

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

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Monday, 11 August 2025

Dear Councillor

**CUSTOMER SERVICES SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in Committee Room 1 on Tuesday, 19th August, 2025 at 10:00 hours.

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

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

Yours faithfully

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

Solicitor to the Council & Monitoring Officer

### **Equalities Statement**

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

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

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**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

***Tuesday, 19th August, 2025 at 10:00 hours taking place in the Committee Room 1***

<b>Item No.</b>		<b>Page No.(s)</b>
	<b><u>PART A - FORMAL</u></b>	
<b>1.</b>	<b>Apologies for Absence</b>	
<b>2.</b>	<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.	
<b>3.</b>	<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.	
<b>4.</b>	<b>Minutes</b>  To consider the minutes of the last Customer Services Scrutiny Committee meeting held on the 16 <sup>th</sup> June 2025, and the Extraordinary Joint Scrutiny Committee (CSSC & LGSC) meeting held on 12 <sup>th</sup> June 2025.	<b>5 - 17</b>
<b>5.</b>	<b>List of Key Decisions and Items to be Considered in Private</b>  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	<b>18 - 22</b>
<b>6.</b>	<b>Annual Letter from the Local Government &amp; Social Care Ombudsman 2024/25 &amp; Annual Housing Ombudsman Report including Self-Assessment 2024/25</b>	<b>23 - 123</b>

<b>7.</b>	<b>Review of Waste and Recycling Collection Policy</b>	<b>124 - 149</b>
<b>8.</b>	<b>Customer Services Scrutiny Committee Work Programme 2025/26</b>	<b>150 - 155</b>

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Monday, 16<sup>th</sup> June 2025 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Vicky Waplington in the Chair

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

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Jo Wilson (Housing Strategy and Development Officer), Alice Willoughby (Customer Standards and Complaints Officer), Jane Calladine (Tenant Engagement Officer), Richard Camps (Grounds Maintenance and Street Cleansing Manager), Thomas Dunne-Wragge (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting was Mr. Tony McRae (for item no. CS8-25/26).

### **CS1-25/26 APOLOGIES FOR ABSENCE**

Apologies for absence were received on behalf of Councillors Mary Dooley (Portfolio Holder for Health and Wellbeing), Cathy Jeffery (Junior Portfolio Holder for Health and Wellbeing), and the Chief Executive Karen Hanson.

### **CS2-25/26 URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS3-25/26 DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS4-25/26 MINUTES**

Moved by Councillor Louise Fox and seconded by Councillor Amanda Davis  
**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 31<sup>st</sup> March 2025 be approved as a true and correct record.

### **CS5-25/26 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

The Committee considered the updated List of Key Decisions and Items to be Considered in Private.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

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

### **CS6-25/26            CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS 2025/26 - 1ST JANUARY 2025 TO 31ST MARCH 2025 AND ANNUAL SUMMARY**

The Customer Service, Complaints and Standards Manager presented the report to the Committee to provide information on the Council's performance in relation to its customer service standards and the number of compliments, comments and complaints received for Quarter 4 2024/25 (1<sup>st</sup> January 2025 to 31<sup>st</sup> March 2025). The Council's overall performance for 2024/25 would also be presented.

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

Revenues had achieved 88% of incoming calls answered within 20 seconds for Quarter 4 2024/25 (the target had been 70%). Cumulative performance for all 2024/25 was 87% (exceeding the target of 70%).

Benefits had achieved 95% of incoming calls answered within 20 seconds for Quarter 4 2024/25 (the target had been 80%). Cumulative performance for all 2024/25 was 95% (exceeding the target of 80%).

In Quarter 4 2024/25, Revenues and Benefits had received 2,819 and 1,151 emails. In Quarter 3 2024/25, Revenues and Benefits had received 2,299 and 1,037 (this data had only been collected from October 2024).

Contact Centres had achieved 79% of incoming calls answered within 20 seconds for Quarter 4 2024/25 (the target had been 80%). Cumulative performance for all 2024/25 was 77% (the target was 80%).

In Quarter 4 2024/25, Contact Centres had acknowledged all 8,101 email enquiries received within 1 working day (meeting the target of 100%). All emails had been replied to within 8 working days (meeting the target of 100%).

For the year 2024/25, Contact Centres had received 32,382 email enquiries – 100% had been answered within 8 working days.

Contact Centres had answered 89% of incoming Live Chats within 20 seconds for Quarter 4 2024/25 (the target had been 90%). Cumulative performance for all 2024/25 was also 89% (the target was 90%).

For the Corporate Telephone Standard, 91% of incoming calls had been answered within 20 seconds in Quarter 4 2024/25 (above standard).

The majority of departments had achieved and exceeded the corporate target of 90%, with the exception of the following: Revenues & Benefits; Planning & Planning Policy; and Environmental Health.

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Cumulative performance for all 2024/25 was also 91% (the target had been 90%).

The number of unanswered calls in Quarter 4 2024/25 was 7% (within target). The cumulative performance for all 2024/25 was also 7% (the target had been under 10%).

59 Compliments had been received during Quarter 4 2024/25. Go!Active had received 8 Customer Feedback Form Compliments in Quarter 4 2024/25.

15 Comments had been received, with all acknowledged and passed to the respective department within the target time of 5 working days during Quarter 4 2024/25. Go!Active had received 14 Customer Feedback Form Comments in Quarter 4 2024/25.

59 Stage 1 Complaints had been recorded in Quarter 4 2024/25, with 10 M.P. Enquiries received during the same period. 100% of Stage 1 Complaints and M.P. Enquiries had been responded to within the Council's Customer Service Standard of 10 working days.

It was noted that during recent discussions with the M.P.'s Office, the Complaints Team had highlighted the scope of the Council's complaints policy. The M.P.'s Office had advised that in most cases the enquiries received had been concerning housing decisions, which fell outside the scope of the Council's Complaints Policy. As a result, the M.P.'s Office had created email and letter templates to accurately signpost customers.

14 Stage 2 Complaints had been recorded in Quarter 4 2024/25. 94% of Stage 2 Complaints had been responded to within the Council's Customer Service Standard of 20 working days (1 Stage 2 Complaint response had been sent on the 21<sup>st</sup> working day).

3 Ombudsman (Local Government) Complaints had been received for investigation during Quarter 4 2024/25 in Quarter 4 2024/25. No fault was found by the Local Government Ombudsman for any of these Complaints.

The report detailed the service improvements made following receipt of applicable Comments and Complaints.

The following table provided a summary of performance for the Compliments, Comments and Complaints received in 2024/25, with comparative data from previous years:

<b>Volume by type:</b>	<b>2024/25 Total:</b>	<b>2023/24 Total:</b>	<b>2022/23 Total:</b>	<b>2021/22 Total:</b>
Compliments	268	203	160	187
Comments	33	33	24	23
M.P. Enquiries	46	213	235	126
Informal Stage 1 Complaints	N/A removed from April 2024	265	311	447
Formal Stage 1 Complaints	302	103	116	117
Internal Review Stage 2 Complaints from April 2024	57	27	27	39
<b>Total</b>	<b>706</b>	<b>844</b>	<b>873</b>	<b>938</b>

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% of Comments acknowledged within the standard (Target 5 working days)	100%	100%	100%	100%
% of Stage 1 Complaints responded to within the standard (Target 100%)	99%	98%	88%	91%
Average response in days (Target 10 working days)	5	9	10	11
% of Stage 2 Complaints responded to within the standard (Target 100%)	98%	100%	92%	82%
Average response in days (target 20 working days)	13	12	18	16

When comparing 2024/25 to 2023/24, the following was noted in the report:

- An increase in Compliments;
- A large decrease in M.P. Enquiries;
- A large increase in Stage 1 Complaints;
- An increase in Stage 2 Complaints; and,
- Improvement in Stage 1 Complaints average response time (and within the target percentage).

The Annual Summary comparison for 2024/25 indicated that the Council had a very good and transparent Complaints system and was meeting analysis and regulatory requests from the Ombudsman. The second annual report to the Ombudsman would be presented at the Committee's Extraordinary meeting in August 2025.

To a question on the drop of M.P. Enquiries from previous years, the Customer Service, Complaints and Standards Manager informed with the change in M.P. following the General Election 2024, a change in office administration had also taken place. The Council was now working closely with case workers and it was noted that many previous M.P. Enquiries had been regarding Council service requests.

Both the Council and Derbyshire County Council had previously been granted less time to handle enquiries, resulting in premature Complaints being submitted. This time was now being granted, leading to a reduction of Complaints and more customers successfully accessing the requested Council services.

A Member noted the results were good though asked why there had been a large increase in Formal Stage 1 Complaints for 2024/25. The Customer Standards and Complaints Officer informed Informal Stage 1 Complaints were now included in Formal Stage 1 Complaints – while the number looked higher in reality it remained consistent with previous data sets.

The Chair noted the letter sent to those falling behind on the payment of their Council Tax could read as 'abrupt'. The Customer Service, Complaints and Standards Manager explained it was a standard template but a review of the letter was currently taking place with the Council Tax Team.



## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Moved by Councillor Louise Fox and seconded by Councillor Rita Turner

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

*The Customer Service, Complaints and Standards Manager and Customer Standards and Complaints Officer left the meeting at 10:16 hours.*

### **CS7-25/26          DAMP AND MOULD POLICY**

The Housing Strategy and Development Officer presented the report for the Committee to consider and provide feedback on the Damp and Mould Policy (the 'Policy') – the Committee's comments would be considered by the Executive before approval.

The Council, as a landlord, was responsible for the maintenance of its properties to be in line with the relevant regulations, legislation and guidance. This included keeping tenants' homes safe from hazards under the Health and Safety Rating System (HHSRS) of the Housing Act 2004. One such identified hazard was damp and mould.

The Housing Ombudsman had published a spotlight report on damp and mould in October 2021, which stated landlords should take a zero-tolerance approach.

The Social Housing (Regulation) Act 2023 had also introduced "Awaab's Law." The death of Awaab Ishak, a two-year old child living with his parents who sadly passed away from a respiratory condition, was found to have been caused by the presence of damp and mould in their home.

'Awaab's Law' required landlords to fix reported health hazards within prescribed timescales and provided greater powers to the Regulator of Social Housing to ensure housing providers were managing condensation, damp and mould effectively.

The Housing Ombudsman had published a severe maladministration report in October 2024 specific to damp and mould – timeliness was key.

Awaab's Law would come into force (for the social housing sector) from October 2025, with a phased implementation approach. Specific to damp and mould, social landlords were required to investigate reported damp and mould hazards within 14 days, with a written report issued within 48 hours.

For hazards posing a significant risk to health or safety, repair work must have begun within 7 days of the investigation. Emergency repairs, defined as those presenting an immediate and significant risk to residents, had to be completed within 24 hours. Where work could not be undertaken within the timescale, alternative accommodation would need to be provided.

The Policy, attached at Appendix 1, had the key aim of raising awareness of the issues surrounding damp and mould for those living in Council owned properties and to set out the Council's zero-tolerance approach to addressing and resolving reports of damp and mould (in its tenanted properties).

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In addition, the Policy would:

- Provide a clear framework for identifying, reporting, and addressing damp and mould issues;
- Ensure timely and effective responses to reports of damp and mould, and to ensure that repairs to alleviate damp (for example work to guttering and drains, replacing tiles, repairing leaks to pipework, etc.) were carried out as quickly and efficiently as possible, to minimise the impact on the health of the resident and damage to the structure, fixtures and fittings of the property;
- Promote tenant awareness and provide access to information in a variety of formats, and access to support to help residents prevent and reduce risks of damp and mould in their homes;
- To ensure all tenants were treated in a fair, respectful, empathetic and consistent way; and,
- Comply with relevant legislation and regulatory standards, including the HHSRS.

The Council would ensure that all resident-facing Housing Officers and operatives were responsible for spotting damp and mould, reporting and recording the information they gathered – relevant training would be provided.

The Council would ensure that Dragonfly Management (Bolsover) Ltd. staff and subcontractors were capable of diagnosing and remedying damp and mould issues, and that all reports of damp and mould would be fully assessed and responded to appropriately to minimise the risk of conditions returning.

This Policy explained and defined how it would meet the Council's legal obligations.

The Policy contained definitions around the subject of damp and mould and referred to tenant responsibilities in ensuring they took reasonable measures to help reduce the conditions that led to condensation, damp and mould. This reiterated the tenancy agreement and the requirement that tenants report a repair and allow access upon 72 hours' notice for repairs to be actioned.

The Policy also set out how the Council would monitor and report on its performance against these legal requirements, including an escalation process for when noncompliance took place.

To a question on what the Council sent to new tenants to make them aware of controlling damp and mould, the Housing Strategy and Development Officer informed a leaflet, and all appropriate conversations would take place before a tenant's residency began. The routine of good air quality across the entire property, not just the bathroom, was just as important and also promoted.

The Tenant Engagement Officer added the Council would complete 4 visits to a new tenant to encourage appropriate actions to improve air quality and manage issues like damp and mould. It was also a way for the Council to identify other problems / issues taking place before they could escalate.

If tenants were acting inappropriately with managing the property (which could affect their health), the Council would, on a case-by-case basis, seek to work with tenants and visit regularly to try and resolve this. This additional contact could also prove useful if the tenant was vulnerable to other matters unknown.

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

Moved by Councillor Rita Turner and seconded by Councillor Louise Fox

**RESOLVED** that Members review the attached Damp and Mould Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

### **CS8-25/26            BOLSOVER TENANTS CHALLENGE AND CHANGE GROUP - REVIEW OF GROUNDS MAINTENANCE**

The Housing Strategy and Development Officer explained, as part of the Tenant Engagement Strategy, one of the ways in which tenants could engage with the Council was via the Bolsover Tenants Challenge and Change Group. This Group delivered the tenant scrutiny function of the tenant engagement and governance structure (attached at Appendix 1).

The Review of Grounds Maintenance had taken place between June 2024 and March 2025,

Tenants had been supported by the Tenant Engagement Officer, the Housing Strategy and Development Officer, and the Grounds Maintenance and Street Cleansing Manager.

The Housing Strategy and Development Officer invited Mr. Tony McRae, a tenant and representative of the Challenge and Change Group, to present the report

Mr. Tony McRae informed tenants had chosen to review the Grounds Maintenance on Council Estates (provided by Streetscene) as they had shared concerns on the quality of the service, on whether voids gardens were being maintained to the required standard, and the negative impact this could have on neighbourhoods.

The tenants had agreed recommendations across four areas:

- Clarification of responsibilities for both tenants and the Council;
- Clarification of the current maintenance programme and potential factors which could impact planned works;
- Evaluation of the quality of maintenance works and how this was assessed by the service; and,
- Analysis of complaints related to grounds maintenance and the actions taken.

As part of the review, tenants had spoken to a number of Council officers and completed site visits to three new build schemes, two existing estates with communal open space, and to two void properties to assess the standard of the grounds maintenance. Six meetings and one day of site visits had taken place.

Tenants had looked at the different areas of ground maintenance (grass cutting, hedge cutting, weed spraying, assisted gardens service, and tree management and maintenance).

Tenants had also reviewed works schedules and sought clarification on how the service adjusted when impacted by incremental weather.

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It was noted that the planning of new trees had not been well maintained. For existing Council properties, hedges and grass areas had been found untidy. Staff resources were stretched. It was found that church / burial grounds were often prioritised over higher-use areas.

12 recommendations were listed in the final report of the review (attached at Appendix 2).

To a question on the parking of vehicles on kerbsides and grass verges / areas, the Housing Strategy and Development Officer informed tenants had shared similar concerns but could not prioritise investigation due to it not being proportional to other concerns and not being able to successfully resolve with any recommendations.

Moved by Councillor Jeanne Raspin and seconded by Councillor Emma Stevenson

**RESOLVED** that the Customer Services Scrutiny Committee note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Grounds Maintenance on Council Estates.

*The Housing Strategy and Development Officer, Tenant Engagement Officer, and Mr. Tony McRae left the meeting at 10:40 hours.*

### CS9-25/26      CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2025/26

The Scrutiny Officer presented the Work Programme 2025/25 attached at Appendix 1, with the proposed agenda items for approval / amendment listed for the new municipal year.

Attention was drawn to the Extraordinary meeting required before the Executive meeting in September 2025. It was confirmed this Extraordinary meeting would take place on 19<sup>th</sup> August 2025.

It was noted the document was fluid and could be changed at any point.

Moved by Councillor Amanda Davis and seconded by Councillor Jeanne Raspin

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

### CS10-25/26      EXCLUSION OF THE PUBLIC

Moved by Councillor Rita Turner and seconded by Councillor Emma Stevenson

**RESOLVED** that the public be excluded from the meeting during the discussion of the following items of business to avoid the disclosure to them of exempt information as defined in Paragraph 7, Part I of Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

## CUSTOMER SERVICES SCRUTINY COMMITTEE

CS11-25/26

### APPROVAL OF THE INFORMATION AND CYBER SECURITY POLICY OCTOBER 2024

The Joint ICT Assistant Director presented the report to the Committee which sought recommendation for the Information and Cyber Security Policy October 2024 (the 'Policy') to the Executive for approval.

The Joint Information and Cyber Security Policy aimed to ensure the confidentiality, integrity, and availability of ICT systems and data for the Council, Dragonfly Developments Ltd. and Dragonfly Management (Bolsover) Ltd.

The Policy was essential for maintaining the successful operation of these entities and protecting the information held, processed, maintained, and shared with other public sector organisations. It was designed to maintain public confidence and ensure compliance with relevant statutory legislation.

The Policy applied to all employees, contractors, partners, agents, and other stakeholders who had access to ICT facilities and data. It covered all assets owned by the parties, information held or owned, ICT infrastructure used, and the physical environment in which the information and / or supporting ICT was used.

The objective of the Policy was to ensure the highest standards of information security were always maintained across the parties.

UNISON had approved the Policy.

Moved by Councillor Amanda Davis and seconded by Councillor Jeanne Raspin

**RESOLVED** that the Committee recommends the Joint Information and Cyber Security Policy October 2024 to the Executive for approval.

The formal part of the meeting concluded at 10:48 hours and Members then met as a working party to continue their review work. The working party concluded at 11:28 hours.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of an Extraordinary Joint Scrutiny Committee meeting of the Customer Services Scrutiny Committee and Local Growth Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Thursday, 12<sup>th</sup> June 2025 at 14:00 hours.

### **PRESENT:-**

Members:-

Councillors Vicky Waplington and Sally Renshaw as Joint Chairs

Councillors Amanda Davis, Will Fletcher, Duncan Haywood Jeanne Raspin and Rita Turner.

Officers:- Mark Giles (Assistant Director (Streetscene, Community Safety and Enforcement)), Thomas Dunne-Wragg (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting, observing, were Councillors Mary Dooley (Portfolio Holder for Health and Wellbeing), Cathy Jeffery (Junior Portfolio Holder for Health and Wellbeing), Clive Moesby (Portfolio Holder for Resources) and Jane Yates (Leader of the Council).

### **CS&LG1-25/26 APOLOGIES FOR ABSENCE**

Apologies for absence were received on behalf of Councillors Louise Fox, Anne Clarke (formerly of the Customer Services Scrutiny Committee) and Rowan Clarke (Junior Portfolio Holder for Growth).

### **CS&LG2-25/26 URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS&LG3-25/26 DECLARATIONS OF INTEREST**

There were no declarations made at the meeting.

### **CS&LG4-25/26 JOINT REVIEW OF SECURITY ARRANGEMENTS AT THE ARC: POLICIES, PROTOCOLS AND PROCEDURES**

The Scrutiny Officer presented the report to the Joint Committee.

The Joint Committee (made up of the Committee and the Local Growth Scrutiny Committee) had agreed to undertake a Review of security arrangements at The Arc, Clowne, focussing on the policies, protocols and procedures in place and examine how security for staff, members of the public and Elected Members could be improved (as part of both Committees' individual Work Programmes 2024/25).

For the Committee, the Review related to its remit of the following:

## CUSTOMER SERVICES SCRUTINY COMMITTEE

- Emergency Planning;
- Managing Complaints;
- Customer Services; and,
- Legal Requirements.

