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To: Chair & Members of the
Employment and Personnel Committee

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Tuesday, 15 April 2025

Dear Councillor

EMPLOYMENT AND PERSONNEL COMMITTEE

You are hereby summoned to attend a meeting of the Employment and Personnel Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Thursday, 24th April, 2025 at 14:00 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

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- **Phone:** [01246 242424](tel:01246242424)
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- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
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**EMPLOYMENT AND PERSONNEL COMMITTEE
AGENDA**

***Thursday, 24th April, 2025 at 14:00 hours taking place in the Council Chamber, The Arc,
Clowne***

Item No.		Page No.(s)
1.	Apologies for Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chair has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	4 - 6
	To consider the minutes of the last meeting held on 6 November 2025 as a true record.	
5.	Career Graded Planning Policy Officer	7 - 16
6.	Housing Performance Manager	17 - 21
7.	Temporary Accommodation Officer	22 - 26

Agenda Item 4

EMPLOYMENT AND PERSONNEL COMMITTEE

Minutes of a meeting of the Employment and Personnel Committee of the Bolsover District Council held in the Committee Room 1, The Arc, Clowne on Wednesday, 6 November 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Duncan McGregor in the Chair

Councillors Deborah Watson (Vice-Chair), Mary Dooley, Tom Munro and Sandra Peake.

Officers:- Karen Hanson (Chief Executive), Theresa Fletcher (Service Director Finance and Section 151 Officer), Jim Fieldsend (Service Director, Governance, Legal Services & Monitoring Officer), Steve Brunt (Strategic Director of Services), Ian Barber (Director of Property & Construction, Dragonfly Development Ltd (DDL)), Elizabeth Ellis (Housing Options Manager) for item EMP16-24/25 only, Vicky Dawson (Assistant Director of Housing Management & Enforcement) for item EMP16-24/25 only, Angelika Kaufhold (Governance & Civic Manager).

EMP12-24/25 APOLOGIES FOR ABSENCE

There were no apologies for absence.

EMP13-24/25 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

EMP14-24/25 DECLARATIONS OF INTEREST

There were no declarations of interest made.

EMP15-24/25 MINUTES

During discussion of the minutes Councillor Deborah Watson sought feedback in relation to the affordability of establishing new posts and the deletion of vacant posts and how these were being monitored. It was confirmed that the number of vacant posts were being monitored and if they remained vacant and unlikely to be filled the budget could be removed for the remainder of the financial year. Vacancy savings were included on the Medium Term Financial Plan quarterly monitoring reports. Any proposals for the removal of posts from the Council's establishment would be subject to a committee report and decision.

EMPLOYMENT AND PERSONNEL COMMITTEE

Moved by Councillor Deborah Watson and seconded by Councillor Duncan McGregor
RESOLVED that the minutes of the Employment and Personnel Committee held on 11th September 2024 be approved as a correct record.

EMP16-24/25 HOUSING OPTIONS TRIAGE OFFICER - PERMANENT POST

The Committee considered a report which sought approval to recruit a Housing Options Triage Officer as a permanent addition to the Council's establishment due to the increasing pressures and demand for the service.

The report outlined the Council's duties under The Housing Act 1996 Part 7, as amended by The Homelessness Reduction Act 2017 (which came into force in April 2018) which placed new duties on council's to actively intervene earlier to prevent homelessness and work with those presenting as homeless or at threat of homelessness.

There had been a significant increase in the number of people seeking assistance from the service but also presenting with more complex needs. The Housing Options Triage Officer would be the first point of contact to assess whether the Council had a statutory homelessness duty, to identify any additional support or signpost to relevant agencies and partners.

Funding for the post for the remainder of the 2024/25 and 2025/26 financial years was available from unspent homeless prevention grant in a general fund reserve. Approval was also sought for funding to establish this post with the Council's establishment from the 2026/27 financial year and beyond. The new post was Grade 6 and would incur additional costs (including on-costs) of £38,810 (subject to the pay award) and be funded from the Council's General Fund with effect from April 2026.

The Committee discussed and supported the proposals.

