

The Arc
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To: Chair & Members of the Customer
Services Scrutiny Committee

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Monday, 09th March 2026

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, 23rd March, 2026 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



Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

Access for All statement

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

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

**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

**Monday, 23rd March, 2026 at 10:00 hours taking place in the Council Chamber, The Arc,
Clowne**

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
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 08th of December 2025.	5 - 12
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Programme 2026/27

PART B - INFORMAL

11. Review Work

Agenda Item 4

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 8th December 2025 at 10:00 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

Councillors Amanda Davis (Vice-Chair), Louise Fox, Jeanne Raspin and Rita Turner.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Kellie Bradford (Information and Engagement Manager), Pam Coogan (Housing Innovation and Rents Manager), Victoria Dawson (Assistant Director of Housing Management & Enforcement), Chris McKinney (Senior Devolution Lead for Planning Policy, Strategic Growth and Housing), Neil Oxby (Principal Planning Policy Officer), Jo Wilson (Housing Strategy and Development Officer), Coby Bunyan (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting, observing, were Councillors Mary Dooley (Portfolio Holder for Health and Wellbeing) and Cathy Jeffery (Junior Portfolio Holder for Health and Wellbeing).

CS31-25/26 APOLOGIES FOR ABSENCE

An apology for absence was received on behalf of Councillor Emma Stevenson.

CS32-25/26 URGENT ITEMS OF BUSINESS

The Scrutiny Officer informed the report attached to the supplementary document would be discussed as an item of business (CS36-25/26).

CS33-25/26 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS34-25/26 MINUTES

To a question on CS26-25/26, "*Where a stair lift was required in a block of flats this would only be considered following a feasibility and fire risk assessment*", the Assistant Director of Housing Management and Enforcement informed the Council would pursue alternate accommodation if possible before initiating such a request (to deliver value for money).

Moved by Councillor Jeanne Raspin and seconded by Councillor Rita Turner

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 29th September 2025 be approved as a true and correct record.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS35-25/26 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.

CS36-25/26 DATA PROTECTION POLICY 2025

The Information and Engagement Manager presented the supplementary report to the Committee.

The Council took the security and privacy of data seriously and was committed to being transparent in the collection and use of personal data to meet its data protection obligations.

The Data Protection Policy 2025 (the 'Policy') was attached at Appendix 1 and set out the Council's commitment to data protection and individual rights in relation to personal data and sensitive personal data.

It explained how the Council would hold and process personal information and explained individuals' rights in relation to their data.

The Policy applied to all employees, Members, contractors, apprentices, agency staff and unpaid volunteers and those on work experience. It covered all personal data collected and used on paper and electronically. It covered the Council's corporate databases, network, video and photographs, voice recordings, CCTV, Body Worn Video and mobile devices.

After review by the Committee, the Policy would be submitted to Executive for additional noting.

The meeting was briefly adjourned for Members to review the supplementary document.

The Information and Engagement Manager informed that with the Policy being a new document, there was a no track changes version for Members to compare.

It was noted the previous document was a joint policy with North East Derbyshire District Council. Since its commencement, data protection legislation had moved forward considerably (e.g. UK GDPR and Data Protection Act 2018). The Policy addressed this new legislation.

Members were informed the Chief Executive, Monitoring Officer and Information and Engagement Manager would be responsible for data protection at the Council and it was important the Council complied with UK legislation.

It was stated the Policy would prove robust containing many updates (including on the safety of children).

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The Committee felt it appropriate to cross reference the Policy with the 3 documents mentioned within it.

The Information and Engagement Manager stated the other documents referenced were close to their final draft and could be attached with the Policy at a future meeting.

Moved by Councillor Rita Turner and seconded by Councillor Louise Fox

RESOLVED that the item be deferred to a future meeting for the attachment of all relevant documents mentioned in the Data Protection Policy 2025.

CS37-25/26 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2025/26 - 1ST JULY 2025 TO 30TH SEPTEMBER 2025

The Customer Service, Standards and Complaints Manager 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 2 2025/26 (1st July 2025 to 30th September 2025).

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

Revenues had achieved 88% of incoming calls answered within 20 seconds for Quarter 2 2025/26 (target 70%).

Benefits had achieved 90% of incoming calls answered within 20 seconds for Quarter 2 2025/26 (target 80%).

In Quarter 2 2025/26, Revenues and Benefits had received 4,090 emails – all acknowledged within 1 working day.

For Quarter 2 2025/26, Contact Centres had achieved: 77% of incoming calls answered within 20 seconds (target 75%); abandoned 2% of incoming calls (target less than 3%); and the average waiting time was 31 seconds (target not exceeding 30 seconds).

In the same period, Contact Centres had acknowledged all 8,270 email enquiries received within 1 working day (meeting the target of 100%), with 99.9% of emails replied to within 8 working days (target was 100%).

Contact Centres had answered 99% of incoming Live Chats within 20 seconds for Quarter 2 2025/26 (target 90%), with 557 chats answered out of 562 in total. In Quarter 2 2025/26, all 4 Contact Centres and The Arc's Meet & Greet Reception Desk had received 7,300 visitors.

Face-to-face monitoring would take place week commencing 17th November 2025 to measure waiting times.

68 Compliments had been received during Quarter 2 2025/26, with Go! Active receiving 10 Customer Feedback Form Compliments within this time.

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10 Comments had been received with all acknowledged and passed to the respective department within the target time of 5 working days during Quarter 2 2025/26. Go! Active had received 22 Customer Feedback Form Comments within this time.

76 Stage 1 Complaints had been recorded in Quarter 2 2025/26, with 12 M.P. Enquiries received during the same period. 100% of Stage 1 Complaints and 100% M.P. Enquiries had been 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.

11 Stage 2 Complaints had been recorded in Quarter 2 2025/25. 100% of Stage 2 Complaints had been responded to within the Council's Customer Service Standard of 20 working days – the average response time for Stage 2 Complaints was 15 working days.

1 Local Government Ombudsman Complaint had been received for investigation during Quarter 2 2025/26 – no fault was found.

The report further detailed the service improvements made ("*The pedestrian gates will be locked at the same time as the main car park gate going forward*") was 1 of the examples provided to the Committee) following receipt of applicable Comments and Complaints.

To a question on reference nos. 7863, 7823 and 7833 within service improvements which all had the same improvement detailed, the Customer Service, Standards and Complaints Manager informed 7863 and 7823 were appropriate but would investigate 7833 and report back to the Committee.

A Member informed of a constituent who had submitted a Complaint – it had been handled swiftly but no attempt was made to inform the constituent the situation had been resolved (only an acknowledgment email had been received). It was asked if further contact could have been made to reassure the constituent that their issue had been swiftly and successfully resolved.

The Customer Service, Standards and Complaints Manager accepted the above and would review if a follow up call could have been possible / could be provided in future.

The Portfolio Holder for Health and Wellbeing informed some Members had attended a recent Housing Ombudsman Seminar held in Leeds with 200-300 other attendees – this seminar had highlighted how appropriate the Council worked on providing good service and how it sought to improve where possible.

It was recommended Members attend Clowne or any of the Contact Centres if given the time to see the excellent ongoing work being undertaken / achieved.

The Chair approved of the continuous improvements being made at the Council.

Moved by Councillor Jeanne Raspin and seconded by Councillor Louise Fox

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

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CS38-25/26 HOUSING STRATEGY - MONITORING UPDATE

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

The quality of people's homes was strongly related to economic prosperity and minimising the adverse effects of poor housing remained a major challenge.

Damp, mould, cold, and overcrowded conditions could lead to physical illness. There was also increasing evidence poor housing conditions could seriously affect people's mental health and sense of wellbeing.

The percentage of households who owned their own homes in the District 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.

The Housing Strategy 2024-2029 aimed to deliver the corporate priorities related to the Housing aim as set out in the Council's corporate plan.

The Strategy's 4 priorities (detailed in the attached Appendix 1) were:

- Priority 1: Providing Good Quality Housing;
- Priority 2: Enabling Housing Growth (the Senior Devolution Lead for Planning Policy, Strategic Growth and Housing and Principal Planning Policy Officer were in attendance to provide additional information to the Committee on this if required);
- Priority 3: Supporting Vulnerable and Disadvantaged People; and,
- Priority 4: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the District contributed towards better health outcomes for all.

Following approval of the Strategy in 2024, a range of activity had progressed.

The Strategy was delivered in partnership across Housing Management, Housing Options, Environmental Health, and Planning Policy.

Progress against each of the Strategy's 4 priorities were detailed in the attached Appendix 2.

Key achievements for Priority 1 included: completion of the Stock Condition Survey by Savills – 92.7% surveyed; refresh of the Tenant Engagement Strategy following the Consumer Standards inspection; completion of Woburn House, Blackwell; completion of phase 1 Woburn Close, Blackwell; and the commencement of Warm Homes: Social Housing Fund programme.

Key achievements for Priority 2 included: maintaining a 5-year housing supply (currently 5.69 years' worth); the review of Custom and Self-Build supply and demand in relation to October 2025 had been completed (the analysis identified there was a shortfall in the supply of CSB sites within the District); etc.

Key achievements for Priority 3 included: 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;

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development and adoption of the Housing Domestic Abuse Policy; etc.

Key achievements for Priority 4 included: 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; etc.

The immediate plans for future delivery of Priority 1 included: completion of the stock condition survey on outstanding properties and a roll-out of an ongoing approach to stock surveys; approval and implementation of a revised 30-year Housing Revenue Account Business Plan; completion of the build at Woburn Close, Blackwell; completion of the build at Alder Close, Shirebrook; etc.

The immediate plans for future delivery of Priority 2 included: approval of the Shirebrook Growth Plan; complete further analysis to inform the 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; and development of approach to enable the Council to address a minimum of 12 empty homes per annum.

