenditure, repairs, and equality act issues will be recorded as well as any details of repayment plans. Decisions which are made by an officer will also be recorded on the same system.

10. Enforcement

~~Enforcement will only be taken when there has~~ ~~It is only when there has~~ been little or no engagement, or a lack of, or no payment.

~~The first formal step in the legal process is the issuing of a statutory notice, a , will a formal notice be served. This is called a~~ Notice of Seeking Possession (NOSP). ~~This is a statutory notice and the first step in formal action being taken. The detailed process following service of the notice is set out in Appendix 4.~~ This process incorporates the legal duty to follow the rent ~~arrears~~debt pre-action protocol which is a specific procedure before issuing court proceedings.

The Council may decide to include in legal proceedings, other matters affecting a tenant's tenancy, for example, other breaches of tenancy agreement, the most

common being anti-social behaviour. These other matters do not necessarily have to be included in the relevant notice served on the tenant, but the Tenancy Management Team will make the tenant aware prior to any hearing taking place.

If repayment agreements are made and are complied with and sustained, the account will be monitored and there would be no requirement to progress to Court.

Where the debt continues to increase following the service of a NOSP the Council can make an application for a possession claim to be heard at the County Court after 28 days.

The Court outcomes include:

Adjournment Fixed Period: The hearing adjourned for further information/enquiries and will be relisted for a further date.

Adjournment on Terms: The case is adjourned on terms of rent payable plus an agreed sum towards the debt if a customer has significantly reduced the debt prior to the hearing. The tenant does not lose security of tenure on an Adjournment. The granting of costs would be at the discretion of the Court.

Suspended Possession Order: Possession of the property will be suspended on terms of payment of current rent plus an agreed sum towards the debt. If payments are not made, a warrant for possession can be applied for after the suspension period (usually 14 or 28 days).

Outright Possession Order: Possession awarded by the Court on cases where the Council has demonstrated persistent non-payment or co-operation. Possession is usually given within 14-28 days. Once this period has passed, a warrant for

End of Tenancy

At the end of a tenancy, tenants are referred to as Former Tenants and the rent account will be either clear, in credit or in arrears. If the account is in arrears the Council will following the Former Tenants procedure, below and will continue efforts to collect the outstanding debt. Procedures can include referral to a Debt Collection Agency.

11. Former Tenants Arrears

Former Tenants are tenants who no longer live in the property allocated to them either because:

- 1 they have terminated the tenancy by giving 28 days' notice or
- 2 they have left the property without giving notice, i.e. abandoned the property or
- 3 they have been evicted from the property.

All tenants, when terminating their tenancy, are advised in writing of all rent due up to the termination date and will be advised of the implications involved if rent arrears are not paid in full. ~~Recovery action will commence when the status of the tenancy changes to former tenant.~~

Legal action to recover the arrears will be considered in cases where an assessment of the former tenant's financial circumstances, indicate that such action would be appropriate.

Where the arrears are in respect of a deceased tenant action will be limited to contacting the next of kin or executor to claim against the estate.

Where a debt is uneconomic to pursue or there is no prospect of recovery, the debt will be written off.

12. Garage, Garage Plot and Parking Bay ~~Arrears~~Debt

Garage, garage plot and parking bay rent accounts that are in ~~arrears-debt~~ are monitored by the Housing Assistant –Tenancy. As with ~~tenancy-arrearsrent debt~~ collection, early intervention is made and contact is made ~~letters are sent~~ when the account is in ~~arrears-debt~~ for 2 weeks. Should the tenant fail to clear the ~~arrears-debt~~ despite having been notified, a 'Notice To Quit' on the garage will be served.

If the account is not cleared at the expiry of the Notice To Quit, for council owned garages the locks may be changed on the garage and the tenant may be charged for this along with any costs for clearing the garage.

For garage plots the tenant may be charged for the demolition and clearance of the site.

For parking bays the former tenant may be charged for replacing the barrier keys.