Moved by Councillor Sandra Peake and seconded by Councillor Mary Dooley
RESOLVED that (1) the addition of a new full-time permanent Housing Options Triage Officer on the establishment to be funded from the general fund from April 2026 be approved.

(2) Recommend to Council a revenue budget increase per year of £38,810 (subject to pay award) to the general fund from April 2026.

EMP17-24/25 CORPORATE PROPERTY OFFICER IN THE FACILITIES MANAGEMENT SERVICE

The Committee considered a report which sought approval for the employment of a second Corporate Property Officer within the Dragonfly Facilities Management Service to make the service. The Facilities Management Service managed 40 corporate buildings on behalf of the Council under a Service Level Agreement. The addition of a second Corporate Property Officer would be a cost-effective solution to address the current capacity issues within the team and would improve the ability of the service to be more proactive as detailed in paragraph 3.1 of the report. Resilience needed to building into the

EMPLOYMENT AND PERSONNEL COMMITTEE

service to face the existing pressures but also upcoming challenges such as new work programmes such as solar and Net Zero.

The cost for the grade 7 post equated to £43,033 to £46,657 (including oncosts and pay award pending) to be funded from the Council's General Fund.

The Committee discussed and supported the proposals.

Moved by Councillor Duncan McGregor and seconded by Councillor Tom Mun

RESOLVED (1) that a new full-time, permanent, Corporate Property Officer post funded by the General Fund be approved.

(2) To recommend to Council an annual revenue budget increase of £43,033 - £46,657, with the intention to achieve reductions in expenditure of £30,500 as a minimum.

The meeting concluded at 10:20 hours.

Bolsover District Council

Meeting of the Employment and Personnel Committee on 26th April 2025

To create a new Career Graded Planning Policy Officer post in the Planning Policy & Housing Strategy team

Report of the Assistant Director of Planning and Planning Policy

Classification	This report is Public
Report By	Sarah Kay – Assistant Director of Planning and Planning Policy

PURPOSE/SUMMARY OF REPORT

- To seek approval to create a new post in the Planning Policy & Housing Strategy team; and
- To seek agreement to recommend to Council for the approval of a budget to create the post.

REPORT DETAILS

1. Background

- 1.1 In February 2025, the Council reported the outcome of their Local Plan Review, which concluded it was necessary for the Council to commence undertaking preparation of a new Local Plan. Need has arisen as a result of the publication of the National Planning Policy Framework (NPPF) December 2024, which amongst other planning policy implications, revised the methodology for calculating local housing need and resultantly increased the local housing need figure for Bolsover District Council from 272 dwellings per annum (set out in the 2020 Local Plan) to 371 dwellings per annum (as at Dec 2024 with 5% buffer).
- 1.2 To embark on the preparation of a new Local Plan, the Council has updated its Local Development Scheme (LDS), with a new timetable for plan-making activities programmed over the next 5 years. Securing a wider scope of planning skills and capacity across the Planning Policy and Housing Strategy team dynamic will ensure the team are able to react to the demands arising from a new timetable of plan-making activities. This will afford the team longer term resilience and allow for succession planning, particularly in a competitive market where the Planning Service have successfully demonstrated the value of 'growing our own' at a time when professional planning skills are in high demand nationwide.
- 1.3 In addition to the demands arising from a new programme of plan-making activity and the associated evidence base work, the team also leads on the delivery of

Local Plan Implementation Projects. In addition, the demands on the team have increased recently as the team also leads on the Council's obligations under the Environment Act 2021 and this in particular has increased the need for this additional post.