The immediate plans for future delivery of Priority 3 included: achieve accreditation of Bolsover Lifeline Services; and development and implementation of a Supported Housing Strategy for the area.

The immediate plan for future delivery of Priority 4 was the successful delivery of year 1 Warm Homes: Local Grant programme.

A Member was always impressed at stakeholder engagement efforts made by the Council and thanked the officer for the report. Reservations were expressed on the use of the term "vulnerable" which could hold negative connotations (it could be seen as disempowering or have the Council unintentionally label someone as "weak"). It was asked if the Council could consider using an alternate descriptor / language.

Moved by Councillor Jeanne Raspin and seconded by Councillor Rita Turner
RESOLVED that Members review the attached Delivery Plan, progress made to date and plans for the immediate future.

CS39-25/26 RENT COLLECTION POLICY - PROPOSED AMENDMENTS

The Assistant Director of Housing Management & Enforcement presented the report to the Committee. The Housing Innovation and Rents Manager was also in attendance to answer any questions.

The Council owned and managed its housing stock (4,900 properties as of November 2025).

All Council tenants had signed a tenancy agreement, setting out their and the Council's rights and responsibilities.

The agreement stated that tenants should pay their rent on a weekly basis. The Council could apply for Possession as set out in Schedule 2 of the Housing Act 1985 (as may be

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amended from time to time) if tenants failed to pay their rent and fell into arrears.

The Rent Collection Policy (the 'Policy') explained the Council's approach to prevention and collection of rent arrears. In summary the Council would take a firm but fair approach, ensuring tenants had available financial expertise to resolve any difficulties.

The Council would not tolerate tenants who were unwilling to pay their debt nor receive help. Legal action would be taken where necessary.

The current Policy was 3 years old and due for renewal. It had been reviewed and updated to reflect changes. The updated policy was attached at Appendix 1 (amendments / additions were shown with track changes).

The report detailed the changes made to the Policy.

The Equality Act 2010's assessment and wording throughout the document had also been updated.

The Policy was aimed at Tenants and so the language and layout had been changed to reflect this. Information for officers had been removed (so if officer work procedures needed altering if required, the whole Policy would not need reviewing and delaying work by up to 6 months).

The Chair praised the good work achieved and stated it was appropriate to remove the officer information from the Policy (reviewing the Policy every time a slight procedure change was required was not a viable option).

Moved by Councillor Jeanne Raspin and seconded by Councillor Louise fox
RESOLVED that Scrutiny Members review the attached updated Policy documents and provide comments for consideration as part of the renewal process.

Councillor May Dooley, the Information and Engagement Manager, and Councillor Cathy Jeffery and the Customer Service, Standards and Complaints Manager left the meeting at 10:47 hours, 10:48 hours and 10:49 hours respectively.

CS40-25/26 JOINT REVIEW OF SECURITY ARRANGEMENTS AT THE ARC: POLICIES, PROTOCOLS AND PROCEDURES (FIRST INTERIM REPORT)

The Scrutiny Officer presented the Post-Scrutiny Monitoring (Interim Report) to the Committee.

The Committee, along with the Local Growth Scrutiny Committee, had agreed to undertake a joint review of security arrangements at The Arc, Clowne, focussing on the policies, protocols and procedures in place and to examine how security for staff, the public and Members could be improved as part of the Work Programme 2024/25.

The joint review had put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc, Clowne.

CUSTOMER SERVICES SCRUTINY COMMITTEE

To date: 5 out of 11 recommendations had been achieved; 6 were on track and would likely be completed within their original target date; and no recommendation target dates had been extended.

The 5 targets achieved were:

- that the Council introduce a clear security responsibility framework;
- that the Council ensured there were clear roles and responsibilities for security procedures and incident response at The Arc, Clowne;
- that the Council considered strengthening perimeter security for external physical threats such as vehicle mitigation;
- that the Council addressed security arrangements for committee meetings held at The Arc, Clowne; and,
- that the Council conducted a security audit with a Counter Terrorism Security Advisor.

The Executive's response to the Review of Security Arrangements at The Arc: Policies, Protocols and Procedures was attached at Appendix 1.

The Post Scrutiny Monitoring Report – Review of Security Arrangements at The Arc: Policies, Protocols and Procedures was attached at Appendix 2.

Moved by Councillor Louise Fox and seconded by Councillor Amanda Davis

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.

CS41-25/26 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2025/26

The Scrutiny Officer presented the Work Programme 2025/26 to the Committee.

Moved by Councillor Louise Fox and seconded by Councillor Rita Turner

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

The Chair thanked all those in attendance.

The formal part of the meeting concluded at 10:49 hours and Members then met as a working party to continue their review work.



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: 30th January 2026

Agenda Item 5

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

15 (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
Contract Award to enable the Bolsover Partnership to administer their 'Children and Young People' Project	Executive (this may be an Extra - ordinary Executive meeting in Feb or March)	Not before 5th Feb 2026	Report of the Portfolio Holder for Partnerships, Health & Wellbeing	Arron Johnson, Partnership and Strategy Manager	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Public
Pleasley Vale Business Park 16	Executive	Between 1st Nov 2025 and 1st 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.	Public
Options appraisal on the future delivery of HRA Stock Condition Surveys	Executive	Between 2 nd March 2026 and 13 th April 2026	Report of the Portfolio Holder for Housing	Victoria Dawson, Assistant Director of Housing Management and Enforcement	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Public
Management of Corporate Debt - Write Off of Outstanding Amounts	Executive	2nd March 2026	Report of the Portfolio Holder for Portfolio Holder - Resources	Theresa Fletcher, Service Director Finance & Section 151 Officer	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Public

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
Capital Works to incorporate Stock Condition Survey Results	Executive	Between 2 nd March and 13 th April 2026	Report of the Portfolio Holder for Housing	Catherine Platts, Managing Surveyor, Property Services	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public

**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 23rd March 2026

Compliments, Comments and Complaints Report 25/26 1st October 2025 to 31st December 2025

Report of the Portfolio Holder for Health and Wellbeing

Classification	This report is Public
Contact Officer(s)	Alice Willoughby Customer Standards and Complaints Officer 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 October 2025 to 31st December 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 October 2025 to 31st December 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 Q3.

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

Benefits achieved **90%** for Q3.

E-mails

For this reporting period 1st October 2025 to 31st December 2025:

- **6155** 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 **81%** for quarter Q3.
(**16,022** calls answered).

Target 2 – less than 3% of calls abandoned.

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

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

Contact Centre achieved **26** 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 October 2025 to 31st December 2025:

- **6560** email enquiries (in Q3) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **99.7%** were replied to in full within 8 working days cumulatively for Q3.

Live Chat

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

Contact Centres achieved **87%** for Q3 and 533 chats were answered out of 548.

Face to Face

During Q3 there was a total of **6441** visitors to Contact Centres and the Meet & Greet Reception desk.

During Q3 second phase of Face to Face Monitoring was undertaken week commencing 17th November 2025 across all 4 Contact Centres and Meet & Greet (M&G) Reception service to measure customer waiting times.

A total of 572 customers visited the Contact Centres and M&G during this week. 100% of customers were all seen within 20 minutes, with an average waiting time of just 1.2 minutes.

2.2 Compliments, Comments and Complaints

Compliments

Appendix 2 (A) shows the number of compliments received for the period by department. In total **76** compliments were received during Q3 1st October to 31st December 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q3 – **2**

Comments

Appendix 2 (B) shows the number of comments received for the period Q3, **8** 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 Q3 - **10**

Complaints

Stage 1

Appendix 2 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **57** stage 1 complaints were recorded in Q3 and **12** M.P. enquiries during this same period.

100% stage 1 complaints and **92%** 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 4.5 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, **8** 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 10 working days.

Ombudsman

No Ombudsman (Local Government) complaints have been received during the Q3 period 1st October to 31st December 2025.

Service Improvements

The following service improvements have been identified in Q3 from Comments and Complaints :

Reference Number	Description	Improvement
8066	Councillor wanted to thank the Customer Service, Standards & Complaints Manager and the Complaints team for taking a resident's comments seriously.	Service requests will now be included in comment and complaint acknowledgements so a customer is aware the issue at hand is being dealt with as well as a complaint raised.

7951	Customer has complained how a warden handled an emergency situation.	The service improvements focus on strengthening communication, assessment quality, and team training. Wardens will use appropriate language, be more aware of body-language, give clearer and more accurate information, and carry out more thorough assessments, supported by additional 1-to-1 training and ongoing call reviews. The wider team will refresh their knowledge of hoist equipment, receive further training materials, and ensure Control Operators hold accurate, up-to-date information. The complaint will also be used as a learning tool to raise awareness and improve practice across the service.
7979	Customer has complained about the Gas Repairs Planner's manner when trying to rearrange a gas service appointment.	The Gas team are looking into changing the wording on the gas service letters regarding pre-pay meters .The Gas team have ensured their system stipulates whether a morning or afternoon appointment has been arranged, which notifies the Engineer.
7989	Customer has complained about the condition the Repair Contractors have left their property in.	The Repairs Apprentice and their mentor have received additional training to embed learning and prevent future issues, and the RVM will record the complaint on the RC's performance log so it can be monitored and ensure it does not happen again.
BDC765316517	Customer is not happy with the Officer that answered their call and said they slammed the phone down.	The Chief Executive advised they would ensure staff take care to accurately divert calls and ensure that staff who may be required to answer the phone are trained to do so.
8043	Customer is dissatisfied with the service received from Customer Advisors when trying to make a rent payment.	A request has been raised with the IT department to check whether they can add more than one tenant to the payment system.
7958	Customer remains dissatisfied with their stage 1 complaint regarding the Environmental Health Service gaining entry to one of their properties.	The Environmental Health Service will consider additional measures of delivering a Notice of Intended Entry (NOIE), such as an email copy, in the future as a safeguard.