For the Local Growth Scrutiny Committee, the Review related to its remit of the following:

- Facilities Management; and,
- Legal Requirements.

By collaborating, the Committees were able to bring a broader range of ideas and perspectives to the Review, ensuring a more thorough and informed approach. This effort had allowed for a more efficient use of resources and promoted a cohesive and integrated scrutiny process, which was particularly beneficial for such a large-scale and complex piece of work.

The Review had been initiated in response to growing concerns about the security of The Arc, Clowne, its vulnerability to incidents of Anti-social Behaviour (ASB), and the potential critical risks that could threaten the safety of staff, members of the public, and Elected Members.

With a focus on improving the safety, resilience and preparedness of The Arc, Clowne, the Review had aimed to identify existing weaknesses, explore legislative compliance, and make recommendations that would ensure the facility remained a safe environment for all users.

The Review's original scope was attached at Appendix 1.

The key findings of the Review were all follows:

- **Clear accountability:** there was currently no specific officer or Cabinet Member responsible for overseeing security responsibilities and inter-departmental coordination at The Arc, Clowne;
- **Lack of a comprehensive security policy:** existing procedures were fragmented; a unified policy would consolidate security arrangements and improve overall effectiveness;
- **Unclear incident response roles:** procedures would benefit from defined responsibilities and clear escalation pathways during emergencies to ensure swift and coordinated action;
- **Need for regular review / testing of procedures:** security protocols should be regularly reviewed and tested to ensure they remained effective and up to date;
- **Training gaps for staff:** frontline and operational staff needed consistent, ongoing training in conflict management and emergency response to enhance preparedness;
- **CCTV and perimeter security:** consideration should be given to upgrading CCTV systems and perimeter security to improve monitoring and protection;
- **Security considerations for committee meetings:** additional safeguards, such as barriers, codes of conduct and camera monitoring, were needed to ensure safe and orderly proceedings;

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- **CTSA security audit:** a Counter Terrorism Security Advisor (CTSA) had provided valuable feedback and Members had received a security briefing to enhance awareness and preparedness;
- **Emergency procedures under development:** invacuation, evacuation and lockdown plans were currently being drafted but were not yet fully implemented; an accommodation review of the building is under development; and,
- **Proactive ongoing improvement:** Security measures should be continuously updated to address emerging threats and ensure the ongoing safety of staff, Elected Members and the public.

The Joint Committee had put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc, Clowne. These were detailed in Section 2 of Appendix 2 of the report.

The Portfolio Holder for Health and Wellbeing noted the Review had been fully comprehensive on the matter of security at The Arc, Clowne. It was asked if further Code of Conduct measures for the Council Chamber might be required. The Scrutiny Officer informed any further security measures for the Council Chamber would be for the Assistant Director for Streetscene, Community Safety and Enforcement and Strategic Director of Services to recommend, with input from the Governance and Civic Manager. It was also felt that security in the Council Chamber had been appropriately addressed.

The Assistant Director for Streetscene, Community Safety and Enforcement explained further that measures put in place (incl. the Council Chamber partition and the enforcement of wearing of visitor lanyards) had made a recognisable difference and that it was important to not dissuade attendance of public meetings.

The Portfolio Holder for Health and Wellbeing stated Committee Chairs might benefit from additional training on handling specific situations related to meetings (incl. dealing with difficult people and situations).

A Member thanked the Scrutiny Officer for the detailed Review and flagged that a number of Scrutiny Committee meetings, as well as all Licensing Sub Committee meetings, were taking place in Committee Room 1 – the security of this room might need to be considered for these meetings. The Scrutiny Officer informed the security of Committee Room 1 had also been reviewed at the same time as the Council Chamber and would be moving forwards.

The Portfolio Holder for Resources informed all security of The Arc, Clowne, was regularly reviewed and tested – any risks and threats were handled appropriately.

The Portfolio Holder for Health and Wellbeing added that all Committee Chairs could halt meetings at any point to address disturbances or potential security risks – if necessary they should make full use of this responsibility.

Moved by Councillor Will Fletcher and seconded by Councillor Amanda Davis

**RESOLVED** that: 1) the Committee endorses the recommendations of the review outlined in section 2 of the attached report (Appendix 2);

- 2) Committee submits the report to Executive for approval, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (3) of the Constitution; and,



## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

- 3) Following approval by Executive, monitoring of these recommendations by the Committee takes place over a twelve-month period via post scrutiny monitoring reports with an update report to the Committee at the end of the monitoring period.

The formal part of the meeting concluded at 14:17 hours and Members then met as a working party to continue their review work. The working party concluded at 14:46 hours.



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## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 8 August 2025**

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Jim Fieldsend, Monitoring Officer, at this address or by email to [jim.fieldsend@bolsover.gov.uk](mailto:jim.fieldsend@bolsover.gov.uk). The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk).

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

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Members of Executive are as follows:

Councillor Jane Yates - Leader and Portfolio Holder - Policy, Strategy and Communications  
Councillor Donna Hales - Deputy Leader and Portfolio Holder - Corporate Governance and Performance  
Councillor Mary Dooley - Portfolio Holder - Partnerships and Health and Wellbeing  
Councillor Clive Moesby - Portfolio Holder - Resources  
Councillor Phil Smith - Portfolio Holder - Housing  
Councillor Tom Munro - Portfolio Holder - Growth  
Councillor Rob Hiney-Saunders - Portfolio Holder - Environmental  
Councillor John Ritchie - Portfolio Holder – Devolution

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

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

(2) **CAPITAL**

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

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

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive can be found here:

<https://committees.bolsover.gov.uk/ieListMeetings.aspx?Committeeld=1147>

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p><b>Introduction of separate weekly food waste collections</b></p> <p>21</p>	Executive and Council	Within the next 3 months	Report of the Portfolio Holder for Environment	Steve Brunt, Executive Director Services	<p>Key</p> <p>It is significant in terms of its effects on waste collection arrangement to all District ward households and the establishment of operational budget above key decision level and increase in Waste Service Team staffing levels.</p>	Open

**SCHEDULE 12A**  
**ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1**  
**DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

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## **BOLSOVER DISTRICT COUNCIL**

### **Meeting of Customer Services Scrutiny Committee on 19th August 2025**

### **Annual Letter from the Local Government & Social Care Ombudsman 2024/25 & Annual Housing Ombudsman Report including Self Assessment 2024/25**

### **Report of the Portfolio Holder for Partnerships, Health & Wellbeing**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Lesley Botham Customer Service, Standards & Complaints Manager

### **PURPOSE/SUMMARY OF REPORT**

- To note information contained within the Annual Letter received from the Local Government & Social Care Ombudsman (LGSCO) 2024/25.
- To provide Members with information contained within the Housing Ombudsman Annual Report and Self Assessment to consider and provide comment prior to submission to Executive for Approval.

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### **REPORT DETAILS**

#### **1. Background**

- 1.1 The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contains an annual summary of statistics on the complaints made against the Council for the financial year ending 31<sup>st</sup> March 2025. It should be noted that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 Between 1 April 2024 to 31<sup>st</sup> March 2025, the LGSCO received 9 enquiries and complaints during 2024/25, of these 7 were closed after initial enquiries and 2 were not for the LGSCO to investigate. See Appendix 2.
- 1.3 The Annual Letter 2024 (Appendix 1) and supporting information (Appendix 2) are attached.

## Benchmarking information – (CIPFA) Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

By way of background information, the LGSCO upheld 83% of complaints submitted to them in 2024/25 (up from 80% in 2023/24) with the average being 66% for similar authorities.

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

- 1.4 The Annual Housing Ombudsman Complaints Report and Self Assessment are required to be submitted by the Council by the 30.09.25. The report provides information to the Housing Ombudsman on the performance of our complaint handling, in terms of the volume and timeliness of responses, in addition the report identifies themes and lessons learnt to drive improvements. The Self Assessment ensures the Councils Complaints and Standards department have reviewed and aligned its Policy and Procedures to meet the Housing Ombudsman Complaint Handling Code requirements for 2024/25.
- 1.5 The Annual Housing Ombudsman Complaints Report (Appendix 3) and Self Assessment (Appendix 4) are attached.

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

- 2.1 N/A



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

- 3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2024/25
- 3.2 To approve the content of the Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 for submission to Executive, to ensure corporate compliance with the Housing Ombudsman Complaint Handling Code and the Councils CCC Policy.

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

- 4.1 None.

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### **RECOMMENDATION(S)**

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

Approved by Councillor M Dooley Portfolio Holder for Health and Wellbeing

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### **IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman.		
On behalf of the Section 151 Officer		
<b><u>Legal (including Data Protection)</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.		
On behalf of the Solicitor to the Council		
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> There are no staffing implications contained within this report		
On behalf of the Head of Paid Service		

<b><u>Equality and Diversity Impact and Consultation</u></b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Details:</b>		
There are no equality and diversity impact and consultation implications contained within this report		
On behalf of the Information, Engagement and Performance Manager		
<b><u>Environment</u></b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Details:</b>		
There are no areas contained within this report		

## **DECISION INFORMATION:**

<p><input checked="" 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 type="checkbox"/> <b>SLT</b> <input checked="" type="checkbox"/>  <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/>  <b>Other</b> <input 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 type="checkbox"/></p> <p><b>(a)</b> <input type="checkbox"/> <b>(b)</b> <input type="checkbox"/></p> <p><b>All</b> <input checked="" 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 checked="" type="checkbox"/></p> <p><b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/></p>
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### **Links to Council Ambition: Customers, Economy, Environment, Housing**

Increasing customer satisfaction with our services  
Improving customer contact and removing barriers to accessing information  
Actively engaging with partners to benefit our customers  
Promoting equality and diversity and supporting vulnerable and disadvantaged people

**DOCUMENT INFORMATION:**

Appendix No	Title
1	Annual Letter from the Local Government & Social Care Ombudsman 2024/25
2	Complaints received, Complaints decided, Compliance
3	BDC Annual Report for the Housing Ombudsman 2024/25
4	BDC Self Assessment for the Housing Ombudsman 2024/25

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

21 May 2025

*By email*

Ms Hanson  
Head of Paid Service  
Bolsover District Council

Dear Ms Hanson

### **Annual Review letter 2024-25**

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

### **[Your annual statistics are available here.](#)**

In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

### **Supporting complaint and service improvement**

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact [training@lgo.org.uk](mailto:training@lgo.org.uk).

Yours sincerely,




Amerdeep Somal  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration England

## Ombudsman Complaints received:

Reference	Authority	Category	Subcategory	Received
23020164	Bolsover District Council	Housing	Housing-other	13/06/24
24003658	Bolsover District Council	Housing	Allocations	31/05/24
24005826	Bolsover District Council	Housing	Housing-other	18/07/24
24008279	Bolsover District Council	Other	Non-local government	27/08/24
24011300	Bolsover District Council	NULL	NULL	27/09/24
24013042	Bolsover District Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	23/10/24
24019770	Bolsover District Council	Highways & Transport	Highways & transport-other	20/02/25
24021039	Bolsover District Council	Corporate & Other Services	Land	04/03/25
24022794	Bolsover District Council	Benefits & Tax	Council tax	27/03/25

## Ombudsman Complaints decided:

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason
23019048	Bolsover District Council	Corporate & Other Services	Standards committees	24/05/24	Closed after initial enquiries	Not warranted by alleged fault
23020164	Bolsover District Council	Housing	Housing-other	15/08/24	Closed after initial enquiries	Not warranted by alleged fault
24003658	Bolsover District Council	Housing	Allocations	15/07/24	Closed after initial enquiries	Not warranted by alleged fault
24005826	Bolsover District Council	Housing	Housing-other	06/09/24	Closed after initial enquiries	Sec 26(7) - all or most
24008279	Bolsover District Council	Other	Non-local government	27/08/24	Advice given	Signpost - go to complaint handling
24011300	Bolsover District Council	NULL	NULL	27/09/24	Incomplete/Invalid	Insufficient information to proceed and PA advised

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason
24013042	Bolsover District Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	24/02/25	Closed after initial enquiries	Not warranted by alleged fault
24019770	Bolsover District Council	Highways & Transport	Highways & transport-other	28/03/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation
 24021039	Bolsover District Council	Corporate & Other Services	Land	27/03/25	Closed after initial enquiries	26(6)(c) Court remedy

## Compliance

Reference
No compliance data recorded during the period

Explanatory notes	
A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).	
Cases received	
Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.	
Cases decided	
Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025. Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded. Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <a href="https://www.lgo.org.uk/your-councils-performance">https://www.lgo.org.uk/your-councils-performance</a>	
We report our decisions by the following outcomes:	
<b>Invalid or incomplete:</b> We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as <b>not for us / not ready for us</b> in the complaints overview section on the online map.
<b>Advice given:</b> We provided early advice or explained where to go for the right help.	
<b>Referred back for local resolution:</b> We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	

<b>Closed after initial enquiries:</b> We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as <b>assessed and closed</b> in the complaints overview section on the online map.
<b>Upheld:</b> We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as <b>investigated</b> in the complaints overview section on the online map.
<b>Not upheld:</b> We completed an investigation but did not find evidence of fault.	
The following decision reasons are <b>satisfactory remedy decisions</b> , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as <b>satisfactory remedies provided by the council</b> on the online map.
<i>Upheld - Injustice remedied during organisations complaint processes</i>	
<i>Upheld - fault &amp; inj - no further action organisation already remedied</i>	
<b>Compliance outcomes</b>	
<p>Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.</p> <p>Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.</p>	





# Housing Ombudsman Service Complaint Handling Code

## Annual Complaint Handling and Service Improvement Report 2024–2025



A: The Arc, High Street, Clowne S43 4JY  
T: 01246 242424  
E: [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)  
W: [www.bolsover.gov.uk](http://www.bolsover.gov.uk)

## **Equalities Statement**

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

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

## **Access for All statement**

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

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

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## Foreword

### Governing Body Response

Bolsover District Council remains dedicated to providing outstanding customer service. We fully appreciate the value of tenant feedback and complaints, and we are committed to addressing them promptly and effectively. We continuously learn from the concerns raised by our tenants and use this insight to drive ongoing improvements in our services.

The Council have followed the revised Compliments, Comments and Complaints (CCC) Policy from April 2024. This has been embedded through comprehensive staff training alongside consistent and high-quality complaint handling.

The self-assessment provides evidence that the Council adheres to the Housing Ombudsman Complaint Handling Code. Any complaints received are managed in full compliance with the Code's standards.

The Council is proactive in continually analysing data for service improvements. Multiple measures have been employed in order to facilitate this during 2024-2025, including changes to record keeping, increased service reviews and altered agendas. The Council will continue to use complaints in a positive way to further improve services to our tenants.



Cllr Mary Dooley Portfolio Holder for Health & Wellbeing (Including Customer Services)



Cllr Sandra Peake (May 2019 – February 2025) Portfolio Holder for Housing



Cllr Phil Smith (February 2025 – present) Portfolio Holder for Housing

### Housing Liaison Board Response

As tenants, we are pleased to see that the annual complaints performance and service improvement report for 2024/25, together with the Council's self-assessments against the Complaint Handling Code, show that we are compliant.

We are pleased that the introduction of quarterly complaint performance reports being presented at the Housing Liaison Board meeting gives tenants the opportunity to monitor and scrutinise the Council's complaints handling and provide constructive challenge where required. The further adaptation of this information to create a specific repairs-based report, further enhances the challenge by RANT (Repairs Action Network Team) tenants reviewing service delivery.



## Introduction

The Housing Ombudsman's Complaint Handling Code became statutory from 1 April 2024, which means that social housing landlords are now obliged by law to follow its requirements.

The Social Housing (Regulation) Act 2023 places a legal duty on the Ombudsman to monitor social housing landlord's compliance with the Code. Section 8 of the HOS Complaint Handling Code requires that landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge.

This annual report provides an analysis of the complaints, comments and compliments received by the Council during 2024/25.

This report seeks to provide information on the performance of the Council's complaint handling in terms of the volume and timeliness of the responses. In addition, the report seeks to identify themes, trends, and lessons learnt that drive service improvements.

The Housing Ombudsman Service (HOS) has a two-stage complaint handling process which the Council adopted within its CCC Policy from April 2024 which requires:

- All Complaint Acknowledgements responded within 5 working days.
- Stage 1 complaints must be responded to within 10 working days.
- Stage 2, within 20 working days.

Whilst the main driver for the report is to look at complaints, the Council are able to learn a lot from the comments, compliments and M.P. enquires received and so this report also seeks to analyse this data.

## Analysis of complaints performance for 2024/25

### Types of complaints

The Customer Advisors who work front line for customer services have all had thorough training of the CCC Policy. Through this training the Council's Customer Advisors can appropriately determine whether the issue raised is a service request/enquiry or a complaint.

The CCC Policy defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals. However, a service request is defined as a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

The Council also receives Member of Parliament enquiries (M.P. enquiries) which are dealt with under the CCC Policy. The M.P. was appropriately updated with the changes to the CCC Policy to follow the Housing Ombudsman Statutory Code. Within this training, the M.P.'s Office agreed to determine whether a customer would like to raise their enquiry as an M.P. enquiry or as a complaint. The M.P. was given a copy of the CCC Policy and an explanation of the stages of a complaint so their constituents can be appropriately informed. In addition to this, further discussions were held with the M.P., to highlight the scope of the Council's complaints policy. As a result, the M.P.'s office has created email and letter templates to accurately signpost customers.

Currently, if a customer makes a complaint which does not fall within the CCC Policy the customer is appropriately directed to the correct place to complain or be assisted with their enquiry/request. For example, the Council has the right to deal with service requests for the first time before a complaint is made.

During 2024/2025, the Council rejected 3 complaints as out of scope of the Policy (not classed as service requests).

- Contact from customer determined as not a complaint, out of scope letter sent.
- Contact from customer raises same issues already dealt with by the complaints process, advised Ombudsman was next step.
- Contact from customer wanting to escalate to stage 2 but stage 1 and initial compensation request still in progress, out of scope letter sent.

## Volume of complaints (as per Tenant Satisfaction Measures (TSM) figures)

Tenant Satisfaction Measures form part of the revised system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services, with specific measures being around effective complaint handling and volume of complaints in relation to the organisations size. There are 22 Tenant Satisfaction Measures in total which include 12 Tenant Perception Measures and 10 Management Information Measures.

Each Registered Provider are required to complete the Tenant Satisfaction Measures annually and upload the data to the Regulator of Social Housing. The Council, as a registered provider, are also required to publish the result on the Councils' website, so it is accessible to tenants.

The data below summarises the Council's compliance with the Housing Ombudsman response times. These figures reflect performance in accordance with the Housing Ombudsman Code and the CCC Policy. It also compares volume of complaints by tenants versus residents, and how many respondents to the TSM Perception Survey made a complaint in the previous 12 months.

While the Council's handling of HOS Stage 1 complaints was compliant, one of the Stage 2 complaints received exceeded the HOS response times and Council timescales by one working day. For this complaint, no formal extensions were agreed.

**Table 1 – Number of Housing related complaints received and compliance with response times**

Complaint Stage	Total number received	Number received from Tenants	Number received from Residents	Number received from out of area	Within BDC timescales	Within HOS timescales
HOS Stage 1	102	94	7	1	102	102
HOS Stage 2	21	20	1	0	20	20

This data on number of tenant complaints is used to calculate the complaints Management Information Measures:

Management Information Measures	
CH01(1) Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	<p>A. Total number of stage one complaints for 2023/24 – 94</p> <p>B. Number of dwelling units owned at year end – 4939</p> <p><math>94/4939 \times 1000 = 19.03</math> (19.0)</p>
CH01(2) Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	<p>A. Number of stage two complaints for 2023/24 – 20</p> <p>B. Number of dwelling units owned at year end – 4939</p> <p><math>20/4939 \times 1000 = 4.04</math> (4.0)</p>

Management Information Measures	
CH02(1) Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	<p>A. Number of stage one complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 94</p> <p>B. Number of stage one complaints made by tenants during the year – 94  <math>94/94 \times 100 = 100\%</math></p>
CH02(2) Complaints responded to within Complaint Handling Code timescales – Proportion of stage two complaints responded to within timescale	<p>A. Number of stage two complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 19</p> <p>B. Number of stage two complaints made by tenants during the year – 20  <math>19/20 \times 100 = 95\%</math> (95.0%)</p>

When responding to the TSM Perception Survey, a total of 112 tenants (weighted data) indicated they had made a complaint in the last 12 months. When comparing complaint levels by stock type, the rates mirror our stock breakdown between General needs and Housing for older people.