2. Details of Proposal

- 2.1 Currently the Planning Policy and Housing Strategy team comprise of 1 x FTE Manager, 2 x FTE Principal Planning Policy Officers, 1 x FTE Career Grade Planning Policy Officer at the Grade 7 Senior level, and 1 x FTE Senior Planning Policy Information Officer and 1 x FTE Planning Policy Information Officer, so leaving a skills gap at the entry Planner level within the team.
- 2.2 The proposal is to create a new role within the Planning Policy & Housing Strategy Team to provide support and assistance for the Council's day to day plan making and strategic housing function.
- 2.2 The job description and person specification for the Career Grade Planning Policy Officer was prepared and processed through job evaluation in 2023, with a grading between 4 and 7 confirmed. Based on current pay scales (2024/25) the total costs of the post (per grade) is set out in the table below:

		<u>Salary</u>	<u>Pension</u>	<u>NI</u>	<u>Total Cost</u>
Grade 4	6	£25,695	£5,344.60	£2,290.13	£31,740.66
	7	£25,913	£5,389.80	£2,320.13	£33,622.45
	8	£26,947	£5,604.98	£2,462.89	£35,014.88
Grade 6	13	£31,057	£6,459.83	£3,030.05	£40,546.76
	14	£31,624	£6,577.75	£3,108.28	£41,309.83
	15	£32,754	£6,812.89	£3,264.29	£42,831.43
	16	£33,346	£6,935.88	£3,345.89	£43,627.35
Grade 7	17	£34,193	£7,112.20	£3,462.87	£44,768.37
	18	£35,064	£7,293.38	£3,583.08	£45,940.76
	19	£35,961	£7,479.86	£3,706.80	£47,147.51
	20	£36,886	£7,672.34	£3,834.50	£48,393.09

- 2.3 If a candidate is appointed at Grade 4 or 6 they would be supported through a degree apprenticeship, utilising the apprenticeship levy or other available bursary funding (see below), to enable the post holder to secure chartered membership to the Royal Town Planning Institute. This would require the release of the post holder 1 day per week to undertake apprenticeship training, and the support of a work-based mentor.
- 2.4 If creation of this post is agreed the Planning Service will partner with the Pathways to Planning initiative (being run by the Local Government Association). Through that initiative partnership recruitment to the post will be undertaken in the summer with the LGA, who have a recruitment pool of prospective

Graduate's interested in a Planning career in local government. The route and partnership would secure an educational bursary award of £10,000 per annum to cover the costs of the postholder undertaking a post graduate master's qualification commencing in September 2025.

3. Reasons for Recommendation

- 3.1 This report seeks approval to establish a Career Graded Planning Policy Officer post to support the work of the Planning Policy & Housing Strategy Team in its statutory plan making and additional Environment Act functions.
- 3.2 The role is also Career Graded, such that it will allow recruitment into the role at apprentice level that enables the Council to continue its programme of supporting and 'growing its own' pipeline of qualified Planners. This will build in resilience across the team and assist in future succession planning.

4 Alternative Options and Reasons for Rejection

- 4.1 The Committee elect not to support the additionality for the post and the additional resource demand therefore falls to the existing Planning Policy & Housing Strategy team with knock on effects with performance against other projects being accepted.

RECOMMENDATION(S)

1. That the Committee considers and supports the establishment of a new Career Graded Planning Policy Officer post in the Planning Policy & Housing Strategy team; and
2. That the Committee recommend to Council that the budget be created to fund the new post via the Council's General Fund.

Approved by Councillor Munro, Portfolio Holder for Growth

IMPLICATIONS:

Finance and Risk: Yes No

Details: The total cost for the additionality for this post based on the established posts job evaluation at Grade 4, 6 and 7 as follows:

Grade 4 - £33,329.90 - £35,014.88

Grade 6 - £40,546.76 – £43,627.35

Grade 7 - £44,768.37 – 48,393.09

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details: There are no legal implications arising from this report.

On behalf of the Solicitor to the Council

Environment:

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

Details: In order to met its obligations arising from the Environment Act 2021, nature recovery and biodiversity activities are captured in the day to day duties operated by the Planning Policy team function.