13. Confidentiality and Data Protection

The Data Protection Act 2018 regulates the processing of information relating to individuals which includes the obtaining, holding, using or disclosing of said information. The Council will treat all information provided in confidence and in accordance with the Data Protection Act 2018. Necessary information will be used and shared for managing the customer's tenancy and to deliver services. These include, but are not restricted, to the DWP, Probation Services, Police, Social Services, and companies providing services on behalf of the Council.

All office interviews will be carried out privately. The information held by the Council about a tenant's rent account will not be disclosed unless with the tenant's permission and/or in accordance with the relevant legislation. Tenant's information is used to manage their rent accounts, payments, ~~arrears~~ and provide relevant debt advice. It is also used to ensure tenancy conditions are complied with such as dealing with tenancy breaches, anti-social behaviour or fraud.

14. Equality Act duties

~~The Council has a statutory duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relations, as set out in Section 149(1) of the Equality Act 2010. Acting in accordance with this Policy will help to ensure that~~

~~the collection of sums due is conducted in a consistent and objective manner that will reduce the risk of inadvertent discrimination against persons with protected characteristics. It will also ensure that debt collection and recovery is delivered in an equally accessible manner to all members of the community. In order to establish if a tenant requires additional support or help, officers will undertake regular assessments of the tenant's personal circumstances, known as an Equality Act assessment, a copy of the form used can be found at Appendix 5.~~

Appendix 1 – Tenancy Management



Bolsover

Clowne

Shirebrook

South Normanton

Rents Administration

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Tenancy Management Officer
Housing Assistant (Tenancy)
Income Management Assistant
Housing Allocations Manager
Needs Officer
Housing Allocations Assistant (~~Needs~~)

Tenancy Management Officer
Housing Assistant (Tenancy)
Income Management Assistant
Housing ~~Needs Officer~~ Allocations Manager
Housing Allocations Assistant (~~Needs~~)

Tenancy Management Officer
Housing Assistant (Tenancy)
Income Management Assistant
Housing Allocations Manager ~~Needs Officer~~
Housing Allocations Assistant (~~Needs~~)

Tenancy Management Officer
Housing Assistant (Tenancy)
Income Management Assistant
Housing Needs Officer
Housing Assistant

~~-Housing Innovation and Rents Manager~~
Housing Management and Rent Officer
Housing Management and Rent Assistant

~~Housing Innovation and Rents Manager~~

~~Income Management Assistant~~

~~Income Management Assistant~~

~~Income Management Assistant~~

~~Income Management Assistant~~

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee 8th December 2025

Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures – Post-Scrutiny Monitoring (Interim Report)

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	The Scrutiny Officer – Coby Bunyan

PURPOSE/SUMMARY OF REPORT

- To present the Interim Report assessing progress against the recommendations to date for the Review of Security Arrangements at The Arc: Policies, Protocols and Procedures
-

REPORT DETAILS

1. Background

- 1.1 The Customer Services Scrutiny Committee and Local Growth Scrutiny Committees agreed to undertake a joint review of security arrangements at The Arc, focussing on the policies, protocols and procedures in place and to examine how security for staff, public and Members can be improved as part of the 2024-25 Work Programme.
- 1.2 This review was initiated in response to growing concerns about the security of The Arc, its vulnerability to incidents of anti-social behaviour and potential critical risks that could threaten the safety of staff, Elected Members and the public.
- 1.3 With a focus on improving the safety, resilience and preparedness of The Arc, this review aimed to identify existing weaknesses, explore legislative compliance and make recommendations that will ensure the building remains a safe environment for all users.

2. Details of Proposal or Information

- 2.1 The Joint Committee have put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc.
- 2.2 This report acknowledges progress to date by Officers implementing the recommendations.

2.3 To date **Five** out eleven recommendations have been achieved, **Six** are on track and will hopefully be completed within the original target date and **Zero** have been extended.

2.4 The five targets achieved are CSSC23-24 2.1, CSSC/LGSC 24-25 2.3, CSSC/LGSC 24-25 2.6, CSSC/LGSC 24-25 2.7 and CSSC/LGSC 24-25 2.8. The remaining six targets are currently on track.