### Have you made a complaint to the Council in the last 12 months?

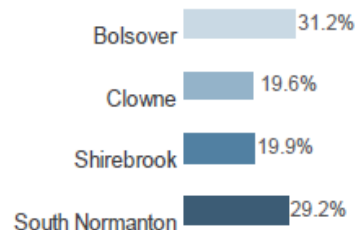
Counts	Analysis %	Respondents
Base		
Unweighted	644	100.0%
Weighted	642	100.0%
Have you made a complaint to the Council in the last 12 months?		
Yes	112	17.5%
No	530	82.5%

### Respondents who made a complaint in the last 12 months by stock type



A slightly higher number of respondents in General needs housing made a complaint in the last 12 months. No complaints were received from respondents in Sheltered housing.

### Respondents who made a complaint in the last 12 months by geographic area



The highest number of complaints is from respondents in Bolsover area, with the lowest number of respondents complaining in the Clowne area. Complaints levels in respondents are second highest in South Normanton area.



## Satisfaction with the complaints handling process (as per TSM figures)

Counts Analysis % Respondents	
Base	
Unweighted	107 100.0%
Weighted	110 100.0%
How satisfied or dissatisfied are you with the Council's approach to complaints handling?	
Very satisfied	18 16.0%
Fairly satisfied	24 21.8%
Neither satisfied nor dissatisfied	22 20.0%
Fairly dissatisfied	25 22.4%
Very dissatisfied	22 19.7%
% Satisfied	37.8%
% Unsatisfied	42.2%

As part of the Tenant Perception Survey element of the Tenant Satisfaction Measures, respondents who had made a complaint within the last 12 months were asked to declare their level of satisfaction with the complaints handling process. As noted previously, 112 out of the 642 valid respondents had made a complaint in the last 12 months.

When adding together those that were 'very satisfied' and 'fairly satisfied' out of the 112, this represents a 37.8% satisfaction level. It should be noted that not all respondents answering 'yes' to making a complaint then answered the subsequent question on satisfaction.

This low number of complainants is reflective of the fact that traditionally the Council receives a low level of complaints.

Those indicating their satisfaction with complaints handling can also be broken down by stock type and contact centre area. Satisfaction was relatively equal across General needs housing and Housing for older people. There were no respondents in Sheltered Housing that had made a complaint in the last 12 months so satisfaction could not be analysed.

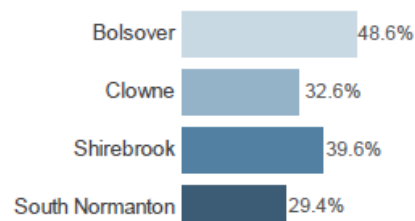
As noted in the previous charts, there were a higher number of survey respondents within the Bolsover and South Normanton areas that made a complaint, and the following charts show highest satisfaction in the Bolsover and Shirebrook areas. Tenants in South Normanton had the lowest satisfaction.

### Satisfaction of respondents with the Council's approach to complaints handling by stock type



Satisfaction is broadly similar across the two stock types where respondents reported making a complaint in the last 12 months.

### Satisfaction of respondents with the Council's approach to complaints handling by geographic area



Satisfaction is highest in the Bolsover area, followed by Shirebrook. Respondents in the South Normanton area are least satisfied.

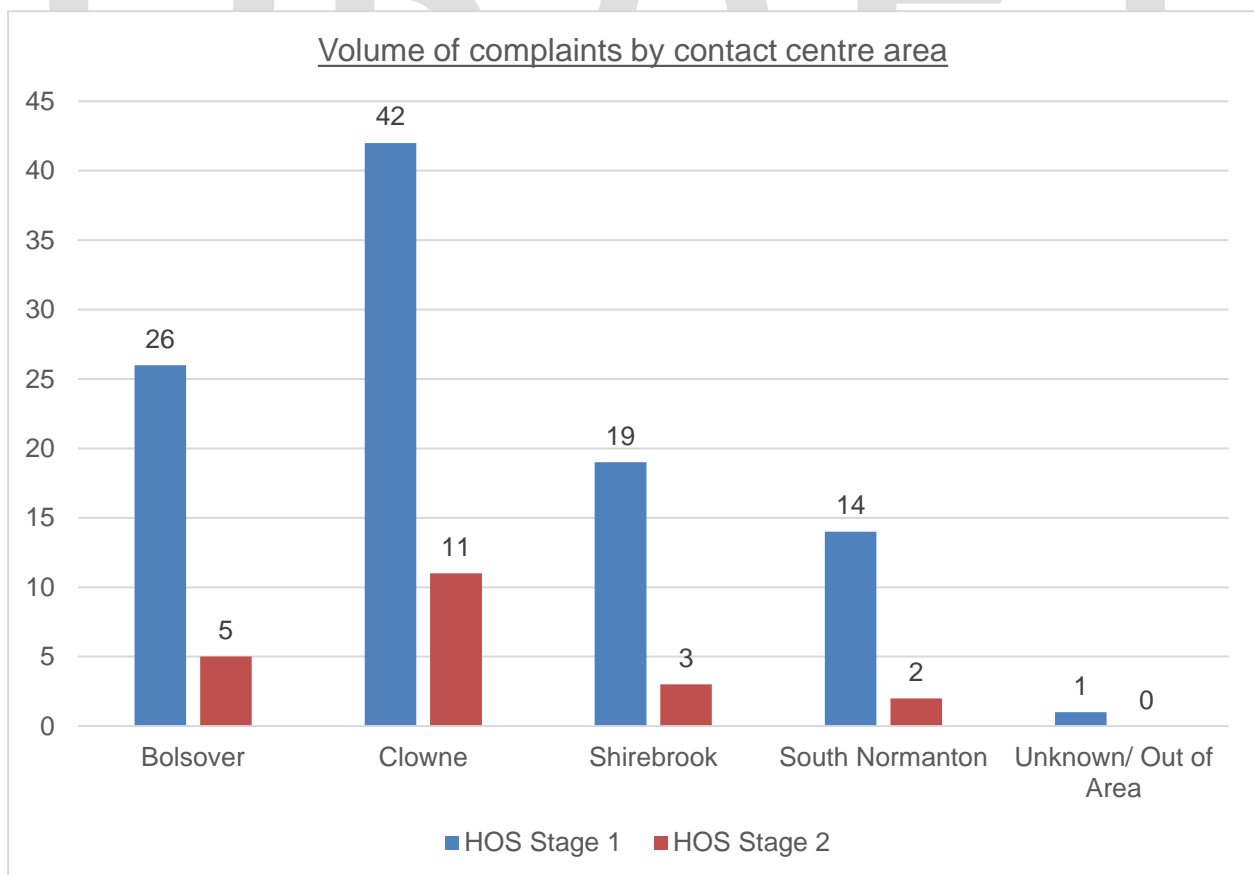
## Volume of complaints by contact centre area

When analysing Customer Services data on the complaints received by contact centre area, a larger proportion in total are received from the Clowne and Bolsover areas, which matches the 2023-2024 data. This data also partially mirrors the TSM Perception Measures survey responses indicating that tenants in those areas are more likely to complain which requires further investigation into whether this is related to property types found in those areas or whether dissatisfaction can be attributed to the teams operating in those patches. According to the complaints data for 2024/25, tenants in the South Normanton area have complained the least.

In contrast as explained previously, Bolsover and South Normanton tenants complained the most according to TSM survey responses.

**Table 2 – Volume of complaints received by contact centre area**

Contact Centre Area	HOS Stage 1	HOS Stage 2	Total
Bolsover	26	5	31
Clowne	42	11	53
Shirebrook	19	3	22
South Normanton	14	2	16
Unknown/ Out of Area	1	0	1
<b>Total</b>	<b>102</b>	<b>21</b>	<b>123</b>



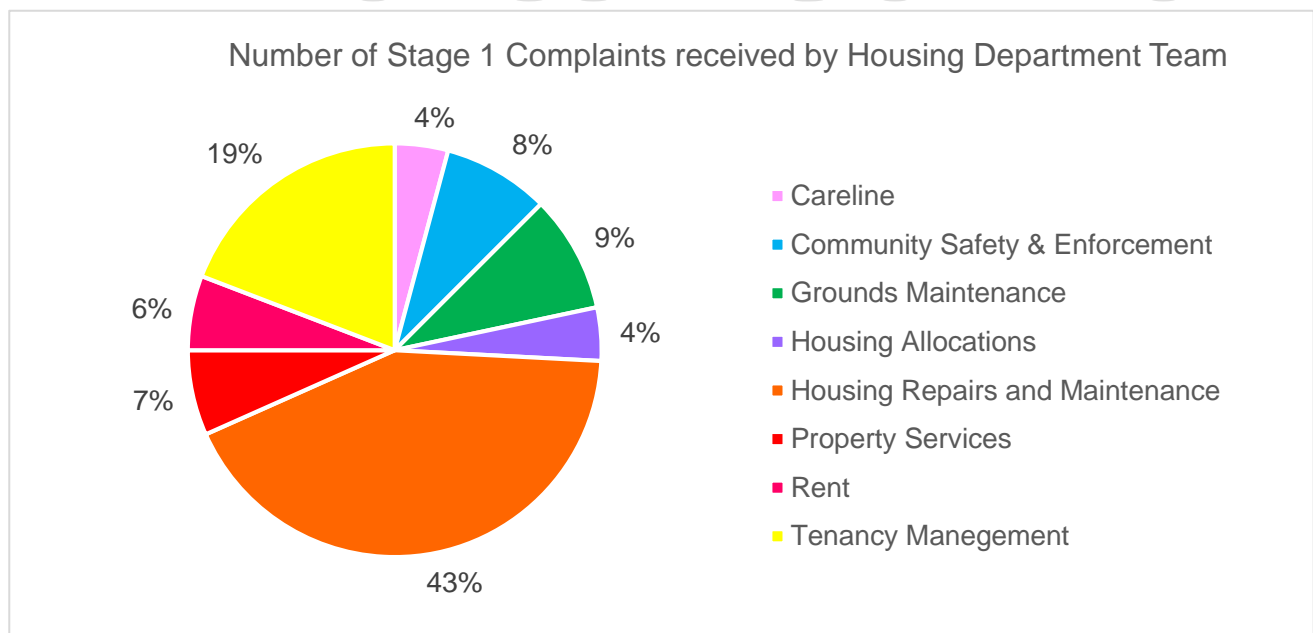
## Themes and trends in the complaints received

Some customer contacts/complaints received during 2024/25 covered more than one service area; therefore, the totals below do not mirror the actual volume of contacts received. Out of 151 complaints (HOS 1 and HOS 2), 58 related to Dragonfly (Housing Repairs and Maintenance). The next most common service area was Tenancy Management (33).

**Table 3 – Breakdown of customer contact by team – complaints**

Team	HOS Stage 1	HOS Stage 2	Total for Team
Careline	5	1	6
Community Safety & Enforcement	10	5	15
Grounds Maintenance	11	3	14
Housing Allocations	5	0	5
Dragonfly (Housing Repairs and Maintenance)	51	7	58
Property Services	8	3	11
Rent	7	2	9
Tenancy Management	23	10	33
<b>Total</b>	<b>120</b>	<b>31</b>	<b>151</b>
Total (excluding cross cutting)	102	21	

The following chart shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing Repairs and Maintenance).



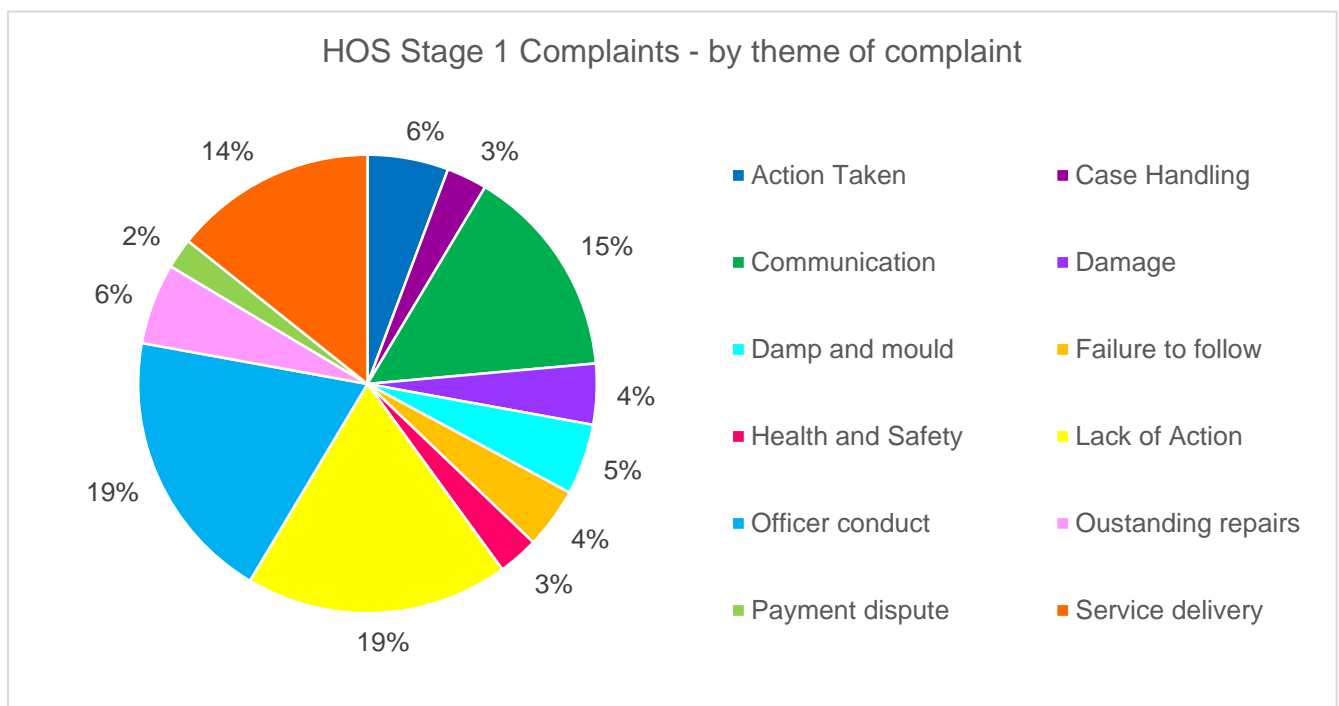
## OFFICIAL

When analysing the themes of the HOS Stage 1 complaints, the most common factors were officer conduct and lack of action, followed by communication.

When data was analysed to determine which departments contributed to the theme 'officer conduct', it was found Dragonfly (Housing Repairs and Maintenance) accounted for 41% of the complaints related to 'officer conduct' and Tenancy Management accounted for 30%.

Dragonfly (Housing Repairs and Maintenance) accounted for 50% of complaints related to 'lack of action', followed by Grounds Maintenance with 23%.

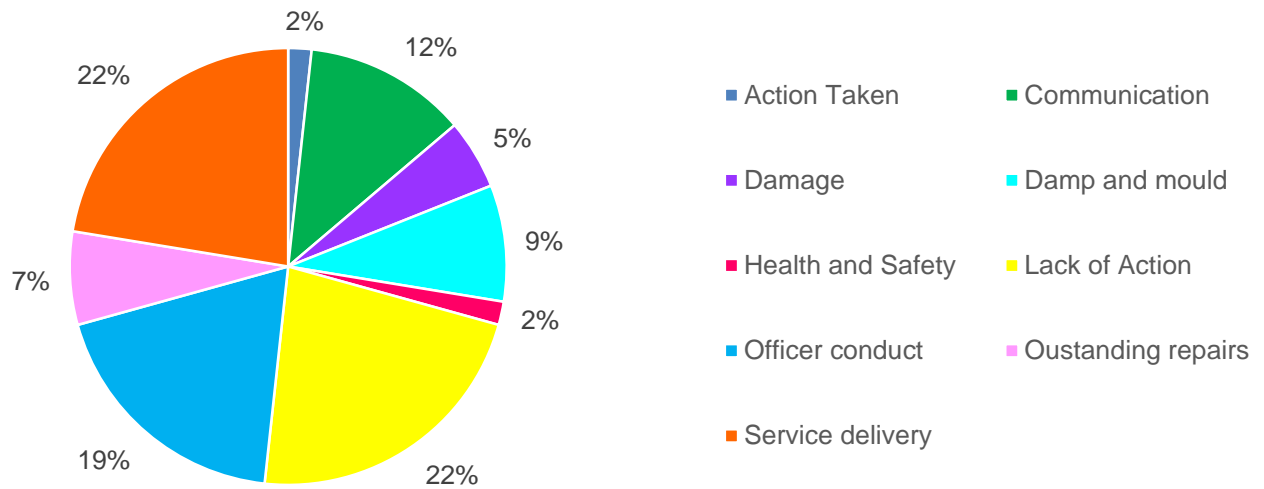
The theme 'communication' had 33% of complaints for Dragonfly (Housing Repairs and Maintenance) and 24% for Grounds Maintenance.



\* Failure to follow policy/procedure/statutory obligations or rule of law

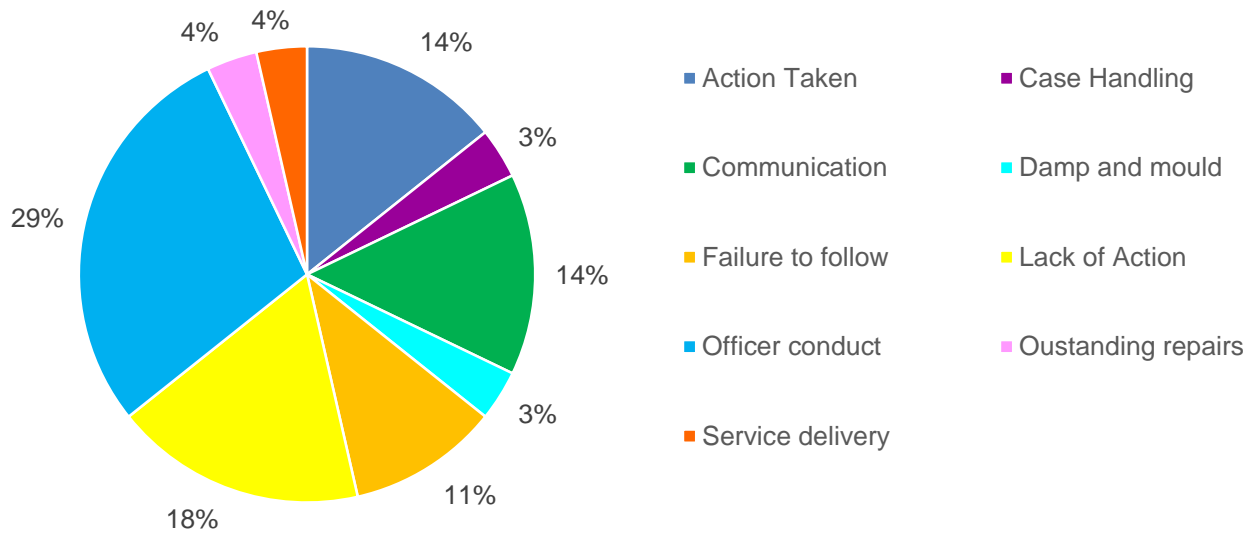
Looking at themes specifically within Dragonfly (Housing Repairs and Maintenance), 'lack of action', 'service delivery' and 'officer conduct' were the top three. The category 'service delivery' included issues such as standard of repairs, poor preparation, inefficiency, failure to investigate/complete and missed services.