Staffing: Yes No

Details: The Council's policies and procedures will be followed for recruitment to this post.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

<p>District Wards Significantly Affected</p>	N/A
<p>Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	<p>Details: Portfolio Holder for Growth; and Portfolio Holder for Environment.</p>

<p>Links to Council Ambition: Customers, Economy, Environment and Housing.</p>
<p>All are linked due to the varying nature of associated planning applications and the developments the subject thereof.</p>

DOCUMENT INFORMATION	
Appendix No	Title
1.	Career Graded Planning Policy Officer Job Description and Person Specification

<p>Background Papers</p>
<p><i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i></p>
<p>None.</p>

Appendix 1: Career Graded Planning Policy Officer Job Description and Person Specification

JOB DESCRIPTION

Job title and post number	<i>Career Graded Planning Policy Officer</i>
Service Area and Directorate	<i>Planning – Planning Policy and Housing Strategy (Development Directorate)</i>
Reports to	<i>Planning Policy and Housing Strategy Manager</i>
Direct reports	<i>None</i>
Grade	<i>4 / 6 / 7</i>
Salary range (2020/2021)	<i>Grade 4 – Trainee Planning Policy Officer Grade 6 – Planning Policy Officer Grade 7 – Senior Planning Policy Officer</i>

Job purpose

To assist and contribute to the delivery of the Planning Policy and Housing Strategy Team’s work programme as directed to progress work tasks including the preparation, implementation, monitoring and review of the Council’s Local Plan and other planning documents and related projects, as well as delivery of the Council’s Housing Strategy in partnership with the Housing Department.

Duties and responsibilities

Planning Policy

- 1.1 To work on the preparation of plans (local development documents and informal plans) for the development of Bolsover District, in line with statutory responsibilities and the requirements of the Council. (All grade levels)
- 1.2 To work on maintaining the team’s evidence base for plan-making purposes, including statistical records (including the Census), land availability, building floorspace, social patterns, employment / unemployment, housing, retail, town and local centres, infrastructure and other matters necessary to the good planning of the area. (All grade levels)
- 1.3 To work on updating and preparing other planning policy documents, such as the Authority’s Monitoring Report, the Local Development Scheme, completing statistical returns to the Government and others as requested. (All grade levels)
- 1.4 To work on the preparation and development of publicity / consultation / participation exercises to ensure full and representative public and stakeholder involvement in the Local Plan and other planning documents and projects. (All

grade levels)

- 1.5 To work on strategic planning and transport matters, including reviewing policies and proposals put forward at national, regional, sub-regional / city region and county levels, and in respect to other local authorities' plans and proposals. (All grade levels)
- 1.6 To work on the delivery of Local Plan implementation projects and proposals through the Council's capital programme, and / or via other funding, and to monitor progress on their delivery. (Senior Planning Policy Officer grade level)
- 1.7 To lead on the commission of consultants and project management of the commissioned evidence base reports or planning projects and to prepare updates for the Planning Policy and Housing Strategy Manager, Senior Managers and Members as appropriate. (Senior Planning Policy Officer grade level)
- 1.8 To represent the Council at Public Inquiries, Examinations and Hearings as an expert witness as deemed appropriate by the Planning Policy and Housing Strategy Manager. (Planning Officer and Senior Planning Officer grade levels)
- 1.9 To work on the delivery of the Council's Housing Strategy in partnership with the Housing Department, including implementing the Empty Properties Strategy. (Senior Planning Policy Officer grade level)
- 1.10 To support the Planning Policy and Housing Strategy Manager in the delivery of efficient, informed and connected, planning services, policy and guidance documents that have a clear customer focus and meet government and council expectations, including training opportunities for employees and Councillors. (All grade levels)
- 1.11 To undertake any other duties, commensurate with the grade, and represent the Council and the Department on working parties and liaison groups as required by the Planning Policy and Housing Strategy Manager. (All grade levels)

Working conditions

The job is mainly office based but requires the post holder to be able to attend external meetings during the day and occasionally in evenings and at weekends. Visiting outdoor sites and buildings will be necessary. The post holder will be required to meet with the public, developers and environmental groups often with differing and challenging interests.

Physical requirements

The post holder will need to be able to drive.

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.

- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis). Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

PERSON SPECIFICATION

Post Title: <i>Career Graded Planning Policy Officer</i>	Section: <i>Planning – Planning Policy and Housing Strategy</i>		
Directorate: <i>(Development Directorate)</i>			
	AM		AM
Knowledge			
(Essential)		(Desirable)	
<u>Trainee Planning Policy Officer level</u> <ul style="list-style-type: none"> • Awareness of the role of the Local Plan within the planning system. <u>Planning Policy Officer level</u> <ul style="list-style-type: none"> • Knowledge and understanding of relevant planning legislation and sources of planning policy; • Knowledge and understanding of the plan-making process, including the role of national guidance; • Knowledge and understanding of the role of evidence in the plan-making process; • Knowledge and understanding of the subjects and issues that are involved within the plan-making process. <u>Senior Planning Policy Officer level</u> <ul style="list-style-type: none"> • Advanced knowledge and understanding of relevant planning legislation and sources of planning policy; • Advanced knowledge and understanding of the plan-making process, including the role of national guidance; • Advanced knowledge and understanding of the role of evidence in the plan-making process; • Knowledge of relevant planning software packages; • Understanding of the importance of project management. 	A & I	<u>Trainee Planning Policy Officer level</u> <ul style="list-style-type: none"> • Knowledge and understanding of relevant planning legislation and sources of planning policy. <u>Planning Policy Officer level</u> <ul style="list-style-type: none"> • Knowledge and understanding of the Local Plan Examination process; • Knowledge of relevant planning software packages; • Awareness of the importance of project management. <u>Senior Planning Policy Officer level</u> <ul style="list-style-type: none"> • Knowledge and understanding of the Local Plan Examination process; • Understanding of the role of planning consultancies in the planning process. 	A & I

Qualifications / Training			
(Essential)		(Desirable)	
<u>Trainee Planning Policy Officer level</u> <ul style="list-style-type: none"> A-Level qualifications or equivalent that would allow entry onto RTPI accredited degree. <u>Planning Policy Officer level</u> <ul style="list-style-type: none"> Degree or equivalent in Town and County Planning or allied field providing eligibility for RTPI membership. <u>Senior Planning Policy Officer level</u> <ul style="list-style-type: none"> Degree or equivalent in Town and County Planning or allied field providing eligibility for RTPI membership. 	A, I & C	<u>Trainee Planning Policy Officer level</u> <ul style="list-style-type: none"> First degree or equivalent in Planning or related subject that would allow entry onto RTPI accredited postgraduate degree. <u>Planning Policy Officer level</u> <ul style="list-style-type: none"> Licentiate Member of the RPTI. <u>Senior Planning Policy Officer level</u> <ul style="list-style-type: none"> Chartered Member of the RPTI. 	A, I & C
Experience			
(Essential)		(Desirable)	
<u>Trainee Planning Policy Officer level</u> <ul style="list-style-type: none"> Experience of data collection, analysis and monitoring; Experience of Microsoft Office word processing, database and spreadsheet packages; Experience of presenting reports or information to groups. <u>Planning Policy Officer level</u> <ul style="list-style-type: none"> Experience of data collection, analysis and monitoring; Experience of Microsoft Office word processing, database and spreadsheet packages; Experience of presenting reports or information to groups; Experience of a local government planning department or private practice. <u>Senior Planning Policy Officer level</u> <ul style="list-style-type: none"> Experience of preparing Local Plans and other planning policy documents; Experience of writing and presenting reports or information to committees, steering groups or 	A & I	<u>Trainee Planning Policy Officer level</u> <ul style="list-style-type: none"> Experience in a local government planning department or private practice. <u>Planning Policy Officer level</u> <ul style="list-style-type: none"> Experience in a local government planning department working on planning policy work; Experience of survey work, monitoring, research and analysis, preparation of strategies, proposals and policies, consultation, statutory procedures. <u>Senior Planning Policy Officer level</u> <ul style="list-style-type: none"> Experience of commissioning planning consultants and other related contractors; Experience of advising Council Members, professional stakeholders and the public on planning 	A & I