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 Clive Moesby, Portfolio Holder for Resources

IMPLICATIONS:

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<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Details: There are no immediate financial implications arising directly from the recommendations of this report. However, several recommendations suggest that the Council may need to consider future investment. As such, it should be noted that potential funding may be required at a later stage, depending on how the recommendations are implemented—particularly recommendations 2.5, 2.6, 2.7, and 2.10, as outlined in the attached report within the appendices.	
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/amended these powers.	
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 from this report, however it should be noted that several recommendations in the attached report including 2.10 and 2.11 have implications regarding staff training.	
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: N/A	
<u>Environment</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Details: N/A	

DECISION INFORMATION:

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

District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:	All <input type="checkbox"/>
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Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i> If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i> Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
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Links to Council Ambition: Customers, Economy, Environment, Housing
The review supports the Corporate Ambition of 'Customers'.

DOCUMENT INFORMATION:

Appendix No	Title
1	Appendix 1 - Executive Response to Review of Security Arrangements at The Arc: Policies, Protocols and Procedures
2	Appendix 2 - Post Scrutiny Monitoring Report - Review of Security Arrangements at The Arc: Policies, Protocols and Procedures

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>

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW			
Title of Review:	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures		
Timescale of Review:	July 2024 – May 2025	Post-Monitoring Period:	18 months commencing July 2025. Interim report December-February 2026.
Date agreed by Scrutiny:	July 2025	Date agreed by Executive:	July 2025

