

The Arc  
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To: Chair & Members of the Executive

Friday 9th May 2025

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Dear Councillor

**EXECUTIVE**

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday 19th May 2025 at 10:00 hours.

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

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

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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- **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

## EXECUTIVE AGENDA

*Monday 19th May 2025 at 10:00 hours taking place in the Council Chamber,  
The Arc, Clowne*

Item No.		Page No.(s)
1.	<b>Apologies For Absence</b>	
2.	<b>Urgent Items of Business</b>	
	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.	<b>Declarations of Interest</b>	
	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.	<b>Minutes</b>	4 - 8
	To consider the Minutes of the last meeting held on 14 <sup>th</sup> April 2025	
	<b><u>NON KEY DECISIONS</u></b>	
5.	<b>Council Plan Targets Performance Jan - Mar 2025 (Q4)</b>	9 – 58
6.	<b>Rood Lane, Clowne - Options Appraisal</b>	59 - 62
	<b><u>KEY DECISION</u></b>	
7.	<b>Elmton and Creswell Wellbeing Centre Service Level Agreement</b>	63 - 67

## EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 14<sup>th</sup> April 2025 at 10:00 hours.

### PRESENT:-

Members:-

Councillor Jane Yates in the Chair

Councillors Donna Hales (Vice-Chair), Mary Dooley, Rob Hiney-Saunders, Clive Moesby, Tom Munro, Phil Smith and John Ritchie.

Officers:- Karen Hanson (Chief Executive), Steve Brunt (Strategic Director of Services), Theresa Fletcher (Section 151 Officer), Jim Fieldsend (Monitoring Officer), Pam Brown (Director Executive and Corporate Services), Wayne Carter (Assistant Director for Leisure, Health and Wellbeing), Victoria Dawson (Assistant Director for Housing Management and Enforcement), Scott Chambers (Communications, Marketing and Design Manager) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting was Junior Cabinet Member Councillor Jeanne Rospin.

### EX88-24/25 APOLOGIES FOR ABSENCE

There were no apologies for absence.

### EX89-24/25 URGENT ITEMS OF BUSINESS

The Chair consented to an urgent item of business to be considered being the Rural Economic Prosperity Fund, which would be discussed as the last item on the agenda. Information on this item was provided in the supplementary agenda previously circulated.

### EX90-24/25 DECLARATIONS OF INTEREST

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

<b>Minute Number</b>	<b>Member</b>	<b>Level of Interest</b>
EX97-24/25 (Item 10)	Cllr. John Ritchie	Member of Glapwell Cricket Club
EX97-24/25 (Item 10)	Cllr. Mary Dooley	Member of Pinxton Parish Council

### EX91-24/25 MINUTES – 3<sup>RD</sup> MARCH 2025

Moved by Councillor Tom Munro and seconded by Councillor John Ritchie

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**RESOLVED** that the Minutes of an Executive meeting held on 3<sup>rd</sup> March 2025 be approved as a correct record.

### NON KEY DECISIONS

#### EX92-24/25      DOMESTIC ABUSE POLICY

Executive considered a report, presented by the Portfolio Holder for Housing, which sought Members' approval to implement the Housing Domestic Abuse Policy.

The proposed policy set out how the Housing department, including Dragonfly Management Ltd. (acting on behalf of the Council), would tackle domestic abuse, support victims and survivors of domestic abuse, and hold perpetrators to account.

The policy explained the role of the Specialist Domestic Abuse Officer, who had expertise in this area and whose role was to work with and support victims and survivors of domestic abuse.

The two pathways for homeless applicants and social housing tenants were detailed in the report.

To a question in relation to the Specialist Domestic Abuse Officer and the support they would receive carrying out their role, the Assistant Director of Housing Management & Enforcement informed Members that the Officer would primarily provide administration with medium to high risk cases referred to Derbyshire County Council and / or other providers. While the Officer would provide triaging and handle low risk cases, support was available if their workload increased.

To a question on safeguarding training for officers carrying out repairs and maintenance in properties, the Assistant Director of Housing Management & Enforcement informed Members that annual safeguarding training was provided to all officers and that the ability to report safeguarding concerns was also available online.

Moved by Councillor Phil Smith and seconded by Councillor John Ritchie

**RESOLVED** that the Domestic Abuse Policy be approved and adopted.

#### EX93-24/25      TENNIS FACILITY AT THE ARC

Executive considered a report, presented by the Portfolio Holder for Partnerships, Health and Wellbeing, which sought Members' approval to accept funding towards the development of a tennis facility on the old astro turf football pitch at The Arc, Clowne.

To a question on the maintenance of the site, the Assistant Director of Leisure, Health and Wellbeing informed Members that any major maintenance would be handled by an external contractor (it was not expected to involve significant cost).

Moved by Councillor Mary Dooley and seconded by Councillor Rob Hiney-Saunders

**RESOLVED** that 1) the offer from CTTC to invest £60,000 in capital funding to develop tennis facilities at The Arc, be accepted,

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- 2) the offer from CTTC of £20,000 revenue funding to progress a specific tennis development plan and contribution towards start-up costs, be accepted,
- 3) allocation of section 106 (£20,000) funding to support the project which was already allocated to the development of ancillary sports facilities at The Arc, be approved.

### **EX94-24/25            MINUTES OF THE DRAGONFLY SHAREHOLDER BOARD 2025**

Executive considered a report, presented by the Portfolio Holder for Devolution, which appended the minutes of the Dragonfly Shareholder Board and the final agreed scope for the independent review of the Council's wholly owned companies by Local Partnerships.

The Portfolio Holder for Devolution informed Members that the minutes had been previously shared with Local Growth Scrutiny Committee.

Moved by Councillor John Ritchie and seconded by Councillor Tom Munro

**RESOLVED** that 1) the contents of the Minutes of the Shareholder Board be noted,

- 2) the final agreed scope for the independent review by Local Partnerships be noted.

## KEY DECISIONS

### **EX95-24/25            HOUSING MANAGEMENT SYSTEM**

Executive considered a report, presented by the Portfolio Holder for Housing, which sought Members' approval to recommend to Council to enter into a contract with MRI Real Estate Software for ongoing support of the Open Housing system and to upgrade to "One Housing".

The Portfolio Holder for Housing informed Members that the current 5-year contract had been signed in 2018 with the option to extend (which had been enacted). The current contract for ongoing software and maintenance expired on 30<sup>th</sup> April 2025.

While "Open Housing" provided repair, servicing, and programmed works functionality, in recognition of the developing themes around housing and compliance, "Open Housing" had been upgraded and rebranded as "One Housing", which provided additional enhancements including functionality, appearance, navigation, and the easier extraction of data.

The full cost of the 5-year contract, which included the annual licence and maintenance support, the purchase and implementation of additional modules and the upgrade to "One Housing", was £464,599.65.

The ongoing annual support totalled £274,879.65 and was contained within existing revenue budgets. The Capital expenditure, £189,720, could be funded by available capital receipts.

It was explained that the procurement exercise had been under the KCS framework, and this had been with Capita One Ltd. However, Capita One Ltd. had been acquired by MRI in September 2024, with the name subsequently changed at Companies House. As the

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contract had been procured via Capita Business Services Ltd., the contract would be novated to MRI.

Moved by Councillor Phil Smith and seconded by Councillor John Ritchie

**RECOMMENDED** that 1) Council award a 5-year contract to MRI for ongoing annual support of the Housing Management System and One System upgrade,

- 2) Council approve the capital programme be updated to include the capital cost of the One System upgrade, which can be funded by capital receipts.

### **EX96-24/25 UK SHARED PROSPERITY FUND (UK SPF) 2025/2026**

Executive considered a report, presented by the Portfolio Holder for Devolution, which sought Members' approval to endorse the Delegated Decision made under special urgency by the Chief Executive in relation to the acceptance of the recent UK Shared Prosperity Fund (UK SPF) grant and to endorse the associated investment plan recommended by the Council's Strategic Commissioning Board on 7<sup>th</sup> March 2025. The report also sought approval to make direct awards of contracts, where required, in accordance with the Council's procurement rules.

In answer to a question, the Monitoring Officer informed Members that there were strict limitations in place in accordance with procurement rules and this would not set a precedent.

To a question on the location of the creative hub within the District, the Leader informed Members that this would likely be in Bolsover Town. The Portfolio Holder for Growth added that there was an ongoing investigation of works associated with the £15 million granted, with discussions taking place between the Council and Old Bolsover Town Council.

To a question on the allocation of funding, the Chief Executive informed a full report explaining the reasoning behind each decision could be provided on the projects chosen / not chosen. The Portfolio Holder for Growth added that the six projects selected had been existing projects with planning permission already granted. Due to time constraints on the spending of the award, young projects at the beginning of their development could not be considered as they would not have been completed by early 2026.

To a question on the age of the Strategic Commissioning Board, the Chief Executive informed three meetings had taken place to date and the exact details and scheduling of these meetings could be provided to Members after the meeting.

Moved by Councillor John Ritchie and seconded by Councillor Tom Munro

**RESOLVED** that the delegated decision made under special urgency by the Chief Executive in relation to accepting UK Shared Prosperity Funds (UK SPF) totalling £803,023 from the East Midlands Combined County Authority, be endorsed,

- 2) the associated investment plan recommended by the Council's Strategic Commissioning Board on 7<sup>th</sup> March 2025 and the making of direct awards of contracts, where required in accordance with the Council's procurement rules requirements, be endorsed.

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*Having previously declared their interest in the following item of business, Councillors Mary Dooley and John Ritchie left the meeting.*

### **EX97-24/25 URGENT ITEM OF BUSINESS - RURAL ECONOMIC PROSPERITY FUND**

Executive considered a report, presented by the Portfolio Holder for Growth, which sought Members' approval to accept the Rural Economic Prosperity Funding (REPF) totalling £128,333 from the East Midlands Combined County Authority, and to agree the associated investment plan.

Three investment plans had been submitted:

Glapwell Cricket Club Pavilion Building (Glapwell Colliery Cricket Club)	Installation of a disabled ramp and access improvements to the pavilion building, including new accessible toilet.	£35,000
Pinxton Community Hub (Dragonfly Management (Bolsover) Ltd.)	To produce RIBA Stage 2 drawings for the construction of a replacement community centre, to provide improved and accessible accommodation for community groups.	£53,333
The Anchor public house, Clowne (Clowne Parish Council)	To produce RIBA Stage 0-2 drawings and associated business plan for the construction of a community centre in a former public house building.	£40,000

It was noted for the Pinxton Community Hub, the funding was to demolish / rebuild the site with the £700,000 allocated from the £15 million UK SPF award to carry out all intended works. A meeting would take place between local Ward Members and the architects to consider / develop the expected designs.