HOS Stage 1 Dragonfly (Housing Repairs and Maintenance) complaints by theme



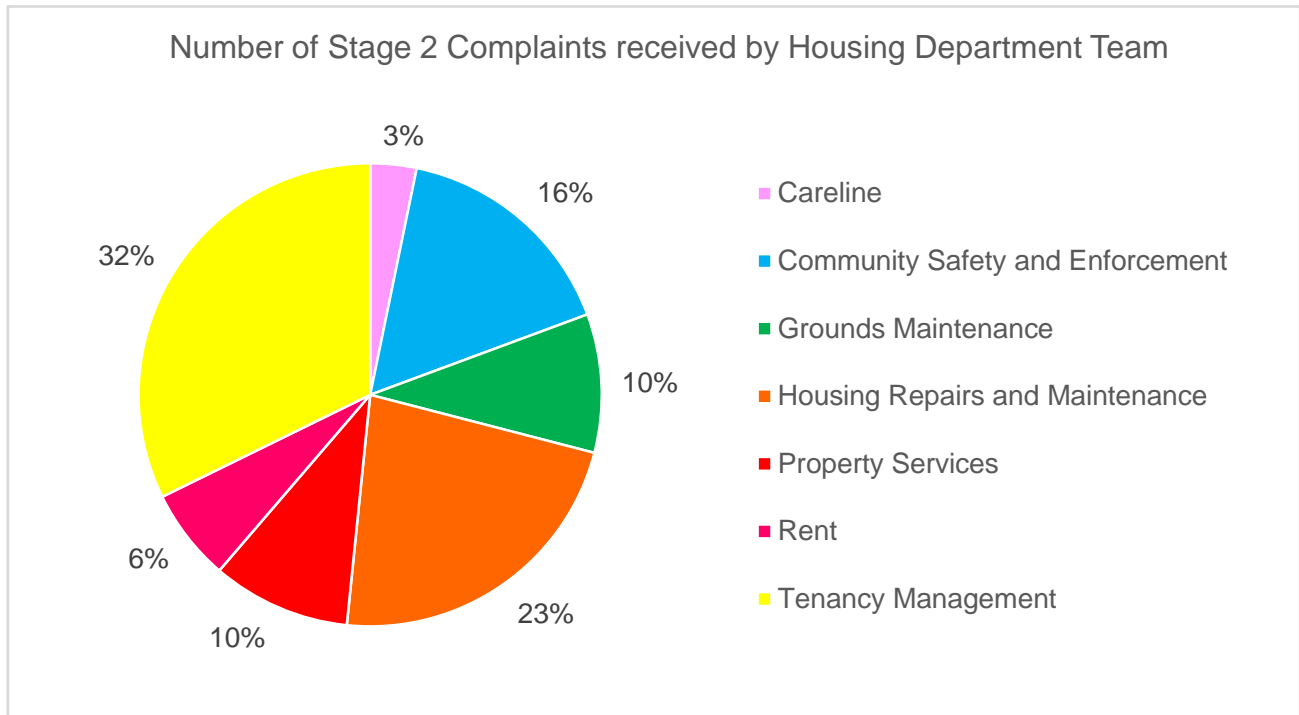
Finally, when analysing the themes within Tenancy Management 'officer conduct' was the highest, followed by 'lack of action', then both 'communication' and 'action taken'.

HOS Stage 1 Tenancy Management complaints by theme



For the complaints received at HOS Stage 2, (as outlined in Table 3), the largest proportion related to Tenancy, followed by Dragonfly (Housing Repairs and Maintenance).

Unfortunately, there were no clear themes that could be drawn when analysing this data.



## Volume of compliments, comments and M.P. enquiries

The following charts show the volume of compliments, comments and M.P. enquires received by team. For compliments and comments the largest proportion related to Dragonfly (Housing Repairs and Maintenance). For compliments Housing Allocations and Housing Options came next. However, for M.P. enquiries the majority related to Tenancy Management.

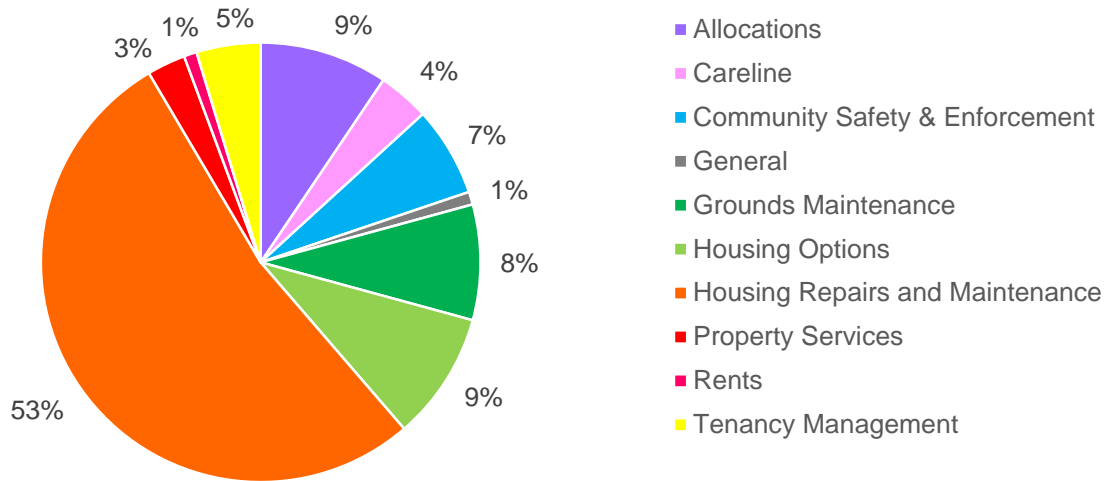
**Table 4 – Breakdown of customer contact by team – compliments, comments and M.P. enquiries**

Team	Compliments	Comments	M.P. enquiries	Total for Team
Careline*	4	0	0	4
Community Safety and Enforcement	7	0	1	8
Dragonfly (Housing Repairs and Maintenance)	56	7	2	65
Estate Management	0	1	0	1
General	1	0	1	2
Grounds Maintenance	9	0	1	10
Housing Allocations*	10	0	0	10
Housing Options*	10	0	0	10
Property Services	3	0	0	3
Rent	1	0	1	2
Tenancy Management	5	1	5	11
<b>Total</b>	<b>106</b>	<b>9</b>	<b>11</b>	<b>126</b>
Total (excluding cross cutting)	94	9	7	

\*From existing tenants

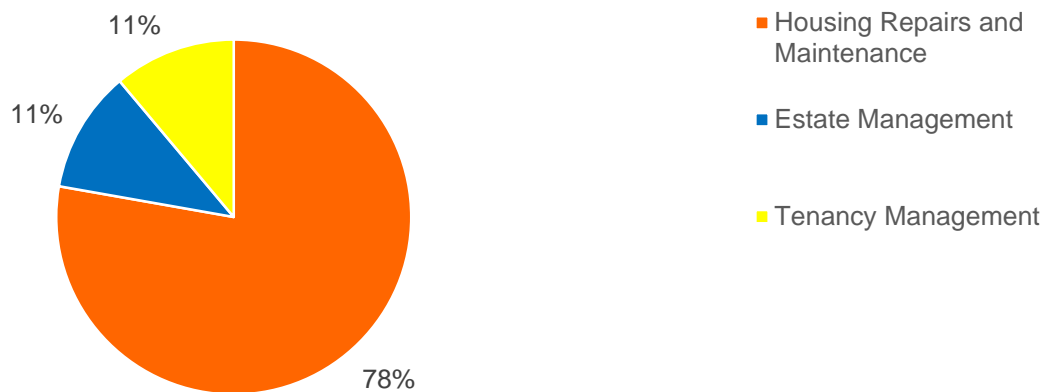
It is useful to note whilst Dragonfly (Housing Repairs and Maintenance) features heavily as a core reason for complaint, this data shows that a tenant's personal experience of the service by the team influences their bias in response to the Council. There are clearly positives to be taken from the service delivered as well as areas for improvement.

Number of Compliments received by Housing Department Team



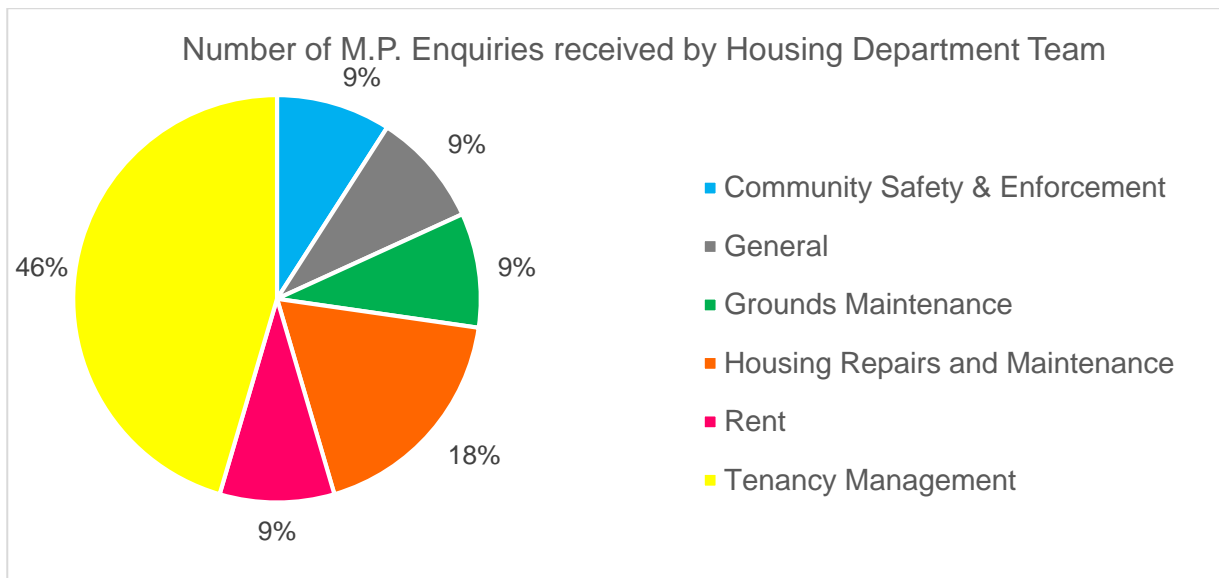
The Council received a limited number of comments from tenants during 2024/25, but most related to Dragonfly (Housing Repairs and Maintenance), most relating to poor communication and all were passed back to the teams for further action where required.

Number of Comments received by Housing Department Team



The following chart shows volume of M.P. enquires by team. When analysing the M.P. enquiries received during 2024/25, the highest number related to Tenancy Management.





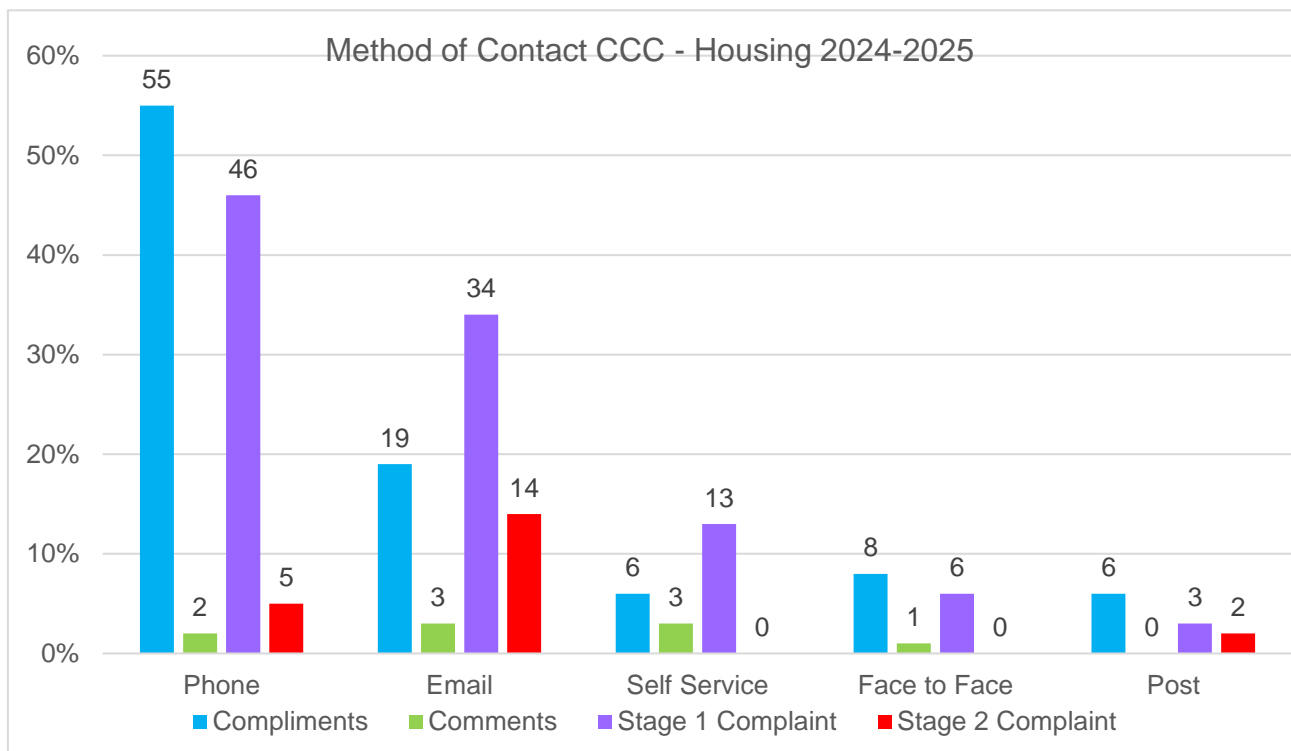
### Method of contact

When analysing how tenants contact the Council to pass on a compliment or make a complaint, most compliments and stage 1 complaints were via telephone followed by email, but

Analysis of method of contact over the last year has shown a shift to use of telephone or email over the more long-standing use of post/letter.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.

The Council have had a significant move towards increasing digital transactions and made several changes to the self-serve functions on the Council website, so it is encouraging to see tenants choosing to use this method of contact.



## Benchmark data

### Comparison in volume of complaints received – 2023/2024

When comparing changes in local complaints data, during 2023/24, the Council's CCC Policy had a 3-stage procedure:

- Stage One Informal – 3 working days
- Stage Two Formal – 15 working days
- Stage Three Internal Reviews – 20 working days

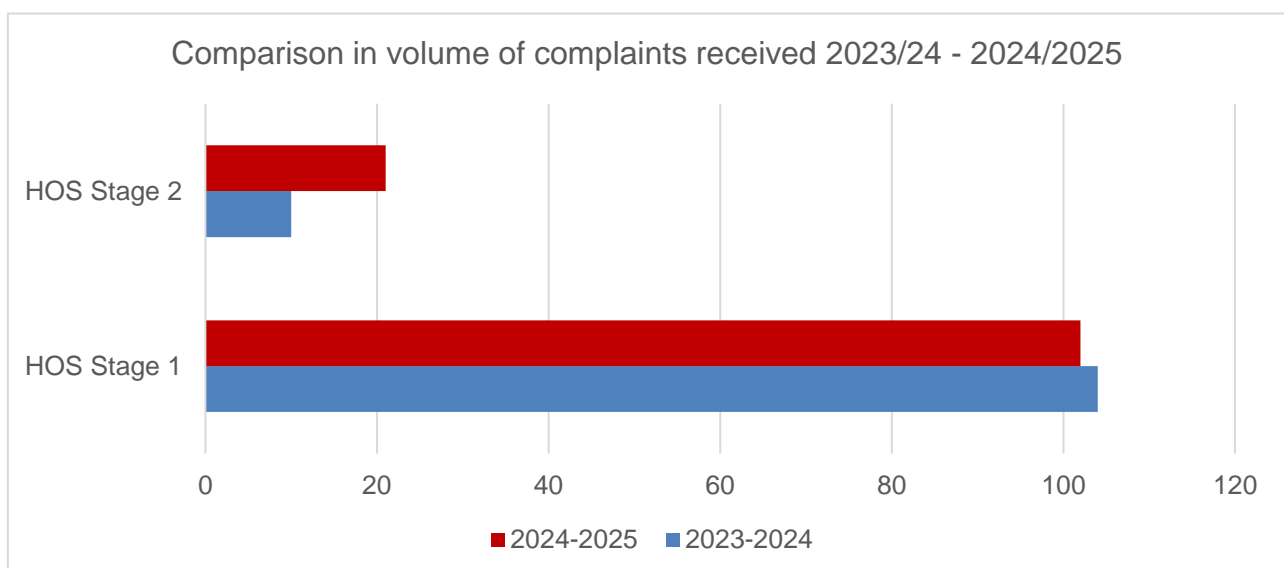
For the purpose of this report, reference to HOS Stage 1 complaints for 2023-2024 consists of the Informal and Formal stages. Consequently, a direct comparison with 2023/24 is not possible. Data is crosscutting between departments/teams and therefore one complaint may be attributed to multiple areas (e.g. both Dragonfly Housing Repairs and Maintenance and Housing Management and Enforcement).

In 2023/2024 there were 60 Stage 1 Informal complaints made. 45 of these were related to Dragonfly (Housing Repairs and Maintenance) and 15 were categorised as Housing Management and Enforcement. For Stage 2 Formal complaints in 2023/2024 there were 44. 17 of these were related to Dragonfly (Housing Repairs and Maintenance) and 32 were categorised as Housing Management and Enforcement.

Both Stage 1 informal and Stage 2 formal complaints (60 and 44 respectively) were used to calculate the HOS Stage 1 figure for 2023-2024 of 104.

There were 10 Stage 3 Internal Review complaints in 2023/2024. 1 of these was related to Dragonfly (Housing Repairs and Maintenance). The other 9 were categorised as Housing Management and Enforcement.

In comparison to the 2024/2025 data HOS Stage 1 figures have decreased from 104 to 102. However, HOS Stage 2 complaints have increased twofold from 10 to 21. This could be attributed to the new complaints policy following the new complaint handling code as of April 2024. The Council believe the updated policy has made complaints more accessible and clearer for customers meaning they may have understood the escalation process more clearly. It could also be a result of the removal of informal complaints and the system changing from a 3 stage to a 2 stage process.



## Comparison with national trends on themes for complaint

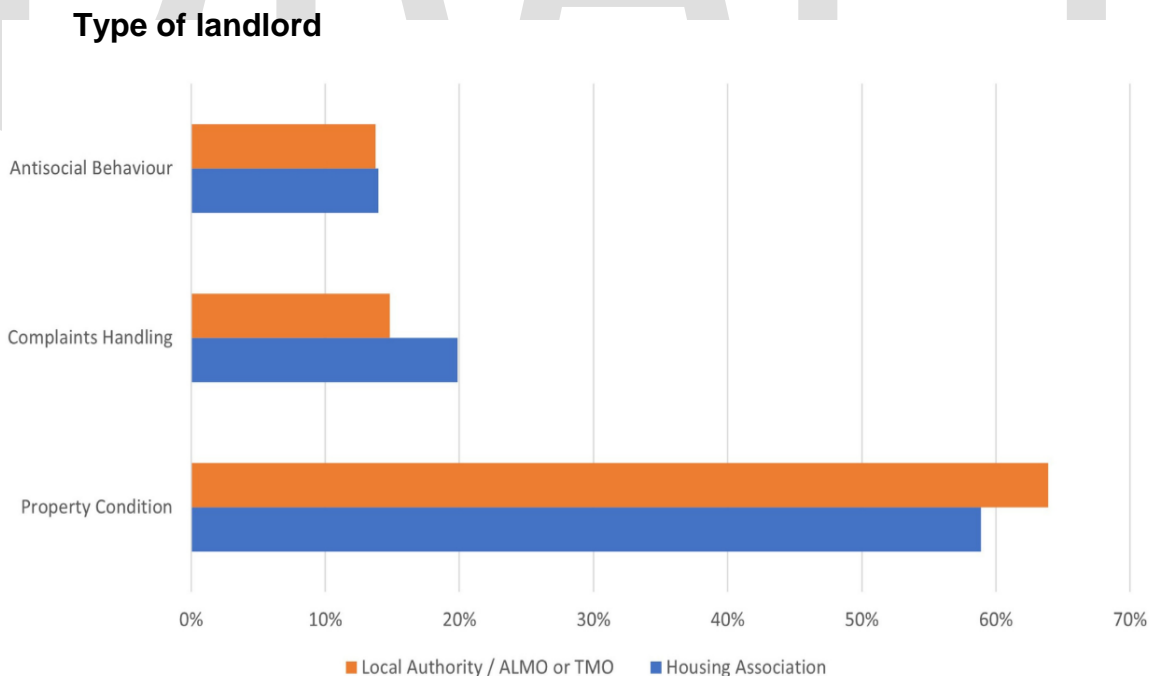
A HOS Spotlight report on repairs and maintenance (repairing trust) from May 2025 reported that following complaints analysis, repairs and maintenance complaints account for 45% of casework data in 2024-2025. This aligns with the Council's 2024-2025 data which showed that Dragonfly (Housing Repairs and Maintenance) accounted for 43% of complaints.