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC23-24 2.1 146	That the Council introduce a clear security responsibility framework: appoint a senior officer responsible for security at The Arc, tasked with overseeing the development, implementation and regular updates of security policies; assign a portfolio holder from the Cabinet to be responsible for security, as part of their remit.	To establish clear accountability and responsibility for a key area of the Council's functionality.	Dec 2025 (6 months)	Assistant Director of Streetscene, Community Safety and Enforcement (AD for SSCS&E)	Staff resources	The AD for SSCS&E has agreed to assume this responsibility. The Joint Committee, relevant portfolio holders and several senior officers held a meeting on 28 th April to discuss which executive portfolio would be most appropriate. The Joint Committee and Exec Members agreed on the Portfolio Holder for Resources.	Recommendation Approved.
CSSC/LGSC24-25 2.2	That the Council develops a comprehensive security policy for The Arc that addresses ASB, emergency situations and the safety of staff,	Improve security and safety arrangements at The Arc.	Dec 2026 (18 months)	AD for SSCS&E in collaboration with: Assistant Director of Health and Leisure;	Staff resources	This policy could include guidelines on managing potential security issues such as terrorist threats, riots and physical altercations and other security	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
147	Elected Members and customers.			Health and Safety Manager; Emergency Planning Officer; Facilities Management Team		<p>related policies and procedures all in one comprehensive document.</p> <p>The Health and Safety Manager is currently developing an Invacuation Procedure for The Arc.</p> <p>The Emergency Planning Officer is encouraging greater use of Resilience Direct.</p> <p>Other policies and reviews such as the Accommodation Review are being developed.</p> <p>This is starting foundation of an overarching comprehensive Security Policy.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC/LGSC24-25 2.3 148	That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc.	Ensure that individuals know their roles and responsibilities and how to respond in a security emergency.	Dec 2025 (6 months)	AD for SCS&E in collaboration with: Assistant Director of Health and Leisure; Health and Safety Manager; Emergency Planning Officer	Staff resources	This framework is currently being developed to an extent in the new Invacuation Procedure, as well as by the Emergency Planning Officer through promoting better use of Resilience Direct. This framework could be included in the comprehensive security policy detailed in recommendation 2.2 and developed further. The Council should define security roles within the staff and management team to ensure accountability during incidents. Implement a clear escalation pathway	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						for incidents, designating personnel responsible for communication with authorities.	
CSSC/LGSC24-25 2.4 149	That the Council ensure security procedures are regularly reviewed, updated and tested.	Improve overall security and safety at The Arc.	June 2026 (12 months)	AD for SCS&E in collaboration with: The Facilities Management Team; Health and Safety Manager; Emergency Planning Officer; Assistant Director of Health and Leisure	Staff resources	The AD for SCS&E agrees that the Council should establish a routine review process for security protocols, ensuring they remain relevant and effective, especially in light of developing legislation such as Martyn's Law. Reviews should test responses to various emergencies. The Senior Leadership Team (SLT) undertook security training and practice, simulating a security incident at	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
150						<p>The Arc in February 2025.</p> <p>It is essential these systems are regularly reviewed, updated and tested – this would require a collaborative multi-departmental effort involving SLT and managers.</p>	
CSSC/LGSC24-25 2.5	That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.	Improve safety and security at The Arc.	June 2026 (12 months)	<p>AD for SSCS&E in collaboration with:</p> <p>Director of Strategic Services;</p> <p>The Facilities Management Team;</p> <p>Assistant Director of Health and Leisure</p>	Financial funding / Staff resources	<p>As this would require specific funding and further research into a pragmatic plan that could be put together, the AD for SSCS&E in charge of CCTV will evaluate what steps need to be taken and decide on a plan to move forward.</p> <p>In March/April 2025, the Council installed a new AV system with cameras in the</p>	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
151						Council Chamber to record committee meetings. This addition, along with updates to governance procedures, provides an extra layer of security by monitoring meetings that may experience disruptions that could escalate to security incidents.	
CSSC/LGSC24-25 2.6	That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation.	To improve security at The Arc and ensure the safety of all staff by mitigating future crisis situations.	June 2026 (12 months)	AD for SSCS&E in collaboration with: Director of Strategic Services; Chief Executive Officer	Financial Funding	The AD will be considering methods of perimeter security. Further professional advice is provided on Protect UK. The Chief Executive has also emphasised the importance of not allowing cars to park directly in front of the building entrance	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						and noted that this issue should be taken into consideration.	
CSSC/LGSC24-25 2.7 152	That the Council addresses security arrangements for committee meetings held at The Arc.	By setting clear guidelines for respectful conduct, the Council can maintain a safe, orderly and productive environment for all participants.	Dec 2025 (6 months)	AD for SSCS&E in collaboration with: Governance and Civic Manager	Financial funding / Staff resources	The Governance Manager procured a new AV system for the Council Chamber which will help monitor incidents (installed March 2025); Governance has also purchased a rope barrier (with code of conduct signs attached) to separate the public gallery from Elected Members. Each chair in the gallery now has a laminated code of conduct card to remind the public of respectful behaviour during meetings. Further suggestions from Members include:	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
153						<p>asking the public to sign an 'I agree...' statement before being admitted to Council meetings; including the code of conduct signs on the TV screens in the Chamber or on a big/clear notice board; training for Chairs on how to handle threatening situations in meetings.</p> <p>These arrangements aim to maintain a safe, respectful and orderly environment for statutory committee meetings, supporting democratic continuity and safety for Elected Members and staff.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC/LGSC24-25 2.8 154	That the Council conduct a security audit with a Counter Terrorism Security Advisor.	Improve security at The Arc. Ensure the safety of all staff by mitigating future crisis situations.	Achieved	AD for SCS&E in collaboration with: Scrutiny Officer	Staff resources	<p>The AD for SCS&E arranged for a CTSA to attend The Arc during February 2025.</p> <p>The Council has now engaged a counter-terrorism security expert to identify potential vulnerabilities at The Arc.</p> <p>The SLT received training with the CTSA on security protocols at The Arc, including a simulated security incident and response.</p> <p>The AD for SCS&E received sensitive verbal feedback from the CTSA that will not be detailed in this report for security reasons.</p>	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC/LGSC24-25 2.9 155	That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes.	Enhanced Staff Preparedness and Confidence Improved Emergency Response Efficiency Increased Safety for Staff and the Public	June 2026 (12 months)	Health and Safety Manager in collaboration with: Emergency Planning Officer, The Facilities Management Team, Assistant Director of Health and Leisure, AD for SSCS&E	Staff Resources	Staff should be trained in evacuation procedures for bomb threats and terrorism. Drills should be conducted to ensure preparedness and procedures should cover all potential emergency scenarios, including lockdowns and attacks. SLT have received training on Resilience Direct and drill training on handling a critical situation (Feb 2025). The invacuation procedure is currently being developed. All staff have received Terrorist Response Training as well as	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Run, Hide, Tell Training during 2024.	
CSSC/LGSC24-25 2.10 156	That the Council provide staff training for conflict management and emergency situations (particularly operational staff and front-of-house staff) and continue to regularly provide training on security related issues to staff and Elected Members.	Improved Staff Preparedness. Enhanced Workplace Safety. Reduced Risk of Escalation. Increased Response Efficiency. A safer, more efficient workplace.	June 2026 (12 months)	AD for SSCS&E in Collaboration with: Emergency Planning Officer, Employee Engagement Officer	Financial funding / Staff resources	The Council should provide mandatory and regular training for essential staff on conflict de-escalation, emergency evacuation and effective use of panic alarms. This is advised and supported by the Emergency Planning Officer. This will lead to a safer, more efficient workplace where staff are fully trained to handle emergencies and conflicts, reducing risk and promoting a secure environment for both staff and the public.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
157						<p>SLT have received training on Resilience Direct and drill training on handling a critical situation (Feb 2025).</p> <p>Members received a Security Briefing and Counter Terrorism training from the Derbyshire Constabulary in March 2025.</p>	
CSSC/LGSC24-25 2.11	That the Council review and update Panic Button procedures and provide SIA training for appropriate members of staff (such as the Leisure Duty Managers and the Enforcement Officers).	Ensure The Arc will always have a trained member of staff on-site to safely remove any member of the public who may be causing a physical or verbal disturbance – key to 2.3.	June 2026 (12 months)	AD for SSCS&E in collaboration with: Director of Health and Leisure	Funding / Staff Resources	This was suggested by the AD for SSCS&E as a more efficient and less expensive alternative to an on-site security guard team. The Assistant Director of Leisure, Health and Wellbeing agrees this training would be beneficial and supports this decision.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Evaluate the current panic button system and provide Leisure Managers with formal training in handling security incidents.	