A Member noted that Clowne Parish Council had been considering a Creative Hub for the former Anchor public house, though this had not been discussed in detail. To permit consultation between the Council and Clowne Parish Council, it was requested that a report be provided to Executive after a discussion had been held.

Moved by Councillor Rob Hiney-Saunders and seconded by Councillor Tom Munro  
**RESOLVED** that the Rural England Prosperity Fund (REPF) totalling £128,333 from the East Midlands Combined County Authority be accepted,

- 2) the associated investment plan as set out in the report be endorsed with a caveat that further details in relation to the former Anchor public house Clowne, investment plan, be provided to a future Executive meeting.

The meeting concluded at 10:43 hours.

## Bolsover District Council

### Meeting of the Executive on 19<sup>th</sup> May 2025

#### Council Plan Targets Performance Report Jan – Mar 2025 (Q4)

#### Report of the Portfolio Holder for Corporate Performance & Governance

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Jess Clayton Major Projects and Programme Manager Cheryl Staples, Corporate Policy and Programme Officer

### PURPOSE/SUMMARY OF REPORT

To report the Quarter 4 outturns for Council Plan targets 2024-2028

Out of the 33 targets:

- 26 (79%) targets are on track
- 3 (9%) extended
- 2 (6%) not on track
- 2 (6%) achieved

### REPORT DETAILS

#### **1. Background**

1.1 The attached appendices contain the performance outturn as of 30<sup>th</sup> March 2025.

#### **2. Details of Proposal or Information**

2.1 A summary of performance by Council Plan aim is provided below:

##### **2.2 Our Customers – Providing excellent and accessible services**

- 8 targets in total, all on track.

##### **2.3 Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity**

- 8 targets in total, 6 on track, 1 extended and 1 not on track.

##### **2.4 Our Economy – by driving growth, promoting the district and being business and visitor friendly**

- 7 targets in total, 5 on track 2 extended.

##### **2.5 Our Housing – by delivering social and private sector housing growth**

- 10 targets in total, 7 on target and 1 achieved, 1 achieved outside of target date and 1 not on track.

**2.6 Dragonfly KPIs**

Dragonfly a company wholly owned by the Council significantly contribute to the achievement of the Council Plan. A summary of their performance against their key performance indicators is appended.

**3. Reasons for Recommendation**

- 3.1 This is an information report to keep Members informed of progress against the Council Plan targets noting achievements and any areas of concern.

**4 Alternative Options and Reasons for Rejection**

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

**RECOMMENDATION(S)**

1. That quarterly outturns against the Council Plan 2024-2028 targets be noted.

**IMPLICATIONS:**

<b><u>Finance and Risk</u></b>		
<b>Details:</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
On behalf of the Section 151 Officer		
<b><u>Legal (including Data Protection)</u></b>		
<b>Details:</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
On behalf of the Solicitor to the Council		
<b><u>Staffing</u></b>		
<b>Details:</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
On behalf of the Head of Paid Service		

<b>Equality and Diversity, and Consultation</b>		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Details:</b>			
N/A			
<b>Environment</b>		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Details:</b>			
N/A			

**DECISION INFORMATION:**

<input checked="" type="checkbox"/> <b>Please indicate which threshold applies:</b>	
<p><b>Is the decision a Key Decision?</b> 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><b>Revenue (a)</b> Results in the Council making Revenue Savings of £75,000 or more or <b>(b)</b> Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p><b>Capital (a)</b> Results in the Council making Capital Income of £150,000 or more or <b>(b)</b> Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p><b>District Wards Significantly Affected:</b> <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 <b>All</b> 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>

<b>Is the decision subject to Call-In?</b> <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"/>
<b>Consultation carried out:</b> <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 checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	

<b>Links to Council Ambition: Customers, Economy, Environment, Housing</b>
All

**DOCUMENT INFORMATION:**

Appendix No	Title
1	Performance Summary for Our Customers
2	Performance Summary for Our Environment
3	Performance Summary for Our Economy
4	Performance Summary for Our Housing
5	KPI Summary for Dragonfly

<b>Background Papers</b>
<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>

**Appendix 1: Council Plan Targets and Supporting KPI's for 'Our Customers by providing excellent and accessible services'**

**Status Key**

<b>Target Status</b>	Usage
On Track	The target is progressing well against the intended outcomes and intended date.

Key Council Target	Status	Q4 January to March 2025 Progress	Target Date
CUS.01 - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On track	Q4 - Realtime satisfaction surveys via Live Chat and Email 805 surveys issued with 79 responses received NB. % value is a rolling total for the 4 quarters and some responses received were regarding other departments services. 70% were satisfied or very satisfied with the service they received via Customer Services. 13 received required feedback any complaints or comments identified will be raised accordingly for the respective department. Further development needed for Telephone contact - Text messaging	Fri-31-Mar-28
CUS.02 - Ensure we achieve a score of 90% or above (Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027	On track	Q4 2024/25 The current scores from Silktide are: 93% content; 96% accessibility; 88% marketing; 83% user experience. The scores will go up and down as more content is added/deleted.  We are launching a new website on Wednesday 2 April which will look very similar but will have more functionality and enable us to keep the home page looking 'fresh'. This has also enabled us to strip out any old documents/pages that are no longer needed and upgrading some of the components to make them more user friendly. Due to the site being on a test server, we have tested the site using Axdev tools and there are no accessibility issues reported.	Fri-31-Dec-27
CUS.03 - Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report in	On track	The Community Rail Partnership (CRP) Annual Report has been completed and was delivered at the CRP AGM 10 April 2025. This was completed by the Community Rail Officer Justyna Majer.	Fri-31-Mar-28

<p>respect of cross cutting themes (skills, aspiration, health, and local rail offer)</p> <p>14</p>		<p>The Lloyds Bank Foundation with input from BDC has been working to develop the roles of the Thematic group going forward. BDC continues to support the thematic groups and Lloyds bank Foundation in this project</p> <p>The Bolsover Partnership Annual Report was delivered on time for the Bolsover Partnership AGM (19 September 2024). The report is available online for interested parties. This included case studies from partnership organisations.</p> <p>The Community Rail Officer continues to develop the project and work closely with partners to maximise funding opportunities. This was enhanced by the Rail Partnership winning awards at the National Community Network Awards 2025</p>	
<p>CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually</p>	<p>On track</p>	<p>Q4 2024/25 - Corporate Equalities objectives continue to be met; the following diversity days were marked:          -Race Equality Week 2025: 3rd-9th February 2025          -International Women's Day: 7th March          Several Equality Impact Assessments (EIAs) were carried out for our Planning and Housing departments.          Reasonable Adjustment Requests continue to be processed for residents wishing to receive improved accessibility to the information they receive from the Council.          Corporate Equalities training sessions were delivered to support staff and elected members.</p>	<p>Wed-31-Mar-27</p>
<p>CUS.05 - Explore running a residents' survey to gain resident feedback on place-based services and priorities for improvement by March 2025.</p>	<p>On track</p>	<p>Q4 24/25: In total, 239 residents completed the Citizens' Survey. The results were reported to key members of the SLT on 19/03/25 in 'infographic' format. While the results were good, the return rate was</p>	<p>Mon-31-Mar-25</p>

<p style="text-align: center;">15</p>		<p>disappointing given that for the very first time, the survey was being advertised in the Council's Intouch magazine together with QR Code and the chance to win a £50 High Street voucher. Considering the magazine is meant to reach every household across the district, a better return rate was anticipated.</p> <p>The majority of residents (95%) who completed the survey did so after receiving an email containing a link, 4% scanned the QR Code from Intouch magazine and 1% completed a paper copy of the survey at their local contact centre.</p> <p>After enquiries were made, it became clear that there had been a distribution problem and Intouch magazine had not reached all households as intended with numerous residents from across the district confirming this.</p> <p>Comms confirmed that they had used a different supplier/service who were experiencing 'teething problems'.</p> <p>When the next Citizens' Survey (Autumn) is published, a full-page advert has been requested to advertise the survey and a distribution report from the supplier/service will also be requested.</p> <p>Now that the Council has a Facebook page, this will be used to promote the survey, and these steps should help yield an improved return rate.</p>	
<p>CUS.06 - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active Clubs, Active Interventions and Active Leisure)</p>	<p>On track</p>	<p>For the third quarter of 2024/25 we have attracted the following to activities/interventions:-</p> <ul style="list-style-type: none"> <li>Active Schools - 6530</li> <li>Active Clubs - 16</li> <li>Active Holidays - 467</li> <li>Active Interventions - 3084</li> <li>Active Communities - 74</li> <li>Active Leisure (facility based activity) - 100704</li> <li>Events, Learning &amp; Other activities - 55</li> </ul> <p>Total for Qtr 4 - 110930</p>	<p>Fri-31-Mar-28</p>

<p>CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.</p>	<p>On track</p>	<p>The Public Health annual target of 500 referrals to be exceeded, during quarter 4, 92 clients were processed through the exercise referral programme, giving an annual total of 621 clients.</p> <p>For year end a total of 123 people continued to exercise after the 12 week programme, giving an annual total of 523.</p>	<p>Fri-31-Mar-28</p>
<p>CUS.08 - Improve employee engagement and feedback to enable the Council to develop a fully inclusive People Strategy by March 2026</p>	<p>On track</p>	<p>Performance note (03/02/25 KD) - target date changed to March 2026 to reflect the milestones within the control sheet. Also confirmed that a new occupational health provider has been secured in Q3 2024/25 ahead of the target date of March 2025.</p> <p>Now that an Employee Survey has been completed, the Council's People Strategy will be developed and LGR can be factored in.</p> <p>2 further policies (Maternity Policy and Harassment and Bullying Policy) have been reviewed and where necessary updated. SLT and Trade Unions have been consulted. Awaiting sign off via Delegated Decision.</p>	<p>Mon-31-Mar-26</p>

## Supporting Key Performance Indicators

### Status Key

<b>Target Status</b>	Usage
 Positive outturn	The outturn is On/Above Target or positive (for some targets a positive outturn requires the result to be below the target set).
 Within target	The outturn is within 10% of the target set.
 Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