<p>similar;</p> <ul style="list-style-type: none"> • Experience of survey work, monitoring, research and analysis, preparation of strategies, proposals and policies, consultation, statutory procedures; • Experience of project management. 		<p>policy and housing strategy matters.</p>	
Skills			
(Essential)		(Desirable)	
<p><u>Trainee Planning Policy Officer level / Planning Policy Officer level / Senior Planning Policy Officer level</u></p> <ul style="list-style-type: none"> • Communication skills, both written and oral, including presentations; • Ability to work to deadlines and to manage workloads effectively; • Ability to work effectively as part of a team or on own initiative under direction. 	A & I		A & I
Other Requirements:			
(Essential)		(Desirable)	
<p><u>Trainee Planning Policy Officer level / Planning Policy Officer level / Senior Planning Policy Officer level</u></p> <ul style="list-style-type: none"> • Commitment to equal opportunities and a good understanding of its relevance to this post; • Commitment to customer service and an understanding of its relevance to this post; • Ability to travel around the District as required to undertake site visits and to meet the requirements of the service (although alternative arrangements may be agreed with applicants with a relevant disability). 	A & I	<p><u>Trainee Planning Policy Officer level / Planning Policy Officer level / Senior Planning Policy Officer level</u></p> <ul style="list-style-type: none"> • Own transport / full UK driving license (although alternative arrangements may be agreed with applicants with a relevant disability). 	A & I

Key to Assessment Methods (AM);

(A) application form, (I) interview, (P) presentation, (C) certificate check, (O) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

Bolsover District Council

Meeting of the Employment and Personnel Committee on 24th April 2025

Housing Performance Manager - Permanent Post

Report of Cllr Phil Smith, Portfolio Holder for Housing

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

PURPOSE/SUMMARY OF REPORT

- To seek approval to recruit a Housing Performance Manager. This would be a permanent post on the establishment.
- To recommend to Council funding the post through the Housing Revenue Account.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing has updated the Consumer Standards with effect from 1st April 2024. These are designed to protect tenants and to ensure they receive high quality services.
- 1.2 The Social Housing Regulation Act, which also came into effect from 1st April 2024 gave the Regulator Social Housing enhanced powers to inspect landlords to ensure they comply with the consumer standards.
- 1.3 The Council was one of the first to be inspected under the new inspection regime, receiving a C2 grading in August 2024. C1 being the highest and C4 the lowest, the C2 grade recognises that the Council has provided some assurance and met the Consumer Standards in many areas but identified some areas where improvement is need.
- 1.4 The overarching theme of the requirements improvements was the need to have accurate data with specific themes for improvement relating to;
 - The need to knowing our stock, by undertaking a full Stock Condition Survey and using this data to meet the requirements of the Decent Homes Standards.

The results will show where we need to make improvements to our housing stock and will drive future capital spend.

- Delivering fair and equitable outcomes to tenants – We need to recognise and understand the individual and whole tenant base. We then need to use this data to shape the services we provide to benefit all our tenants. By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible.
- Performance - It is important that tenants can hold us to account and to do that they need to know how we are performing. We need to therefore ensure we are collecting accurate data, analysing this to drive service improvements and publish information in an accessible way and in several different places.

1.5 As part of the inspection process there is ongoing monitoring of our performance and we are required to present and update our progress against our improvement plan to the regulator bi monthly.

1.6 In addition to all the above, the Tenancy, Influence and Accountability Standard specifies the Councils we must *“collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.”*

1.7 Specifically, we must annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). This includes information which the Council hold, Landlord Management Information, and the Tenancy Perception Survey. In order to monitor compliance, we report these figures quarterly to the Housing Liaison Board as well as the operational Housing Stock Management Group.

1.8 The Council is also required to publish information on our complaint performances. The Annual Complaint Handling and Service Improvement Report must be published by June each year, and to ensure monitor compliance with timescales and trend data this information is also presented to the Housing Liaison Board and Housing Stock Management Group

2. Details of Proposal or Information

2.1 As set out above we need to ensure that we are proactively collecting data from all 5000 properties, tenants and their family members to ensure we are using this to analyse the services we deliver and drive service improvement.

2.2 The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales. The "Big 6" compliance areas need closely monitoring and outstanding actions to be completed timely. (Fire safety, Gas safety, Electrical safety, Lift safety, Asbestos management and Legionella).

2.3 Currently we do not have the resource to incorporate the level of data collection and analysis that is needed. A specific Housing Performance Manager post would

work across all areas of Housing, including working with Dragonfly Management Repairs and Maintenance and working alongside the Complaints team.

- 2.5 The post has been job evaluated as a grade 8, the top of the scale being £59,192 inclusive off on costs.
- 2.6 The post can be funded in year 1 with existing Housing Revenue Account (HRA) budget by using £26,000 from the training budget which had been allocated to fund the Competency Standard training which has now been postponed. A start date was anticipated in April 2025 but responses to consultation mean there is no new start date however it is anticipated this will be April 2026. The remainder will be funded by external grant funding. From year 2 onwards this post cannot be met from an existing resource and so would be an increased cost to the HRA.

3. Reasons for Recommendation

- 3.1 Due to the significant changes introduced by the Social Housing Regulation Act, and the comprehensive requirements introduced by the Regulator for Social Housing we need an additional resource to meet these requirements.
- 3.2 The Regulator has stated we need to have a greater understanding of the data we hold, as well as expand the breadth of data we collect, analyse and use for service improvements. A dedicated post is needed to fully meet the increase demand for data analysis

4 Alternative Options and Reasons for Rejection

- 4.1 There are alternatives which could be considered:

To do nothing, however, the requirement for data collection and demand on current staffing resources at this time is not achievable. A dedicated post with expertise in this area and service improvement is needed.

RECOMMENDATION(S)

1. To approve a new full time permanent Housing Performance Manager position on the establishment, to be funded from existing Housing Revenue Account budgets for Year 1, and approve an increased cost to the HRA for Year 2 onwards.

Approved by Councillor Smith Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: The proposal would mean an additional expenditure of between £52,799 (bottom of Grade 8) to £59,162 (top of Grade 8) from 2025-26 to the Housing		

Revenue Account. Salary costs can be met from within existing resources for year 1 as discussed in point 2.6, and will be an increased cost to the HRA from year 2.

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes No

Details:

On behalf of the Solicitor to the Council

Staffing Yes No

Details: The report seeks to establish a permanent post on the establishment.

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation Yes No

Details:

The post will be responsible for collating and analysing data regarding tenants including equality and diversity information. This will tailor future services to ensure we meet the needs of tenants.

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:

The post will be responsible for collating and analysing data regarding tenancies, including property type. This can assist the council in its capital programme development and ensuring we are meeting the requirement to be EPC level C and above by 2030.

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

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

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

Yes No

(a) (b)

<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 checked="" type="checkbox"/> No <input 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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<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Housing - Preventing and responding to homelessness through early intervention and personalised solutions</p>

DOCUMENT INFORMATION:

Appendix No	Title



BOLSOVER DISTRICT COUNCIL

Employment and Personnel Committee on 24th April 2025

Temporary Accommodation Officer – Permanent Post

Report of the Portfolio Holder for Housing – Philip Smith

Classification	This report is Public
Contact Officer	Elizabeth Ellis, Housing Options Manager Victoria Dawson, Assistant Director Housing Management

PURPOSE/SUMMARY OF REPORT

- To seek approval to make the current temporary accommodation officer a full-time permanent post on the establishment from 1st May 2026.
- To recommend to Council for the additional General Fund revenue budget associated with the establishment of the permanent post from 1st May 2026, in case the new post does not generate enough new income to cover the costs of the post.

REPORT DETAILS

1. Background

- 1.1 The Housing Options Team has a leading role in meeting the Council's statutory responsibilities to prevent and relieve homelessness in line with the Act. Since the Act came into force, the Council has seen a gradual increase in the demand on the service.
- 1.2 The Housing Act 1996 Part 7, as amended by The Homelessness Reduction Act 2017 (which came into force in April 2018) placed new duties on Councils to intervene earlier to actively prevent homelessness, and to work with people who are homeless, or threatened with homelessness, for longer periods of time. For those who are Eligible, Homeless and in Priority Need the Section 118 (Interim Accommodation Duty) is owed for 56 days, and duties for temporary accommodation can increase past this date depending on the homeless duties owed to the household long term.
- 1.3 The Domestic Abuse Act 2021 amended Part 7 of the 1996 Act to strengthen the support available to victims of domestic abuse. The Act extends priority need to all eligible victims of domestic abuse who are homeless as a result of being a victim of domestic abuse. The 2021 Act brought in a new definition of domestic abuse which housing authorities must follow which has increased demand for temporary accommodation.

- 1.4 The Housing Options Team are directly impacted by the external cuts/limitations of support services we have seen over the last 5 years. Lack of resources and capacity in services such as Social Care, Probation, Police, Health (specifically mental health services, and addiction support) places additional strain on the department as service user's needs are often not being met in other areas. Without timely intervention for these needs, often the result is homelessness where a person is unable to sustain accommodation. This has also led to an increased demand for temporary accommodation.
- 1.5 In May 2023 we recruited a Temporary Accommodation officer for an initial two-year temporary contract. The costs for the post were covered by the Domestic Abuse Act New Burdens funding, and approval was sought from MHCLG to approve use of the grant for this post.
- 1.6 In April 2024 the member of staff had a change in personal circumstances and requested a temporary change to her hours from full time to 22.20 hours (over 3 days a week). On the 9th August 2024 we confirmed these arrangements as permanent, and extended the existing temporary contract for a further year.

2. Details of Proposal or Information

- 2.1 The post delivers our temporary accommodation service, including managing licenses, and supporting the occupants. The role takes necessary action against non-compliance with any license breaches. We currently have 12 properties, with intention to increase the stock based on demand.
- 2.2 Since the post was established in May 2023, 49 households have resided in our temporary accommodation. The average stay of a single placement is 80 nights. The total amount of nights spent in our temporary accommodation since the post was established, and the temporary accommodation was set up is 3933 nights. Based on the alternative use of hotels, or Bed & Breakfast for this purpose, based on a nightly average of £50 – this would have cost the council £196,650.
- 2.3 The post continues to prove it's worth, with a dedicated officer for managing these tenancies. Often the occupants have additional vulnerabilities and require intensive tenancy management which this post provides.

It proves to be value for money with comparable costs for occupancies during 23/24 as follows:

Total nights TA occupied	2255
Comparable cost of average B&B (£50)	£112,750
23/24 costs for TA (including set up costs)	£35,915
23/24 FT staff costs	£44,768.37

- 2.4 The temporary position has been job evaluated at grade 7 and will be funded until May 2026 from Domestic Abuse Grant Funding. The current annual costs to the Council of the post are £45,940 (full time equivalent). Due to reduced hours,

we are currently paying £27,564 for the post in 24/25. For this post to be fully effective we would be looking to gain approval to cover the full-time hours, to backfill the two vacant days for the post.

3. Reasons for Recommendation

3.1 The Temporary Accommodation Officer post has been significantly impactful since its implementation in 2023. The post is needed for the Council to respond to its statutory homeless duties for temporary accommodation. A permanent position is needed to effectively manage the temporary accommodation within our own housing stock and to ensure the occupants are managed effectively in line with the license agreement.

4 Alternative Options and Reasons for Rejection

4.1 There are alternatives which could be considered:

To do nothing and allow the post to remain a temporary contract which will end in May 2026. This is not the preferred approach due to the need to provide permanent resource to the Council’s Statutory homeless duties as outlined above.

RECOMMENDATION(S)

1. To approve a new full time permanent Temporary Accommodation Officer post on the establishment from 1st May 2026 subject to Council approving the increase in budget.

Approved by Councillor Smith Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: The cost to general fund would be £47,147 per annum, subject to pay awards and increments. This can be fully funded until May 2026 out of an existing Domestic Abuse Burdens grant.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: All legal requirements are set out within the body of the report.		
On behalf of the Solicitor to the Council		
<u>Staffing</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: Covered within the body of the report.		

Equality and Diversity, and Consultation

Yes No

Details:

N/A

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: N/A

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

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

Yes No

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

(a) (b)

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

(a) (b)

District Wards Significantly Affected:

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

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

All

<p>Is the decision subject to Call-In? <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 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 type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	

<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Preventing and responding to homelessness through early intervention and personalised solutions.</p>

DOCUMENT INFORMATION:

Appendix No	Title