8055	The customer was dissatisfied with the response provided by Chief Executive and feels the recent complaints made about the Officers conduct has left a poor impression of the Council.	Additional training to be given on the call transfer system and greater care proofreading for external communications.
BDC772847628	Customer is dissatisfied with the process for the assisted bin collection assessment.	Chased improvement raised in July 2025 to website concerning assisted bin collection. 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.

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:		
<p>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</p>		

cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes No

Details:

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

On behalf of the Solicitor to the Council

Staffing Yes No

Details:

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

On behalf of the Head of Paid Service

Equality and Diversity Impact and Consultation Yes No

Details:

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

On behalf of the Information, Engagement and Performance Manager

Environment Yes No

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

Details:

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

DECISION INFORMATION

Please indicate which threshold applies:

Is the decision a Key Decision?

Yes No

<p>A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p>Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p> <p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>All <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
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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 01/10/25 to 31/12/25

2.	<p>Compliments, Comments and Complaints:</p> <p>A. Compliments by department 01/10/25 to 31/12/25</p> <p>B. Comments by department 01/10/25 to 31/12/25</p> <p>C. M.P Enquiries 01/10/25 to 31/12/25</p> <p>D. Stage 1 complaints 01/10/25 to 31/12/25</p> <p>E. Stage 2 complaints by department 01/10/25 to 31/12/25</p>
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Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
None

APPENDIX 1 – Customer Service Standards Monitoring 01/10/25 to 31/12/25

Key Customer Service Standards - Performance Monitoring - 2025/26													
Period					E-mail Standards			Live Chat		Written Complaints			
	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails Contact Centres & Revenues	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days (Contact Centres)	No. of Live Chats answered Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		75%	70%	80%		100%	100%		90%		100%		100%
April to June	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%	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	16,022	81%	88%	90%	12,715	100%	99.7%	533	87%	57	100%	12	92%
Quarter 3 Cumulative	51,947	78%	85%	90%	37,781	100%	99.8%	1,670	92%	192	99%	34	97%
January to March													
Quarter 4 Cumulative	51,947	78%	85%	90%	37,781	100%	99.8%	1,670	92%	192	99%	34	97%

Appendix 2 (A) Compliments by Department 01/10/25 to 31/12/25

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

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Oct-25	1	Bolsover	The customer complimented the Customer Advisor for being polite and very helpful.	Customer Services	4
	1	Pinxton	The customer thanks the Customer Advisor and the Legal Assistant for taking an interest in their issue and assisting them.		
	1	Scarcliffe	The customer has been a resident in Bolsover District for about a year and wanted to say how lovely the Contact Centre staff are when they call or visit the Contact Centre.		
	1	Whitwell	Customer wanted to thank everyone concerned in responding to their bin problems. Their black and green bins were emptied this morning for which they and their neighbours are very grateful. They have said many times the Refuse Operatives are always good humoured and helpful.		
	2	Creswell	Customer has praised two of the Contractors Operatives who were exemplary. They have advised the workmanship was second to none, they were always ready by 8am and worked diligently all day.	Dragonfly	7
			Customer wanted to pass on a compliment for the Gas Engineer who had visited the property when they reported a smell of gas.		
	1	Doe Lea	Tenant would like to thank the Repairs Operative who attended their property for a few repairs, they went above and beyond, they were very knowledgeable, polite and the customer could not fault them.		
	1	Pinxton	The customer is so pleased with the Repair Operative, who was friendly and helpful, and the work they have completed.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer called to praise the Repair Operatives who fitted their radiators and were very polite and professional. The customer is very happy with the work; the place was left spotless and nothing was too much trouble.		
	2	Tibshelf	The customer was grateful for the work the 3 Repair Operatives and Plumber completed, they were very pleased that they took such good care of them and their dog and were truly understanding. The customer wanted to advise how pleasant, lovely and helpful the Repairs Operative was.		
	1	Clowne	The customer thanked the Technical Officer for getting in touch to see how things were going. They wanted to say thank you ever so much for all the trouble they have had to deal with.	Environmental Health	1
	1	Unknown	The customer wanted to thank the Governance and Civic Officer for their advice and quick responses, they could not have been more helpful.	Governance	1
	1	Barlborough	The customer would like to compliment the Housing Allocations Officer on what a lovely lady they are, very efficient, kind and very good at their job.		
	1	Bolsover	The customer would like to pass on that the 2 members of staff that attended to their neighbour's property were exceptional in dealing with the challenging situation and professional, one in particular was knowledgeable and had fantastic communication skills. They wanted to thank them for their efforts.	Housing	2
	1	Pinxton	The customer thanks the Customer Advisor and the Legal Assistant for taking an interest in their issue and assisting them.	Legal	1

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Out of Area - Dronfield	Customer wanted to compliment the Planner on their handling of a planning application. They feel the Planner has been highly responsive and proactive throughout, always willing to discuss and tackle problems with a positive attitude. They also wanted to thank the Principal Planner for a courtesy call received.	Planning	2
	1	Unknown	The customer has said the Planner has been very responsive throughout and shown a great willingness to work with them to solve problems which they appreciate.		
	1	Bolsover	Thanked a Senior Benefits Officer for their professionalism, helpfulness and understanding when informing them of their Council Tax Support claim.	Revenues	5
	1	Bramley Vale	The customer thanked the Officer and said they were very helpful and appreciated the help with the form.		
	1	Clowne	Customer wanted to thank Revenues for been helpful every time they called, in particularly a Revenues Officer who was very kind and helpful. They are definitely the right person to be in the job they are in.		
	2	Unknown	Customer took the opportunity to thank the officer for their professionalism and customer service.		
			Customer has thanked Revenues Officers for being kind, professional and promptly dealing with matters.		
	1	Bolsover	The customer requested that leaves were removed from the pavement and this was completed within 2 days. The customer is very happy with the service.	Street Scene	11

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Creswell	The customer wanted to say a warm thank you to the Refuse team for sorting out their issues they had with their bins being collected. They said everyone has been helpful and they are super grateful that the problem was rectified.		
	1	Glapwell	Customer would like to thank the Council for giving them a decent size dog waste bin after many attempts to get one opposite the Young Vanish in Glapwell.		
	2	Pinxton	The customer was very happy with the operative that came and swept the road, they said they did a brilliant job.		
			The customer would like to say thank you to the team for cutting the tree down, they are very grateful and have done an excellent job. They have cleared the area to a high standard.		
	1	Pleasley	Customer was very impressed with how quick the fly tipping they reported got removed and would like to thank the team.		
	2	Shirebrook	The customer wanted to thank the team for listening to them over emptying the green bin. They gave the bin a good couple of shakes and the bin was emptied. They appreciate the time taken speaking to the bin crew.		
			The customer would like to pass on their thanks to the Community Enforcement Rangers who supplied a heater saving their daughter from being ill. They helped to reassure the problem would be sorted and were both very respectful.		
	1	Unknown	The customer has praised the Grounds Maintenance Operatives great job of cleaning all the leaves up from around the property.		
	2	Whitwell	Customer stated the Community Enforcement Ranger was absolutely wonderful and prompt.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			Customer wanted to thank everyone concerned in responding to their bin problems. Their black and green bins were emptied this morning for which they and their neighbours are very grateful. They have said many times the Refuse Operatives are always good humoured and helpful.		
Total compliments for October 2025. Split by department					34
Total compliments for October 2025.					32
Nov-25	1	Unknown	The Planning team and the economic growth officer clearly worked with the customer. They did an excellent job in turning round what was initially a complaint arising from a decision not to discharge planning conditions, to the customer clearly appreciated their guidance and explanation.	Business Growth	1
	1	Bolsover	Customer thanked the Customer Advisor who calmly found the details required to point another customer to a food bank. Their help was very much appreciated.	Customer Services	1
	1	Bolsover	The customer complimented the Repair Operatives for being respectful and immediately using shoe covers and commented they were happy with the work carried out.		
	1	Glapwell	Customer wanted to express their sincere thanks to the Repairs team for changing their bathroom. They also complimented the Contractors for their expert work which was completed in a friendly and efficient manner.	Dragonfly	6
	1	Palton	The Customer wanted to pass on compliment to the plumber saying 'nothing was too much trouble, all furniture was put back in place, they got on with the job and were really friendly. Couldn't have wished for a better attitude'.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Pinxton	Customer complimented the 2 Repair Operatives who did an excellent job of their bathroom and were pleasant.		
	1	Shirebrook	Tenant said the Operative was brilliant, sorted the leak out straight away, a credit to the Council and a star.		
	1	Tibshelf	The Repair Operatives made repairs to the path and put in a new drain cover, the customer said they were very pleasant and could have laugh with them and they did a lovely job of the repairs.		
	1	South Normanton	Customer wanted to say the Outreach Worker was brilliant advising them and their elderly relative on what they had to claim and they did a fantastic job. They are a credit to County Council.	Environmental Health	1
	1	Blackwell	Tenants of Independent Living Scheme passed on their thanks for the new development. They are delighted with their new bungalows and for the great service have received from Housing. They also wanted to thank the Scheme Manager for including them in the activities of the new independent living Scheme and creating a wonderful community spirit.	Housing	3
	2	Unknown	Customer wanted to thank the Housing Options Officer who put in the graft, spent valuable time listening to the customer and understanding their situation and made the transition to their new home as smooth as possible. Customer wanted to thank the Officer for their help and it was greatly appreciated.		
	1	Unknown	Customer wanted to drop a message to say how fantastic a Class Instructor was teaching pump. They have said it was perfectly in time with the music, technique explained and instructions timed perfectly. It	Leisure	1

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
			was like they been doing it for years.		
	1	Unknown	The Planning team and the economic growth officer clearly worked with the customer. They did an excellent job is turning round what was an initially a complaint arising from a decision not to discharge planning conditions, to the customer clearly appreciated their guidance and explanation.	Planning	1
	1	Bolsover	The customer wanted to say that 2 Grounds Maintenance Operatives that cut the Hedges have done a very good job and they wanted to say thank you.		
	1	Creswell	Customer thanked the Community Enforcement Ranger for making them feel safe and listening to them.		
	1	Scarcliffe	Customer would like to pass on their thanks to the Refuse team for doing the mop up after numerous reports for missed bins, they are now on the assisted list and hopes the missed bins will not arise as much.	Street Scene	6
	1	Stanfree	Customer would like to pass on their thanks for those involved in cleaning up and making the area a better place in which to live.		
	1	Tibshelf	The customer initially wanted to complain their items were not collected and then they were very happy the items were collected that day and wanted to say thank you.		