Customer Services	Q1 24/25 Outturn	Q2 24/25 Outturn	Q3 24/25 Outturn	Q4 24/25 Outturn	Q4 24/25 Target	Status / Commentary
CSP 01. % Calls answered within 20 secs	72	77	80	79	80	<p>Q4 Jan to Mar - 19,078 calls received and 18,508 calls answered 79% below target 3 staff continue to receive training and during Q4 1 new vacant post during March.</p> <p>2024/25 overall total is 77%, just below target of 80%, overall calls received have increased compared to 2023/24 by approx. avg 300 per month.</p>
CSP 02. % of Abandoned Calls	4	2	2	2	3	<p>Q4 Jan to Mar 2025 18,508 calls answered 2% (399) calls abandoned and within target. 2024/25 Overall 3% which meets target</p>
CSP 03. Average wait time to not exceed 30 seconds	43	31	30	30	30	<p>Q4 Jan to Mar 2025 average wait time 30 seconds for calls to be answered meeting target Overall 24/25 0.34seconds not meeting target</p>
CSP 04. % of emails answered within 8 working days	99.7	99.5	99.7	99.7	100	<p>Q4 Jan to Mar 8101 emails received , 8075 answered fully within 8 working days - 99.7% Housing &amp; Repairs, Planning, Legal, Streetscene and procurement out of time. Overall 2024/25 - 32,382 emails received and 32,270 answered within 8 working days - 99.6%</p>
CSP 05. % of Live Chats answered within 20 secs	90	89	90	89	90	<p>Q4 Jane to Mar Live Chats received 630, and 89% answered within target 24/25 overall 2813 chats received 89% (2634) answered within 20seconds</p>
CSP 07. % of External Satisfaction (Realtime)	New	82	75	69	85	<p>Q4 Jan to March 2025 Realtime satisfaction surveys via Live Chat and Email 805 surveys issued with 79 responses received NOTE % value is a rolling total for the 4 quarters and some responses received were regarding other departments services. 70% were satisfied or very satisfied with the service they received via Customer</p>

							Services. 13 received required feedback any complaints or comments identified will be raised accordingly for the respective department.
CSP 08. % Calls answered within 20secs (Corporate)	89	92	93	91	<b>90</b>		Q4 Jan to Mar Total Calls Received Direct Dialed Extension 17,236 91% (15,969) answered within target 20sec which is just above target Revenues, Planning and Env Health are just below target 2024/25 Total achieved 91%
CSP 09. % of Abandoned Calls (Corporate)	6	7	8	7	<b>10</b>		Below Target (Positive). Q4 Jan to Mar Direct Dial extension calls abandoned/unanswered 7% (1267) which is overall within target A number of departments are not meeting target for lost/abandoned calls however the overall % against the total calls received (17236) is within target corporately
CSP 10. % Stage 1 Complaints answered within 10 working days	100	98	100	99	<b>100</b>		Q4 Jan to Mar 25 59 Stage 1 Complaints received and 99% responded to within 10 workings days with the majority of complaints received being for Streetscene (18) Missed collections, bins and action/lack of action from Grounds Maintenance team, Housing (10) Repairs (10) communication, standard or lack of action taken and officer attitude being the main theme. 2024/25 Total 99% of complaints are responded to within 10 working days - improvement on 2023/24 (93%) Implementation of new CCC Policy April 2024 aligned to Housing Ombudsman requirements.
CSP 11. % Stage 2 Complaints answered within 20 working days	100	100	100	99	<b>100</b>		Q4 Jan to Mar 25 Stage 2 Complaints received who were not satisfied with the Stage 1 response 14 escalated, 1 late response and 1 still outstanding but within timeframes Majority for Housing (3) and Planning (3) re communication 2024/25 total responded within time frame 99.8% with 1 complaint out of time, due to officer administration of CCC System and incorrect logging.

CSP 12. % of all stage complaints acknowledged within 5 working days	100	96	98.6	97	<b>100</b>	<p>Q4 Jan to Mar 2 complaints were acknowledged out of time not meeting target of 100% Officer leave/resources impacted on the response time</p> <p>2024/2025 98% overall acknowledged within 5 working day timescales</p>
<b>Financial services</b>						
01.% Sundry Debtors arrears collected	48.8	64.4	70.2		<b>90</b>	<p>Q4 stat not yet provided (staff are in the throes of the year end). Comments “We are working with departments regularly to discuss options and best approaches to recovery as well as with the revenues recovery team. There are a number of instalment agreements in place, so the target will take longer to reach than if we received payment in one go”</p>
02. % Invoices paid within 30 days	99.14	99.57	99.9	99.3	<b>98</b>	<p>Q4 Total invoices 1931 of which 1917 paid within 30 days. Annual – total invs 6778 of which 6749 (99.5%) paid within 30 days.</p>
<b>HR</b>						
HR 01. Days Sickness per Full Time Equivalent	2.24	2.35	2.09	2.8	<b>2.1</b>	<p>Quarter 4 has reported the highest number of days lost due to sickness since 2022/2023. It is owed mainly to the increased number of long-term sickness absences. There are 19 long term cases in this quarter. 14 are due to physical health ailments and 5 cases are related to stress/depression (2 of which were work related). 10 Employees have now returned to work, 7 remain absent, 2 have left the Council’s employ (resignations)</p>
<b>ICT</b>						
IT 01/11 - Incidents and service requests resolved within target time (%)	88	90	84	89.7	<b>80</b>	On/Above Target

IT 02/11 - Incidents and service requests fixed at first point of contact (%)	57	56	50	57	<b>40</b>		On/Above Target
<b>Leisure services</b>							
01. Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	166	179	184	92	<b>125</b>		Although the final quarter figure is below the quarterly target the annual figure has far exceeded the yearly target.
02. Retain at least 50% of health referral clients into continued exercise after 12 weeks.	70	141	113	126	<b>63</b>		On/Above Target
<b>Performance &amp; Improvement</b>							
CSI 19 - % FOI/EIR requests responded to in 20 working days	89.7	84.3	93.2	98	<b>95</b>		Below Target but within 10%. 289 FOI & EIR requests rec'd in Q4, of which 284 were responded to within 20 working days
<b>Planning</b>							
PLA 01. Determining 'Discharge of	90	86	100	93	<b>80</b>		Q4 - 30 applications determined. 28 (93%) determined within the national target deadline.

Condition' applications within national target deadlines (%)							Annual - 105 applications determined. 98 (93%) determined within the national target deadline.
PLA 157a Determining "Major" applications within target deadlines (%)	100	100	100	100	<b>70</b>		Annual – 7 applications determined, within the agreed extension of time periods.
PLA 157b Determining "Minor" applications within target deadlines (%)	100	100	100	100	<b>80</b>		Q4 -24 applications determined over the review period. All determined within the agreed extension of time and statutory time limit periods. 63% determined within 8 weeks (statutory time period). Annual – 98 applications, all determined within the agreed extension of time and statutory time limit periods
PLA 157c Determining "Other" applications within target deadlines (%)	100	100	100	97	<b>80</b>		Q4 - 39 applications determined over the review period. 38 (97%) determined within the agreed extension of time and statutory time limit periods. 87% determined within 8 weeks (statutory time period). Annual – 187 applications, of which all bar 1 determined within the agreed extension of time and statutory time limit periods
<b>Revenues and Benefits</b>							
01. % Council Tax arrears collected (profiled target)	6.7	13.7	17.8	26.6	<b>27</b>		Whilst just off target the % collected has improved from 22/23 and 23/24. The arrears outstanding up to and including 23/24 has reduced by £1.48m (from £5.57m to £4.09m)

02. % NNDR arrears collected (profiled target)	17.4	31.9	5	59.8	<b>65</b>	<p>Whilst % target not met, payments of £1.2m has been collected off arrears and though further debt has been added to the arrears figure due to a number of new businesses brought into charge during the year, the arrears outstanding up to 23/24 has reduced by £568k (from £951k to £383k).</p> <p>Note re Q3 retained for info (as the 5% in Q3 is correct and not a 'typo') - At the end of November 45.04% arrears collected - however a number of new assessments were brought into charge in December, including several businesses with large RV's. This increased the debit on prior years between November and December by £400k+</p>
03. % Council Tax Collected	95.95	95.82	94.89	96.97	<b>96.5</b>	Within Target
04. % Non-domestic Rates Collected	94.17	96.03	89.22	98.15	<b>98.5</b>	Whilst target not quite met, 34.8m collected by the end of Q4. The outcome significantly impacted by a new large RV assessment coming into rating at the end of Q3 and the full charge not paid in year. The target would have been met had this payment been received.
05. Benefit overpayments as a % of benefit awarded	3.45	3.18	3.19	4.5	<b>8</b>	Below Target (Positive)
06.% Recovery of overpayments excluding from ongoing Housing Benefit	35.82	52.34	32.62	36.65	<b>20</b>	On/Above Target
07. % Telephone Abandonment: Revenues	2	1.9	2	1.5	<b>8</b>	Below Target (Positive)

08. % Calls answered within 20 seconds: Revenues	80.6	87.2	92	87.5	<b>70</b>		On/Above Target
09. % Telephone Abandonment: Benefits	0.7	1	1.2	0.9	<b>3</b>		Below Target (Positive)
10. % Calls answered within 20 seconds: Benefits	95.3	94.4	95.6	94.5	<b>80</b>		On/Above Target
11. % Housing Benefit overpayment arrears collected	8.9	8.9	11.2	15	<b>15</b>		On/Above Target
12. Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	5.9	5.8	4.9	Not available	<b>10</b>		Has been below target (Positive). Data will not be available for this measure until the end of April. (The data extraction date is determined by the Department for Work & Pensions).

## Appendix 2: Council Plan Targets and Supporting KPI's for Our Environment ‘by protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity’

### Status Key

<b>Target Status</b>	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Not on Track	To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
 Extended	The date for completion of this target has been formally extended by a Director and/or Members.
 Withdrawn	

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Key Council Target	Status	Progress	Target Date
ENV.01 - Update the Carbon Reduction plan to deliver Net Zero 2050	On track	<p>Climate Change Projects</p> <ul style="list-style-type: none"> <li>• Minewater Heat Demonstrator Project &amp; Minewater Heat Network Feasibility Study Ongoing</li> <li>• Local Area Energy Plan – Ongoing</li> <li>• Retrofit Skills Project – Completed – Further Retrofit Skills work continuing with Partners</li> <li>• Carbon Disclosure Project – Submitted and awaiting feedback</li> <li>• Bolsover District Council Carbon Emissions Data Collection - Draft Figures for 2023/2024 shared with Cabinet Members - Awaiting final figures from Dragonfly (Water) Working with Climate Officers across the Derbyshire top set a framework of reporting.</li> <li>• Energy and Carbon Emission reduction Advice- Home Energy Pages on Website Updated. Awaiting Embargo for Warm Homes Grants to be lifted to publish on website</li> </ul>	Fri-31-Mar-28

		<ul style="list-style-type: none"> <li>• Climate Change and Communities Scrutiny Committee- Continuing to support objectives set by CCSC – New Cabinet Member Briefing (First Meeting 4 April 2025)</li> <li>• Green Skills Hub Portland Drive EMIZ funding £250000 award to develop centre- Working through delivery of project with RLB and Dragonfly</li> <li>• Local Authority Retrofit Accelerator Project - Ongoing set to run Spring - Summer 2025 - Climate Office leading on behalf of Derbyshire authorities in delivering this project.</li> <li>• Green Generation Project Working with BCVS to support Green Generation Project and expand remit into SPF funded project with Chesterfield College</li> <li>• Climate Change Function to be Audited Q1 - 2025</li> </ul>	
<p>ENV.02 - Increase the combined recycling and composting rate to meet government's 65% target by 2035.</p>	<p>On track</p>	<ol style="list-style-type: none"> <li>1. Review domestic household customer recycling service requirements to meet government's 'Simpler Recycling' collection core-material set by 31st March 2026. Q3 Update (9.1.25) the Council's kerbside (burgundy bin) recycling collection service meets the Simpler Recycling core material set requirements. This action is now complete</li> <li>2. Review commercial waste customer recycling service requirements to meet governments 'Simpler Recycling' collection core-material set by 31st March 2025. Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. This action is now complete. .</li> <li>3. Procure replacement kerbside recycling (burgundy bin) collection vehicles to meet government's 'Simpler Recycling' requirements. 31.1.24. Q3 Update (9.1.25) Vehicles delivered early December 2024 and now deployed within service delivery operations. This action is now complete.</li> </ol>	<p>Sat-31-Mar-35</p>

4. Extend commercial waste customer recycling service to meet all relevant customer's 'Simpler Recycling' collection requirements by 31st March 2025. 31.3.25. Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. This action is now complete.