In addition to this, the HOS reported an unprecedented rise in complaints with a 474% increase in complaints regarding substandard living conditions since 2019/20. However, the Council have seen a small decrease of Dragonfly (Housing Repairs and Maintenance) complaints in 2024-2025 since 2023-2024 (58 and 62 respectively), although this has increased since 2022/2023, but only by a small amount (51). As the Council are not seeing such a significant increase, we feel our housing stock is in good condition which is reflected by our Decent Homes return and TSM satisfaction statistics.

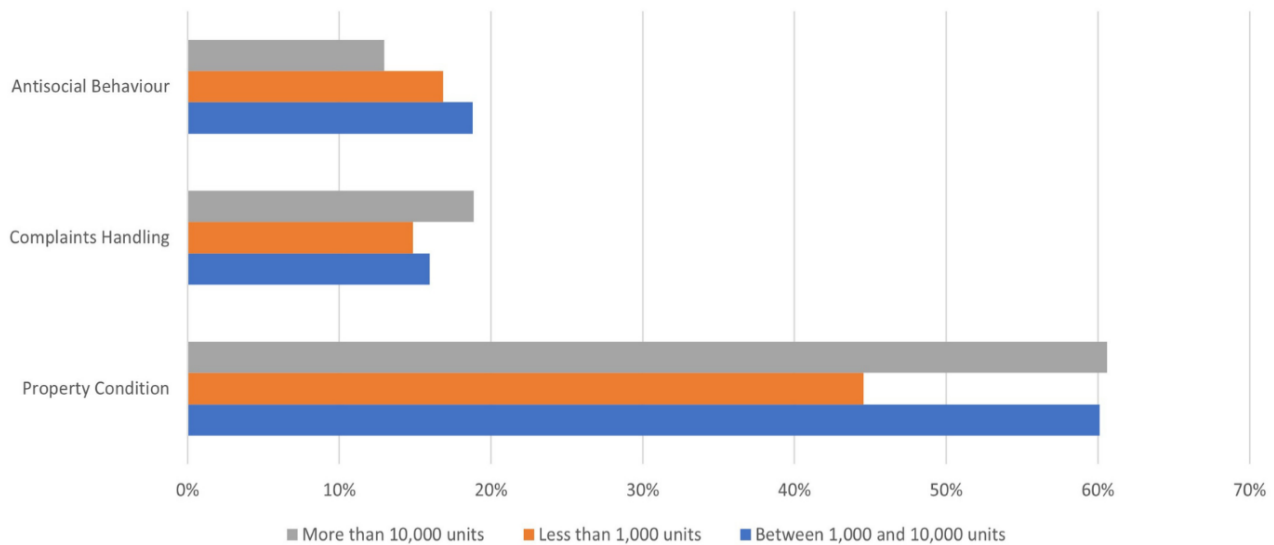
(HOS, (May 2025), Spotlight report on repairs and maintenance – repairing trust, p, 3 & 10)

## Comparison with national trends in reasons for complaints 2024/25

At the time of producing this report, the HOS have not yet published their analysis of Q4 2024/25 data. However, when looking at their analysis at Q3 2024/25 and previous quarters for the year, by landlord type and size of landlord, 'property condition' was the top category of complaint they received. This indicates that the reasons for tenants complaining is comparable with the national picture.



### Size of landlord



\*Note: The Council have between 1,000 and 10,000 units

Q3 Quarterly Data 2024-25 | Housing Ombudsman

## Findings of non-compliance

In 2024/25, all complaints were categorised as HOS Stage 1 were responded to within the Housing Ombudsman timescales of 10 working days.

1 HOS Stage 2 complaint was responded to outside of Housing Ombudsman timescales of 20 working days. This complaint was answered 1 working day later than timescales (21 working days). Unfortunately, this was due to an administrative error from the Complaints team. An email was not sent prior as the issue was only realised the next working day when the response was sent immediately, the Council did acknowledge and apologise to the customer that the response was one working day late.

All complaints which are out of the Housing Ombudsman timescales are documented and investigated to determine explanations and if any service improvements can be derived from the issue.

Complaint Stage	Number received	Within BDC timescales	Within HOS timescales
HOS Stage 1	102	102	102
HOS Stage 2	21	20	20

## Service Improvements

### General Improvements 2024/25

- 1) The Council record departments by their individual teams, this is useful when analysing data themes to identify trends within teams and make improvements. Although 'method of contact' data was gathered previously, this was not analysed to determine if there is a preferred method or any accessibility issues. This information is fed back to Council tenants quarterly in reporting at the Housing Liaison Board and with Councillors at the Customer Services Scrutiny Committees. These meeting reports and minutes are published on the Councils website which will ensure customers are kept informed.
- 2) The Complaints Officer attends the biannual service review meetings to discuss complaint data, themes and any potential services improvements. This is to identify any service improvements that have been implemented which may have not been identified when recording the complaint or as a result of a trend in complaints.
- 3) From April 2024, all tenants have been informed of the complaints process as part of the property sign-up process and new tenancy visits and given advice on how to contact the Council should they wish to make a complaint. This is due to the revised consumer standards that became operational as of 1 April 2024 where the Council are required to ensure under the Transparency, Influence and Accountability Standard that officers are addressing complaints fairly, effectively and promptly to build trust with the Council's tenants. The Council also endeavors to ensure that regular updates are provided to the tenant throughout the complaints process, so they are aware of steps to be taken by the Council and clear timescales.
- 4) Since 1<sup>st</sup> April 2024 the Council has kept a formal record of all complaints refused, including an explanation which reflects the CCC Policy. This helps to track all contact with the Council Council's including where a complaint is redirected elsewhere under the outside the scope of the CCC Policy.
- 5) This report and Housing Liaison Board Reports have been adapted for the removal of Housing options, addition of Grounds Maintenance, removal of allocations, careline and community safety if not tenancy related, to ensure these reports remain focused on tenancy related data.
- 6) In January 2025, a newly appointed Complaints Administrator joined the Complaints team. This was to allow the Customer Standards and Complaints Officer to focus service improvements by additional time spent on analysing and identifying themes within complaints. The division of work improves efficiency for both Officers which in turn increases the quality of work which can be produced.
- 7) In 2025, the Customer Services, Standards and Complaints Manager drafted and released a new Unreasonable Behaviour Policy. Previously unreasonable behaviour, including vexatious and habitual complaints were included within the CCC Policy. A dedicated policy allows the topic to be addressed in greater detail with precision and enhances compliance. Accessibility has also increased as it is easier and quicker to find upon consultation.

- 8) Additional meetings with the M.P.'s Office were undertaken to ensure Caseworkers were appropriately updated with the changes to the CCC Policy to follow the Housing Ombudsman Statutory Code. They were provided with a copy of the CCC Policy and an explanation of the stages of a complaint so their constituents can be appropriately informed. In addition to this, further discussions were held with the M.P., to highlight the scope of the Council's complaints policy. As a result, the M.P.'s office has created email and letter templates to accurately signpost customers.
- 9) The Council record additional demographics for analysis of complaints. Including whether a customer is a tenant, resident or out of area / unknown. Not only does this help to identify patterns and trends within the data, it can also highlight systematic problems or barriers to complaints. This data can then be used to establish service improvements.
- 10) In February 2025, all tenants were written to, to advise them of the annual rent change. Based on feedback from the 2024 letter, we have updated the content of the letter sent to make it clear how the rent is formed, e.g. where there are support charges added. This significantly reduced the number of enquiries we received after these letters were issued.

### **Service Related Improvements 2024/25**

- 1) The gas safety check letter has been amended to advise that both gas and electric will need to be switched on and the electrical safety check letter has been amended to advise the electric will need to be switched off for a short period.
- 2) Reviewing procedure so that tenants' expectations are set regarding defect periods following major works / new builds.
- 3) A shrub bed has been added onto the Council's grounds maintenance list.
- 4) Implemented a fully automated system for the fire alarms and CO2 detector dates to prevent alarms going out of date.
- 5) Central Control have asked the Officer to call the Manager if any similar issues arise.
- 6) The Council's Contractor is to implement a measure to inform the Council if the contracted hours cannot be met.
- 7) In the future, the Support Officer has been advised to contact 111 to seek further advice to reassure service users of the decisions being made, if it is felt that a 999 call is not necessary.
- 8) Ensure that the Contractor uses base sheets in the future.
- 9) Updated the tenancy sign up script for transfer of assisted gardening services as was not integrating properly to Grounds Maintenance Staff on the back-office system.
- 10) The Repairs Operative is to be reminded of the Customer Service Standards.

- 11) The Repairs system has been updated to ensure that all jobs are locked to a date and the specific Operative.
- 12) The Repairs team must double check the appliance type for properties to ensure the correct Operatives and tools are taken to jobs.
- 13) Job tickets will be presented to the Contact Centre when the Grounds Maintenance team updates the case notes which allow Customer Advisors to contact the customer with updates. This may be in cases where the Department has not been able to make contact, passed to another authority, work has been assigned, or a customer has requested information.
- 14) The Gas Engineer has been spoken with regarding the importance of informing the Office of any further work required.
- 15) Repairs Operative in question will be given further training procedures and expectations for customer services and working practices.
- 16) If the Council does any Stock Condition Surveys again or anything similar, the Council will ensure an established way of sharing data at the beginning of contracts.
- 17) Decision to provide all properties whose outbuildings are due to be demolished with replacement storage.
- 18) The Grounds Maintenance team will receive additional training to ensure the quality of the service, including how tasks are managed, improved communication, that all items are handled with care, and all properties are treated with respect.
- 19) Repairs Team have changed their working practices and external follow-on works will now be contacted and receive an appointment date.
- 20) All Housing Officers have been reminded that a tenant should be alerted to their presence at a property.

## **Forward Improvements 2025/26**

- 1) Locality Groups – Tenants specifically asked for a focussed discussion on complaints. Designed interactive and informative session to encourage tenants to report. It is hoped the sessions will increase accessibility and transparency with the Council, so tenants know what we do with complaints etc. The sessions will also give us an opportunity to assess tenants experience and make service improvements, including understanding and removing barriers which tenants may experience when reporting complaints.
- 2) In 2025/2026 the Council is looking to convert all corporate training to online. As a result, the training will be adapted to ensure a clear and concise format which conveys relevant aspects of the Housing Ombudsman Code.
- 3) Data collecting reports have been improved to ensure advanced data analysis. The Council is also considering altering the complaints system for further accurate data processing.



- 4) The Council will add the Council's compliments, comments and comments online page as the landing page for all Housing related surveys.
- 5) Appointment of Housing Performance Manager – the post will include a focus on complaints analysis to identify additional service improvements.

## **Tenant scrutiny of complaints**

The Council now include complaints reports as part of the Housing Liaison Board meetings. This group is the most strategic tenant consultative group and consists of an equal mix of tenants, Councillors and officers.

Tenants were consulted in March 2024 as to potential future report formats and reviewed the information currently presented to Councillors via Customer Services Scrutiny Committee. Tenants were happy with the format and understand that the report will be specific to Housing related complaints rather than all services across the Council.

Tenants use the data presented to assess any trends related to service areas/teams, any changes in volume, identify areas that need to be consider by the Challenge and Change Group (tenant scrutiny group), and compliance/non-compliance with response times.

A further focused complaint report has also been developed during 2024/25 specifically on repairs and maintenance, which is presented to the tenant Repairs Action Network Team (RANT). This tenant group has an operational focus and meets quarterly with senior repairs officers to review service performance.

## **Housing Ombudsman Service (HOS) reports to landlord**

The HOS only investigated 1 complaint for Bolsover District Council during 2024/25 regarding a noise complaint. The Ombudsman found that there was no maladministration by the landlord on its handling of reports of noise nuisance.

The HOS only create individual reports for landlords with five or more findings of maladministration to ensure meaningful interpretation can be achieved.

While the HOS are yet to publish their Annual Complaints Review 2024/25, officers are not aware of any other cases outstanding by the HOS during 2024/25.

The latest HOS Annual Complaints Review was published in 2023/24. Bolsover District Council did not have an individual report therefore the HOS did not make a formal determination for us in 2023-2024.



## Appendix A: Self-assessment form

This self-assessment form has been completed by the complaints and housing management services teams, and has been reviewed and approved by the landlord's governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the annual complaints performance and service improvement report on the website, with hard copies available in each contact centre.

### Section 1: Definition of a complaint

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6 and page 9. Policy uploaded to website.</p> <p>Within 'Compliments, Comments and Complaints' page of the Council's website.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4.</p> <p>Complaints Corporate Training (slide 20) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.3	<p>A resident does not have to use the word 'complaint' for it to be treated as such.</p> <p>Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.</p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 3.2, page 6.</p> <p>CIS (customer information system) scripts updated to reflect Compliments, Comments and Complaints Policy changes.</p> <p>Third party authorisation form is provided upon request and if sent out to any resident who submits a complaint which needs consent. The Council allow 3rd party complaints and complaints from the local MP.</p> <p>Cllrs and the MP were updated with Compliments, Comments and Complaints Policy and changes in April 2024.</p>
1.4	<p>Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.</p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4.</p> <p>Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint.</p> <p>Recording of training available on staff portal.</p> <p>Complaints Corporate Training (slide 19) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3 and 20.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6.</p> <p>Real Time Satisfaction Survey landing page is Compliments, Comments and Complaints website page, also references self-service link for reporting Compliments, Comments and Complaints within satisfaction question.</p> <p>Link to the Council's complaints page will be added all housing related surveys.</p>

## Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.</p>
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents.</p> <p>Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>The issue giving rise to the complaint occurred over twelve months ago.</li> <li>Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> </ul> <p>Matters that have previously been considered under the complaints policy.</p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.</p> <p>Out of scope templates</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 6.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.  Out of scope templates
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.

### Section 3: Accessibility and Awareness

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6.</p> <p>Multiple channels – letter, email, face to face, via staff.</p> <p>Complaints leaflet and form</p> <p>Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment has been published to support the updated policy.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6, section 5.4, page 18 and section 7.5, page 23.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.</p> <p>Recording of training available on staff portal.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.1 and 1.5, page 5</p> <p>Performance reporting monitored by Scrutiny, and Executive.</p> <p>Service Review meetings are held annually and biannually depending on the service are requirements, Corporate Complaints and Customer Service Standards have been introduced as an agenda item to discuss Compliments, Comments and Complaints outcomes and trends, volumes and type, information will be shared, and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition, any Complaints that also result in a Compliment will be recorded. Through the training for Compliments, Comments and Complaints / Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.</p>
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2, page 18, section 4.12 - 4.24, page 15-16, section 4.25 – 4.27 page 17.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6.</p> <p>Third party authorisation form includes section for complaints. Form provided on request or if a complaint is received that requires third party the form is sent with instructions. The Council allow 3rd party complaints and complaints from the local MP.</p>
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	<p>The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format Complaints leaflet updated in April 2024 to include Ombudsman details.</p> <p>Housing Ombudsman Service poster in Contact Centres.</p> <p>Tenant Locality Event Groups delivered in July 2025 – slide 10 - 13.</p> <p>Will include a section regarding the Ombudsman in issues of Bolsover Homes (Tenant Magazine) going forward.</p> <p>Included within Stage Two response template.</p>



## Section 4: Complaint Handling Staff

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	<p>Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer.</p> <p>Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling.</p> <p>These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.</p>
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	<p><a href="mailto:CCCAadmin@bolsover.gov.uk">CCCAadmin@bolsover.gov.uk</a></p> <p>Complaints are a key priority for the authority, emails come from a designated Compliments, Comments and Complaints Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to the 'CCCAAdmin' email inbox for the attn of the Customer Standards and Complaints Officer.</p> <p>Updates to portfolio holder monthly.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important core service and must be resourced to handle complaints effectively that complaints are seen as a	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-19.</p> <p>Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling.</p> <p>Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints.</p> <p>Customer Standards and Complaints Officer to update re performance and services areas to update re improvements to service delivery following comment or complaint.</p>

## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  'Informal' stages removed in April 2024 when new Policy was implemented to comply with HOS Code.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 (2 stage process only) section 4.9, page 11.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	These are carried out in accordance with the 2- stage process as set out in the policy. All complaints administered and responses provided by the Complaints team.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.  Compliments, Comments and Complaints Policy shared with third party organisations and also available on website. All complaints administered and responses provided by the Complaints team.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11.  Included within the Stage 1 and Stage 2 complaint acknowledgement templates.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11.  Included within the Stage 1 and Stage 2 acknowledgement templates.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> <li>a. deal with complaints on their merits, act independently, and have an open mind;</li> <li>b. give the resident a fair chance to set out their position;</li> <li>c. take measures to address any actual or perceived conflict of interest; and</li> <li>d. consider all relevant information and evidence carefully.</li> </ul>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.</p>
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7.</p> <p>Complaints Leaflet includes access for all statement.</p> <p>The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.</p>
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	<p>Excel Spreadsheets with all complaint data. Complaints system keeps a record.</p> <p>Folders within a dedicated drive on the system where all correspondence is saved.</p> <p>Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3-year data retention for all records.</p>
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-14.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers section 1.2, 1.4 and 1.5, page 5.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 7.

## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11-13.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 8.4 - 8.7, page 14-18.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6 page 9.



Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Stage 1 Out of Timescale Templates created
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.  Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> </ul> details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13-15.</p> <p>This is included as standard in all Stage 1 responses.</p>

## Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Stage 2 Out of Timescale Templates created
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13 and section 4.11, page 14.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.  This is included as standard in all Stage 2 responses.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12-13.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

## Section 7: Putting things right

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.</p> <p>These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15.</p> <p>Complaint Investigation Template Part C</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ol style="list-style-type: none"> <li>the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</li> <li>any findings of non-compliance with this Code by the Ombudsman;</li> <li>the service improvements made as a result of the learning from complaints;</li> <li>any annual report about the landlord's performance from the Ombudsman; and</li> <li>any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</li> </ol>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>CCC Summary (Excel spreadsheet) of all complaints including those not accepted.</p> <p>Quarterly report analysis for Housing &amp; Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting).</p> <p>Annual Performance report and Ombudsman decisions presented Scrutiny and Executive.</p> <p>Biannual Service Review Meetings for Complaints to discuss service improvements.</p> <p>You said, we did poster (lists service improvements).</p>



Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Assessment 24 - 25 was presented for comments at Housing Liaison Board on 29 <sup>th</sup> July 2025, will be presented to the Customer Services Scrutiny meeting on 19 <sup>th</sup> August 2025 and Executive on 8 <sup>th</sup> September June.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any request.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

## Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11, section 5 page 17-18.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.5, page 5 and section 5, page 17-18.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8.</p> <p>Tenant Complaint Locality Events – slide 14 and 15.</p> <p>You said, we did service improvement posters</p> <p>Complaint Investigation Template – Part D</p> <p>Biannual Service Reviews – Complaints/Service Improvements on the agenda</p> <p>Presented at Customer services scrutiny quarterly, trends analysed.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	<p>Updates in the In Touch &amp; Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters.</p> <p>Tenant Complaint Locality Events – slide 3.</p> <p>You said, we did service improvement posters</p> <p>Complaint data analysis presented and discussed in the Housing Liaison Board meetings quarterly.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>Customer Service, Standards and Complaints Manager.</p> <p>Presented at Customer Services Scrutiny quarterly, trends analysed.</p> <p>From April 24 complaint data analysis has also been presented and discussed in the Housing Liaison Board meetings quarterly.</p>
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	<p>Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	<p>Executive portfolio holder with responsibility for complaints.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.</p> <p>Monthly meetings with Customer Services &amp; Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.</p>
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive.</p> <p>Monthly meetings with Customer Services &amp; Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18.</p> <p>Mandatory training for all new employees.</p>

# Appendix A: Self-assessment form

This self-assessment form has been completed by the complaints and housing management services teams, and has been reviewed and approved by the landlord’s governing body (Executive) and Bolsover Tenants Challenge and Change Group (tenant scrutiny).