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Whaley Thorns	The customer wanted to pass on their compliments to the crew collecting the red bins in Langwith. A couple of the bins had blown over and the crew picked up all the rubbish; they were impressed they did that. They know they are probably on a tight timeframe, so it was good to see them go over and above.		
Total compliments for November 2025. Split by department					20
Total compliments for November 2025.					19
Dec-25	1	Newton	Customer wanted to pass on they always have a positive interaction with Customer Services team and the Refuse team always do a great job.	Customer Services	3
	1	Unknown	Councillor wanted to thanked the Customer Service, Standards & Complaints Manager and the complaints team for taking a resident's comments seriously.		
	1	Whitwell	Customer wanted to report the excellent service they had received. The Customer Advisor they spoke with was very helpful and the Repairs Operative who fitted their emergency shower did not leave any trace of mess.		
	1	Bolsover	Customer would like to pass on a big thank you, they did a really good job and was very helpful.	Dragonfly	10
	2	Clowne	The customer wanted to pass on that the Operative did excellent work and they left nothing to clear up after they left and they wanted to say thank you.		
			Customer wanted to pass on that the 2 Plumbers that had attended, they have done a great job and very helpful.		
	2	Creswell	The electrician attended to the shower, the tenant wanted to thank them and said they were kind, nice and very helpful.		
Customer thanked the Repairs Operative for the work completed and complimented them for being fantastic, polite and friendly.					

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Hodthorpe	Customer would like to say a big thank you to Repairs Co-ordinator and the team and also the surveyor for rectifying a problem to the brickwork, they did a fabulous job and were very prompt. The Repairs Co-ordinator was the point of contact and they were great and thanked them too.		
	1	Pleasley	A commercial tenant wanted to thank Facilities for the really hard work they have put in recently at their unit.		
	1	Tibshelf	Customer would like to pass on thanks to the operative that did the repair on their shower cubicle. They said the operative was very polite and the work was excellent.		
	1	Unknown	Customer wanted to praise the Council on behalf of their mother who passed recently. They wanted to give a big thank you for the excellent service provided by the Housing, Careline, Community Safety, Repairs, Contact Centre and Revenues team. All departments and teams have been brilliant and very professional. The customer advised that maintenance was always done in a timely manner and Repair Operatives were always courteous and professional		
	1	Whitwell	Customer wanted to report the excellent service they had received. The Customer Advisor they spoke with was very helpful and the Repairs Operative who fitted their emergency shower did not leave any trace of mess.		
	1	Clowne	Customer has complimented the Environmental Health Pest Control Officer who provided recent treatment and gave really good advice. They felt the officer was brilliant and very thorough.	Environmental Health	1
	1	Shirebrook	Customer thanked the Housing Options Officer for all their help.	Housing	2

Q3 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 gratitude to the Housing Allocations Officer and team for helping them find a suitable property and this as improved their family lives and made a difference that is truly life changing.		
	1	Unknown	Customer thanked the Go! Active Café for the lovely lunch provided.	Leisure	1
	1	Clowne	The Complaints team passed on to the Principal Planner how helpful their response was, they addressed each point so clearly and in a way that was really easy for them to follow.		
	1	Unknown	The customer wanted to let the Officers know that everyone really appreciated the opportunity to meet them and it was refreshing to be able to have the level of genuine engagement between local authority and community. They wanted to thank them for helping facilitate it and help everyone to realise they do have a voice and a platform.	Planning	2
	1	Clowne	The Customer wanted to thank the Officer and say they are one of the most pleasant and professional people they have spoken to in the Council. Their support and manner have genuinely restored the customer's confidence in the organisation.	Revenues	2
	1	South Normanton	Customer is happy with the speedy response they received from the Revenues Officer and it helps them know things will not have to wait till after Christmas.		
	1	Bolsover	The resident cannot speak highly enough about the Ranger's approach towards them and the issue they had. The Ranger was so professional and provided a large amount of reassurance which was invaluable.	Street Scene	6

Q3 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
	1	Newton	Customer wanted to pass on they always have a positive interaction with Customer Services team and the Refuse team always do a great job.		
	1	Shirebrook	The customer's bin was missed, and they arranged for it to be collected. However, their husband was not aware and brought the bin in. The Refuse Crew took the time to locate the bin and empty it and the resident passed on their thanks.		
	1	Unknown	Customer thanked the street cleansing team for their prompt action and reply to their email and they appreciate it.		
	2	Whitwell	Customer wanted to thank the Refuse team for their delivery of new bins.		
			Customer would like to say thank you to the Refuse team. They reported the missed and it was emptied the same day.		
Total compliments for December 2025. Split by department					27
Total compliments for December 2025.					25
Total compliments for Q3 2025. Split by department					81
Total compliments for Q3 2025.					76

Appendix 3 (B) Comments by Department 01/10/25 to 31/12/25

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

Q3 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
Oct-25	1	Tibshelf	Customer has sought clarity on the Council's Contractor's procedure.	Dragonfly	1
Total comments for October 2025. Split by department					1
Total comments for October 2025.					1
Nov-25	1	Glapwell	Customer suggested the old co-op building could be used for a M&S food hall.	Business Growth	1
	1	Whitwell	Customer wanted to comment on the Customer Advisors tone and demeanour.	Customer Services	1
	1	Unknown	Customer feels more classes to be added could shorten wait lists.	Leisure	1
	1	Pinxton	Customer feels that the Council should post on their website when Refuse Crews have been unable to service the bins in an area, rather than just social media.	Street Scene	1
Total comments for November 2025. Split by department					4
Total comments for November 2025.					4
Dec-25	1	Langwith Junction	Customer did not want to raise a formal complaint. However, did want to pass on an official comment to the department. They have had the same Repairs Operative out twice and they were rude and not professional to them. On the second visit to clean mould the Operative threw 2 bottles, brush and cloth on the floor towards the tenant and said that the tenant can clean it themselves and they cannot ring every time expecting the Council to clean it.	Dragonfly	2

Q3 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department
	1	New Houghton	Customer thinks when the Council are getting properties ready for new tenants, they should decorate throughout with white, rather than decorating vouchers. They think this would give someone a job and help tenants who are not able to decorate themselves.		
	1	Pinxton	Customer commented concerning tenant allocated parking and requested the carpark size was increased or made permit only.	Housing	1
Total comments for December 2025. Split by department					3
Total comments for December 2025.					3

Total comments for Q3 2025. Split by department					8
Total comments for Q3 2025.					8

APPENDIX 3 (C) – MP Enquiries by Department 01/10/25 to 31/12/25

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

Q3 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Oct-25	1	Unknown	Businesses and their employees regarding the closure of Mill 1 at Pleasley Vale Business Park.	Business Growth	1
	1	Shirebrook	Customer is asking what can be done about dog owners who repeatedly don't clean up after their dogs.	Environmental Health	1
	2	Clowne	Customer is experiencing overcrowding and is struggling to find suitable Housing. They would like some assistance with their Housing situation.	Housing	3
			Customer would like to have their housing application reviewed.		
	1	New Bolsover	Customer would like to relocate from their Council house to a bungalow.		
	1	Out of Area - Thurnscoe	Customer is requesting the structural report of Mill 1 Pleasley Valle Business Park.	Legal	1
	2	Bolsover	Enquiry concerning alterations to the roof of their shop building.	Planning	2
			Customer is seeking advice regarding a housing development adjoining their back garden.		
	1	Whitwell	Customer has sought assistance with applying for Council Tax Support.	Revenues	1
1	Bolsover	Customer has requested a litter bin and a general litter pick in Hillstown.	Street Scene	1	
Total M.P. Enquiries for October 2025. Split by department					10
Total M.P. Enquiries for October 2025.					10
Nov-25	1	Out of Area - Edwinstowe	Customer is concerned their homelessness application has not been assessed correctly and would like it to be reviewed.	Housing	1
	1	Unknown	Customer is concerned by the evacuation of Pleasley Vale Mills.	Legal	1

Q3 MP Enquiries 2025/26					
MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Total M.P. Enquiries for November 2025. Split by department					2
Total M.P. Enquiries for November 2025.					2
Total M.P. Enquiries for December 2025. Split by department					0
Total M.P. Enquiries for December 2025.					0
Total M.P. Enquiries for Q3 2025. Split by department					12
Total M.P. Enquiries for Q3 2025.					12

Appendix 3 (D) Stage 1 Complaints by department 01/10/25 to 31/12/25

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

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-25	1	Stanfree	Customer is not happy with a question asked by a Customer Advisor and felt they were argumentative.	Customer Services	1
	1	Bramley Vale	Customer has complained about the Gas Repairs Planner's manner when trying to rearrange a gas service appointment.	Dragonfly	7
	1	Hodthorpe	Customer has complained concerning an unannounced visit from the Council's Contractor and their conduct on site.		
	2	Pinxton	Customer is unhappy with the level of service received during a recent repair for a leak.		
			Customer is dissatisfied that an unsafe fence has not been replaced at their Auntie's property.		
	1	Shirebrook	Customer has complained that a Repair Operative refused to move their vehicle and had a bad attitude.		
	1	Shuttlewood	Customer has complained about the condition the Repair Contractors have left their property in.		
	1	South Normanton	The customer has complained about repair works undertaken at a neighbouring Council property.		
	1	Out of Area - Alfreton	Customer believes the Environmental Health Service have gained unauthorised entry to one of their properties.	Environmental Health	1
	1	Bolsover	Customer has complained how a warden handled an emergency situation.	Housing	4
1	Newton	Customer is dissatisfied with the treatment received from Tenancy Management Officers.			