5. Review recycling service customer educational information sources and platforms to increase recycling awareness and participation on an ongoing basis throughout period of the Service Plan period. Q4 Update (25.3.25) Recycling promotion messages are now being communicated to a wider audience using Facebook.

6. Review domestic household customer recycling service delivery costs arising from notification of EPR (Extended Producer Responsibility) payments coming into effect from 1st April 2026. Q4 Update (25.3.25) Cost of recycling collections are now predominantly met by EPR payments received from the Government's Simpler Recycling Scheme Administrator. Future payments may vary to reflect changes in the Council's recyclable waste stream volumes; in particular, arising from DRS (Deposit & Return Scheme) removing items such as drinks containers from kerbside collections; at which point, the Council may have need to review its collection systems. Therefore, this action is complete in the interim period of the Council's kerbside recycling collection scheme (burgundy bin service) being reviewed following introduction of DRS at October 2027. Baseline: 2023/24 outturn for combined recycling and composting rate is 38.7%

ENV.03 - Implement Government Waste Consistency requirements for commercial waste by ending March 2025	Withdrawn	Actions for ENV.03 are reported under ENV.02 due to duplication arising from both targets.	Mon-31-Mar-25
ENV.04 - Introduce separate weekly collection of food waste by ending March 2026.	On track	<p>1. Report to Council seeking approval to establish capital budget to meet procurement of food waste collection vehicles and kerbside caddy containers for all District households. Council approval granted 22nd May 2024. Q1 Update (June24) capital funding secured. This action is now complete.</p> <p>2. Undertake procurement (subject to Council approval) of food waste collection vehicles and kerbside caddy contains, seeking delivery by November 2025. Q4 Update (25.3.25) Chassis manufactured with anticipated delivery to body builder April 2025 and final build and vehicle delivery to the Council November 2025.</p> <p>3. Review commercial waste customer collection arrangement to undertake separate collection of food waste from businesses from 1st April 2025; in particular, businesses which are not Micro-Enterprises, which by definition of the Financial Conduct Authority (FSA) (i) employ fewer than 10 persons and (b) have a turnover or annual balance sheet not exceeding €2 million (£1.71million). Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed and now include rates for food waste collection from 1.4.25.</p> <p>4. Serve notice on North East Derbyshire District Council in the cessation of their use of Bolsover District Council's Riverside Depot for the parking and operation of their Southern waste collection and street cleansing vehicles by not later than November 2025, to ensure capacity is available to meet</p>	Mon-31-Mar-25

Bolsover's increased vehicle (food waste) fleet requirements. Q4 Update (25.3.25) Notice issued to NEDDC 21st August 2024 to exit Riverside Depot by November 2025.

5. Submit a major change to the Traffic Commissioner's Office to increase the number of large goods vehicles contained in Bolsover District Council's fleet operator license, in anticipation of 7 new food waste collection vehicles. Application to Traffic Commissioner to be submitted by ending 31st March 2025. Q4 Update (25.3.25) preparations being made to submit application to TCO and post statutory advert in local newspaper by 30.6.25 in anticipation of vehicle delivery (November 2025) and operational service commencement (1.4.26).

6. Commence separate collection of food waste from businesses which are not Micro-Enterprises. Update as per item 3 update arising from duplication of both target actions.

7. Prepare a communication plan to promote introduction of separate weekly food waste collection to all District households from 1st April 2026. Q4 Update (23.5.25) The Council has received Defra New Burdens Revenue funding to support delivery of food waste bins and project management arrangements.

8. Report to Council seeking approval to establish revenue budget to meet the ongoing operational cost of undertaking separate weekly food waste collections from 1st April 2026 to all District households. To be undertaken following Government informing the Council of its new burdens revenue funding award. Q4 Update (25.3.25) The Council has received Defra New Burdens Revenue funding to support delivery of food waste bins

		<p>and project management arrangements. However, New Burdens Revenue funding support the future ongoing delivery of weekly food waste collections is now anticipated mid-point 2025.</p> <p>9. Delivery of kerbside caddies to all District households between November 2025 and March 2026, utilising in-house waste services staff during winter suspension of green bin collections in anticipation of commencing separate weekly food waste collections from 1st April 2026. Anticipated delivery January, February and March 2026. Q3 Update (9.1.25) Delivery of food waste caddybins to be undertaken early 2026 in anticipation of a 1st April 20226 service commencement date. Q4 Update (23.5.25) as per Q3 update.</p> <p>10. Commence separate weekly collection of from all District households. Update - Commencement will be arising from delivery of actions 1 to 9.</p>	
ENV.05 - Carry out 155 targeted proactive littering dog fouling patrols per year	Not On Track	<p>April (Q4) A total of 71 proactive patrols were carried out in 2024/25. The Enforcement team have suffered from staffing issues this year due to a team member resigning and another on unexpected long term sickness leave. Whilst one vacant post has been recruited to in January 2025 another team member has since moved to a different team and this post remains vacant. The team focussed on dealing with reactive service requests from the public and continue to prioritise investigating incidents where offences have been witnessed and evidenced.</p>	Fri-31-Mar-28
ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period	Extended	<p>April (Q4) Summary of achievements against targeted outcomes throughout the year:          Coordinate a communications campaign with BDC Comms centred on fly tipping - Several press releases relating to flytipping enforcement outcomes have been published. Since</p>	Fri-31-Mar-28

		<p>March 2025 we have been able to utilise the new Council Facebook page. Several posts highlighting enforcement outcomes related to fly tipping have been published and a spot on Bolsover TV focussed on rogue waste collectors.</p> <p>Ensure all available camera kits are deployed at fly tipping hotspots at all times – The team have purchased 12 additional portable trail cameras in March 2025 to enhance the monitoring of laybys and hotspots around the district. Install permanent metal signage at 15 fly tipping hotspots – Environmental Health service have issued requests for permanent signage at several hotspots sent to Streetscene - awaiting confirmation of whether these have been installed.</p> <p>Coordinate a monthly meeting between Env Health, BDC Streetscene and BDC Enforcement team - Environmental Health Service have been liaising with BDC Enforcement Team to get this up and running, and offered to coordinate. Awaiting a response.</p> <p>Q3 outturn data = 3.8 incidents per 1,000 population. Q4's is still awaited as at 24/4 – the Env Health team are still awaiting some info from DEFRA, before they're able to provide Q4's figures.</p>	
ENV.07 - Achieve minimum quality standards of 60% for green spaces	On track	<p>Additional contributions are being sought for biodiversity enhancements (biodiversity net gain / BNG) from new developments, either as enhancements (minimum 10%) provided by the developer within or close to the development or as financial contributions. This is being managed by Planning, although Leisure Services may have suitable sites for biodiversity enhancements. There is also the potential for income generation through the sale of BNG units to developers. Colleagues in planning are currently working through an audit of</p>	Fri-31-Mar-28

		all of the green spaces across the district. A recently audit of play areas carried out in 2024 shows that of 74 play areas across the district 51 (69%) exceed the minimum quality standard, with an average score of 69%.	
ENV.08 - Annually monitor the condition of Local Wildlife Sites	On track	Q4: DWT report received during March 2025. This outlined that 13 existing Local Wildlife Sites were surveyed and as a consequence one has been found to not justify designation and one to require a boundary change. It also outlined that of the 69 potential Local Wildlife Sites, 7 have been surveyed and that 5 of these have high potential for designation. Action on this area ongoing.	Sun-31-Jan-21
ENV.09 - Support developers and local organisations to deliver Biodiversity Net Gain across our urban and rural environments, realising future opportunities that support and deliver our Local Nature Recovery action plan.	On track	Q3 24/25 - Work continues to secure BNG delivery through the decision making process, with metrics now becoming available to build a district wide picture of the volume of permissions in place, and the scope of exemptions which have been applied.  Q2 24/25 - Through learning and experience to date, obligations will only be entered into on sites relying on third party or unrelated land to deliver habitat creation to achieve mandatory 10% biodiversity net gain. The deemed BNG plan condition will capture mandatory BNG delivery on site and the purchase of credits through a registered provider. The use of Uniform to highlight when the BNG plan condition applies will allow the District Council to monitor the scale and nature of development that must comply with mandatory BNG requirements. In discharging the deemed BNG plan condition the scale of demand for receptor sites or habitat banks will be identified.	Fri-31-Mar-28

## Supporting Key Performance Indicators

<b>Target Status</b>	Usage
 Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
 Within target	The outturn is within 10% of the target set. Indicator owner and lead officers
 Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

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<b>Environmental Health</b>	<b>Q1 24/25 Outturn</b>	<b>Q2 24/25 Outturn</b>	<b>Q3 24/25 Outturn</b>	<b>Q4 24/25 Outturn</b>	<b>Q4 24/25 Target</b>	<b>Status / Commentary</b>
EH 01 Percentage of EH service requests resolved within the reporting period that were resolved within set target time	88	87	90	91	<b>90</b>	 On / Above Target
EH 02 Percentage of planned food premises inspections carried out against programme (High Risk Cat A, B, C's)	100	97	100	100	<b>100</b>	 On / Above Target
EH 03 Percentage of planned LA-PPC inspections carried out against programme	50	0	100	100	<b>100</b>	 Q4: All 10 inspections due in the quarter were carried out. In addition, all previous outstanding inspections have been carried out. A total of 19 inspections were due and all carried out by the end of the year. Previous quarterly data updated retrospectively.
EH 04 Percentage of planned Animal Licensing inspections carried out against programme	100	100	100	100	<b>100</b>	 Annual – total of 10 inspections were carried out – all prior to their target dates