The Council have published this self-assessment as both a standalone document and as part of the annual complaints performance and service improvement report on the website, with hard copies available in each contact centre.

## Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6 and page 9. Policy uploaded to website.</p> <p>Within ‘Compliments, Comments and Complaints’ page of the Council’s website.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4.</p> <p>Complaints Corporate Training (slide 20) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 3.2, page 6.</p> <p>CIS (customer information system) scripts updated to reflect Compliments, Comments and Complaints Policy changes.</p> <p>Third party authorisation form is provided upon request and if sent out to any resident who submits a complaint which needs consent. The Council allow 3rd party complaints and complaints from the local MP.</p> <p>Cllrs and the MP were updated with Compliments, Comments and Complaints Policy and changes in April 2024.</p>
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.1, page 6.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 3.1, page 4.</p> <p>Training has been delivered to all assistant Directors and Heads of service. They have cascaded this to staff which includes a detailed explanation as to the difference between a Service request and a complaint.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			Recording of training available on staff portal.  Complaints Corporate Training (slide 19) delivered quarterly. Tenant Locality Event Groups delivered in July 2025 – slide 3 and 20.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6.  Real Time Satisfaction Survey landing page is Compliments, Comments and Complaints website page, also references self-service link for reporting Compliments, Comments and Complaints within satisfaction question.  Link to the Council's complaints page will be added all housing related surveys.



## Section 2: Exclusions

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.</p>
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> <li>• The issue giving rise to the complaint occurred over twelve months ago.</li> <li>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.</li> <li>• Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.</p> <p>Out of scope templates</p>

2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 6.</p>
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.		
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.</p> <p>Out of scope templates</p>
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.</p>

### Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6.</p> <p>Multiple channels – letter, email, face to face, via staff.</p> <p>Complaints leaflet and form</p> <p>Policy includes Equality Act 2010 and catering for individual needs. A full Equality Impact Assessment has been published to support the updated policy.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6, section 5.4, page 18 and section 7.5, page 23.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 6.</p> <p>Recording of training available on staff portal.</p>

3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.1 and 1.5, page 5</p> <p>Performance reporting monitored by Scrutiny, and Executive.</p> <p>Service Review meetings are held annually and biannually depending on the service are requirements, Corporate Complaints and Customer Service Standards have been introduced as an agenda item to discuss Compliments, Comments and Complaints outcomes and trends.</p>
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
			volumes and type, information will be shared, and service areas will be required to provide any updates to recurring complaints and evidence any improvements. In addition, any Complaints that also result in a Compliment will be recorded. Through the training for Compliments, Comments and Complaints / Customer Service Standards the message is to not view a complaint a negative but as a mechanism for learning.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website in an accessible format, information leaflets have been reviewed to incorporate the Policy changes and timeframes.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.2, page 18, section 4.12 - 4.24, page 15-16, section 4.25 – 4.27 page 17.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.2, page 6.  Third party authorisation form includes section for complaints. Form provided on request or if a complaint is received that requires third party the form is sent with instructions. The Council allow 3rd party complaints and complaints from the local MP.

3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the	Yes	The Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 is on the website and staff portal in an accessible format
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	individual can engage with the Ombudsman about their complaint.		<p>Complaints leaflet updated in April 2024 to include Ombudsman details.</p> <p>Housing Ombudsman Service poster in Contact Centres.</p> <p>Tenant Locality Event Groups delivered in July 2025 – slide 10 - 13.</p> <p>Will include a section regarding the Ombudsman in issues of Bolsover Homes (tenant magazine) going forward.</p> <p>Included within Stage Two response template.</p>



## Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Customer Service, Standards and Complaints Manager Customer Standards and Complaints Officer.  Employment of a Complaints Administrator in January 2025 to maintain effective complaint handling.  These officers present Complaints handling and performance monitoring reports to Customer Services Scrutiny Committee.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	<a href="mailto:CCCAadmin@bolsover.gov.uk">CCCAadmin@bolsover.gov.uk</a>  Complaints are a key priority for the authority, emails come from a designated Compliments, Comments and Complaints Admin email address. Customers can make a complaint via a number of channels which are also forwarded directly to the 'CCCAAdmin' email inbox for the attn of the Customer Standards and Complaints Officer.  Updates to portfolio holder monthly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-19.  Customer Service, Standards and Complaints Manager and the Customer Standards and Complaints Officer attend relevant Ombudsman training. Employment of a Complaints Administrator in January 2025 to maintain effective

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	core service and must be resourced to handle complaints effectively		<p>complaint handling.</p> <p>Service reviews meetings held with the key service areas monthly, biannually or annually depending on service needs agenda to include Customer Service Standards and Complaints.</p> <p>Customer Standards and Complaints Officer to update re performance and services areas to update re improvements to service delivery following comment or complaint.</p>

## Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  ‘Informal’ stages removed in April 2024 when new Policy was implemented to comply with HOS Code.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 (2 stage process only) section 4.9, page 11.
5.4	Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	These are carried out in accordance with the 2- stage process as set out in the policy. All complaints administered and responses provided by the Complaints team.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 2.2, page 6.  Compliments, Comments and Complaints Policy shared with third party organisations and also available on website. All complaints administered and responses provided by the Complaints team.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11.  Included within the Stage 1 and Stage 2 complaint acknowledgement templates.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – Section 4.9, page 11.  Included within the Stage 1 and Stage 2 acknowledgement templates.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.		
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7.  Complaints Leaflet includes access for all statement.  The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Excel Spreadsheets with all complaint data. Complaints system keeps a record. Folders within a dedicated drive on the system where all correspondence is saved.  Bespoke admin system for recording all stages of Complaints and monitoring response timeframes, templates embedded within system and golden thread of hierarchy for responding to complaints dependent on level. 3-year data retention for all records.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-14.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard	Yes	Bolsover District Council – Policy and Procedure on the Management of Unreasonable Complaints or Customers section 1.2, 1.4 and 1.5, page 5.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	for the provisions of the Equality Act 2010.		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 7.



## Section 6: Complaints Stages

### Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11-13.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 8.4 - 8.7, page 14-18.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <b><u>within five working days of the complaint being received.</u></b>	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.3	Landlords must issue a full response to stage 1 complaints <b><u>within 10 working days</u></b> of the complaint being acknowledged.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6 page 9.

6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Stage 1 Out of Timescale Templates created
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.  Updates are logged within an Excel document and are monitored to provide regular updates to the customer.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.

6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.		
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13-15.  This is included as standard in all Stage 1 responses.

## Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 8.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.

6.14	Landlords must issue a final response to the stage 2 <b><u>within 20 working days</u></b> of the complaint being acknowledged.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 6, page 9.</p>
6.15	Landlords must decide whether an extension to this timescale is needed	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.		
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.  Stage 2 Out of Timescale Templates created
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13 and section 4.11, page 14.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Stage 1 and Stage 2 templates Acknowledgement and Response Templates.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 13.  This is included as standard in all Stage 2 responses.



Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	<ul style="list-style-type: none"> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>		
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.10, page 12-13.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.</p>

## Section 7: Putting things right

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15.</p> <p>Complaint Investigation Template Part C</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where		Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	appropriate. Any remedy proposed must be followed through to completion.		
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

## Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ol style="list-style-type: none"> <li>the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.</li> <li>a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;</li> <li>any findings of non-compliance with this Code by the Ombudsman;</li> <li>the service improvements made as a result of the learning from complaints;</li> <li>any annual report about the landlord's performance from the Ombudsman; and</li> <li>any other relevant reports or publications produced by the</li> </ol>	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>CCCSummary (Excel spreadsheet) of all complaints including those not accepted.</p> <p>Quarterly report analysis for Housing &amp; Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting).</p> <p>Annual Performance report and Ombudsman decisions presented Scrutiny and Executive.</p> <p>Biannual Service Review Meetings for Complaints to discuss service improvements.</p> <p>You said, we did poster (lists service improvements).</p>

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	Ombudsman in relation to the work of the landlord.		
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	The Assessment 24 - 25 was presented for comments at Housing Liaison Board on 29 <sup>th</sup> July 2025, will be presented to the Customer Services Scrutiny meeting on 19 <sup>th</sup> August 2025 and Executive on 8 <sup>th</sup> September June.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	The Council will fully comply with this requirement.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	The Council would fully comply with any request.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	The Council will fully comply with this requirement.

## Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11, section 5 page 17-18.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	<p>Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 1.5, page 5 and section 5, page 17-18.</p> <p>Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8.</p> <p>Tenant Complaint Locality Events – slide 14 and 15.</p> <p>You said, we did service improvement posters</p> <p>Complaint Investigation Template – Part D</p> <p>Biannual Service Reviews – Complaints/Service Improvements on the agenda</p> <p>Presented at Customer services scrutiny quarterly, trends analysed.</p>

9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	<p>Updates in the In Touch &amp; Tenants Magazine, Updates on the websites reports and Self Assessments, Performance posters.</p> <p>Tenant Complaint Locality Events – slide 3.</p> <p>You said, we did service improvement posters</p> <p>Complaint data analysis presented and discussed in the Housing Liaison Board meetings quarterly.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>Customer Service, Standards and Complaints Manager.</p> <p>Presented at Customer Services Scrutiny quarterly, trends analysed.</p> <p>From April 24 complaint data analysis has also been presented and discussed in the Housing Liaison Board meetings quarterly.</p>



Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints.  Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23.  Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9.  Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

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9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress</li> </ul>	Yes	<p>Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18.</p> <p>Performance reporting quarterly to the Customer Services Scrutiny.</p> <p>Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive.</p> <p>Monthly meetings with Customer Services &amp; Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.</p>
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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
	made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.		
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18.  Mandatory training for all new employees.

**Bolsover District Council**

**Customer Services Scrutiny Committee**

**19<sup>th</sup> August 2025**

**Review of Waste and Recycling Collection Policy**

<b>Classification</b>	This report is public.
<b>Contact Officer</b>	Steve Brunt (Strategic Director of Services)

**PURPOSE/SUMMARY OF REPORT**

- To inform Members of Customer Services Scrutiny Committee of changes to the Council's Waste and Recycling Collection Policy to accommodate inclusion of separate weekly food waste collection arrangements from 1<sup>st</sup> April 2026.
- To provide Members of the Committee opportunity in developing the revised policy to include the Council's new food waste collection duty and consideration of the wider policy document remaining fit for purpose in meeting the District's waste collection arrangements.

**REPORT DETAILS**

**1. Background**

- 1.1 The Waste and Recycling Collection Policy was adopted by the Council 30<sup>th</sup> September 2013; further to which, subsequent reviews have been undertaken by way of officer delegated authority to reflect minor changes.
- 1.2 The policy now has need to incorporate arrangement for separate weekly collection of food waste by not later than 31<sup>st</sup> March 2026. The policy has therefore been updated to reflect requirement (attached **Appendix 1**).
- 1.3 The Council currently collects food waste mixed with garden waste by way of green bins on a fortnightly basis between March and November; however, from 1<sup>st</sup> April 2026 food waste will be collected in separate 23litre caddy\bins, on a weekly frequency throughout the year. This represents a large change in policy position, hence seeking CSSC Member assistance in developing policy changes prior to seeking Executive approval.
- 1.4 Food waste caddy bins have been purchased and stored at one of the Council's business centres. They will be distributed throughout February and March 2026 in anticipation of service commencement.

**2. Reasons for Recommendation**

- 2.1 To update the policy to reflect the Council's new duty to understand separate weekly food waste collection by not later than ending 31<sup>st</sup> March 2026.

### 3 Alternative Options and Reasons for Rejection

- 3.1 Not implementing the food waste weekly collection is not an option open to the Council as it has a legal duty to undertake them from not later than 31<sup>st</sup> March 2026.

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### RECOMMENDATION(S)

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

Approved by Councillor Hiney-Saunders Portfolio Holder for the Environment.

#### IMPLICATIONS.

**Finance and Risk:** Yes ☐ No ☒

**Details:**

Whilst there are no direct costs arising from this policy, there will be operational costs associated with delivery of weekly food waste collections.

The Council has previously received new burdens capital funding to facilitate purchase of waste collection vehicles and caddy\bins. Orders have been previously placed, arising from which, caddy\bins have been received and stored at one of the Council's business premises with collection vehicle delivery anticipate November\December 2025.

The Council is awaiting confirmation on new burdens revenue funding to meet cost of operational service delivery; further to which, this will be subject to a report to Council to establish budget and increase in the Council establishment for 21 (approx.) staff.

On behalf of the Section 151 Officer

**Legal (including Data Protection):** Yes ☒ No ☐

**Details:**

Section 57 of [The Environment Act 2021](#) (Separation of Waste) amends the Environmental Protection Act 1990 (s45A) in regard of Waste Collection Authorities duties and inserts new Sections 45AZA to 45AZG, setting out Government's 'Simpler Recycling' arrangements and the new duty of separate weekly food waste collection.

On behalf of the Solicitor to the Council

**Environment:** Yes ☒ No ☐

**Details:**

Introduction of weekly food waste collections presents opportunity for the Council to increase its combined recycling rate to above 50% (approx.) was it to achieve a 50% diversion of putrescible (organic) waste from the black bin (residual) waste stream.

**Staffing:** Yes ☐ No ☒

**Details:**

None arising from this report.

On behalf of the Head of Paid Service

## DECISION INFORMATION

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

<b>District Wards Significantly Affected</b>	(Please state which wards or state All if all wards are affected)  All Wards
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input 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 type="checkbox"/>	<u>Details:</u>  Customer Services Scrutiny Committee

<b>Links to Council Ambition: Customers, Economy, and Environment.</b>
<b>Customers</b> – Improving health, safety, wellbeing and access to services. <b>Environment</b> – collection of waste, increasing recycling, reducing landfill disposal and carbon emissions.

DOCUMENT INFORMATION	
Appendix	Title
1	Waste and Recycling Collection Policy

<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>
N/a

290823

# **Bolsover District Council**

## **Waste and Recycling Collection Policy**

(2025)

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اگر آپ کو یہ دستاویز سمجھنے میں مدد کی ضرورت ہو یا یہ بڑے حروف یا ترجمہ کی شکل میں درکار ہو تو برائے مہربانی اس صفحے کے آخر میں دیے گئے نمبر پر ہم سے رابطہ کریں۔



## CONTROL SHEET FOR WASTE AND RECYCLING COLLECTION POLICY

<b>Policy Details</b>	<b>Comments / Confirmation (To be updated as the document progresses)</b>
<b>Policy title</b>	Waste & Recycling Collection Policy
<b>Current status – i.e. first draft, version 2 or final version</b>	Version 1.4 (2025) Version 1.3 (2023) Version 1.2 (2022) Version 1.1 (2017) Version 1.0 (2013)
<b>Policy author</b>	Executive Director Services
<b>Location of policy – i.e. L-drive, shared drive</b>	
<b>Member route for approval</b>	Executive
<b>Cabinet Member (if applicable)</b>	Cllr R Hiney-Saunders
<b>Equality Impact Assessment approval date</b>	3.04.13
<b>Partnership involvement (if applicable)</b>	N/a
<b>Final policy approval route i.e. Executive/ Council /Planning Committee</b>	Executive, Council
<b>Date policy approved</b>	30.09.13
<b>Date policy due for review (maximum three years)</b>	Reviewed July 2025 Next Review June 2028
<b>Date policy forwarded to Strategy and Performance (to include on Intranet and Internet if applicable to the public)</b>	XXXX

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## **1. Introduction**

Bolsover District Council Council's Waste and Recycling Collection Policy aims to ensure that refuse and recycling services are provided in an effective and efficient manner in order to maximise recycling and reduce the amount of waste disposed of by way of landfill.

The Council operate 'alternate week collection' (AWC) arrangements and provides households with access to their '3 bin' system to facilitate collection of residual (black bin), recyclable (burgundy bin) and compostable (green bin) waste. Separate weekly food waste collections are undertaken from 1<sup>st</sup> April 2026.

Prior to the Council expanding its kerbside recycling and composting collection service, households were provided with one 240litre black bin, emptied on a weekly basis. Since establishing a '3 bin' system and weekly food waste collection, households now receive equivalent to 383litre of waste receptacle bin collection capacity each week. The provision of the increased bin capacity (burgundy and green) has greatly influenced increased recycling of household waste and reduction of residual waste disposed of by way of landfill. Introduction of separate weekly collection of food waste further aims to divert putrescible (organic) waste from the residual waste stream.

The policy's intention is to support the Council's alternate weekly collection (4 bin) system and communicate agreed policies so as to avoid uncertainty for customers, Elected Members and Officers of the Council.

Bolsover District Council are, by virtue of the Environmental Protection Act 1990, Waste Collection Authorities; and, as such, (Section 45(1), duty bound to collect household waste from domestic properties and commercial premises where requested to do so. The Council undertakes its duty in accordance with powers set out at Section 46 of the Act.

## **2. Scope**

Where a Waste Collection Authority (WCA) has a duty by virtue of the Environmental Protection Act (s.45(1)(a) to arrange for the collection of household waste from any premises, the authority may require the occupier, by notice served (s.46(1)) on them, to place the waste for collection in a receptacle of a kind and number specified and on a day and at a position or place.

Section 57 of [The Environment Act 2021](#) (Separation of Waste) amends the Environmental Protection Act 1990 (s45A) in regard of a Waste Collection Authority's duties, inserting new sections 45AZA to 45AZG, setting out Government's 'Simpler Recycling' arrangements and new duty of undertaking separate weekly food waste collections.

The kind and number of receptacles required to be used must be such as are reasonable, but subject to that, separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and/or composted and waste which is not (s.46(2)).

The authority may provide the above-mentioned receptacles free of charge; or, may require the occupier to provide them. The authority may make provision with respect to the size, construction, and maintenance of the receptacles; the placing of the receptacles for the purpose of facilitating the emptying of them; and the substances or articles which may or may not be put into the receptacles or the compartments of the receptacles and the precautions to be taken where particular articles or substances are put into them (s46(3) and (4)).

In England and Wales, a waste collection authority is not obliged to collect household waste placed for collection in contravention of a requirement under section 46(11).

A Waste Collection Authority may, at the request of any person, supply them with receptacles for commercial or industrial waste which they have requested the authority to arrange to collect. The authority must make a reasonable charge for any receptacle supplied unless in the case of a receptacle for the collection of commercial waste, the authority consider it appropriate not to make a charge (s.47(1)).

A waste collection authority may also require the occupier of premises in which industrial or commercial waste is stored to provide receptacles of a kind and number specified (s47(2)).

A waste collection authority must make such arrangements for emptying, without charge, privies serving one or more private dwellings in their area. They must also, if required by the person who controls a cesspool serving only one or more private dwellings in their area, remove the contents of the cesspool but, in this case, the authority may make a reasonable charge for the service. The authority, if requested to do so, by the person who controls any other privy or cesspool in their area, may on the payment of a reasonable charge by that person, empty the privy or, as the case may be, remove the contents of the cesspool (Environmental Protection Act 1990, s.45(5) and (6)).

A Waste Collection Authority has powers to charge for the collection of bulky items of household waste as afforded by the Refuse Disposal (Amenity) Act 1978. Bulky items of household waste are defined as items that because of their size and nature will not fit in the normal household waste bin provided by the collection Authority. Industrial and commercial waste is excluded from the term 'bulky household waste'.

The Waste and Recycling Collection Policy outlines how Bolsover District Council discharge their duty in delivering their waste and recycling collection service, as well as requirements of householders to participate fully in the service to recycle and dispose of their waste.

On occasion, due to the nature (i.e. private drives) size and tenure of new housing developments, the Highway Authority or Developer may not arrange for streets to be adopted for maintenance at public expense in accordance with the Highways Act s38.

The Council in the undertaking of waste collection and environmental maintenance services may have need to access un-adopted streets to facilitate service delivery. In such instances, the Council may consider entering in to 'indemnity agreements' with developers or their successors in title to safeguard the Council when accessing such streets not adopted for maintenance by the Highway Authority, so as to facilitate the undertaking of waste collection, street cleansing or grounds maintenance services to better ensure a uniform level of streetscene standards throughout developments.

### **3. Service Functions**

#### **3.1 Presentation of Refuse Bins for Collection**

A kerbside waste and recycling collection service is provided across the District. Information is provided to households to inform residents on how, where and when their refuse and recycling bins are to be presented in anticipation of collection.

The kerbside, for the purpose of this policy, is described as pavements and/or grass verges which abut the adopted highway; in particular, areas which fall outside a residents private land boundaries.

However, the Council recognise, that due to the make-up of certain areas of highway land or for safety reasons, it may not be suitable to present bins in such places; therefore, the Council will nominate an 'agreed collection point' to facilitate the collection of household waste in such situations and notify householders accordingly.

#### **3.2 Presentation of refuse and recycling receptacles**

Residents are required to present refuse and recycling receptacles at the kerbside by 6.00am and return them back to their storage point (within the household's property boundary) after emptying has taken place on the same day of collection.

Residents are requested to assist the Council in collection of their household waste on nominated collection days, by not obstructing footways and carriageways with parked vehicles, caravans or other objects or structures.

Residents who live in a rural community (e.g., an isolated farm or house) will have their waste collected by a smaller, one person operated collection vehicle. Residents of such households will be required to present and/or store their wheeled bins as near as possible to the adopted highway (i.e. Kerbside) to facilitate waste collection. It may be necessary for the Council to nominate 'collection points' to such households; in particular where such properties are situated some distance from the adopted highway (i.e. Kerbside).

#### **3.3 Frequency of collection**

The Council will collect residual household waste and segregated household recyclables on an alternate weekly basis; this entails collection of residual waste one week and recyclable waste the following week.

In undertaking this, the Council provide households with 3 wheeled bins to facilitate kerbside collection (or agreed collection point) of waste; as follows:

- (i) Black Wheeled Bin – residual household waste presented for collection in black wheeled bins. This is waste which may not be recycled by way of the Council's kerbside recycling (burgundy, green and brown) bin collection arrangements. Collection of black wheeled bins operates 12 months of the year on alternate weeks.
- (ii) Burgundy Wheeled Bins – recyclable household waste presented for collection in burgundy wheeled bins. This is waste which is sent to varying material processors for remanufacturing in to new products or re-use. Collection of burgundy wheeled bins operates 12 months of the year on alternate weeks.

- (iii) Green Wheeled Bins – household vegetative garden waste presented for collection in green wheeled bins. This is waste which is sent to composting processes and turned in to useable organic compost. Collection of green wheeled bins operates throughout the main growing seasons, normally between March and November. Green bins are collected on a fortnightly basis throughout this period.
- (iv) Brown Caddy Bins – household food waste presented for collection in brown caddy bins. This is waste is sent to varying material processors Anaerobic Digestion treatment. Collection of brown caddy bins operates 12 months of the year on a weekly basis.

Compostable liners may be used which can be bought from supermarkets, discount stores, DIY stores and garden centres. Please only buy compostable bags that are labelled for commercial or industrial composting only and may display the 'seedling' logo and meet EN 13432 standard. Bags marked for home composting are not suitable.

The Council provides supplementary information to households on the types of waste which may be placed in each coloured bin.

Due to the impact of Bank Holidays, collections may be made a day later. For example if the normal collection day is a Friday, then the collection may be made on a Saturday instead; albeit, this may depend on how Bank Holidays fall; for instance, throughout the Christmas holiday period. The Council will notify in advance, householders of Bank Holiday Collection arrangements. This may be in the form of calendars provided to household's and/or the Council web site.

### 3.4 **Assisted Refuse Collection Service**

The Council is aware some people may be unable to move their wheeled bins, perhaps due to illness or incapacity. If you can show that infirmity or disability prevents you being able to move your bin to the collection point, the Council can provide a collection/return service so residents may participate fully in refuse and recycling collection arrangements.

Residents, who are unable to transport their wheeled bins to and from the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), may apply to be placed on the 'assisted collection' register.

Applicants will be asked to undertake an Assisted Collection Application explaining why they are unable to move their wheeled bin. Supporting information will be requested as part of the approvals process; for example, proof of Disability Living Allowance and \ or Attendance Allowance. A Council officer may also contact applicants to discuss their application.

Residents placed on the 'assisted Collection' register will have their wheeled bins collected by a collection operative from an agreed location, emptied into the collection vehicle and then returned to that same location, subject to the extent of their disability. An assisted service is therefore available in two forms:

- (a) Part Return – provided to residents who are not capable of presenting their full wheeled bin but are capable of returning it when emptied.
- (b) Full Return – provided to residents who are not capable of presenting their full wheeled bin neither capable of returning it when emptied.

Alternatively the Council may consider issuing smaller bins to applicants which, due to their smaller size, better enable the resident to continue presenting their own wheeled bin and maintain their independence.

Assisted Collections are awarded to an individual rather than the householder; and, where an individual's circumstances change, they must inform the Council.

The Council will periodically review the assisted collection register.

### 3.5 **Side Waste Policy**

The Council will not collect any extra residual refuse which is presented for collection with black wheeled bins.

#### (i) No side waste (refuse)

The presentation of 'side' waste (extra waste which is placed next to the black wheeled bin) does not support waste minimisation principles or encourage residents to maximise recycling. Therefore any excess household refuse left beside the residual (black) wheeled bins will not be collected.

Residents, who are unable to contain their residual refuse within the wheeled bin provided, are encouraged to recycle as much as possible. If they are still unable to contain their refuse within their black wheeled bin, they may take this waste to their nearest Household Waste Recycling Centre (HWRC).at:

- Stonegravels, Chesterfield;
- Buttermilk Lane, Duckmanton,
- Taylor Lane, Loscoe

HWRC's are normally open 9.30am to 5pm daily.

The Council will provide advice to householders on reducing/recycling their waste upon request or where issues arise from collection difficulties; e.g. reports of overloaded bins, raised lids or contamination (incorrect placement of waste in the 4 coloured bin system) reported by collections teams.

Should a householder continue to present residual side waste, the Council may undertake a waste analysis of their presented waste and provide educational advice and guidance.

The Council have also adopted enforcement powers under Section 46 of the Environmental Protection Act 1990, to serve statutory notice on households to present waste for collection in accordance with this policy; this may also involve fixed penalty fines. However, this action will be used only as the last resort where other approaches have been unsuccessful.

The Council may on occasion relax its 'no side waste' policy during periods of severe inclement weather.

## (ii) Additional Recycling Waste Policy

The Council encourages residents to maximise the amount of their household waste presented for recycling and acknowledges that some residents, on occasion, may have additional recyclable waste, which exceeds capacity of their wheeled (burgundy) recycling bin. When this arises, residents may, at any time, present bagged recyclables at the side of their burgundy wheeled bin. Wherever possible clear bags should be used rather than traditional black or opaque bags.

If a household's recycling demands are such that they frequently exceed capacity of their burgundy wheeled bin, then the Council may consider issuing that household with a second burgundy bin to meet their needs.

Where a household has instances where large card packaging requires recycling, this may be presented as side waste in so far it is folded/packed in to manageable bundles giving consideration to the collection operative's requirements in respect of manual handling and placement in collection vehicles.

### 3.6 Flat Bin Lids

Residents are encouraged to ensure their weekly household waste is efficiently packed in the bin and ensure the lid is flat. This may be achieved by tearing/flat packing boxes and squashing plastic containers, etc.

A lid is either flat or ajar, whether one, six or twelve inches. The Council takes its statutory health and safety obligations for its employee's very seriously by insisting on flat lids.

In blustery conditions it is not uncommon for bin lids which are raised/ajar to be blown in the faces of collection operatives; likewise, over spilling objects to fall on staff whilst bins are being processed on the automated bin hoists.

Bin hangers with tick boxes are used by collection teams to advise residents of a variety of things, including ajar/raised lids which are incorrectly presented. These are only used in cases where residents have not presented bins in line with the Council requirements.

### 3.7 Overloaded Bins

Where a wheeled bin is presented and is considered to be overloaded, either by weight or volume of material, it will be rejected at the discretion of the collection operative and not emptied for health and safety reasons. The wheeled bin will only be emptied when deemed 'manageable' by the collection team.

Overloaded and/or heavy bins pose Health and Safety risks to our employees. It is not uncommon for heavy bins to be thrown from automated bin hoists when being processed throughout the automated cycle which present a risk to staff.

The Council have a duty of care to ensure (Health and Safety at Work etc Act 1974) that its employees and agents are safeguarded from unnecessary risks. Heavy bins and overloading is therefore discouraged. Collection operatives will advise residents of heavy bins using the Bin Hanger system.



### 3.8 Bins which are not presented correctly

Refuse and recycling bins are to be presented for collection by 6.00am on the designated day of collection. It is important that householders present bins by this time as collection times throughout the day may vary due to the impact of vehicle breakdowns, banks holiday and other operational issues. Households are advised not to rely on normal 'waste collection crew' arrival times as their normal bin presentation time, due to the effect operational issues may have on arrival times.

If refuse bins are not presented by the required time on the day of collection, bins reported as missed by residents will not be considered a 'missed' collection for reporting reasons.

Responsibility for disposal of the waste will then become that of the householder whose collection may be delayed until the next scheduled day; i.e. if a householder's black bin collection is delayed, they will have to wait 2 weeks until the next scheduled collection. However, in exceptional circumstances, we may consider a '*one off gesture of goodwill* collection'.

Where householders do not present refuse bins for collection in accordance with Council requirements, the Council will not undertake to make return arrangements.

In such instances, the householder will have the following options:

- Take their waste to a Household Waste Recycling Centre (HWRC)
- Store the waste until the next scheduled collection day. If this results in excess waste (i.e. residual black bin) the Council may allow a householder to present bagged 'side waste' (up to 2 bags) in particular where a householder is unable to access a HWRC due to infirmity, disability or access reasons.

Refuse and recycling bins not presented for collection at the time collection crews arrive at the property, will be recorded by collection operatives and the Council Customers Service Team will be advised to assist in answering enquiries or complaints received from householders in respect of 'missed collections'.

Should a 'missed collection' be reported on the designated day of collection; and, subject to the record sheet failing to show the receptacle as not being presented for collection, the Council will return to collect the waste within the next 2 working days, where possible.

### 3.9 Bins not collected due to Operational & Environmental Conditions

On occasion waste and recyclable collections may be affected by operational vehicle breakdowns, road access problems or severe weather conditions.

In the event of operational vehicle breakdowns and road access issues, some resident's wheeled bin collections may be delayed until the following day. In such instances, residents will be advised, upon contacting the Council Contact Centre, to leave their bins presented and make sure they do not block footways; following which, the Council will endeavour to collect them the next working day.

In the event of severe weather (i.e. heavy snow fall) conditions, wheeled bin collections may be delayed or even temporarily suspended arising from safety concerns. In the event of such, residents may be advised to leave bins presented in anticipation of collection taking place the following day; or, advised to return their

wheeled bin to its normal household storage point; following which, they will be advised of collection arrangements when conditions improve. Residents may be advised via the Council's websites, Contact Centres, social and local media.

### **3.10 Multi-Occupancy Properties and Mixed Use Premises**

At properties such as flats, mixed use premises and/or mobile home parks, it is not always practical to provide each household (i.e. residency) with their own individual wheeled bin. In such instances, the Council may provide larger (communal) wheeled bins up to 1100litre in size to facilitate the collection of household waste and/or recyclables.

The Council aims to provide residents of such premises with 'at least' black, burgundy and brown bins to enable segregation of their waste to facilitate recycling in an effective manner. The Council endeavours to work with residents of such premises to encourage recycling.

### **3.11 Refuse and Recycling Bin Provision, Replacement and Repairs**

The Council is committed to helping residents reduce the amount of waste they produce and increase levels of recycling to reduce residual (black bin) waste which influenced households being provided with 180litre black bins in place of prior issued 240litre bins.

The Council's '3 bin' kerbside alternate weekly collection and weekly food waste collection service provides each household with the following receptacles:

- 1 black wheeled bin 180litre in size for general (residual) waste. Only waste produced by the householder on a normal 'day to day' basis should be placed in this wheeled bin. It should not contain commercial waste, bulky items, excessively heavy, hazardous type waste or recyclable material.
- 1 burgundy wheeled bin 240litre in size for household recycling of paper, card packaging, plastic bottles, plastic food containers\trays and plastic film (placed in plastic bag) cans, bottles, textiles, shoes (placed in a plastic bag) and small household batteries (placed in a clear plastic bag placed on top of the bin lid).
- 1 green wheeled bin 240litre in size for household recycling\composting of garden vegetative waste.
- • 1 brown caddy bin 23litre in size for the recycling\composting of household food waste.

The cost of providing refuse bins at new build properties will be met by the developer and/or occupier of the new property.

A resident who causes damage to wheeled bins which cannot be repaired; or, is either lost/stolen will be charged for a new replacement bin.

Damage to wheeled bins caused by waste collection crews during the collection process will be replaced or repaired free of charge at the Council expense.

New and/or replacement bins will be delivered to householders as soon as practicable (not later than working 10 days) after the request has been made or after required payment is received.

When householders move home they must leave all wheeled bins at the property ready for the new occupant to use. At no time should householders transfer refuse bins to another property.

All refuse bins supplied to householders shall always remain the property of the Council.

Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles provided by the Council.

The cost of providing new and/or replacements bins, where relevant, will be charged in accordance with the Council's Chargeable Waste Collection Rates.

### 3.12 **Additional Residual Bin Capacity**

The Council recognises that individual households with 6 or more permanent resident persons may find it difficult to contain all of their residual waste within a 180\240 litre black wheeled bin. Households who demonstrate they are actively recycling, may request additional residual and/or recycling wheeled bins to assist with recycling or disposing of their waste.

In such instances, residents will be required to complete an application form for additional refuse bin capacity.

Additional recycling (burgundy\green) wheeled bin capacity will be provided free on request for households with 6 or more occupants, or where there is other demonstrable need. However, a 'one off' charge will be made for additional residual (black) wheeled bin capacity.

No charge will be made for increased recycling (burgundy) wheeled bin capacity; insofar the level of increased capacity is reasonable. No charge will be made where increased capacity arises from **medical waste** requirements.

Households, who request additional residual (black) wheeled bin capacity, must demonstrate they are actively recycling as much of their household waste as possible by using their burgundy, green and brown bins.

Households who do not recycle will **not** be issued with extra bin capacity, and the Council may withdraw extra bin capacity if households fail to recycle. Residual (black) bins are not intended for disposal of items that can be recycled.

Households who produce large amounts of **medical wastes** (Category E) due to disability or other similar causes, are able to apply for extra residual (black) wheeled bin capacity. The Council will still consider other factors above when making their decision in provision of extra bin capacity.

The Council will periodically review households who have additional wheeled bin capacity and will send a review form every 2 years to check that such households still require extra bin capacity.

### 3.13 **Bulky Domestic Household Waste Collection**

The Council offers a service for the removal of bulky items of household waste from outside your home. This is known as the 'Bulky Domestic Waste Collection Service'

and is to assist residents who are unable to take large items, such as furniture, to their local Household Waste Recycling Centre (HWRC).

This service is intended for a variety of large household waste items, such as settees, wardrobes, fridges, tables, chairs, carpets, which will not fit in a normal household wheeled bin.

Residents are able to arrange for bulky collections by calling the Council, for which a small payment is required.

Payment may be made by credit/debit card by calling the Council Contact Centres; alternatively, payment may be made by cash, credit/debit card or payment kiosks at the Council's Contact Centre offices situated throughout the District.

Bulky items will be collected within 10 working days of receipt of payment. Residents who arrange and make payment for bulky collections will be provided with a collection date.

The 'Bulky Domestic Waste Collection Service' is not intended for the collection of garden waste. Residents are provided with a 'free' kerbside green wheeled bin, service for the collection of garden waste. However, for excessive quantities of garden waste the Council can provide a no obligation quotation for its removal.

The Council will make arrangements to collect a wide range of bulky waste items (see table below); however, there are certain items that we are not obliged to collect.

<b>Items We Will Collect (Household Waste)</b>	<b>Items We Won't Collect (Industrial/Commercial Waste)</b>
<ul style="list-style-type: none"> <li>▪ Beds and Mattresses</li> <li>▪ Bicycles</li> <li>▪ Bedroom Furniture (free standing)</li> <li>▪ Carpets</li> <li>▪ Computers</li> <li>▪ Cookers</li> <li>▪ Dishwashers</li> <li>▪ Fridge and Freezers</li> <li>▪ Garden Waste (by quote only)</li> <li>▪ Kitchen furniture (free standing)</li> <li>▪ Room furniture (free standing)</li> <li>▪ Settees and Arm Chairs</li> <li>▪ Swing, slides (free standing)</li> <li>▪ Tables and Chairs (free standing)</li> <li>▪ Televisions and Hi-fi's</li> <li>▪ Toys</li> <li>▪ Washers and Tumble Dryers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Aerials and Satellite dishes</li> <li>▪ Asbestos</li> <li>▪ Baths, Sinks, Toilets, Bidets</li> <li>▪ Boilers and Radiators</li> <li>▪ Building Materials (bricks, tiles, rubble)</li> <li>▪ Car Parts of any description</li> <li>▪ Bunkers (concrete/metal)</li> <li>▪ Fitted kitchen/bedroom units</li> <li>▪ Worktops - Kitchen worktops etc</li> <li>▪ Garages, Greenhouses, Sheds</li> <li>▪ Gates and Fences</li> <li>▪ Hazardous waste items</li> <li>▪ Internal/External Doors</li> <li>▪ Mirrored wardrobe doors</li> <li>▪ Oil tank and Gas Cylinders</li> <li>▪ Soil, earth, stones, concrete</li> <li>▪ Storage heaters (due to asbestos)</li> <li>▪ Trees</li> <li>▪ Windows (frames and/or Glass)</li> </ul>
<p><u>The Council may, where requested, provide a separate quotation to collect and dispose of wastes listed in the 'items We Won't Collect' column.</u></p>	

Residents are required to leave items arranged for collection in an accessible place at the front of the property, preferably at the property curtilage near to the kerbside, whilst giving regard to:

- Bulky items must be presented by not later than 6.00 a.m. on the notified day of collection, in a safe and easily accessible position (i.e. not behind locked gates, garages/sheds, in one place and on the ground floor outside blocks of flats)
- They must be within reasonable carrying distance of the collection vehicle (i.e. property curtilage near to the kerbside).
- Residents are asked not to allow items stored outside, such as mattresses\soft furnishing, to become sodden with rain water as this increases their weight considerably, presenting manual handling issues to our staff.
- If there is no access we will leave a note and call you back to discuss proper access arrangements.
- We reserve the right to refuse to take items that are left at the rear of the property and/or unreasonable distances from the collection vehicle.
- **We will not enter premises to collect items of waste!** However, the Council may provide quotations, upon request, to remove bulky items from inside premises (*i.e. the undertaking of house clearances*)

Refunds will only be provided in the event collections are cancelled and/or varied within 48hrs of the notified collection date (excluding Saturdays, Sundays and Bank Holidays).

The Waste Electrical and Electronic Equipment Regulations (WEEE) require manufacturers and retailers to be responsible for WEEE recycling and provide a 'Take Back' service in order to comply with their producer responsibility requirements to recycle EEE waste.

Residents are therefore reminded to ask retailers for details of their free 'Take Back' scheme when purchasing new white goods and large electrical items (*i.e. cookers, washers, fridges, freezers*).

Residents are further reminded that, if items they wish to dispose of are in good condition and flame retardant (for upholstered items) they may wish to consider either giving the item away through the local classifieds, or passing them on to one of many charitable organisations who in turn may be able to re-home the items with families on low incomes.

Throughout Derbyshire operates a network of Furniture Recycling Projects (i.e., Repair Cafes) and further information about how to donate old furniture can be found on [Derbyshire County Council's website](#).

Alternatively, the [Freecycle Network](#) is open to all individuals who want to 'recycle' that special something rather than throw it away; whether it's a chair, a fax machine, piano or an old door.

### 3.14 Clinical Waste Collection Service

The Council will arrange for the collection of clinical waste on receiving instruction from a Health Care Professional (i.e. Doctor's Surgery).

Residents who receive health care treatment in their home and generate clinical waste should discuss with their District Nurse or Health Care Professional (GP or

surgery nurse) to advise how to dispose of clinical waste arising from treatments in their home. The Health Care Professional will complete a 'waste risk assessment form' and advise the Council of their need for a clinical waste collection service.

Clinical waste is categorised as follows:

<p><b>Group A</b></p> <ul style="list-style-type: none"> <li>• Identifiable human tissue (all identifiable human tissue, whether infected or not, may only be disposed of by incineration), blood, animal carcasses and tissue from veterinary centres, hospitals or laboratories.</li> <li>• Soiled surgical dressings, swabs and other similar soiled waste.</li> <li>• Other waste materials, e.g. from infectious disease cases, excluding any in Groups B–E.</li> </ul>
<p><b>Group B</b></p> <ul style="list-style-type: none"> <li>• Discarded syringe needles, cartridges, broken glass and any other contaminated disposable sharp instruments or items.</li> </ul>
<p><b>Group C</b></p> <ul style="list-style-type: none"> <li>• Microbiological cultures and potentially infected waste from pathology departments and other clinical or research laboratories.</li> </ul>
<p><b>Group D</b></p> <ul style="list-style-type: none"> <li>• Drugs or other pharmaceutical products.</li> </ul>
<p><b>Group E</b></p> <ul style="list-style-type: none"> <li>• Items used to dispose of urine, faeces and other bodily secretions or excretions which do not fall within Group A. This includes used disposable bed pans or bed pan liners, incontinence pads, stoma bags, and urine containers. (Where risk assessments show no infection risk exists, Group E waste is not classed as 'clinical waste'.)</li> </ul>

The Council will facilitate collection and disposal of clinical household waste; namely:

- Group 'E' type waste (Non Infectious) may be mixed into the normal domestic residual wheeled (black) bin.
- If the household generates Group 'E' type waste (Non Infectious) in excess of 20% of the normal 180\240litre domestic bin, a special collection can be arranged or (dependent upon circumstances) an extra 180litre residual wheeled (black) bin may be issued to the household throughout the duration of their increased waste needs.
- Group 'A' type waste (Infectious) must be collected and taken for incineration. A special collection is arranged for this; **Group 'A' waste must not be placed in the household wheelie bin at any time.**
- Group 'B' type waste (used syringe needles and other contaminated sharps) should be put into a sharps container and disposed of in accordance policy (agreed 1<sup>st</sup> October 2015) of the Derbyshire Local Medical Committee, West Pennine Local Medical Committee and Derbyshire Community Health Services Trust on arrangements for the collection of infectious healthcare waste, offensive waste and sharps generated from patient's homes.

Bolsover District Council no longer provide sharps boxes for patients from whom a collection of sharps is required. Instead, these should be obtained on prescription from their health care practice.

The Council will only arrange collections of five full 1litre sharps boxes where a patient is housebound, and a referral has been made and approved.

GP surgeries and health care centres provide sharps disposal points for full sharps boxes for patients who self-medicate. Patients therefore have need to return them to their health care centre.

**Group ‘B’ waste must not be placed in household bins at any time.**

### 3.15 Commercial Waste Collections

The Council provides a Commercial Waste Collection service, upon request, to all companies and businesses (including schools and residential/nursing homes - non-medical) located within the District.

All businesses have a legal duty to ensure they have proper and adequate arrangements in place to deal with the disposal of waste arising from their commercial trading activity. This is a statutory requirement laid down by the Environmental Protection Act 1990 (section 34) and their Simpler Recycling duty (Environmental Protection Act 2021) to present mixed dry recyclable (MDR) and food waste separately to that of their general residual waste types.

A charge is made for the service which is dependent on the volume of waste produced, number of containers, access arrangements and possibly the type of waste generated.

A range of containers is available to suit varying waste disposal needs:

Size	Height	Depth	Width
<b>140 litres</b>	1000mm	560mm	480mm
<b>240 litres</b>	1080mm	730mm	580mm
<b>360 litres</b>	1100mm	860mm	620mm
<b>770 litres</b>	1390mm	777mm	1265mm
<b>1100 litres</b>	1404mm	986mm	1265mm
<b>Open Skips</b>	Various	Various	Various
<b>Closed Skips</b>	Various	Various	Various

The Council is able to provide a no-obligation quotation for the collection of commercial waste.

### 3.16 Services to charities and community organisations

The Council will undertake collection of waste from charities and community organisations within the District when requested.

Registered ‘not for profit’ charities and community organisations will be provided with wheeled refuse bins (4 bins system) to meet their organisation’s waste requirements and wherever possible, provide access to a recycling service.

Refuse bins will be emptied on alternate weeks with no collection charge. However, the Council will make a charge for providing extra bin capacity greater than that described above; in particular, where additional wheeled bin capacity is requested.

Waste from charities is dealt with by way of the Controlled Waste Regulations 2012 as either commercial (chargeable) or household waste (non-chargeable) such as:

- a) Waste from premises occupied by a charity, for example headquarters and offices, is classed as commercial waste for which waste collection and disposal charge will be applied.
- b) For charity shops selling donated goods originating from a domestic property, waste will be regarded as household waste for which a collection charge can be made. Where waste originates from a non-domestic property a collection and disposal charge can apply.
  - i. Charity Shops only includes those that are registered as a charity, a community interest company and a non-for-profit organisation. Charity Shops not falling into these categories will be charged for disposal.
  - ii. On occasions when it is uncertain if the waste is household or commercial waste, the Charity Shop must provide **evidence** that the waste is household in order not to be charged for disposal. This could take the form of a confirmation letter from the resident or a collection order form.
- c) Waste from a community interest company, charity or other non for profit company which collects goods for re-use or waste to prepare for re-use from domestic property is household waste for which a collection charge can be made. Where waste originates from a non-domestic property a collection and disposal charge will be applied.
- d) Waste from care homes exempt from Council tax (e.g. due to mental health issues) is classified as household waste for which no collection and disposal charges will be made.

Where charities operate commercial services (e.g. café) waste generated is regarded as commercial waste for which collection and disposal charge will be applied.

Where waste originates from a non-domestic property (e.g., working men's clubs and Housing Association offices) collection and disposal charges will be applied, irrespective of the registered charity status, as the commercial waste classification takes precedence over the charitable status.

The Council do not include waste disposal costs in some 'not for profit' organisation's waste collection charges. However, subject to their charitable status waste disposal costs are included as required by Derbyshire County Council's (Waste Disposal Authority) policy position to meet requirements of The Controlled Waste (England and Wales) Regulations 2012 as set further set out at section 5 of this policy.

### 3.17 **Education, Awareness Raising and Enforcement**

The Council provides a wide range of information to inform residents and households of arrangements for the collection of their waste.

The Council believes that building awareness and having an educational approach is important to help residents understand their role in reducing the amount of waste they produce and increase recycling.

The Council further recognise that when education and awareness initiatives have not achieved their desired outcomes to encourage residents to participate correctly in the Council's waste collection arrangements; in particular, where a residents actions result in environmental despoilment or anti-social behaviour; then, the Council may, as a last resort, undertake enforcement activities in accordance with



the Council 'Enforcement Policy' and as such, will follow the principles of a staged approach.

In undertaking the collection of waste from district households, the Council require that such waste are presented in Council approved wheeled bins to ensure its effective and safe collection from the kerbside by refuse collection vehicles with specified bin hoists to suit the Council's approved wheeled bins.

The Council's waste collection operatives are empowered to reject collection of residual and recyclable waste wheeled bins for the following reasons:

- Overloaded wheeled bin (by weight or volume)
- Raised bin lid (bin lid ajar)
- Wrong bin presented on collection day (e.g. burgundy recycling bin presented on residual black bin week)
- Non-collected waste present in wheeled bin for collection (e.g. construction, DIY or soil waste)
- Contamination of recyclable materials (incorrect waste types placed in burgundy, green or brown bins).
- Side waste presented (*except for burgundy bin collections where bagged side waste may be presented at any time*).

Where wheeled bins are rejected for collection, due to one of the above reasons, the Council's collection operatives will place a 'bin hanger' on the residents wheeled bin advising of the reason.

Bin hangers may also be used as educational prompts to advise residents of incorrect placement of waste in wheeled bins; rather, than reject a bin for collection. However, after repeated prompts (bin hanger placement) collection teams may reject bins for collection where advice has been ignored.

Cross contamination in recycling (burgundy\green) bins may result in whole vehicle loads being rejected at the material delivery point and the Council incurring cost of up to £200 per tonne. Therefore, the Council may withdraw on a permanent and/or temporary basis recycling (burgundy\green\brown) bins from households who fail to meet the Council's requirements to segregate waste in to the correct coloured bin.

The Council has adopted powers under Section 46 of the Environmental Protection Act 1990 for the issuing of Fixed Penalty Notices (FPN) to residents\households who (after education and awareness initiatives have been ineffective) fail to comply with the Council waste and recycling collection arrangements. The Council stress that the use of enforcement action will be the 'last resort'.

#### 4. Principles

The Council's Corporate Priorities and Strategic Objectives are key principles which underpin the provision of Waste and Recycling Collection Services to residents, households and business throughout the District.

To further underpin delivery of the Council's Waste and Recycling Collection Service, the Council will ensure:

- (a) **Value for Money** - Flexibility and adaptability of the Waste and Recycling Collection Service is essential in order to meet the changing demands of our waste streams and resident's recycling needs. By working together with

partners, we aim to provide value for money services which meet resident's needs.

- (b) **Equality** - The Council is committed to providing services accessible and inclusive to all sections of the community that meet residents and customer's needs. We will tailor our approach to ensure those who have difficulty accessing the service are not disadvantaged and will offer assistance (i.e. assisted bin collection) where an individual's need is demonstrated. Every endeavour will be made to ensure our service meets requirements of the Equality Act 2025 and a Equality Impact Assessment has been undertaken.
- (c) **Sustainability** - Sustainability is and will remain a key issue in provision of our Waste and Recycling Collection Services. Principles of the Waste Hierarchy will remain at the heart of our service delivery to best ensure the Districts' waste avoid landfill type disposal and in doing so contribute to a better environment and support the circular economy for today and future generations.
- (d) **Partnership Working** – By working in partnership with others we will be able to maximise our resources to positively influence economy and equity in service delivery and encourage shared ownership and engagement in wider recycling and waste reduction; in doing so we will add value to what we are able to achieve.
- (e) **Communication** – Central to our policy will be the need to change attitudes and behaviour in some members of our community, both residents and businesses. Whilst many people are already committed to recycling and waste reduction, there are still some that see waste as “someone else's” problem and that their responsibility ends with depositing waste in the bin. The Council will look to engage with the wider community and, in particular, hard to reach members of the community, through education and awareness campaigns to encourage them to improve how they manage and recycle their own waste arisings.
- (f) **Better Customer Experience** – The Council Contact Centres and staff will aim to meet customer queries and complaints with equity and respect at all times.

## 5. Statement of Waste Classification

The Council in determining sources of household, industrial and commercial waste collected by way of arrangements set out in this policy and need to charge for waste disposal, gives due regard to duties placed upon the Council as summarised by (s2) The Controlled Waste (England and Wales) Regulations 2012 (*Classification by place of production*) as follows:

No	Description	Classification	Exceptions
1	Private storage premises used wholly or mainly for the storage of articles of domestic use	Household	
2	Land belonging to or used wholly or mainly in connection with domestic property or caravan where	Household	

	waste from the property or caravan is treated as household waste		
3	A private garage	Household	Where the garage has a floor area exceeding 25m <sup>2</sup> or is not used wholly or mainly for the accommodation of a private motor vehicle, the waste is to be treated as commercial waste
4	A vehicle or vessel used wholly for the purposes of living accommodation	Household	Where the vehicle or vessel is used in the course of a business for provision of self-catering accommodation the waste is to be treated as commercial waste
5	A place of worship	Household	
6	A residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Household	
7	A penal institution	Household	
8	A charity shop selling donated goods originating from domestic property	Household	Excludes waste arising from any commercial activity such as a café.
9	A caravan or mobile home site for gypsies and travellers	Household	
10	Premises used wholly or mainly for public meetings	Household waste	Excludes waste arising from any commercial activity such as hiring the place for weddings, etc.
11	Domestic property used in the course of a business for the provision of self-catering accommodation	Commercial	
12	A caravan: (a) used in the course of a business for provision of self-catering accommodation, or (b) which is not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission	Commercial  Commercial	
13	Premises occupied by a charity and wholly or mainly used for charitable purposes	Commercial	Waste from a place of worship or premises used wholly or mainly for public meetings is to be treated as household waste

14	A camp site or a tent pitched on land other than a camp site	Commercial	Where waste is from domestic premises at a camp site, it is to be treated as household waste
15	A royal palace	Commercial	
16	Premises occupied by a club, society or any association of persons in which activities are conducted for the benefit of the members	Commercial	
17	Premises occupied by: (a) a court; (b) a government department; (c) a local authority; (d) person appointed by or under any enactment to discharge public function; (e) a body incorporated by Royal Charter	Commercial	Waste classified as household waste or industrial waste because it is from a place: (a) otherwise described in this table (except for entry 27); or (b) described in section 75(5) or (6) of the Act (household waste or industrial waste)
18	A hotel	Commercial	
19	Any part of a composite hereditament used for the purposes of a trade or business	Commercial	
20	A market or fair	Commercial waste	
21	The practice of a general medical practitioner	Commercial	
22	A workshop or similar premises which is not a factory only because: (a) those working there are not employees; or (b) the work carried on there is not carried on by way of trade or for purposes of gain	Industrial waste	Where the principal activities at the premises are computer operations or the copying of documents by photographic or lithographic means the waste is to be treated as commercial waste
23	Waste from a laboratory	Industrial	
24	Waste from a scientific research association	Industrial	
25	Waste from premises used for the breeding, boarding or stabling of animals	Industrial	
26	Waste imported into England or Wales	Industrial	
27	Directive waste from a place (including any vehicle, vessel or aircraft) not otherwise described in this	Industrial	

	table or in section 75(5) or (7) of the Act(15) (household waste and commercial waste)		
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## 6. Delivery and Implementation

The 'Waste Hierarchy' central to UK policy and legislation since the 1990's, is at the heart of the Council's Waste and Recycling Collection Policy in reducing environmental impact in how we manage the District's waste, defined as follows:



Waste prevention is the first tenet of the hierarchy which represents the most efficient and sustainable use of resources.

Reduce is an important part of this hierarchy to better ensure we generate less waste; for instance, purchasing products with the least packing; whereas, Re-use keeps products in the consumption sphere for a longer period and avoids the creation of waste. Re-use implies that a product is used again for the same purpose for which it was originally conceived.

To this extent, the Council Burgundy, Green and Brown bin collection arrangements aim to divert products from the black bin (residual) waste stream and facilitate their recycling in to new products for re-use and/or composting.

The Waste and Recycling Collection Policy is therefore focused on changing the behaviour and attitudes of the wider community including elected Members, businesses, partners, voluntary sector and residents to reduce the District's waste levels, increase recycling and reduce the amount of waste disposed (being the lowest tenet of the Hierarchy) using land fill type disposal.

## **BOLSOVER DISTRICT COUNCIL**

### **Meeting of Customer Services Scrutiny Committee on 19<sup>th</sup> August 2025**

#### **Customer Services Scrutiny Committee Work Programme 2025/26**

#### **Report of the Scrutiny Officer**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Thomas Dunne-Wragg, Scrutiny Officer

### **PURPOSE/SUMMARY OF REPORT**

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

### **REPORT DETAILS**

#### **1. Background**

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

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

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

## **3. Reasons for Recommendation**

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

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

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

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## **RECOMMENDATION(S)**

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

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## **IMPLICATIONS:**

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

On behalf of the Head of Paid Service

**Equality and Diversity, and Consultation**

Yes ☐

No ☒

**Details:**

None from this report.

**Environment**

Yes ☐

No ☒

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

**Details:**

None from this report.

**DECISION INFORMATION:**

☒ **Please indicate which threshold applies:**

**Is the decision a Key Decision?**

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

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

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

**District Wards Significantly Affected:**

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

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

Yes ☐

No ☒

(a) ☐

(b) ☐

(a) ☐

(b) ☐

All ☐



<b>Is the decision subject to Call-In?</b> <i>(Only Key Decisions are subject to Call-In)</i>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <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>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Consultation carried out:</b> <i>(this is any consultation carried out prior to the report being presented for approval)</i>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Leader</b> <input type="checkbox"/> <b>Deputy Leader</b> <input type="checkbox"/> <b>Executive</b> <input 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 type="checkbox"/>	

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

**DOCUMENT INFORMATION:**

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

<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>

## Customer Services Scrutiny Committee

### Work Programme 2025/26

#### Formal Items – Report Key

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

Date of Meeting	Items for Agenda		Lead Officer
16 June 2025 154	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1<sup>st</sup> January 2025 to 31<sup>st</sup> March 2025 and Annual Summary</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Damp and Mould Policy</li> </ul>	Assistant Director of Housing
		<ul style="list-style-type: none"> <li>Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance</li> </ul>	Assistant Director of Housing
		<ul style="list-style-type: none"> <li>Approval of the Information and Cyber Security Policy</li> </ul>	Assistant Director of ICT
		<ul style="list-style-type: none"> <li>Agreement of Work Programme 2025/26</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny Officer
19 August 2025 (Extraordinary Meeting)	Part A – Formal	<ul style="list-style-type: none"> <li>Housing Ombudsman Self-Assessment Report</li> </ul>	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Review of Waste and Recycling Collection Policy</li> </ul>	Director of Strategic Services
29 September 2025	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1<sup>st</sup> April 2025 to 30<sup>th</sup> June 2025</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Welfare and Adaptation Policy Review</li> </ul>	Assistant Director of Housing

Date of Meeting	Items for Agenda		Lead Officer
		• Private Sector Housing Strategy – Monitoring Update	Assistant Director of Housing
		• Homelessness Strategy – Monitoring Update (TBC)	Assistant Director of Housing
		• Review of Effectiveness of Council's Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Second Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	<b>Part B – Informal</b>	• Review work	Scrutiny Officer
<b>8 December 2025</b> 155	<b>Part A – Formal</b>	• LG&SCO and Housing Ombudsman Annual Report 2023/24	Customer Services, Standards and Complaints Manager
		• Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st July 2025 to 30th September 2025	Customer Services, Standards and Complaints Manager
		• Housing Strategy – Monitoring Update	Assistant Director of Housing
		• Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (First Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	<b>Part B – Informal</b>	• Review work	Scrutiny Officer
<b>23 March 2025</b>	<b>Part A – Formal</b>	• Customer Service Standards and Compliments, Comments and Complaints Report 2025/26 – 1st October 2025 to 31st December 2025	Customer Services, Standards and Complaints Manager
		• Additional agenda item TBC	TBC
		• Review of Effectiveness of Council's Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Final Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	<b>Part B – Informal</b>	• Review work	Scrutiny Officer