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Pinxton	Customer is dissatisfied that an unsafe fence has not been replaced at their Auntie's property.		
	1	Shirebrook	The customer has complained that a rent arrears letter notice received is misleading and unacceptable.		
	1	Clowne	Customer is dissatisfied with the conduct of a Leisure Officer.	Leisure	1
	1	Bolsover	Customer is unhappy that they were told the wrong amount for their Council Tax refund.	Revenues	1
	1	Barlborough	Customer is dissatisfied the Council have not collected their bins since they were added to the assisted list.		
	2	Bolsover	Customer is unhappy a hedge was not cut in September, when they were told it would be done.		
			Customer has complained that their bins are not being emptied regularly.		
	2	Clowne	Customer is not happy their bins have not been delivered yet.		
			Customer is not happy they were advised their bin would be collected and it has not been.	Street Scene	14
	1	Langwith	Customers bin has been missed on numerous occasions.		
	2	Shirebrook	Customer is dissatisfied there are over hanging trees and they are damaging their fence.		
			Customer is unhappy with actions taken by the Community Enforcement Ranger.		
	2	South Normanton	The customer is unhappy with the lack of contact and their card board recycling remains uncollected.		

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	2	Whaley Thorns	Customer is dissatisfied with the burgundy bin crew who are persistently walking across their front garden.		
			Customer is not happy their bins have not been delivered yet		
		Customer is dissatisfied their bins have not been delivered yet.			
	2	Whitwell	Customer is dissatisfied their assisted bin collection is being frequently missed.		
			Customers bin is not being returned to their property following the assisted bin collection.		
	Total Stage 1 for October 2025. Split by department				
Total Stage 1 for October 2025.					28
Nov-25	1	Pinxton	Customer is dissatisfied there was missed opportunities for her repairs appointment to be raised appropriately as an emergency.	Customer Services	1
	1	Glapwell	Customer is dissatisfied they cannot choose their repair appointment time.	Dragonfly	5
	1	Pinxton	Customer is dissatisfied there was missed opportunities for her repairs appointment to be raised appropriately as an emergency.		
	1	Shirebrook	Customer has reported several ongoing issues at their property which have not been resolved including water ingress.		
	1	Whaley	Customer logged a job for Out of Hours and was told they would be attending after 5pm, however no one attended.		
	1	Whitwell	Customer is not happy they are no longer permitted to park on their driveway.		
	1	Clowne	Customer is not happy with the Officer that answered their call and said they slammed the phone down.	Governance	1

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Blackwell	Council has complained about the way they have been treated by the Tenancy Management Officer.	Housing	3
	1	Tibshelf	Customer has complained regarding their experience with the Tenancy Management team.		
	1	Whitwell	Customer is not happy they are no longer permitted to park on their driveway.		
	1	Creswell	Customer has complained they have been told not to park their mobility scooter outside the Wellness Hub.	Leisure	1
	1	Whitwell	The customer has concerns regarding actions and decisions made by the Planning department.	Planning	1
	3	Bolsover	Customer is on the assisted list, and their bin has been missed for the 3rd time.	Street Scene	6
			The customer is dissatisfied that the trees at the front and back of their house have not been cut and their gutters are blocked.		
			A Council Officer has removed signage which was pre-approved by another Council.		
	1	Creswell	Customer is dissatisfied that are unable to have a larger capacity bin.		
	1	Shirebrook	The customer is not happy the Council have not cut the tree down that they reported in 2024.		
	1	Tibshelf	Customer has complained regarding their experience with the Tenancy Management team.		
Total Stage 1 for November 2025. Split by department					18
Total Stage 1 for November 2025.					15
Dec-25	1	Stanfree	Customer is dissatisfied with the service received from Customer Advisors.	Customer Services	1
	1	Doe Lea	Customer has complained concerning an ongoing unresolved issue causing her home to be cold and drafty.	Dragonfly	2

Q3 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
	1	Shirebrook	Customer is dissatisfied with the conduct of the Council's Repairs Contractor.		
	1	Clowne	Customer is dissatisfied with an Environmental Technical Officer's conduct.	Environmental Health	1
	1	Out of Area - Sheffield	Customer has complained regarding a lack of communication from the Legal department.	Legal	1
	1	Stainsby	Customer is dissatisfied with the documents published on the public planning portal.	Planning	1
	1	South Normanton	Customer has had their missed 4 times and they are on the assisted list.	Street Scene	8
	1	Clowne	Customer is not happy that the Refuse crew are leaving the bins blocking the road.		
	1	Creswell	Customers assisted burgundy bin collection is being repeatedly missed.		
	2	Glapwell	Customer is not happy with the mud that was left on street by the street sweeper.		
			Customer has had their bin missed and wants to know why.		
	1	Hodthorpe	Customer dissatisfied with the way the Refuse Crew are returning their bins.		
	1	Langwith	Customer is dissatisfied with the process for assisted bin collection assessment.		
	1	South Normanton	Customer has complained about a lack of correspondence or action following a tree cutting inspection.		
Total Stage 1 for December 2025. Split by department					
Total Stage 1 for December 2025.					14
Total Stage 1 for Q3 2025. Split by department					61
Total Stage 1 for Q3 2025.					57

Appendix 3 (E) Stage 2 Complaints by department 01/10/25 to 31/12/25

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

Q3 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Oct-25	1	Unknown	Customer remains dissatisfied with their stage 1 complaint regarding the Environmental Health Service gaining entry to one of their properties.	Environmental Health	1
Total Stage 2 for October 2025. Split by department					1
Total Stage 2 for October 2025.					1
Nov-25	1	Newton	Customer remains dissatisfied with their stage 1 response concerning the treatment received from Tenancy Management Officers.	Housing	1
	1	Langwith	The customer's bin has been missed again, and they remain dissatisfied with the service. They have stated that this issue has been going on for 20 years. They have expressed they did not agree for the stage 1 complaint to be closed.	Street Scene	3
	1	Whitwell	Customers bin is not being returned to their property following the assisted bin collection.		
	1	South Normanton	The customer has escalated their complaint to stage 2 concerning their recycling side waste not being collected.		
Total Stage 2 for November 2025. Split by department					4
Total Stage 2 for November 2025.					4
Dec-25	1	Clowne	The customer was dissatisfied with the response provided by CEO and feels the recent complaints made about the Officers conduct has left a poor impression of the Council.	Governance	1
	1	Bolsover	The customer has escalated their complaint concerning an allegation that a Council officer removed their approved signage.	Street Scene	2
	1	Shirebrook	The customer has escalated their complaint regarding their neighbours' overgrown conifers and a lack of communication regarding the issue.		

Q3 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Stage 2 for December 2025. Split by department					3
Total Stage 2 for December 2025.					3
Total Stage 2 for Q3 2025. Split by department					8
Total Stage 2 for Q3 2025.					8

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 23rd March 2026

Review of Members ICT & Support and ICT Service Delivery – Post- Scrutiny Monitoring (Fourth Interim Report)

Report of the Chair of Customer Services Scrutiny Committee

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

PURPOSE/SUMMARY OF REPORT

- To present the fourth Post-Scrutiny Monitoring Report assessing progress against the recommendations to date for the Review of Members ICT & Support and ICT Service Delivery to Customer Services Scrutiny Committee.

REPORT DETAILS

1. Background

1.1 This review initially commenced during the 2020/21 municipal year, as a result of operational issues raised by the pandemic.

1.2 The initial aim of the review was:

- To ascertain the impact of the pandemic on ICT Service delivery and review the effectiveness of Member ICT equipment and support provision.

Once the review was re-started in 2022/23 the aim refocussed on Member ICT equipment and support.

1.3 The initial review period took place from November 2020 to March 2021. Members identified the following issues for investigation:

- Impact of the pandemic on ICT service delivery
- Member Connectivity
- Remote support for Member iPads
- Member ICT Equipment
- Support for Virtual Meetings
- Chamber ICT equipment

1.4 Once the review was recommenced, Members prioritised the following issues:

- Remote support for Member iPads
- Member ICT Equipment
- Member ICT Support
- Creation of a Member ICT Working Group
- Chamber/Meeting Room ICT equipment

2. Details of Proposal or Information

2.1 The original review commenced during the pandemic. Members looked at a range of issues including:

- Impact of pandemic/remote working/support to onsite meetings on IT service delivery – focus was on compliance with SLA targets, impact on Servicedesk, capacity of service and impact on budgets
- Member Connectivity – 3G/4G and WIFI
- Remote support for Member iPads
- Member ICT Equipment – queries raised around suitability of kit, ability to update, compatibility with documents
- Support for Virtual Meetings – by Governance/ICT/Communications
- Chamber ICT equipment i.e. microphones, cameras, facility to livestream/produce recording

2.2 Following the removal of the temporary legislation enabling remote/hybrid meetings to be held for social distancing, the issues relating to delivery of such meetings ceased and were not investigated further. Due to lobbying and consultation at a national level on possible changes to legislation around local government meetings (following the end of temporary legislation), and also for internal work on structure reviews (Governance Team), the review was paused while Members waited for updates. This also allowed Members to focus on other work. Furthermore, Members were aware of discussions at Member Development Working Group and did not want to duplicate work already in place with a scrutiny review.