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		37	15	17	2	38		71 proactive patrols were carried out in 2024/25. The Enforcement team have suffered from staffing issues this year due to a team member resigning and another on unexpected long term sickness leave. Whilst one vacant post has been recruited to in January 2025 another team member has since moved to a different team and this post remains vacant. The team focussed on dealing with reactive service requests from the public and continue to prioritise investigating incidents where offences have been witnessed and evidenced.
		EH 05 Number of targeted proactive littering/dog fouling patrols carried out						
		EH 06 Number of proactive community patrols or events focussing on litter, waste and dog fouling	5	1	0	9	15 <b>(Annual Target)</b>	Q4: The service managed to carry out additional proactive patrols during the last quarter, thereby meeting the overall annual target of 15.
	<b>Streetscene</b>							
		SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported	100	100	80	100	95	Q4 (2024\25) 2 incidents of hazardous fly tips experienced within this period which were cleared within the 24hour (1 day) target.
		SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported	97	95	94	94	95	Q4 (2024\25) 423 incidents of non-hazardous fly tips experienced within this period of which 94% were cleared within the 5 day target.
		SS 03 Undertake Local Environmental Quality Surveys Detritus	12	7	9	5	12	Below Target / Positive.
		SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)	7	5	6	9	14	Below Target / Positive

**Appendix 3: Council Plan Targets and Supporting KPI's for 'Our Economy by driving growth, promoting the district and being business and visitor friendly'**

**Status Key**

<b>Target Status</b>	Usage
On Track	The target is progressing well against the intended outcomes and intended date.

<b>Target Status</b>	Usage
Not On Track	To reflect any indicator that does not meet the expected that does not meet the expected outturn for the reporting period (quarterly)

<b>Target Status</b>	Usage
Extended	The date for completion of this target has been formally extended by a Director and/or Members.

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Key Council Target	Directorate	Status	Progress	Target Date
ECO.01 - Refresh our Business Growth Strategy to enable and empower Dragonfly to support the Council to make best use of our assets, support growth in the local economy, attract inward investment to the district and maximise the district's share of potential funding streams from the Government and the East Midlands Combined County Authority	Dragonfly	Due (Policy Only)	<p>The strategy draft is being prepared, with a consultation through the Local Growth Scrutiny Committee commencing when the new year's meeting schedule is available post May.</p> <p>The Dragonfly Business Plan has been presented to the Council, which sets out the key activities proposed for the Business Growth Directorate to deliver, which align to the ambitions of The Future.</p>	Tue-31-Dec-24

<p>ECO.02 - Work with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets and grow the visitor economy, the number of tourists and the amount of tourism spending in the district by 2025.</p>	<p>Dragonfly</p>	<p>On track</p>	<p>In Q4 the Bolsover Place Programme work has focussed on investment into the local offer through delivery of UKSPF funded projects:</p> <p>South Normanton Place based mural – engaging with the local community to design and celebrate the local heritage through a mural on The Clock Inn PH</p> <p>Bolsover Loop – Waymarkers and interpretation along the 26 mile network of trails (supported by Leisure) Interpretation panel utilising the new place narrative and visual identity at Pleasley Vale Mills North Derbyshire/ North Notts App to promote the local trails network (to be launched in May 2025)</p> <p>Dear Bolsover engagement project – encouraging local residents and visitors to think about what the place means to them and their future aspirations for the area</p> <p>Bolsover Through a Lens – design of a project with Bolsover Camera Club to celebrate the local area through photography</p> <p>Stay Campaign – preparation for a short film promoting the area as a great place to visit</p>	<p>Mon-31-Mar-25</p>
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			<p>Belong Campaign – preparation for a short film promoting the area as a great place to live (working with Housing Developers and Estate Agents to utilise the film)</p> <p>A new Culture &amp; Place Board has been established that is a subgroup of the Bolsover Place Board. The group brings together arts, culture, heritage, tourism and place priorities. A 10 year Strategic Ambition has now been drafted that will focus on collaborative delivery across these sectors. 20 key partners are involved in this new group that is facilitated and steered by the Tourism &amp; Place Manager and Chaired by Emily Bowman – Junction Arts.</p> <p>A Bolsover Place Board meeting took place on the 14 January, papers of which are shared with Karen Hanson, Grant Galloway and the Portfolio Holder. Programme delivery will commence in April 2025 that is funded as part of the £15m Regeneration Fund.</p>	
ECO.03 - Work with partners to develop innovation and growth in our cultural and creative sectors through active support of an investment in a creative's network, cultural corridor, and maker's hub.	Dragonfly	On track	<p>Funded through UKSPF – 3 Woman's Creative Network events took place at Platform Thirty1 (Pleasley Vale Mills) in Q4 with 30 attendees. The sessions were based on Health &amp; Well-being for your business, Finance Development Support and Menopause – symptoms and lifestyle</p>	Fri-31-Mar-28

			<p>changes to help support women when running a business. The monthly WCN sessions will continue to be funded through the UKSPF allocation in 2025-26.</p> <p>The Cultural Coalition (DCC, Bolsover District, Chesterfield Borough, NE Derbyshire District and Amber Valley Borough Council's) met on the 6 March 2025. Initial funding through ACE contributed towards a cultural mapping exercise (to map out where and what local creatives are) as well as establishing a new platform for creatives to promote their creativity through CREATE Britain. Additional funding has been secured to further develop the group and how the local creative sector can be further supported. The group is being led and facilitated by Platform Thirty1 and involves local authorities in north Derbyshire as well as: Junction Arts, First Art and Opus music and Chesterfield College.</p> <p>UKSPF funding in 2025-26 will support the development of a 'pre-planning' business plan and RIBA stage 2 commission for a Creative Hub. The work will be led by Local Creative Ltd (who carried out the feasibility study for a hub in 2024). Stakeholder workshops are being planned with hope of a business plan in place in place by</p>	
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			summer 2025. Key arts organisations, educational and local authority partners have been invited to an initial workshop on the 24th April.	
ECO.04 - Work with Higher Education and Further Education providers and other partners to develop post 16 provision within the district to enable and empower more of our local workforce to find better paid, skilled jobs.	Dragonfly	Extended	<p>Retrofit green skills hub 29th Jan 2024:</p> <p>RLB have been contracted to undertaken feasibility. Devolution Team and Developments and Contracts Officer attending weekly meetings with RLB to discuss progress. RLB have engaged with higher education providers, requesting their proposals for their use of the site. Developments and Contracts officer awaiting end user requirements from RLB and their partners, feedback from higher education providers should support this. Information required to pass to dragonfly development.</p> <p>No Update since the last reporting period regarding the Bolsover 6th form - Government are still considering the programme of investment, which includes the Bolsover proposal. Letters of support from both the Leader of the Council and the Bolsover Place Board have been sent to relevant minsters to support the North Derbyshire University Academy following the review of all Free School projects by the new Government. A response has been received from Catherine McKinnell MP –</p>	Mon-31-Jan-28

				Minister for School Standards. Matt Hall – Executive Headteacher from Redhill Academy Trust sits on the Bolsover Place Board and we are keen to ensure we support the post 16 provision in Bolsover.	
ECO.05 - Secure investment in improvement of our existing business estate and delivery of new commercial space, including regeneration of Pleasley Mills, to meet the needs of local business, encourage inward investment and support growth throughout the local economy.	Dragonfly	On track		<p>Development of new Industrial Units on Portland Drive, Shirebrook Mar 2026:</p> <p>Conditional planning permission has been granted. Planning has been extended until 31 May 2025 Securing of the site has been contracted and should be undertaken imminently. This will allow advertisement of the site / the regeneration project (via Heather). SuDs report suggested that site drainage would need to be over third-party land, land owner is not in support of development. Civil Engineer to be instructed to explore other options.</p> <p>Reconfiguration of Vernon Street to provide two industrial units Dec 24:</p> <p>Project to split the unit was abandoned due to interest in the unit as a whole. Tenant is neighbouring business looking to expand. Currently aiming for a 1 June 2025 lease start date, subject to completion of compliance works including new compliant roller shutter, replacement fire doors etc, decontamination of flooring. Lease has been circulated to tenant to signing.</p>	Fri-31-Mar-28

			<p>Developments and Contracts officer procured quotes in line with Procurement Act 2023. Quotes have been reviewed, accepted and PO's raised. Works to commence asap with a lead time of 3-4 weeks.</p> <p>The redevelopment of 36/36a Market Place, Bolsover to provide new retail space Mar 26:</p> <p>The site has been valued at £180,000 in its current state. Structural surveys, RICS surveys and utility surveys completed. Structural report highlighted issues with missing tie beams, rotten timber etc. A high-level report suggests that works are likely to cost (as a minimum) £58,000. The offer will be amended to reflect these necessary works. Pre-application from Planning has been sought from LPA.</p> <p>Former White Swan Public House – community hub Mar 26:</p> <p>Structural surveys, RICS surveys undertaken. Acquisition underway, subject to agreement on land boundaries. Vendor has been requested to clear the site prior to completion. Pre-application from Planning has been sought from LPA. Measurements</p>	
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			<p>of site undertaken by D and C officer and Project Manager.</p> <p>Tangent Business Hub The refurbishment of the Reception is ongoing, and the new furniture has been ordered. The new door signs at The Tangent have been fitted, which replace the outdated digital signage system, which was no longer supported. Still awaiting revised quotes for the decorating and IT equipment.</p> <p>The repairs to the brickwork have been completed, and the testing of other sample areas will be undertaken to ensure that the same problem is not located anywhere else on the building.</p> <p>Pleasley Vale Business Park</p> <p>The repair work in reception at Pleasley to start beginning of May, with the orders for the structural surveys waiting on the new financial year's budget being made available. Works have commenced on the flood mitigation, with tree clearance completed before the nesting season. Work is due to commence on the main dam wall repairs in the coming weeks, once the bridge has been erected to bring on to site the equipment needed to carry out the repair works.</p>	
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<p>ECO.06 - Deliver a fully operational crematorium and manage this facility to generate income from 2025.</p>	<p>Dragonfly</p>	<p>Extended</p>	<p>Construction of the crematorium and wake buildings - the contractors have been working on site with the external envelope of all the buildings complete, and some Internal blockwork has commenced. The first lift of stone and brick on the courtyards is in progress. All steel roof decking is now completed with the roof build up on the wake completed by the end of the month. the roof build up on the crematorium has just commenced with the rooflight upstand build.</p> <p>There will be a funeral directors site visit on Tuesday 6 May, which will show the work to date, and engage the funeral directors on the development of the site, and ensure their continued engagement to the project during this phase of works.</p> <p>Evidence is being collated and work ongoing to bring a claim against the previous architects for the errors and omissions on the original design pack, seeking costs for the works incurred which need to be rectified.</p> <p>The sale of additional BNG credits off the crematorium development to external developments elsewhere in the district - this will be progressed upon completion of</p>	<p>Fri-31-Mar-28</p>
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			<p>the main development and achievement of the site's BNG credits.</p> <p>Recruitment of the operational team and groundwork team Summer 25</p> <p>Lease of the wake facility to a third-party operator Summer 25</p>	
ECO.07 - Review procurement rules to meet public procurement regulations and social value requirements.	Governance, Legal Services and Monitoring Officer Directorate	On track	<p>The new procurement rules have been amended through the implementation of a new social value policy that was approved by Executive in September 2024. A further review will take place when the new Procurement Manager commences at the Council in February.</p>	(not specified)

**No Council KPI's to report under this council plan aim.**

**Appendix 4: Council Plan Targets and Supporting KPI's for 'Our Housing by delivering social and private sector housing growth.'**

<b>Target Status</b>	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Not On Track	To reflect any indicator that does not meet the expected that does not meet the expected outturn for the reporting period (quarterly)
Achieved	The target has been successfully completed - but <b>outside</b> of the target date.
Achieved	The target has been successfully completed within the target date.