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW					
Title of Review:	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures				
Timescale of Review:	July 2024 – May 2025		Post-Monitoring Period:	18 months commencing July 2025. Interim report December-February 2026.	
Date agreed by Scrutiny:	July 2025		Date agreed by Executive:	July 2025	
Total No. of Recommendations and Sub Recommendations	Achieved	5	On track	6	Extended 0
	Achieved (Behind target)	0	Overdue	0	Alert 0
<u>Key Achievements:</u> <ul style="list-style-type: none"> • Work is underway to finalise security procedures in conjunction with colleagues from different departments of BDC. • Community Safety is taking a lead on the security arrangements to align to key priorities and obtain partnership support where required. • Discussions with key agencies have taken place to inform policies and procedures. 					
<u>Reasons for non-implementation of Recommendations:</u> <ul style="list-style-type: none"> • . None to note 					

[illegible]

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	addresses ASB, emergency situations and the safety of staff, Elected Members and customers.						however due to the nature of the policy this is not to be documented publicly.
CSSC/LGS C24-25 2.3 161	That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc.	Ensure that individuals know their roles and responsibilities and how to respond in a security emergency.	Dec 2025 (6 months)		Achieved	Staff resources	<u>FIRST INTERIM REPORT</u> There has been an exercise taken place which has resulted in an action plan, not to be published based on its content however clear roles and responsibilities have been outlined as a result. This has resulted in a secondary piece of work taking place in relation to other security elements again, not to be made publicly available.
CSSC/LGS C24-25 2.4	That the Council ensure security procedures are regularly reviewed, updated and tested.	Improve overall security and safety at The Arc.	June 2026 (12 months)		On track	Staff resources	<u>FIRST INTERIM REPORT</u> Initial exercises carried out and will be on a regular basis in conjunction, risk management systems are in place and close liaison with business continuity/emergency planning colleagues