2.3 Key issues that were not taken further during the initial review were as follows:

- Member connectivity
- support for virtual meetings
- impact of the pandemic/remote working on ICT service delivery

2.4 Following assessment of evidence in the original review phase Members agreed recommendations linked to the monitoring of ICT service delivery.

2.5 Towards the end of 2021/22 municipal year, Members acknowledged that there were still a number of issues remaining unresolved as well as new issues that now needed addressing. They agreed that pending duplication of any existing work, it should form part of the 2022/23 work programme. In the early part of the 2022/23 municipal year, Members became aware that there was no longer a risk of duplicating work by other Member groups and were keen to pick the review back up. Members were still concerned with the following:

- Remote support for iPads to enable easier updates
- Member ICT equipment, Members ICT support
- Chamber/meeting room ICT equipment

- Power supply within the Council Chamber
- Creation of a Member IT Working Group
- Accessibility of mod.gov
- Access to the intranet

- 2.6 The Committee put together 13 recommendations which will hopefully assist the Council in improving equipment provision and support to Members and the operation of meeting spaces.
- 2.8 This report acknowledges progress by Officers implementing the recommendations.
- 2.9 To date 12 out of 13 recommendations have been achieved. 7 were achieved within the target date, 5 have been completed behind schedule and 1 has been further extended and is now in alert form. Requiring the committees attention.
- 2.10 Per appendix 1, lead officers of the alert recommendation 1.4. Request the withdraw of this recommendation per the reasons for non-implementation in appendix 1.

3. Reasons for Recommendation

- 3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.
- 3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.
- 3.3 Members must note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in six and twelve months' time, 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 Members note the progress against the review recommendations.
2. That Members acknowledge any exceptions to delivery and clarify the additional action required by the service.

3. That Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution.
4. That members of the Committee consider referring recommendation 1.4 back to the Executive for withdrawal per the reasons in Appendix 1.
5. That Officers continue to implement the recommendations and submit a further report in twelve months' time highlighting progress and any exceptions to delivery.

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are a number of recommendations in the report that relate to further investigation of replacement ICT equipment, both personal and within meeting rooms, and improvements to WIFI provision. These will require additional investigation and further reports to Executive in due course in relation to the individual decisions. Depending on costs associated this may also require a tender process and agreement for additional budget allocations in the MTFP to be approved by Council.		
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: Improvements to Members ICT equipment will hopefully in the long-term lead to a significant reduction in paper usage and a move to full usage of electronic committee papers. This will generate a carbon reduction in relation to paper usage and associated costs benefits.		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: N/A		
<u>Environment</u> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Details:		

Improvements to Members ICT equipment will hopefully in the long-term lead to a significant reduction in paper usage and a move to full usage of electronic committee papers. This will generate a carbon reduction in relation to paper usage and associated costs benefits.

DECISION INFORMATION:

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

Customers: Improving customer contact and removing barriers to accessing information.

Environment: Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.

DOCUMENT INFORMATION:

Appendix No	Title
1	Response to scrutiny committee on implementation following scrutiny review

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).

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Members ICT & Support and ICT Service Delivery					
Timescale of Review:	November 2020 – March 2021 (phase 1)		Post-Monitoring Period:		12 months commencing May 2023. Interim report due November 2023. Second interim report due September 2024. Third interim report due March 2025. Final report due March 2026.	
	December 2022 – March 2023 (phase 2)					
Date agreed by Scrutiny:	March 2023		Date agreed by Executive:		April 2023	
Total No. of Recommendations and Sub Recommendations	Achieved	7	On track	0	Extended	0
	Achieved (Behind target)	5	Overdue	0	Alert	1

Key Achievements:

- 1.1 / 1.2 & 1.3 Key performance statistics monitored by the ICT services have been added to the quarterly performance report sent out to Members by the Information, Engagement and Performance Team.
- 1.6 Microsoft Teams has been made available to all Member devices.
- 1.6 Ipads can now be updated remotely, fingerprint unlock has been enabled, improved web filtering software.
- 1.8 ICT has been added to the agenda of the Members Development Group as of January 2024.
- 1.12 Providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this for every council meeting, but the Servicedesk is contactable over the phone between 8:00-17:30 and can schedule individual appointments as required.
- 1.9 has recently been achieved; a new AV system is being installed in the Council Chamber March 2025.

Reasons for non-implementation of Recommendations:

- The provision of additional power sources in the Chamber to accommodate electronic devices was not part of the project to upgrade the AV/VP equipment. The AV/VP equipment was to provide new microphones, digital displays for presentations and potentially for streaming meetings in the future. This project was not to provide direct power to the seating as this would involve digging up the concrete flooring which could prove costly but also disruptive. There are already power points available at certain points in the floor and one option could be to purchase extension leads. However, the need for these is negligible given that Members/Officers should charge their laptops before going to committee meetings and that charge should last beyond the average 2 hours meeting.
- It is therefore suggested that this recommendation is referred back to the Executive to review and potentially closed down as it would not provide value for money to upgrade the chamber for full electrical access to each table when meetings on average do not exceed 2 hours

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC22-23 1.1	That performance of the ICT service be incorporated to the quarterly performance reports produced via PERFORM to both raise the profile of the service and ensure delivery was monitored alongside all other key service areas.	Assistant Director for ICT Information, Engagement & Performance Manager	July 2023 onwards	October 2023	Achieved	Officer time	<u>First Interim Nov 2023:</u> This will be added to the Q2 report sent out to all Members.
CSSC22-23 1.2	That an email alert be sent to Members as and when new performance data becomes available within PERFORM.	Assistant Director for ICT	July 2023 onwards	October 2023	Achieved	Officer time	<u>First Interim Nov 2023:</u> Performance data is available Quarterly and is distributed by the Information, Engagement and Performance Team to all Members.

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action	
59	CSSC22-23 1.3	That there should be adequate PC/laptop provision to ensure Member access to PERFORM to view performance data.	Assistant Director for ICT	July 2023 onwards	October 2023	Achieved	Officer time Budget allocation	<p><u>First Interim Nov 2023:</u> The information on the Perform system is the same as the information reported by the Information, Engagement and Performance Team on a quarterly basis. Access to perform would not provide any additional information, however there is a desktop pc available for Members to log onto the Members room and Cabinet/Junior Cabinet will have access to laptops.</p>
	CSSC22-23 1.4	That the necessary works are completed in the Chamber to upgrade the power supply. This will future proof the space enabling all those in attendance to access power and accommodate the move to use of electronic devices for committee papers. This would also likely be required should alternative speaker/chamber systems were purchased. As per	Assistant Director of ICT Corporate Property Manager Governance & Civic Manager (advisory only)	2025	March 2025	Alert	Officer time Budget allocation (requiring Executive/Council approval)	<p><u>First Interim Nov 2023:</u> Waiting on any decision regarding chamber systems before carrying out any work. This will be raised at the next Member Development Group in January 2024. Awaiting outcome of next Member Development Group.</p> <p><u>Second Interim (Sep 2024):</u> The Chief Executive and Assistant Director of ICT are currently working on the procurement of a new system for the Council chamber. Any works on necessary power upgrade will be included in this work.</p> <p><u>Third Interim (March 2025):</u></p>

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
60	quote supplied at Appendix 1.						<p>New AV equipment has been procured for the Council Chamber however this has not included power supplies. This will potentially be looked at in the future.</p> <p><u>Fourth Interim (March 2026):</u></p> <p>Please see the reason for non-implementation section on the first page. Per the reasons for non-implementation of this recommendation. The lead officers request that the Committee withdraw this recommendation. By formally referring this recommendation back to the Executive requesting its withdrawal.</p>
CSSC22-23 1.5	That consideration be given to providing additional access to ERIC (Intranet) either via an extranet link or additional on-site PC/Laptop provision for Members.	Assistant Director of Leader's Executive, Partnerships, Governance & Communications Communications, Marketing	Dependent on requirements	TBC	Achieved (Behind target)	Officer time Budget allocation (if additional equipment required. This will require Executive/Council approval.)	<p><u>First Interim Nov 2023:</u> Eric has purposely been developed as a staff intranet and is not available externally to the network. This will be raised at the next Member Development Group in January 2024 to establish what information Members want from Eric before proceeding.</p> <p><u>Second Interim (Sep 2024):</u></p>

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action	
61		& Design Manager Governance & Civic Manager (advisory only)					<p>No progress made to date due to other work pressures. This will be raised at the next Member Development Working Group, but the issue still stands with no access to ERIC externally unless they log in via the network due to ICT security issues.</p> <p><u>Third Interim (March 2025):</u> This was discussed at the Member Development Group who have been informed that there is nothing of any use for Members on ERIC. Members can access phone numbers via MiCollab.</p>	
	CSSC22-23 1.6	That the roll-out of Microsoft Teams access for Members be delivered as a priority action post-election to ensure new Members have improved connectivity to officers.	Assistant Director for ICT	July 2023 onwards	October 2023	Achieved	Officer time	<p><u>First Interim Nov 2023:</u> All Members now have access to Teams on either an iPad or corporate laptop.</p>
	CSSC22-23 1.7	That additional boosters be installed within the Arc to secure a more efficient WIFI service, particularly in proximity to the ground floor	Assistant Director for ICT	May 2023	Spring 2024	Achieved (Behind target)	Officer time Potential budget allocation if beyond existing resources.	<p><u>First Interim Nov 2023:</u> The capacity of the internet connection used by the Members and Public wi-fi has been increased which should improve performance. Some of the public wi-fi devices were not working properly and these have been</p>

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
62	Member areas and Meeting rooms.					(This will require Executive/Council approval.)	<p>reset, replacement ones are on order. A survey of the Members/Corporate wi-fi is in progress, and we are looking at options to replace these. In the interim Staff with access to network cables have been asked not to use the corporate Wi-Fi as these connections are impacting performance of the wi-fi for Members.</p> <p><u>Second Interim (Sep 2024):</u> The wi-fi access points have been upgraded.</p>
CSSC22-23 1.8	That a Member ICT Working Group be created and added to the Meeting Schedule for 2023/24. (<i>This has been added to the Schedule approved at Council in March 2023.</i>)	Governance & Civic Manager Assistant Director for ICT	July 2023 onwards	August 2023	Achieved	Officer time	<u>First Interim Nov 2023:</u> ICT has been added to the agenda for the Member Development Group as from January 2024.
CSSC22-23 1.9	That a review of the Chamber and Meeting room ICT equipment takes place post-election, based on the evidence gathered,	Assistant Director for ICT Governance & Civic Manager	Spring 2025	March 2025	Achieved (Behind target)	Officer time Budget allocation (Executive/Council approval)	<u>First Interim Nov 2023:</u> Awaiting feedback from the next Member Development Group. Replacement Microphones and projectors would

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
63	in conjunction with the Member ICT Working Group, Assistant Director for ICT Services and the Governance & Civic Manager. This should incorporate as a minimum a replacement microphone system and an improved projector system within the Council Chamber.	Member ICT Working Group					likely be the costliest element of the system to replace. Officers need a steer to understand what the issues with the current equipment are and if there is appetite to look at replacements. <u>Second Interim (Sep 2024):</u> The Chief Executive and Assistant Director of ICT are currently working on the procurement of a new system for the Council Chamber. <u>Third Interim (March 2025):</u> Funding agreed by Council in October 2024. The New AV system is being installed March/April 2025.
CSSC22-23 1.10	That a review of Members ICT Equipment provision takes place post-election in conjunction with the new Member ICT Working Group.	Assistant Director for ICT Governance & Civic Manager	October 2023	Spring 2024	Achieved (Behind target)	Officer/ Member time	<u>First Interim Nov 2023:</u> Awaiting feedback from the January 2024 Member Development Group <u>Second Interim (Sep 2024):</u> Following the elections, Members were offered a range of sufficient ICT equipment.
CSSC22-23 1.11	That where a decision be made to remain with iPads as	Assistant Director for ICT	October 2023	Spring 2024	Achieved (Behind target)	Officer time	<u>First Interim Nov 2023:</u> Dependent on feedback of January 2024 Member

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
64	the preferred Member device, that the option be made available for either the 10.9" or 12.9" screens to accommodate those requiring a larger screen size. Furthermore that a case and charger be provided as standard with the option of a keyboard if required.	Governance & Civic Manager				Budget allocation (Executive/Council approval)	<p>Development Group All devices are provided with a Case and charger and optional keyboard (ipad). Cabinet and Junior Cabinet have laptops with larger screens and a Member who required a larger screen</p> <p><u>Second Interim (Sep 2024):</u> Member feedback did not request larger screens.</p>
CSSC22-23 1.12	That an ICT Support drop-in session be made available at all Council meetings. <i>(This was initially trialled at Council in February and March 2023.)</i>	Assistant Director for ICT	March 2023 onwards	March 2023	Achieved	Officer time	<p><u>First Interim Nov 2023:</u> This is in place, providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this for every council meeting, but the Servicedesk is contactable over the phone between 8:00-17:30 and can schedule individual appointments as required</p>
CSSC22-23 1.13	That consideration be given to a revised approach to Member	Assistant Director for ICT	October 2023	June 2024	Achieved	Officer time	<p><u>First Interim Nov 2023:</u> Training documentation has been handed out with devices when</p>

APPENDIX 1

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
65	ICT Training, both face-to-face and online, to ensure Members remain able to use their ICT equipment effectively.	Governance & Civic Manager					<p>they were issued, and one-on-one training is offered via a Servicedesk appointment which several Members have made use of. Feedback from the Members development group will help establish what training is required to develop a members training plan</p> <p><u>Second Interim (Sep 2024):</u> ICT is now covered at every meeting of Member Development Working Group and any needs raised at the group will be covered through the member development training programme.</p>



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee 23rd March 2026

Review of Effectiveness of Council’s Waste Collection and Disposal Education Final Interim Report – Post-Scrutiny Monitoring

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 Effectiveness of Council’s Waste Collection and Disposal Education

REPORT DETAILS

1. Background

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

2. Details of Proposal or Information

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

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

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

3. Reasons for Recommendation

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

4 Alternative Options and Reasons for Rejection

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

RECOMMENDATION(S)

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

Approved by Councillor Robert Hiney Saunders, Portfolio Holder for Environment

IMPLICATIONS:

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

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies:</i></p>	
<p>Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></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>(a) <input type="checkbox"/> (b) <input type="checkbox"/></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 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 type="checkbox"/> </p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>The review supports the Corporate Ambition of 'Environment'.</p>

DOCUMENT INFORMATION:

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

<p>Background Papers</p>

(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).

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

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PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC23-24 1.1 72	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	July 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to	Educate young people on the process, importance, and methods of recycling. Encourage a culture of	July 2025	Strategic Director of Services in consultation with:	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	promote recycling education.	recycling across the District.		Recycling Promoter			
CSSC23-24 1.4 73	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with: Communications, Marketing and Design Manager Recycling Promoter	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.	Recommendation Approved.
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish	Encourage a culture of recycling across the District and educate young people on the importance of recycling.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter Partnership Policy Officer Communications, Marketing and Design Manager	Partnership Officer time	The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnership Team and the Improvement Officer via the Youth Council.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	notice boards and magazines).						
CSSC23-24 1.6 74	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.	Recommendation Approved.
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the	Encourage a culture of recycling across the District and educate residents on	January 2025	Communications, Marketing and Design Manager in consultation with:	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is	Recommendation Approved.

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

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

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

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

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

Key Achievements:

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

Reasons for non-implementation of Recommendations:

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

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PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.1 79	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Communications Marketing and Design Manager	July 2025	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>In July 2024, the Communications department published an article about the green bins and provided information on the weekly food waste collections. The October edition featured a full-page diagram outlining the items that can be placed in the burgundy bin, as well as a campaign promoting clothing recycling.</p> <p>In the January 2025 edition, a new advert will focus on plastic recycling, alongside banner adverts highlighting additional items that can be recycled in the burgundy bin.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>Waste disposal themed articles have featured in every Intouch magazine since this review was approved by the Executive:</p>

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

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
81							<p>edition included a promotion for the newly introduced brown bin caddies, as well as a detailed feature on recycling rates and statistics.</p> <p><u>SECOND INTERIM REPORT</u> Bolsover TV has now been discontinued therefore this recommendation can be taken no further.</p> <p><u>FINAL INTERMIN REPORT</u></p>
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.	Strategic Director of Services in consultation with: Recycling Promoter	July 2025	Summer 2025	Achieved	Partnership Officer time	<p><u>FIRST INTERIM REPORT</u> The recycling promoter has emailed all schools across the District to remind them that the Council is able to visit schools to provide recycling education.</p> <p>By June 2024 the Recycling Promoter had 2 responses out of all schools across the District – the Council continues to struggle to</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
82							<p>get into schools but progress is being made.</p> <p><u>SECOND INTERIM REPORT</u> Engagement with local schools remains ongoing, with further contacts being made to encourage participation and involvement in the project. The Recycling Promoter continues to demonstrate strong enthusiasm and commitment, actively seeking opportunities to visit schools and promote awareness. Efforts are being sustained to ensure as many schools as possible are reached, keeping momentum and visibility high at this stage of the initiative.</p> <p><u>FINAL INTERMIN REPORT</u></p>
CSSC23-24 1.4	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community	Strategic Director of Services in consultation with:	July 2025	Summer 2025	Achieved	Partnership Officer time	<p><u>FIRST INTERIM REPORT</u> The educational video has been sent to all schools across the District. Over the summer the Recycling Promoter</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
83	youth groups, to be shown to young people.	<p>Communications Marketing and Design Manager</p> <p>Recycling Promoter</p>					<p>had two responses out of all schools across the District regarding making visits to schools.</p> <p>The Council has also developed another video educating the process of how old bins are recycled when they are replaced which can be shown in schools.</p> <p>Additionally, the Communications Team will launch a weekly video series on YouTube, explaining what can be recycled in burgundy bins. They will also encourage viewers to submit questions, with the aim of addressing them in future videos.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>The video has been re-circulated to schools, after school clubs, and youth groups, with the Recycling Promoter continuing to offer visits to support engagement.</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							<u>FINAL INTERMIN REPORT</u>
CSSC23-24 1.5 84	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).	Strategic Director of Services in consultation with: Recycling Promoter Partnership Policy Officer Communications Marketing and Design Manager	July 2025 (Extended to July 2026)	Summer 2025	Extended	Partnership Officer time	<u>FIRST INTERIM REPORT</u> <i>The Council has been In touch with HW Martin on how they can support the Council with this project. The progress on the project is still ongoing and in the early stages.</i> <u>SECOND INTERIM REPORT</u> <i>Some initial discussions have taken place between the Communications Manager and the Recycling Promoter. However, the Communications Manager is currently on long-term absence. Plans are in place to include an advertisement in the InTouch magazine and on the Council's website. Additional ideas that have been suggested include producing a promotional calendar.</i> <u>FINAL INTERMIN REPORT</u>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
85							Engagement with young people in settings where this could be discussed has been challenging. The implementation of food waste collection has taken priority over recent months so it is suggested this will be revisited later 2026 to encourage recycling across all types. Other advertising methods for engagement have been used recently such as food waste caddy animations to seek wider engagement.
CSSC23-24 1.6	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication	Communications Marketing and Design Manager	January 2025	October 2024	Achieved	Officer time	<u>FIRST INTERIM REPORT</u> The burgundy bin diagram has been uploaded to the Council website. Additionally, the Communications team has introduced an A-Z guide on recyclable items. <u>FINAL INTERIM REPORT</u>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	channels (i.e., parish notice boards and magazines).						
CSSC23-24 1.7 88	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.	Communications Marketing and Design Manager in consultation with: Recycling Promoter	January 2025 (initial date) July 2025 (Extended date)	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u> The burgundy bin diagram was deemed too thin and therefore not used.</p> <p>Instead, animated adverts have been created for display on digital screens in the Market Towns. These adverts encourage recycling and provide information on the types of products that can be recycled, such as the materials glass and metal can be turned into.</p> <p><u>SECOND INTERIM REPORT</u> The Shirebook Bulletin Board has been taken down. Two boards have been broken for some time and one is still working.</p> <p>Screens that do work are in the Gym, the Contact Centre and Arc Reception. These screens have featured recycling adverts</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							regularly and content is frequently refreshed. The Comms team plan on running a media campaign on reducing contamination rates <u>FINAL INTERMIN REPORT</u>
687 SSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly e-newsletter service for residents.	Recycling Promoter in consultation with: Communications Officer Communications Marketing and Design Manager	January 2025	January 2025	Achieved	Officer time	<u>FIRST INTERIM REPORT</u> Regular waste disposal education has been included in the - newsletter for residents, published every two weeks by the Communications Team since 21st October 2024. <u>FINAL INTERMIN REPORT</u>
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.	Communications Marketing and Design Manager	January 2025 (initial date) July 2025 (Extended date)	Summer 2025	Achieved	Officer time	<u>FIRST INTERIM REPORT</u> Discussions regarding the redesign of the bin calendar and recycling guide booklet are currently ongoing with the newly appointed Assistant Director of Streetscene. As a result, the target date for

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
88							<p>completion has been extended to allow for further planning and input.</p> <p><u>SECOND INTERIM REPORT</u> The Council developed a new 2026 bin collection calendar in August 2025, which will be distributed to households during the autumn.</p> <p><u>FINAL INTERMIN REPORT</u></p>
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.	Communications Marketing and Design Manager	January 2029	March 2025	Alert	Officer time Budget	<p><u>INTERIM REPORT</u> This has not yet been initiated, as priority has been given to other recommendations and their respective target dates.</p> <p><u>SECOND INTERIM REPORT</u> Due to the ongoing developments relating to Local Government Reorganisation and the anticipated structural changes to Bolsover District Council, it has been agreed that this recommendation will not</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							<p>be taken forward at this stage. While it has been given due consideration, no further action will be undertaken in light of the Council's future transition.</p> <p><u>FINAL INTERMIN REPORT</u></p> <p><i>As above</i></p>
<p>86</p> <p>CSSC23-24</p> <p>1.11</p>	<p>That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.</p>	<p>Strategic Director of Services in consultation with:</p> <p>Recycling Promoter</p>	July 2025	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>Bin hangers have been produced and are being distributed by the Recycling Promoter as needed, in accordance with Section 3.17 of the Council's Waste Collection Policy.</p> <p>The Recycling Promoter has also been visiting households where the Burgundy bin collection was delayed due to contamination.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>There is a revised policy for waste disposal</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
06							<p>scheduled to go to Council for approval in October. This will provide an updated framework for enforcement and education around residual, recycling, and garden waste collections.</p> <p>In anticipation of this, Streetscene is tightening up operational practices to ensure consistency with the Council's existing Waste Collection Policy.</p> <p>Continued education is being pursued to reduce contamination rates in recyclables.</p> <p><u>FINAL INTERMIN REPORT</u></p>



BOLSOVER DISTRICT COUNCIL

Meeting of Customer Services Scrutiny Committee on 23rd March 2026

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:

Finance and Risk Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None from this report.		
On behalf of the Section 151 Officer		
Legal (including Data Protection) 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		
Staffing 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:

Yes

No

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

(a)

(b)

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

(a)

(b)

District Wards Significantly Affected:

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

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

All

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 95	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

Appendix 1

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Private Sector Housing Strategy – Monitoring Update 	Assistant Director of Housing
		<ul style="list-style-type: none"> Homelessness Strategy – Monitoring Update 	Assistant Director of Housing
		<ul style="list-style-type: none"> Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Second Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
8 December 2025 96	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st July 2025 to 30th September 2025 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Housing Strategy – Monitoring Update 	Assistant Director of Housing
		<ul style="list-style-type: none"> Rent Collection Policy – Proposed Amendments 	Head of Service - Housing Management
		<ul style="list-style-type: none"> Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (First Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Data Protection Policy (Submitted as an Urgent Item of Business) 	Information & Engagement Manager
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
23 March 2026	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2025/26 – 1st October 2025 to 31st December 2025 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Review of Members ICT & Support and ICT Service Delivery – Post-Scrutiny Monitoring (Fourth Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Final Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2025/26 Customer Services Scrutiny Committee Work Programme 2026/27 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 23rd of March 2026

Proposed Customer Services Scrutiny Committee Work Programme 2026/2027

Report of the Scrutiny Officer

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

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with the potential meeting programme of the Committee for 2026/27 municipal year.

REPORT DETAILS

1. Background

- 1.1 The main purpose of the report is to inform members of the Committee with the proposed meeting programme for the year 2026/27 and planned agenda items (Appendix, 1). To discuss and formalise.
- 1.2 This programme (Appendix, 1) is in draft form. Like any finalised programme they may be subject to change should any additional reports and or presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 In the case of 1.2 the Scrutiny Officer will contact the Chair and Vice Chair ahead of the meeting. Before informing the committee at the meeting. Per Part 5 of the Constitution.
- 1.4 Review Scopes submitted will be agreed within an 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.
- 1.5 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.
- 1.6 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.

- 1.7 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.
- 1.8 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 (Appendix,1) is the proposed Work Programme for 2026/27. Within it is the proposed agenda items for approval and amendment.
- 2.2 All officers who are affected by the proposed draft Work Programme were contacted in December 2025 by the Scrutiny Officer. Where requested amendments have been made.
- 2.3 Formal meetings are to be held at Bolsover District Council, The Arc High St, Clowne, Chesterfield S43 4JY.

3. Reasons for Recommendation

- 3.1 This report sets out the proposed Work Programme for 2026/27, including allocated time for the completion of Review Work once determined and agreed upon by the Committee.
- 3.2 The Scrutiny Work Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The proposed Work Programme is in accordance with the proposed meeting schedule of 2026/2027 municipal year. That has been approved by Council on the 4th of March 2026.
- 3.4 Per 3.8 of the constitution the proposed meeting dates on the Work Programme are liable to change.
- 3.5 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.
- 4.2 The Committee can request and agree changes to the proposed Work Programme. However, cannot reject the report per 3.5.

RECOMMENDATION(S)

1. The Scrutiny Officer recommends, the committee approve the report and the proposed Work Programme attached at Appendix 1 per the reasons set out in Sections 3 and 4 of the report.
2. That Members review this report and the proposed Work Programme attached at Appendix 1 for approval and amendment as required.
3. 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. <p style="text-align: right;">On behalf of the Section 151 Officer</p>		
<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. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None from this report. <p style="text-align: right;">On behalf of the Head of Paid Service</p>		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: None from this report.		

<p>Environment Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.</p> <p>Details:</p> <p>None from this report.</p>

DECISION INFORMATION:

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

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

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

DOCUMENT INFORMATION:

Appendix No	Title
1	Proposed 2026/27 Customer Services Scrutiny Committee Work Programme.

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.

Customer Services Scrutiny Committee

Work Programme 2026/27

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
Monday, 15th of June 2026 103	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2026/27 – 1 st January 2026 to 31 st March 2025 and Annual Summary	Customer Services, Standards and Complaints Manager
		Revised Tenant Engagement Strategy	Assistant Director of Housing; Housing Strategy and Development Officer
		TBC	TBC
		Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Second Interim Report)	Scrutiny Officer
		Agreement of Work Programme 2026/27	Scrutiny Officer
	Part B – Informal	Review work	Scrutiny Officer
Monday, 28th of September 2026	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2026/27– 1 st April 2026 to 30 th June 2026	Customer Services, Standards and Complaints Manager
		Private Sector Housing Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Strategy and Development Officer
		Homelessness and Rough Sleeping Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Options Manager
		Renewal of Mobility Scooter Policy	Housing Services Manager; Housing Strategy and Development Officer

Appendix 1

Date of Meeting	Items for Agenda		Lead Officer
		Renewal of Communal Area Management Policy for Council Owned Residential Properties	Housing Services Manager; Housing Strategy and Development Officer
		Review TBC	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
Monday, 07th of December 2026	Part A – Formal	Review work	Customer Services, Standards and Complaints Manager
		Customer Service Standards and Compliments, Comments and Complaints 2026/27 – 1st July 2026 to 30th September 2026	TBC
		Housing Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Strategy and Development Officer
		Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Final Interim Report)	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
Monday, 22nd of March 2027	Part A – Formal	Review work	Customer Services, Standards and Complaints Manager
		Customer Service Standards and Compliments, Comments and Complaints Report 2026/27 – 1st October 2026 to 31st December 2026	Scrutiny Officer
		Review TBC	Scrutiny Officer
		Review TBC	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
		Review work	