<b>Key Council Target</b>	<b>Directorate</b>	<b>Status</b>	<b>Progress</b>	<b>Target Date</b>
1 - Prepare and adopt new Council Housing Strategy by October 2024	Services Directorate	Achieved (behind target)	<p>During quarter 1, the Housing Strategy team have been drafting the revised Strategy with a view to formal consultation during quarter 2. The team have met fortnightly. Reports presented to Scrutiny in April. With agreement with relevant portfolio holders and Customer Services Scrutiny the timetable has been amended and the revised Strategy will be adopted by end of December 2024.</p> <p>During quarter 2, public consultation on the strategy took place from 12 August-29 September, with 56 responses received. All were in support of the 4 Priorities, 11 Outcomes and suggested areas of delivery. Respondents also ranked the suggested areas for delivery based on their perceived importance. Responses were received across 11 of the 17 wards. Additional comments focused on access to the housing register, infrastructure required alongside possible new developments, improved balance in availability of council</p>	Wed-30-Oct-24

			<p>housing between the north and south of the district (perceived more available in the north), improved options for those over 50 but under 60, more bungalows, for all new housing to be minimum EPC B where possible, green energy improvements on council stock such as solar panels/better heating systems, and concerns over planned growth around Creswell.</p> <p>Q3 - Final version of Strategy presented to Customer Services Scrutiny Committee in November, and Executive/Council in December. Strategy adopted and delivery plan in development</p> <p>Q4. Target completed.</p>	
2 - Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028	Dragonfly	Not On Track	<p>Dragonfly Development are on site at Woburn and this will deliver 45 units comprising bungalows, houses and a newly built independent living scheme. This is due for completion April 2026. A Shirebrook cluster is being worked on which would see a further 20 properties being delivered. Further sites are being explored and will be presented in due course – including the potential for 38 dwellings on Mill Lane, Bolsover (which has not yet formally added to the new build programme).</p>	Fri-31-Mar-28
3 - Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.	Services Directorate	On track	<p>Q2 – the (improved) survey was distributed in the first week of October through a mixture of email, text and post - to all households and where the tenancy is joint to both tenants where email/mobile data is available.</p> <p>Q3 the first wave of the 2024/25 tenant perception survey was completed, with 458 responses (target of 550 minimum). Satisfaction levels remain good. Tenants</p>	Thu-31-Mar-08

			<p>agreed the format of the Tenants TSM report and this was due for completion Dec/Jan.</p> <p>Local benchmarking completed against neighbouring authorities and against Acuity average. Council generally performs well for perception measures.</p> <p>RSH released their initial analysis of the 2023/24 return in November 24. BDC were above national average for all 12 perception measures, and in the upper quartile for 10 of them. Not all of the 10 management information measures can be measured as good/bad performance. Of those that can 5 met national average, 2 were just below average and 3 were below average (2 impacted by Safe &amp; Warm works which won't be an issue in 2024/25, 1 impacted by stock condition data).</p> <p>During Q4 a final reminder round was completed, which boosted return numbers sufficiently to meet the minimum 550 target. Due to an imbalance in the data compared to our stock profile and geographic profile, the survey data will require weighting before submission to the Regulator. Our unweighted data shows satisfaction to a high standard, inline with last year and above last years average. The final report and data return is due by 30th June 2025.</p>	
<p>4 - Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>	<p>Services Directorate</p>	<p>On track</p>	<p>Previous reports have detailed the Improvement Plan, which was drawn up in Q2 in conjunction with RSH.</p> <p>Q4 - Improvement Plan progressing. Work by Savills on Stock Condition Survey now complete, with small number of properties to be assessed by follow-up survey in-house due to access issues. Around 700 responses received to the Tenant Census to date. A link to this was included in the November 2024 Newsletter, the February</p>	<p>Fri-31-Mar-28</p>

			2025 Rent Increase Letter and the April 2025 Annual Rent Statement. Performance Poster approved at HLB, to be rolled out from 2024/25 summary and quarterly thereafter. To be included in the newsletters going forward - 6 months data at a time. TSM data for 24/25 to be published in a tenant friendly version and as a YouTube video on the website. Complaints reports on all HLB meetings. 6 monthly complaints summary in every newsletter with effect from Nov 2024 Newsletter. Additional resources secured to support complaints team with additional housing cases. Transactional surveys to monitor Complaints performance.	
5 - Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.	Services Directorate	On track	Q3 update - At end December 2024, our contractor had undertaken 80% of properties, with a programme to continue until mid Feb. A report to then be provided by the end of February with full information as to Decent Homes Compliance and future Capital spend.  Q4 - The stock condition survey is now complete onsite. 92.7% of all council properties have been surveyed. There are 350 properties still to survey. Work is underway to review these properties and determine the best way to complete them.	Thu-30-Apr-26
6 - Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.	Services Directorate	On track	Q4: Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target when it is compiled in April 2025.	Fri-31-Mar-28

7 - Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs	Services Directorate	Achieved		Q4: Local Housing Needs study completed and reported to Members at LPIAG meeting in February 2025.	Sun-31-Mar-24
8 - Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.	Services Directorate	On track		Q4: Work underway and based on project plan expected to be completed by March 2026.	Fri-31-Mar-28
9 - Develop strategies to support the private rented sector in supporting the Council in its duties.	Services Directorate	On track		<p>Strategy formally approved and adopted by Executive in April 2024. Action Plan in progress with officers and launch event planned for the autumn with private sector landlords. The Council is working with DASH and CB4YS on a further support package to the private rented sector.</p> <p>Q3 2024/25 Landlord Forum held Nov 24 in partnership with NEDDC and CBC. Partners involved included Housing Options teams, DWP, Derbyshire Law Centre, DASH/CB4YS, EMPO. Currently working with new Climate Change Officer to assess grant funding options for private sector stock improvements via proposed Warm Homes funding. Good engagement by landlords and local agents.</p> <p>Further support to DASH/CB4YS landlord event in Dec 24 focussed on the Renters' Rights Bill.</p> <p>Q4 2024/25 Regular meetings being held with officers involved in delivery of Strategy. Update planned to Scrutiny in April/May 25.</p>	Fri-31-Mar-28

			<p>Warm Homes: Local Grant to be delivered 2025-2028 across 3 phases. Smaller grant allocation than original bid, due to oversubscription of the programme nationally. Grant funding will be available to those in eligible postcodes and in receipt of certain benefits.</p> <p>Disabled Facilities Grant design service now being delivered in-house. Recruitment currently in progress following cessation of countywide service.</p> <p>Review of web-based advice and guidance to take place now new Council website has been launched.</p>	
10 - Deliver the actions within the Council's Homelessness Strategy by December 2027	Services Directorate	On track	<p>All strategy actions have now been RAG rated by steering group members.</p> <p>Prison release protocol, Agreed to start development of Derbyshire prison release protocol in May 2025, completion date approx. Sept 2025.</p> <p>Supported housing needs assessment taking place across 9 districts &amp; boroughs across Derbyshire &amp; Staffordshire Moorlands. Estimated September 2025 completion.</p>	Fri-31-Dec-27

## Supporting Key Performance Indicators

<b>Target Status</b>	Usage
 Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
 Within Target range	The outturn is within 10% of the target set. Indicator owner and lead officers
 Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

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Housing	Q1 24/25 Outturn	Q2 24/25 Outturn	Q3 2024/2 5 Outturn	Q4 2024/25 Outturn	Q4 24/25 Target	Status / Commentary
01. Proportion of rent collected as a % of rent due in the financial year	83	90	94	94	<b>92</b>	 This performance indicator has recently been audited as part of the Performance Indicator audit. As part of the audit a recommendation was made that we amend slightly the way that this indicator is calculated.  The new way of calculating this indicator has resulted in the indicator being above target.
02. Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3.2	3.3	3.4	3.2	<b>3.5</b>	 Below Target (Positive)
03. Former tenants arrears as a % of rent due in the financial year.	2	2	2	2	<b>2</b>	 Within Target. This performance indicator has recently been audited as part of the Performance Indicator audit. Although there has been no change in the way that the

Housing	Q1 24/25 Outturn	Q2 24/25 Outturn	Q3 2024/2 5 Outturn	Q4 2024/25 Outturn	Q4 24/25 Target	Status / Commentary
						indicator is calculated, it was recommended that we highlight the fact that although the former tenant arrears information is accurate, we are using estimated figures for the amount of rent due in the financial year.
51  04. Current tenants arrears as a % of rent due in the financial year	5	5	5	4	4	<p>At year end we are at target and are continuing to see a gradual decrease in the number of arrears cases. This is in part down to the Mobyssoft software which only prompts the cases that the Income Management Team need to be focussing on rather than listing all tenancies in arrears. The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p> <p>To address the arrears we have made some temporary changes to the Officers working on arrears. For a six month temporary basis one of the Tenancy Management Officers will be working solely on rent arrears to progress the high level rent arrears cases. One of the Housing Assistant Tenancies has been</p>

Housing	Q1 24/25 Outturn	Q2 24/25 Outturn	Q3 2024/2 5 Outturn	Q4 2024/25 Outturn	Q4 24/25 Target	Status / Commentary
						seconded to cover the Tenancy Management role.
05. Allocations - from Dragonfly handover to relet - 14 working days	20	16	27	16	14	This figure includes 2 long term voids allocated in this period which total 251 days. By removing these properties, it reduces the figure to 11 days.
06. Homelessness successful prevention cases	84	79	80	69	75	Of 55 cases closed under prevention duties, 38 (69%) were successful housing outcomes. Whilst there's been a steady decrease across the full year, it's difficult to give a specific reason for the drop. A lot of this relates to us being unable to prevent homelessness within the prescribed times. Some reasons for this - there are less private landlords in the sector, those that are need a substantial deposit and rent in advance which people struggle to find, and we are seeing an increased demand from applicants with complex needs, needing

Housing	Q1 24/25 Outturn	Q2 24/25 Outturn	Q3 2024/2 5 Outturn	Q4 2024/25 Outturn	Q4 24/25 Target	Status / Commentary
						supported accommodation, with no spaces in this type of accommodation.
07. Homelessness successful relief cases	80	67	61	62	45	Of 29 cases closed, 18 were successfully rehoused. Totalling 62% overall successful relief case outcomes. in Q4. (Homeless upon presentation to the local authority).
08. % of Stage 1 housing complaints responded to within 10 working days	100	100	100	100	100	Q4 - 20 stage one complaints responded to in time. Annual outturn – all 106 complaints responded to in time.
09. % of Stage 2 housing complaints responded to within 20 working days	100	100	100	80	100	Q4 - 4 out of 5 stage two complaints responded to in time (80%). However, on an annual total of 20 out of 21 complaints responded to in time - 95.24% (hence 'yellow' rating overall)

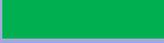
## Appendix 5: Dragonfly KPI's

<b>Target Status</b>		Usage
	Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
	Within target	The outturn is within 10% of the target set. Indicator owner and lead officers
	Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

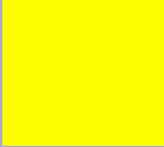
### Summary for Q4:

- 37 KPIs – 25 (68%) have a positive outturn, 13 (35%) have a negative outturn (see exception notes at the end)

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Dragonfly	Target KPI	Q4 Outturn	Status
Domestic Compliance in ILS properties against Fire	100%	100%	 On/above Target
Domestic Compliance in ILS properties against Asbestos	100%	100%	 On Above Target
Domestic Compliance in ILS properties against Water Safety	100%	100%	 On Above Target
Domestic Compliance in ILS properties for Lifts (TSM BS02-05)	100%	100%	 On/Above Target
Capital spend - Welfare Adaptions	100%	86%	 Negative outturn
Capital spend - External Wall Insulation	100%	96%	 Within target
Capital spend - Electrical Upgrades	100%	100%	 On/Above Target
Capital spend - Ext Door Replacements	100%	65%	 Negative outturn
Capital spend - Heating	100%	65%	 Negative outturn
Capital spend - Unforeseen works	100%	8%	 Below target (positive)
Capital spend - Kitchen Contract	100%	73%	 Negative outturn
Capital spend - Soffit & Facias	100%	100%	 On/Above Target
Capital spend - Roof Replacement	100%	92%	 Within target
Capital spend - Flat roof replacement	100%	86%	 Negative outturn

Dragonfly	Target KPI	Q4 Outturn	Status
Capital spend - Bramley Vale	100%	73%	Negative outturn
Capital spend - Void wet rooms	100%	90%	Within target
Capital spend - Safe & Warm scheme	100%	88%	Negative outturn
Domestic Blocked drains cleared	90%	94%	On/Above Target
Bolsover Homes - Building programme To agreed client specification	100%	100%	On/Above Target
Commercial Building Compliance against Fire	100%	100%	On/Above Target
Commercial Building Compliance against Asbestos	100%	100%	On/Above Target
Commercial Building Compliance against Water Safety	100%	94%	Within target
Commercial Building Compliance against Lifts	100%	75%	Negative outturn
PAT testing to all equipment available for testing	100%	100%	On/Above Target
No of working days to respond: 1 day for urgent	100%	83%	Negative outturn
No of working days to respond: 3 days non urgent	100%	78%	Negative outturn
No of working days to respond: 10 days regular maintenance	100%	86%	Negative outturn
Attend dangerous structures within 1 working day. when requested by DBCP (DBCP are the district lead on dangerous structures)	100%	100%	On/Above Target
Attend to defects and tenant operating queries within 2 working days	100%	100%	On/Above Target
1. TSM RP02 Emergency Repairs	90%	94.78%	On/Above Target
2. TSM RP02 Non-Urgent Repairs	80%	93.94%	On/Above Target
Job Completion by Dragonfly teams obtained from Total Mobile	80%	99.40%	On/Above Target
Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting – Minor Voids	30days	37days	Negative outturn

Dragonfly	Target KPI	Q4 Outturn	Status
Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting – Major Voids	60days	80 days	 Negative outturn
Solid Fuel Servicing – Annual Programme	100%	100%	 On/Above Target
Gas Servicing – Annual Programme	100%	99.48%	 Within target
Revenue spend - 100% spend over financial year. Target at Q1 - 25% of budget, Q2 50% of budget, Q3 75% of budget, Q4 100% of budget.	100%	93.08%	 Within target

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Capital Spend - Welfare Adaptions	Budget spend agreed with BDC Housing Management at Business Plan Monitoring Group to conserve capital for any essential capital works identified in stock condition survey
Capital Spend - Ext Door Replacements	Budget spend agreed with BDC Housing Management at Business Plan Monitoring Group to conserve capital for any essential capital works identified in stock condition survey
Capital Spend - Heating	Budget spend agreed with BDC Housing Management at Business Plan Monitoring Group to conserve capital for any essential capital works identified in stock condition survey
Capital Spend - Unforeseen works	Budget spend agreed at Business Plan Monitoring Group. This budget is for unforeseen works that arise in year. It is a contingency amount and the aim is to spend as little of it as possible therefore this is a positive position.
Capital Spend - Kitchen Contract	Budget spend agreed with BDC Housing Management at Business Plan Monitoring Group to conserve capital for any essential capital works identified in stock condition survey
Capital Spend – Bramley Vale	Budget spend agreed with BDC Housing Management at Business Plan Monitoring Group to conserve capital for any essential capital works identified in stock condition survey

Capital Spend – Safe and Warm Scheme	Budget spend agreed with BDC Housing Management at Business Plan Monitoring Group to conserve capital for any essential capital works identified in stock condition survey
Commercial Building Compliance against Lifts	<p><b>Riverside Depot:</b> An inspection report showed that an inspector could not gain access to the top of the lift car at Riverside Depot. Works to remedy this have been ordered and a new inspection is scheduled to be completed by end of April. <b>Tangent Business Park:</b> A LOLER lift inspection has not been carried out to the lift at the Tangent Business Park since June 2023. This anomaly has arisen due to this site being missed off the list by the new LOLER lift inspection contractor. The Tangent lift has been serviced and maintained and has been in full working order during this time. The Tangent lift is now on the list for LOLER inspections. A new inspection is to be carried out by end April. A review has been carried out and it has been confirmed that all other applicable lifts are on the LOLER list.</p>
No of working days to respond: 1 day for urgent	<p>Effective 1 October 2024 (start of q3) the Council and Dragonfly entered into a Facilities Management contract with Dodd Group.</p> <p>Dodd did not perform to our standard requirements during their first month. Dodd cited teething problems. It was agreed that the teething period ended 1 January 2025. We have been managing Dodd's performance in weekly and monthly meetings, the salient points of which are backed up in emails.</p> <p>Performance has improved since last quarter and measures are in place to check that this upward trend continues.</p>
No of working days to respond: 3 days non urgent	<p>Effective 1 October 2024 (start of q3) the Council and Dragonfly entered into a Facilities Management contract with Dodd Group.</p> <p>Dodd did not perform to our standard requirements during their first month. Dodd cited teething problems. It was agreed that the teething period ended 1 January 2025. We have been managing Dodd's performance in weekly and monthly meetings, the salient points of which are backed up in emails.</p>

	Performance has improved since last quarter and measures are in place to check that this upward trend continues.
	<p>Effective 1 October 2024 (start of q3) the Council and Dragonfly entered into a Facilities Management contract with Dodd Group.</p> <p>Dodd did not perform to our standard requirements during their first month. Dodd cited teething problems. It was agreed that the teething period ended 1 January 2025. We have been managing Dodd's performance in weekly and monthly meetings, the salient points of which are backed up in emails.</p>
No of working days to respond: 10 days regular maintenance	Performance has improved since last quarter and measures are in place to check that this upward trend continues.
Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting – Minor Voids	Issues have been experienced with the electrical contractor leading to re-procurement to identify a new provider which has now been identified. To try and offset this our in-house electricians have been working overtime and we have been utilising other contractors to complete electrical works in voids.
Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting – Major Voids	Issues have been experienced with the electrical contractor leading to re-procurement to identify a new provider which has now been identified. To try and offset this our in-house electricians have been working overtime and we have been utilising other contractors to complete electrical works in voids.



**BOLSOVER DISTRICT COUNCIL**

**Meeting of the Executive on 19<sup>th</sup> May 2025**

**Rood Lane, Clowne – Options Appraisal**

**REPORT OF THE PORTFOLIO HOLDER FOR HOUSING**

<b>Classification</b>	This report is Public.
<b>Contact Officer</b>	Strategic Director of Services

**PURPOSE/SUMMARY OF REPORT**

To seek approval to release Rood Lane, Clowne from the Bolsover Homes build programme and to agree future use of the site.

**REPORT DETAILS**

**1. Background**

- 1.1 In October 2016 Executive approved the disposal of Rood Lane, Clowne to enable development of circa 50 new homes on the site, noting there were some complexities around the site and an incomplete title.
- 1.2 In January 2017, Council agreed funding to support the development of housing on Rood Lane and acknowledged the complexity around incomplete title.
- 1.3 In October 2017, Executive and in November 2017, Council approved the making of a Compulsory Purchase Order ("CPO") to acquire land adjacent to the land in Council ownership.
- 1.4 Land tenure and access have obstructed its development potential; in particular, as 2No existing Council properties from the adjoining social housing stock, one of which has remained vacant, need to be demolished to establish suitable access, along with a strip of land that would have need to be subject to CPO.

**2. Details of Proposal or Information**

- 2.1 Due to these complexities and the Council now considering other sites for Bolsover Home development, opportunity has arisen to consider alternative uses for this site.
- 2.2 One option would be to use the Rood Lane site for Biodiversity Net Gain (BNG) which is now a mandatory requirement for major developments in England. BNG can be achieved through on-site habitat creation or enhancement, off-site habitat creation or enhancement, or a combination of both. To consider where this is the best use of Rood Lane, we need to establish a BNG value for the site.

This would involve an evaluation by Derbyshire Wildlife Trust under an existing service level agreement taking approximately three months to conclude.

- 2.3 An alternative option would be to consider the use of the land for leisure purposes, such as a sports playing pitch or formal green space. The Council recently conducted an infrastructure study, and the evidence work (February 2025) identified that Clowne continues to have a shortfall in provision of both formal and semi-formal green space for its population.
- 2.4 Utilising the site for building new homes still remains a possibility, but further work would be required regarding this; however, was the site to offer potential to develop 11No new build properties, this would be offset by demolition of 2No existing housing units in order to establish suitable access to the site, resulting in a 9No property net-gain, undermining viability of the scheme.

### **3. Reasons for Recommendation**

- 3.1 To release Rood Lane from the Bolsover Homes new build scheme and consider alternate utilisation of the site to ensure the most effective future use of the land.
- 3.2 Considering alternate future use of the site will facilitate bringing an existing vacant Council property back in to use and generation of rentable income to the Housing Revenue Account (HRA).

### **4 Alternative Options and Reasons for Rejection**

- 4.1 Members could choose to develop Rood Lane, Clowne however, this would mean that a compulsory purchase order would need to be undertaken, as well as resolving access issues to the site, securing suitable BNG elsewhere and demolition of 2No existing Council housing units to establish suitable access.

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## **RECOMMENDATION(S)**

1. Executive agree to remove the Rood Lane site from the Bolsover Homes build programme.
2. Executive to agree alternate future utilisation of the site which will be subject to a further Executive report in considering;
  - a) Allocating the site for Biodiversity Net Gain purposes
  - b) Utilisation for leisure provision.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

**IMPLICATIONS:**

<p><b><u>Finance and Risk</u></b>      Yes <input checked="" type="checkbox"/>      No <input type="checkbox"/></p> <p><b>Details:</b> Releasing this site back to the HRA should generate additional income for the Housing Revenue Account, once the property is let.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<p><b><u>Legal (including Data Protection)</u></b>      Yes <input checked="" type="checkbox"/>      No <input type="checkbox"/></p> <p><b>Details:</b> A compulsory purchase order may still be required to use the land for leisure purposes.</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><b><u>Staffing</u></b>      Yes <input type="checkbox"/>      No <input checked="" type="checkbox"/></p> <p><b>Details:</b> None arising from this report.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>
<p><b><u>Equality and Diversity Impact and Consultation</u></b>      Yes <input type="checkbox"/>      No <input checked="" type="checkbox"/></p> <p><b>Details:</b> None arising from this report.</p> <p style="text-align: right;">On behalf of the Information, Engagement and Performance Manager</p>
<p><b><u>Environment</u></b>      Yes <input checked="" type="checkbox"/>      No <input type="checkbox"/></p> <p><b>Details:</b> If the site is to be used for BNG purposes, this could provide the Council with a valuable facility to meet its future biodiversity duties; in particular, when having need to offset requirements from wider Bolsover Homes development programs.</p>

**DECISION INFORMATION:**

<p><input type="checkbox"/> <b>Please indicate which threshold applies:</b></p> <p><b>Is the decision a Key Decision?</b>  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><b>Revenue (a)</b> Results in the Council making Revenue Savings of £75,000 or more or <b>(b)</b> Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p><b>Capital (a)</b> Results in the Council making Capital Income of £150,000 or more or <b>(b)</b> Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p><b>District Wards Significantly Affected:</b>  <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 <b>All</b> if all wards are affected:</p> <p><b>Is the decision subject to Call-In?</b>  <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><b>Consultation carried out:</b>  <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p><b>Leader</b> <input type="checkbox"/> <b>Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input checked="" type="checkbox"/> <b>SLT</b> <input type="checkbox"/>  <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input checked="" type="checkbox"/> <b>Public</b> <input type="checkbox"/>  <b>Other</b> <input checked="" type="checkbox"/></p>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/></p> <p><b>(a)</b> <input type="checkbox"/> <b>(b)</b> <input checked="" type="checkbox"/></p> <p><b>(a)</b> <input type="checkbox"/> <b>(b)</b> <input checked="" type="checkbox"/></p> <p><b>All</b> <input type="checkbox"/></p> <p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/></p> <p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p> <p><b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/></p>
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<b>Links to Council Ambition: Customers, Economy, Environment, Housing</b>
Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth

**DOCUMENT INFORMATION:**

Appendix	Title
N/a	N/a
<b>Background Papers</b>	
(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).	
N/a	



**BOLSOVER DISTRICT COUNCIL**  
**MEETING OF THE EXECUTIVE ON 19<sup>TH</sup> MAY 2025**  
**ELMTON AND CRESWELL WELLBEING CENTRE SERVICE LEVEL**  
**AGREEMENT**  
**REPORT OF THE PORTFOLIO HOLDER FOR HEALTH & WELLBEING**

<b>Classification</b>	This report is Public.
<b>Contact Officer</b>	Wayne Carter Assistant Director – Leisure Health & Wellbeing

**PURPOSE/SUMMARY OF REPORT**

To receive an update and seek approval from Executive to enter into a Service Level Agreement for the day-to-day running and management of the Heritage and Wellbeing Leisure Centre belonging to Elmton with Creswell Parish Council.

**REPORT DETAILS**

**1. Background**

- 1.1 In October 2022 Executive agreed for the Council to enter into a Service Level Agreement (SLA) with Creswell Heritage Wellbeing Trust for Bolsover District Council’s (the District Council) Leisure Services to be responsible for the operational day-to-day running of the Heritage and Wellbeing Centre at Creswell.
- 1.2 At that time, it was intended the Creswell Heritage Wellbeing Trust would take a lease of the facility from the Parish Council, however this did not take place, and the facility has remained the responsibility of Elmton with Creswell Parish Council (the Parish Council). The District Council has therefore undertaken the day-to-day running of the centre on behalf of the Parish Council from its opening. The full cost of the services provided by the District Council is borne by the Parish Council.
- 1.3 Recently, the Parish Council has received support from Derbyshire Association of Local Councils (DALC) and National Association of Local Councils (NALC) in reviewing Parish Council governance and financial arrangements. Details of this are set out in minutes and reports on their [website](#).
- 1.4 The review included consideration of the future of the Heritage and Wellbeing Centre and its financial position. Options have been considered, including potential closure, partial closure, operation by the Parish Council or continued operation by the District Council. The Parish Council have subsequently agreed to request the District Council continue to manage the day-to-day operation of the Centre.
- 1.5 The District Council’s Leisure Services Team has provided the Parish Council with details of the full operating costs for the Centre for 2025/26 which have been taken

into account within their budget setting and financial planning. This includes the full costs of staffing the facility, management of staff, operational activities and other responsibilities relating to the safe running of the centre.

- 1.6 The Parish Council have subsequently confirmed that they would like the District Council to continue in the management and operation of the Heritage and Wellbeing Centre on their behalf under a formal Service Level Agreement.
- 1.7 Staff employed in running the Centre will remain under the employment of Bolsover District Council. Costs to date have been recharged to the Parish Council along with other operating costs. Establishing an SLA will formalise these arrangements with staff remaining in employment of the District Council. If this arrangement is terminated in the future, and the facility were to remain open under different management, staff would be considered for transfer under TUPE regulations to a new service provider. If the facility were to close whilst the District Council were providing a service under the SLA, the staff would not transfer under TUPE regulations. Details of arrangements for staff will be included within the SLA including provisions for what will happen if the Parish Council closed the facility.

## **2. Details of Proposal or Information**

- 2.1 The Parish Council have explored various options relating to the ongoing operation of the Health and Wellbeing Centre and, due to a number of factors, have concluded they wish to continue to keep the facility open and operational.
- 2.2 The Parish Council have therefore approached the District Council with a request to continue to operate the day-to-day running of the centre on their behalf. An SLA has been drafted for this purpose which will be agreed with the parish Council.
- 2.3 A fully costed operational budget for 2025/26 has been developed for the Parish Council which included a management fee relating to the costs of a full-time manager for the site.
- 2.5 The agreement shall be at no financial cost to the District Council with costs associated with operating the Centre being borne in full by the Parish Council

## **3. Reasons for Recommendation**

- 3.1 The Parish Council do not currently have the skills and resources available to operate the leisure facility and have requested the assistance of the District Council in the day-to-day management of the site.

## **4. Alternative Options and Reasons for Rejection**

- 4.1 An alternative option would be to decline the request from the Parish Council to agree a Service level Agreement for the continued operational running of the facility. In this instance, the Parish Council would be required to further consider their options for the running of the centre.

## **RECOMMENDATION(S)**

That Executive approve:

1. Bolsover District Council continues with the day-to-day operational running of the Heritage and Wellbeing Centre on behalf of Elmtton with Creswell Parish Council.
2. Bolsover District Council enters into a Service Level Agreement with Elmtton with Creswell Parish Council to manage and operate the Heritage and Wellbeing Centre on its behalf, with full costs being met by the Parish Council.
3. Bolsover District Council continues to directly employ the staff working at the Heritage and Wellbeing Centre as required within the Service Level Agreement.
4. The Council's Chief Executive, following consultation with the Leader and Portfolio Holder, has the delegated authority to agree the final terms of the Service Level Agreement with the Parish Council.

Approved by Councillor Mary Dooley, Portfolio Holder for Health and Wellbeing

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## **IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> There should be no financial implications for BDC arising from this report. All expenditure over and above the income collected on behalf of the Parish Council, will be fully reimbursed by the Parish Council. <p style="text-align: right;">On behalf of the Section 151 Officer</p>		
<b><u>Legal (including Data Protection)</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> The Council will need to enter into a Service Level Agreement with the Parish Council. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>		
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> Staff currently employed in the operation of the Heritage and Wellbeing Centre will remain in the employment of Bolsover District Council under terms and conditions of the SLA. Should this change in future, staff would be subject to TUPE arrangements. <p style="text-align: right;">On behalf of the Head of Paid Service</p>		
<b><u>Equality and Diversity, and Consultation</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> The facility will be managed in accordance with the District Council's established policies.		

**Environment**      Yes       No

**Details:**

None arising 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

Elmton with  
Creswell

**Is the decision subject to Call-In?**

*(Only Key Decisions are subject to Call-In)*

If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? *(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)*

Yes       No

Yes       No

**Consultation carried out:**

*(this is any consultation carried out prior to the report being presented for approval)*

Yes       No

Leader     Deputy Leader     Executive     SLT

Relevant Service Manager     Members     Public

Other

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

Customers

**DOCUMENT INFORMATION:**

Appendix No	Title
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<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>	
N/a	

DECEMBER 2024