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
162 CSSC/LGS C24-25 2.5	That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.	Improve safety and security at The Arc.	June 2026 (12 months)		On track	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u> CCTV and overall security is being considered as part of this and other policies being created as a result. Detail on this will not be documented due to the nature however options are being appraised to improve CCTV systems at the Arc. Other locations have already had increased coverage since the start of this review.
CSSC/LGS C24-25 2.6	That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation.	To improve security at The Arc and ensure the safety of all staff by mitigating future crisis situations.	June 2026 (12 months)		Achieved	Financial Funding	<u>FIRST INTERIM REPORT</u> External advice has been sought on this matter, this can be classed as completed at this stage however the update will not contain safety critical information.
CSSC/LGS C24-25 2.7	That the Council addresses security arrangements for committee meetings held at The Arc.	By setting clear guidelines for respectful conduct, the Council can maintain a safe, orderly and productive	Dec 2025 (6 months)		Achieved	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u> Arrangements to set boundaries within the Council Chamber/Committee room are in place. Again, these are not to be documented

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
		environment for all participants.					however Governance and other service areas have implemented a selection of methods to address these arrangements.
CSSC/LGS C24-25 2.8 163	That the Council conduct a security audit with a Counter Terrorism Security Advisor.	Improve security at The Arc. Ensure the safety of all staff by mitigating future crisis situations.	Achieved	February 2025	Achieved	Officer time	<u>FIRST INTERIM REPORT</u> This Recommendation was achieved during the course of the review in Spring 2025. The Assistant Director for SSCS&E met with a CTA which influenced the direction of the outcomes of this review.
CSSC/LGS C24-25 2.9	That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes.	Enhanced Staff Preparedness and Confidence Improved Emergency Response Efficiency Increased Safety for Staff and the Public	June 2026 (12 months)		On track	Staff Resources	<u>FIRST INTERIM REPORT</u> Invacuation and emergency procedures in final stages and will be shared with members in due course.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC/LGS C24-25 2.10 164	That the Council provide staff training for conflict management and emergency situations (particularly operational staff and front-of-house staff) and continue to regularly provide training on security related issues to staff and Elected Members.	Improved Staff Preparedness. Enhanced Workplace Safety. Reduced Risk of Escalation. Increased Response Efficiency. A safer, more efficient workplace.	June 2026 (12 months)		On track	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u> A conflict management trainer course is schedule to take place in February 2026. This course has the capacity for six pupils. Directors and Senior Managers will be selected to undertake the training. With the intention that once trained in conflict management and how to deliver conflict management training, there role will be to train employees within their department in conflict management training.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC/LGS C24-25 2.11 165	That the Council review and update Panic Button procedures and provide SIA training for appropriate members of staff (such as the Leisure Duty Managers and the Enforcement Officers).	Ensure The Arc will always have a trained member of staff on-site to safely remove any member of the public who may be causing a physical or verbal disturbance – key to 2.3.	June 2026 (12 months)		On track	Funding / Staff Resources	<u>FIRST INTERIM REPORT</u> This is ongoing and being explored, pricing button

BOLSOVER DISTRICT COUNCIL

Meeting of Customer Services Scrutiny Committee on 8th December 2025

Customer Services Scrutiny Committee Work Programme 2025/26

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	Coby Bunyan - Scrutiny Officer

PURPOSE/SUMMARY OF REPORT

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

REPORT DETAILS

1. Background

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

2. Details of Proposal or Information

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

3. Reasons for Recommendation

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

4 Alternative Options and Reasons for Rejection

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

RECOMMENDATION(S)

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

IMPLICATIONS:

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

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation

Yes ☐

No ☒

Details:

None from this report.

Environment

Yes ☐

No ☒

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

Details:

None from this report.

DECISION INFORMATION:

☒ **Please indicate which threshold applies:**

Is the decision a Key Decision?

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

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

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

District Wards Significantly Affected:

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

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

Yes ☐

No ☒

(a) ☐

(b) ☐

(a) ☐

(b) ☐

All ☐

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

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

DOCUMENT INFORMATION:

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

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

Customer Services Scrutiny Committee

Work Programme 2025/26

Formal Items – Report Key

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

Date of Meeting	Items for Agenda		Lead Officer
16 June 2025 170	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 171	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
		• Rent Collection Policy – Proposed Amendments	Head of Service - Housing Management
		• 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

Agenda Item 11

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted