

The Arc
High Street
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To: Chair & Members of the Executive

Friday, 18 July 2025

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Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 28th July, 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. Fieldhouse".

Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

Access for All statement

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- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
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EXECUTIVE AGENDA

*Monday, 28th July, 2025 at 10:00 hours taking place in the Council Chamber, The Arc,
Clowne*

Item No.		Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of an Extraordinary Executive held on 16th June 2025	4 - 8
5.	Minutes To consider the minutes of the last meeting held on 23 rd June 2025	9 - 23
	<u>NON KEY DECISIONS</u>	
6.	Review of the Council's Approach to Environmental Despoilment Education and Enforcement	24 - 87
7.	Housing Service Performance Update 2024-2025, Q1 2025-2026	88 - 110
8.	Financial Outturn 2024-2025	111 - 141
9.	Corporate Debt 2024-25	142 - 149
	<u>KEY DECISION</u>	
10.	Review of the Council's Dragonfly Companies	150 - 172

EXECUTIVE

Minutes of an extraordinary meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 16th June 2025 at 1000 hours.

PRESENT:-

Members:-

Councillor Jane Yates in the Chair

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

Officers:- Karen Hanson (Chief Executive), Jim Fieldsend (Monitoring Officer), Theresa Fletcher (Section 151 Officer), Steve Brunt (Strategic Director of Services), Mark Giles (Assistant Director Streetscene, Community Safety and Enforcement), Vicky Dawson (Assistant Director Housing Management and Enforcement, Sarah Kay (Assistant Director Planning and Planning Policy) Louise Arnold (Deputy Monitoring Officer) and Alison Bluff (Senior Governance Officer).

EX105-25/26.

APOLOGIES

There were no apologies for absence.

EX106-25/26.

DECLARATIONS OF INTEREST

There were no declarations of interest.

EX107-25/26.

LOCAL PARTNERSHIPS REVIEW OF THE COUNCIL'S DRAGONFLY COMPANIES

Further to the report contained in the agenda, Councillor John Ritchie, Portfolio Holder for Devolution & Local Government Reform and Chair of the BDC Dragonfly Shareholder Board, read out the following statement.

“On 13th September 2024, the Council's Statutory Officers attempted to take a report to the Council's Shareholder Board. The report outlined several concerns and felt it important that these were raised with Members. The Dragonfly Chief Executive requested the matter be withdrawn from the agenda in order to have time to respond to the issues raised.

Immediately following this, on 23rd September 2024, the Dragonfly Chief Executive presented a report to the Dragonfly Board of Directors requesting a restructure of the senior management structure of the company, including the role of Chief Executive. The report, which was approved by the Board of Directors, requested approval to commence consultation with staff the very next day (24th September 2024). As these decisions fell within Reserved Matters, this raised further concerns. In view of this, and following advice from the Council's external auditors Forvis Mazars, the Council's Shareholder Board held an urgent special meeting on 30th September 2024.

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At this meeting, it was agreed an independent review of the Dragonfly companies should take place. A scope for the review was drafted and shared with the Dragonfly Board. Local Partnerships were requested to undertake the review due to their extensive experience in carrying out these types of reviews. They are owned by the Local Government Association, the Treasury and the Welsh Government.

Local Partnerships commenced the review at the end of March 2025, with the final report received on 30th May 2025. The report was published in its entirety as promised by the Leader, without delay, on Monday 2nd June 2025. Councillor Yates committed to undertaking the review and publishing it immediately upon her election as Leader earlier this year.

The review report is attached at Appendix 1 to the report in the agenda, and you will find a summary of the key findings on pages 4 to 6.

Paragraph 1.3 onwards outlines a summary of the key findings. The review has identified several significant issues which relate to the following two areas of governance:

- 1) Building blocks of good governance; they identified many instances where good governance is absent or not fit for purpose which are summarised below:
 - the lack of a clarity of purpose which causes confusion and conflict between Council and companies. This is the foundation for all other issues
 - the lack of an up-to-date, comprehensive business plan, following on from the business case, which clearly defines how the companies will deliver the Council's requirements and which the Council could use as a basis for monitoring performance, financial & physical
 - the lack of suitably robust governance framework including Company Board composition and skills
 - Shareholder Board prominence and not being part of the committee system
 - clienting capacity and capability within the Council and capability gaps in the companies and governance bodies
 - the presence of conflicts of interest between the companies and Council roles and the different roles within the companies
- 2) The working relationships between the companies and the Council which have arisen because of the failings relating to the above points, despite both having the same objective of wanting the companies to be a success. These difficulties are deflecting focus from this shared objective.

A summary of the recommendations is shown on pages 6 and 7 of the report and states:

To address these issues, the Council should revisit the business case, which will determine whether there remains a need for the companies

If it does, the Council should implement the recommendations as set out in the document. The key conditions that need to be met if the Companies remain are:

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- the Council should ensure that it has the necessary management resource and clienting capability
- the Companies should ensure that there is sufficient resource including a dedicated finance function
- clarity of purpose as set out in a refreshed and more comprehensive business plan for the Companies
- creation of a working group to re-set the relationship between Companies and Council, underpinned by an operating agreement which both parties sign up to
- changes to board memberships are implemented
- adherence to all Company rules including reserved matters is assured
- a more robust framework in place around meetings including a regular meeting of senior management of both Companies and Council to underpin an improved working relationship

If it does not, the Council should take steps to bring the services back in house.

- The key conditions that need to be met if the Companies are dissolved:
- there is capacity to support a working group to lead the transition
- there is capability (or plans to acquire it) to deliver the services in house
- the ambition for any continued development does not exceed the Council's own limits
- finance resource is sufficient to cover TUPE implications and other staffing implications
- there is resource and due diligence relating to the transfer of contracts from Company to Council
- a clear stakeholder and staff plan is needed
- any adverse financial implications are understood

The Shareholder Board has already started work on the actions within the action plan on page 27 of your report pack (page 18 of the review report).

An external independent expert has been suggested by Local Partnerships to provide additional capacity within the Council to move forwards. A draft scope of work has been developed and the Council's Chief Executive is currently in discussion with a prospective candidate regarding this.

Most importantly, an options appraisal has been drafted by Local Partnerships in order that Members have sufficient information upon which to make appropriate decisions on how to proceed. The options appraisal will be presented to all Members during the Extraordinary Council Meeting scheduled for 9th July 2025 and will be taken forward to a meeting of Executive on 28th July 2025.

In the meantime, the Council's daily business continues as normal. There will be no change to the current working arrangements of the staff.

All staff continued to be valued by the Council, and we will ensure they are fully consulted on any proposed changes. The day job will continue.

I want to thank the staff today Chair, and accept it is a difficult and an unsettling time, but it will be ok as we go forward.

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The second action within the action plan recommends the Dragonfly Board of Directors is dissolved and I shall be moving that Chair in the recommendations but retaining the Dragonfly CEO on the interim board.

Chair, I would like to thank the current Dragonfly Board for their time and commitment over the last few years and state the dissolving of the Board is in the best interests of both the Company and the Council.

The appointment of an interim Board of Directors in the short term is to enable the options appraisal work to be completed for the Council and Executive meetings scheduled for July.

Chair I will propose the interim Board is made up of:

- Grant Galloway CEO Dragonfly
- Louise Arnold, Solicitor & Deputy Monitoring Officer (BDC)
- Mark Giles Assistant Director (BDC)
- Sharon Lynch, Principal Accountant, ex- Auditor (BDC)

It should be noted, that if the Board of Directors is to remain in the long-term, recruitment will take place at the earliest opportunity to ensure it has the necessary appropriate skill and experience to take the company forwards.

In addition, if one or both companies remain, the review recommends that the Shareholder Board should become a formal Committee of this Council.

Further work will commence to establish an effective client team within the Council to hold the company to account. This is all subject to the decisions which will be discussed and concluded in July. Once this is known a Shareholder Committee can be established.

Chair I would like to move:

- 1) to note Local Partnerships' report of its review of Bolsover District Council's Dragonfly companies,
- 2) to note the progress made to recruit an independent expert to provide capacity to the Council to deliver the action plan,
- 3) to note that the Options Appraisal on the future of the Dragonfly Companies, is being developed, for presentation and discussion at Council on 9th July 2025 and Executive on 28th July 2025,
- 4) to dissolve the current Board of Directors with immediate effect and replace them with an interim Board made up of:
 - Grant Galloway, CEO Dragonfly
 - Louise Arnold, Solicitor & Deputy Monitoring Officer, BDC
 - Mark Giles, Assistant Director BDC
 - Sharon Lynch, Principal Accountant & Ex- Auditor, BDC".

The motion was seconded by Councillor Jane Yates.

Council Tom Munro proposed an additional recommendation that in the interest of treating all colleagues with respect, Governance writes to all the Management Board

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Members involved, today, if possible, advising them of the Executive's decision and thanking them all for their time and commitment and explaining that the action has been taken in the best interest of both the Company and the Council.

The motion was seconded by Councillor Phil Smith.

RESOLVED that 1) Local Partnerships' report of its review of Bolsover District Council's Dragonfly companies be noted,

- 2) the progress made to recruit an independent expert to provide capacity to the Council to deliver the action plan be noted,
- 3) the Options Appraisal on the future of the Dragonfly Companies, which is being developed for presentation and discussion at Council on 9th July 2025 and Executive on 28th July 2025, be noted,
- 4) the current Board of Directors be dissolved and replaced with an interim Board made up of;
 - Grant Galloway CEO Dragonfly
 - Louise Arnold, Solicitor & Deputy Monitoring Officer, BDC
 - Mark Giles Assistant Director BDC
 - Sharon Lynch, Principal Accountant & Ex- Auditor, BDC.
- 5) Governance writes to all the Management Board Members involved, advising them of the Executive's decision and thanking them all for their time and commitment and explaining that the action has been taken in the best interest of both the Company and the Council.

The meeting concluded at 1012 hours.

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 23rd June 2025 at 1000 hours.

PRESENT:-

Members:-

Councillor Jane Yates in the Chair

Councillors Mary Dooley, Donna Hales, Rob Hiney-Saunders, Tom Munro, John Ritchie and Phil Smith.

Officers:- Karen Hanson (Chief Executive), Theresa Fletcher (Section 151 Officer), Jim Fieldsend (Monitoring Officer), Steve Brunt (Strategic Director of Services), Sarah Kay (Interim Director Planning, Devolution & Corporate Policy), Thomas Dunne-Wragg (Scrutiny Officer), Amelia Carter (Senior Economic Development Officer), Sally Lovell (Business Estates Manager), Natalie Etches (Head of Business Growth), Nicola Astle (Joint ICT Assistant Director), Victoria Dawson (Assistant Director Housing Management and Enforcement), Chris McKinney (Senior Devolution Lead for Planning Policy, Strategic Growth and Housing) and Alison Bluff (Senior Governance Officer).

Also in attendance at the meeting were Councillors Victoria Waplington and Sally Renshaw (to Minute No. EX113-25/26).

Observing the meeting were Junior Cabinet Members Rowan Clarke, Duncan Haywood, Mark Hinman and Jeanne Raspin, and Councillors Anne Clarke, Duncan McGregor and Ashley Taylor. Officers Dan Barley (Senior Repairs Co-ordinator) and Andrew Clarke (Operational Repairs Manager).

EX108-25/26.

APOLOGIES

An apology for absence was received on behalf of Councillor Clive Moesby (Portfolio Holder for Resources).

EX109-25/26.

URGENT ITEMS OF BUSINESS

The Leader made the following urgent announcement;

“Last week at the Extraordinary Executive meeting, Members agreed to dissolve the current boards of the Dragonfly companies, and in order to give effect to that decision, it is necessary to serve notice on the companies that the Council, as Shareholder, intends to pass a resolution dismissing the relevant directors at general meetings of the companies. Notices have been served and it is now for the companies to call general meetings. General meetings will be meetings of the shareholders, i.e., the Council and it's at those meetings were the resolution to dismiss the directors will be considered. Please note that the directors will have opportunity to make representations at those meetings. At the general meetings, the Council will need to be represented and in the shareholder agreement dated 2nd May 2023, there is provision for the Council to nominate a person to act as its authorised representative. Currently, there is no one nominated to act as its representative so it's necessary for the Executive to nominate someone. As general meetings might take place prior to the next Executive meeting on

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28th July 2025, it's necessary to nominate someone at today's meeting. By reason of these circumstances, which shall be specified in the minutes, I am of the opinion that the item should be considered at this meeting as a matter of urgency. We need to have someone to act as the Council's representative, and I nominate Councillor John Ritchie".

The motion was seconded by Councillor Donna Hales.

On being put to the vote, the motion was carried. It was therefore **RESOLVED** that Councillor John Ritchie be the Council's authorised representative at the general meetings of the Dragonfly companies.

EX110-25/26.

DECLARATIONS OF INTEREST

Minute No.	Member	Level of Interest
EX114. 25/26	Councillor Mary Dooley	As a member on the Pinxton Parochial Church Council, Councillor Dooley would not partake in the discussion or voting on the item and would leave the meeting at the appropriate time.

The Leader referred to item 13 on the agenda: *Shirebrook Market Place: Reimagined – Update on Regeneration Funded Works* and noted that as she was not a Shirebrook Town Councillor and the item was not in her ward, she did not need to declare any interest in the item.

EX111-25/26.

MINUTES – 19TH MAY 2025

Moved by Councillor Tom Munro and seconded by Councillor Mary Dooley
RESOLVED that the Minutes of an Executive meeting held on 19th May 2025 be approved as a correct record.

NON KEY DECISIONS

EX112-25/26.

SCRUTINY REVIEW – JOINT REVIEW OF SECURITY ARRANGEMENTS AT THE ARC, POLICIES, PROTOCOLS AND PROCEDURES

Executive considered a detailed report presented jointly by Councillors Vicky Waplington and Sally Renshaw, chairs of the Customer Services Scrutiny Committee and Local Growth Scrutiny Committee respectively, in relation to the joint Scrutiny review of security arrangements at the Arc, policies, protocols and procedures.

The review related directly to the remit of the Customer Services Committee as well as the Local Growth Scrutiny Committee, and by working together the Committees were able to bring a broader range of ideas and perspectives to the review, ensuring a more

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thorough and informed approach. This collaborative effort 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 key issues identified for investigation included:

- Ensuring the safety of staff and customers at Council facilities
- Exploring the potential for implementing a security guard team
- Reviewing current security protocols
- Evaluating staff training for handling critical situations
- Assessing areas where the Council was performing well and areas that needed improvement

The Joint Committee had put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc and these were set out in the report.

Members welcomed the report and noted that it was an excellent report.

Moved by Councillor Donna Hales and seconded by Councillor Tom Munro

RESOLVED that 1) the recommendations of the review as outlined in section 2 of the report be endorsed,

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

Reasons for Recommendation

The Joint Committee had put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc as detailed above.

Alternative Options and Reasons for Rejection

Executive could choose not to endorse the recommendations of the review where they felt the course of action recommended was beyond the delivery capacity of the Authority.

The Scrutiny Officer and Councillors Waplington and Renshaw left the meeting.

EX113-25/26.

DAMP AND MOULD POLICY

Executive considered a detailed report, presented by Councillor Phil Smith, Portfolio Holder for Housing, which sought Members' approval to adopt a Damp and Mould policy. The policy was appended to the report.

As a landlord, the Council was responsible for maintaining its tenanted properties and managed them in line with the relevant regulations, legislation and guidance. This included keeping tenants' homes safe from hazards under the Housing Health and Safety Rating System (HHSRS), under the Housing Act 2004. One of those hazards was identified as damp and mould.

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The Housing Ombudsman had published a spotlight report in October 2021, which stated landlords should take a zero-tolerance approach to damp and mould. The Social Housing (Regulation) Act 2023 introduced “Awaab’s Law”, following the death of Awaab Ishak, a two year old child living with his parents, who passed away from a respiratory condition which was found to be caused by damp and mould in their flat. 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.

Officers had produced a Damp and Mould Policy with the key aim to raise awareness of the issues surrounding damp and mould for those living in the Council’s properties. It set out the Council’s zero-tolerance approach to addressing and resolving reports of damp and mould and explained the Council’s legal obligations. The policy provided detail on how the Council would ensure it met its legal obligations, specifically how it would triage and inspect reports of damp and mould, and how it would ensure it met the timescales as set out in Awaab’s Law.

Moved by Councillor Phil Smith and seconded by Councillor Donna Hales
RESOLVED that the Damp and Mould Policy be approved and adopted.

Reasons for Recommendation

The policy was considered necessary so that members of the public were aware of the Council’s responsibilities and its approach to how it ensured damp and mould was actioned within legislative timescales.

Alternative Options and Reasons for Rejection

No alternative options were proposed as the policy was required to meet relevant regulations, legislation and guidance.

Having previously declared her interest in the following item of business, Councillor Dooley left the meeting.

EX114. 25/26. LAND TO THE REAR OF ST HELEN’S CHURCH HALL, PINXTON

Executive considered a detailed report, presented by Councillor Tom Munro, Portfolio Holder for Growth, which set out options and a recommendation to transfer the freehold of the Council’s land to the rear of St Helen’s Church Hall, Pinxton, for no consideration to the Diocese of Derby in order to deliver the outcomes of the Regeneration Funding which had been allocated to the Church Hall project.

The Regeneration Fund was allocated to the Council in the Government’s Autumn Statement of 2023 and the Investment Plan approved in May 2024. One of the projects within the Investment Plan was the refurbishment of Pinxton Church Hall which had to be completed by March 2026, unless a variation was submitted and approved by the Minister for Housing Communities and Local Government (MHCLG).

Significant work had been undertaken to explore both the refurbishment and new build options for the site which was in split ownership between the Diocese of Derby and the Council.

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The Council's land had been long associated and used by the Church Hall, however, due to the absence of deed information, the arrangements which led to the Diocese using the piece of land for the last couple of decades were unclear.

The Council's parcel of land had been valued by the Council's Land Valuer on the basis of the land being used as amenity/community use. Local authorities were given powers under the Local Government Act 1972 Act to dispose of land, the only constraint was that a disposal must be for the best consideration reasonably obtainable (except where there was consent from the Secretary of State), who had provided specific consent for the disposal of any interest in land which the authority considered would help it to secure the promotion or improvement of the economic, social or environmental well-being of its area. Further, requirement of the funding was that land titles must be clear and undisputed.

It was considered that the disposal of the site for less than best consideration would result in the promotion of the social wellbeing of Pinxton's residents by facilitating the re-development of the hall for the benefit of the whole community and the Council's land would be used as a community garden which would promote the environmental wellbeing of the area.

Moved by Councillor Tom Munro and seconded by Councillor John Ritchie

RESOLVED that the freehold transfer of the land to the Diocese of Derby for no consideration, i.e., no financial benefit to the Council on terms to be agreed by the Monitoring Officer, be approved,

2) the Council acknowledges that the transfer of the land to the Diocese of Derby would contribute to the promotion of the economic, social or environmental wellbeing of the area.

Reasons for Recommendation

The Council's land had been long associated and used by the Church Hall (over two decades) for no consideration i.e. no financial benefit to the Council.

The Council's Legal department had advised the site could potentially be pursued by the Diocese if they chose to explore claiming adverse possession rights to the site.

A nil consideration would result in all the VAT being fully recoverable allowing for the full budget allocated by the funders to be spent on the project.

The disposal of the asset would promote the social wellbeing of Pinxton which allowed the Council to dispose of its asset for less than best consideration, in accordance with the Local Government Act 1972.

Alternative Options and Reasons for Rejection

A peppercorn lease transfer could be considered; however, this had been discounted as it would result in more expensive legal fees agreeing the terms of the lease. The leasehold transfer would have no greater benefit to the Council as restrictions covenants could be imposed on a freehold transfer.

Sale of the Council's land to adjacent neighbours could be considered, however, this would result in no amenity space being available for hall users and would reduce the scope of the hall and its connection to the proposed landscaping/community garden to

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the rear. It was also a possibility that the adjacent neighbours may not be interested in purchasing the site.

Requiring the Diocese to pay for the site could be considered, however, they had already confirmed that they did not have the budget to purchase the site. If the Council were to sell the land to the Diocese for a consideration it would result in the VAT not being recoverable for the project, thereby reducing the scope of the project.

Councillor Dooley returned to the meeting and thanked the Council and officers for their hard work in relation to this project, especially the Senior Economic Development Officer who had been the lead officer.

The Senior Economic Development Officer left the meeting.

EX115-25/26. APPOINTMENT TO OUTSIDE BODIES (EXECUTIVE FUNCTIONS)

Executive received a report, presented by the Leader, which set out the appointments of Executive Members to represent the Council on external organisations in relation to Executive functions.

The Leader noted that only one representative was required for Derbyshire Law Centre, and this would now be Councillor Phil Smith and not Councillor Donna Hales.

The term of office for each appointment would be for the 2025/26 Municipal Year unless otherwise specified by the Leader.

Moved by Councillor Jane Yates and seconded by Councillor Mary Dooley
RESOLVED that the appointment to outside bodies (Executive functions) be received.

Reasons for Recommendation

To appoint representatives to ensure the effective representation of the Executive on external organisations (Outside Bodies) (Executive Functions) for the 2025/26 Municipal Year.

Alternative Options and Reasons for Rejection

Executive could choose not to appoint to the Outside Bodies; however, this was not recommended as it would fail to provide a representative of the Executive to these organisations.

EX116-25/26. DERBY AND DERBYSHIRE STRATEGIC LEADERSHIP BOARD

Executive considered a detailed report, presented by the Leader, which sought Members' approval to change the Council's representatives on the D2 Strategic Leadership Board, and to amend the terms of reference of the Board.

In March 2024, Executive agreed to establish and participate in a new joint committee of Derby and Derbyshire's councils being the D2 Strategic Leadership Board (D2SLB). The Board would collaborate, co-ordinate and drive forward agendas where it was

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recognised that more could be achieved by councils working together to improve outcomes for people and places across Derbyshire.

When agreeing to the establishment of the D2SLB and various governance arrangements, Executive had specifically appointed Councillor Steve Fritchley as the Council's representative, and Councillor Duncan McGregor as substitute. A resolution was now needed to replace Councillors Fritchley and McGregor on the Board with Councillor Jane Yates as representative and Councillor Donna Hales as substitute.

In addition, the terms of reference for the D2SLB also agreed in March 2024, had now been amended to refresh the governance arrangements including clarifying the purpose of the board and the constituent's roles and responsibilities, and amending the procedural arrangements of the Board. A copy of the revised terms of reference were appended to the report.

Moved by Councillor Jane Yates and seconded by Councillor John Ritchie

RESOLVED that 1) the Leader be appointed as the Council's representative on the D2SLB, and the Deputy Leader be appointed as substitute,

2) the revised terms of reference for the D2SLB as set out in the appendix to the report be agreed.

Reasons for Recommendation

It is expected that the Council's representatives on D2SLB should be the Leader and deputy leaders of each member council

Alternative Options and Reasons for Rejection

There are no alternatives.

KEY DECISIONS

EX117-25/26.

DISPOSAL OF LAND AT ROWAN DRIVE, SHIREBROOK

Executive considered a detailed report, presented by Councillor Phil Smith, Portfolio Holder for Housing, which sought Members' approval for the disposal of Council owned land at Rowan Drive, Shirebrook.

The area of land in question was located between Rowan Drive and Recreation Road and was edged red on a plan appended to the report. The site had been considered for alternative uses including biodiversity offset, however, this had been deemed unsuitable and redevelopment had been discounted as not being financially viable.

Former garages had been demolished due to their condition, and minimal income was generated from the parking bays which were currently let. There were a number of vehicular and pedestrian accesses off the former garage site into the rear gardens of the properties on Recreation Road and an exercise had been undertaken to identify which of these accesses were by way terminable licences and which were permanent - this would need to be disclosed to any future purchaser. It was assumed that these accesses would not affect the viability of the development of the land. In addition, there were a number of privately owned garages on garage plots, land which was let to the owners by the Council, and these were terminable upon notice. Also identified on the

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plan were 3 garage structures on the site which were not in the Council's possession and would be excluded from any sale.

The land had been valued at £225,000 and in accordance with the Council's Disposal and Acquisition Policy the matter was referred to the Council's Asset Management Group who had recommended that the land be disposed of.

Moved by Councillor Phil Smith and seconded by Councillor John Ritchie

RESOLVED that the disposal of the former garage site at Rowan Drive, Shirebrook, be approved.

Reasons for Recommendation

The former garages had been demolished due to their condition and there was minimal income generated from the parking bays which were currently let. The land required ongoing maintenance by the Council. Disposal would generate a capital receipt for the Council.

Alternative Options and Reasons for Rejection

Alternative uses for the site had been considered and discounted.

EX118-25/26.

WARM HOMES SOCIAL HOUSING FUND

Executive considered a report, presented by Councillor Phil Smith, Portfolio Holder for Housing, which informed Members of the Warm Homes Social Housing Fund. The report also sought Members' approval to accept the grant funding of £811,065 and to agree to match fund the amount to enable substantial improvements to the energy efficiency of Council homes across the District.

The Warm Homes Social Housing Fund was a Government fund which allowed local authorities and registered providers to install energy efficiency upgrades and low carbon measures to their housing stock. The programme sought to raise the energy performance of as many social homes currently below Energy Performance Certificate (EPC) 'C' up to that level as possible by 2030 as part of the journey for the social housing stock towards Net Zero by 2050.

The Council, working with the Midlands Net Zero Hub consortium, had bid for this funding and had received £811,065. However, for the project to progress, there was a requirement for the Council to match fund the amount, and it was proposed to utilise the Housing Revenue Account Unallocated Major Repairs Reserve to meet this requirement.

The scheme would enable improvements to approximately 90 Council owned homes currently performing at a level below EPC 'C' with the intention to install four air source heat pumps and a number of solar panels with batteries. These would need to be completed by the required 31st March 2028 deadline. Dragonfly Management would deliver the scheme for the Council operating under a service level agreement / Memorandum of Understanding.

Moved by Councillor Phil Smith and seconded by Councillor John Ritchie

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RESOLVED that 1) the Social Housing Fund Wave 3 allocation of £811,065 be accepted to enable the delivery of a programme of energy efficiency improvements to upgrade,

2) the Assistant Director Housing Management is given delegated authority, in conjunction with the Portfolio Holder for Housing, to sign the required grant agreement,

3) a budget of £838,236.00 is allocated to the project, to be met from the Housing Revenue Account Unallocated Major Repairs Reserve.

Reasons for Recommendation

This was a demonstration of the Council's commitment to the decarbonisation of Council homes to ensure that households were better able to keep warm, while reducing carbon emissions. The properties selected to benefit from this proposed programme of works were some of the least energy efficient within the Council's housing stock. The Government had confirmed that social housing properties would have to meet a minimum Energy Performance Certificate (EPC) rating of Band C by 2030. This project would help to meet this requirement.

Alternative Options and Reasons for Rejection

The Council could decline the offer and continue instead to develop a programme of schemes in preparedness for any additional funding opportunities that may become available. However, it could not be guaranteed that such opportunities would arise, and the housing stock would still require measures to bring all properties to a minimum EPC 'C' requirement by 2030.

EX119-25/26.

WARM HOMES LOCAL GRANT

Executive considered a report, presented by Councillor Phil Smith, Portfolio Holder for Housing, which provided information in relation to the Warm Homes Local Grant. The report also sought Members' approval to accept the grant funding of £1.2m to enable substantial improvements to the energy efficiency of resident's homes across the District.

The Warm Homes Local Grant was a Government fund which allowed local authorities to work with eligible residents to install energy efficiency upgrades and low carbon measures to homes across the District. The scheme aimed to deliver both energy costs and carbon savings for eligible households and would cover all fuel types.

To be eligible for the scheme, residents would need to be a homeowner or private sector landlord whose property had an Energy Performance Certificate of D or below.

There were three qualifying pathways that a household could take:

- gross household income under £36,000 or
- in receipt of a specified means tested benefit or route 2 of Energy Company Obligation flex or
- live in an Index of multiple deprivation (IMD) area 1-2. These households would automatically qualify for the scheme.

EXECUTIVE

It was anticipated that there would be considerable interest from property owners, whether owner occupiers or private landlords, and the Council would need to be prepared and manage expectations whilst seeking to help as many residents live in a warmer home.

It was proposed that Bassetlaw District Council would deliver the project on behalf of the Council under the current Service Level Agreement between the two authorities.

Moved by Councillor Phil Smith and seconded by Councillor Rob Hiney-Saunders
RESOLVED that 1) the Warm Homes Local Grant Fund of £1.2m be accepted,

2) the Service Level Agreement with Bassetlaw District Council be extended to enable them to deliver the scheme on behalf of Bolsover District Council.

Reasons for Recommendation

By accepting the grant, the Council was meeting its corporate ambitions of working towards net zero and would be supporting low income and vulnerable households in improving the energy efficiency of their homes.

Alternative Options and Reasons for Rejection

The Council could refuse to accept the grant, but this was not considered an option. The Council could look to deliver the project in-house, however, additional resource over and above the allocated admin and ancillary allowance would be required, and so outsourcing to Bassetlaw was the preferred option.

EX120-25/26.

SHIREBROOK MARKET PLACE: REIMAGINED – UPDATE ON REGENERATION FUNDED WORKS

Executive considered a detailed report, introduced by Councillor Tom Munro, Portfolio Holder for Growth.

The Senior Devolution Lead for Planning Policy, Strategic Growth and Housing presented the report which provided an update to Members on the Regeneration Funded works relating to the Shirebrook Market Place: REimagined project. The report also set out the legal position of the project and the agreements required with Shirebrook Town Council and sought approval to enter into a contract with the Principal Contractor for the works to be completed.

The Regeneration Fund had secured £2million for the completion of the Pavilion building and associated landscaping. The budget included for all client fees and costs as well as the principal contractor's works and all sub-contracted packages. The contract value for completing the works package for both phases 2 and 3 was £1,857,537.29 and this budget included completing phase 3 (£1,068,181 of the £2,000,000 allocated) with the remainder of the contract sum (£789,356.29) required to complete the public realm works as shown in phase 2.

Both the Dragonfly Project Control Board (PCB) and the Council's Strategic Commissioning Board (SCB) had considered this project at its most recent meetings (25th April and 15th May respectively) and agreed that the remaining public realm works should be funded from the underspend of the £2,000,000 budget to allow the works to Shirebrook Market Place to be completed in its entirety. The Council's Strategic Commissioning Board recommended that the Chief Executive, on behalf of the Strategic Commissioning Board, seek approval

EXECUTIVE

from Executive for the underspend of £789,357 to be allocated to fund the costs of the remaining public realm works.

Shirebrook Town Council was the landowner of the Market Place and as such, BDC would be required to prepare a Development Agreement with them that put in place the contractual arrangements for BDC undertaking the works and handover to the Town Council at practical completion. It would also set out arrangements for the Town Council to take ownership and maintenance responsibility of the new Pavilion building and all public realm areas following practical completion.

Councillor Munro thanked the Senior Devolution Lead for Planning Policy, Strategic Growth and Housing, and the officers who had worked alongside him regarding the project, including the Business Growth Manager. He noted that this would be the first of the projects listed in the Government's £15m Regeneration Funding.

Moved by Councillor Tom Munro and seconded by Councillor Jane Yates

RESOLVED that 1) the underspend of £789,357 be allocated to fund the costs of the remaining public realm works,

2) the appointment of Dragonfly Development Limited (DDL), to deliver the contract for the value of £1,857,537.29 be approved.

3) delegated authority is given to the Monitoring Officer to enter into a Development Agreement with Shirebrook Town Council based on the Heads of Terms as set out in the report.

Reasons for Recommendation

The Council had developed the Shirebrook Market Place: REimagined project in partnership with Shirebrook Town Council to deliver significant public realm improvements to Shirebrook Market Place.

The Council was now in the position where the full package of works had been prepared and detailed cost schedule for the works received. This was within the available budget and allowed for a reasonable contingency. Allocating the underspend of £789,357 would enable the full scheme to be completed.

There was a commitment from Shirebrook Town Council to this scheme, and a Development Agreement would document both parties' involvement and responsibilities for delivering the scheme.

Alternative Options and Reasons for Rejection

Alternative delivery options had been considered by both the Project Control Board and the Strategic Commissioning Board, including not undertaking the phase 2 works, but the proposed course of action was considered to more strongly align to the overall ambition of the Council to achieve sustainable regeneration utilising MHCLG's Regeneration Fund.

EX121-25/26.

EXCLUSION OF THE PUBLIC

Moved by Councillor Jane Yates and seconded by Councillor Donna Hales

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt

EXECUTIVE

information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed. [The category of exempt information is stated after each Minute].

NON KEY DECISIONS

EX122-25/26.

CYBER SECURITY POLICY EXEMPT PARAGRAPH 7

Executive considered a detailed report, presented by the Joint ICT Assistant Director, in the absence of the Portfolio Holder for Resources, Councillor Clive Moesby.

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 policy also included guidelines and legislation available.

The objective of the policy was to ensure the highest standards of information security were always maintained across the parties. This included carrying out duties in a professional and lawful manner, minimising business damage and interruption caused by security incidents, adequately protecting customer and employee data, meeting all legislative and regulatory requirements, and using ICT equipment and facilities responsibly, securely, and with integrity.

The unions had seen the policy and had approved its contents, and the policy had also been to the Customer Services Scrutiny Committee held on 16th June 2025 where it was recommended for approval.

In response to a Member's question, the Joint ICT Assistant Director advised that instant messaging was subject to FOI.

Moved by Councillor Tom Munro and seconded by Councillor Rob Hiney-Saunders
RESOLVED that the Joint Information and Cyber Security Policy October 2024 be approved.

Reasons for Recommendation

The Policy was recommended for approval by the Customer Services Scrutiny Committee held on 16th June 2025.

Alternative Options and Reasons for Rejection

None.

EXECUTIVE

KEY DECISIONS

EX123-25/26.

APPOINTMENT OF A CONTRACTOR TO COMPLETE PHASE 2 OF THE FLOOD DEFENCE WORKS AT PLEASLEY VALE EXEMPT PARAGRAPH 3

Executive considered a detailed report, introduced by Councillor Munro, Portfolio Holder for Growth.

The Business Growth Manager presented the report which provided an update to Members on the findings of the drainage team whilst completing maintenance to the critical drains at Pleasley Vale Business Park. The report sought Executive's approval for the direct award of a contract to deliver a part of the Phase 2 flood defence works specifically focusing on desilting of the culverts, and to authorise the necessary additional funding to undertake repairs to the culvert if it were identified as urgent whilst the contractor was on site.

Following a report to Council in December 2024 where Members had approved commencement of Phase 1 of the flood defence works at Pleasley Vale, work had commenced in April 2025. Survey and maintenance inspections of the drains had identified a risk of discharge to the river Meden from the foul drains and services for toilets presenting this type of risk were removed from usage.

Further surveys showed a damaged drain which ran via an overflow culvert under Mill 1, and also identified a significant accumulation of silt in the overflow, which was impeding water flow from Mill Pond 1 and drainage efficiency within the system.

Two possible solutions were identified and desilting the culverts was found to be the preferred solution. This was because installing a new drain would be highly intrusive leading to the rear of Mill 1 being inaccessible for a prolonged period, causing significant disruption and impact for tenants, and likely to be at a much higher cost for the works to complete the install. The culverts were currently around 25% blocked in some places and worse in others. Therefore, increasing capacity of water flow rate through the culverts would provide an immediate benefit for flood protection ensuring improved resilience against potential flooding plus reduce the risk to the insurance reserve if works were completed before the 2025-26 winter months.

Special suppliers P & D Environmental and IDS had both provided quotes for the work with IDS coming in lower. However, P & D Environmental were already mobilised onsite as principal contractor and under CDM regulations there could only be one principal contractor on site at any one time. This meant that P & D Environmental would charge a contract management fee to manage IDS increasing the overall cost of IDS's proposal.

An Environment Agency (EA) permit was also required for any work on a water course, including maintenance to culverts, to ensure compliance with environmental regulations and protect water quality. A permit was already in place for Phase 1 of the flood defence works and culvert clearance could be undertaken as an EA maintenance exemption. The exemption had already been approved and was valid for a year from 15th June 2025. However, the work needed to be completed by the end of September 2025 due to raised water levels during the winter months as it became unsafe to complete work during this time.

EXECUTIVE

The Business Growth Manager noted that the sum quoted was for the silt to be removed off site if it were not contaminated and requested an additional recommendation that delegated authority be given to the Chief Executive, in consultation with the Section 151 Officer, to approve an additional budget of £180k to remove the silt if it were found to be contaminated.

In response to a Member's question, the Business Growth Manager advised that the Go Active Leisure facilities at Pleasley Vale were not affected by this report.

Moved by Councillor Tom Munro and seconded by Councillor Rob Hiney-Saunders

RESOLVED that 1) in line with the previously agreed recommendations as set out in paragraph 1.2. of the report works for the desilting of the culvert be approved,

2) delegated authority be given to the Chief Executive, in consultation with the Section 151 Officer, to approve an additional budget of an estimated £187,000 to remove the silt if it were found to be contaminated,

3) direct award of the works contract to the company currently working on site (P&D Environmental) at the value as stated in the report, which includes the provisional sum for removal of the silt offsite, be approved,

4) delegated authority is given to the Section 151 Officer to authorise the necessary additional funding to undertake repairs to the culvert, if identified as needing to be done urgently, whilst the contractor is on site.

Reasons for Recommendation

Installing a new drain would be highly intrusive, leading to the rear of Mill 1 being inaccessible for a prolonged period, causing significant inconvenience and impact for tenants. It is likely to be more costly to the Council, if the fall levels permit this option to be considered.

In addition, the desilting was identified as part of the Phase 2 Flood Defence Works which is intended to mitigate the site against future flood risk. The culverts are currently around 25% blocked in some places and worse in others. Therefore, increasing capacity of water flow rate through the culverts will provide an immediate benefit for flood protection ensuring improved resilience against potential flooding, plus will reduce risk to the insurance reserve if works completed before the 2025-26 winter months.

Furthermore, by working within the existing structure to carry out the necessary repairs, expense of redirecting the drain can be avoided, ensuring a more cost-effective solution.

Completing the work while the EA permit and maintenance exemption are in place will lessen the impact on tenants and avoid lengthy delays in reinstating toilet facilities.

Prompt completion of the works will help mitigate the risk of pollution to the River Meden.

When taking into consideration subsequent CDM and contract management costs into consideration, the overall expenditure is comparable. Furthermore, the methodology outline in P & D's proposal is considered to carry less risk.

Alternative Options and Reasons for Rejection

Complete a full procurement exercise to appoint a contractor to desilt the culverts has been discounted due to:

EXECUTIVE

Work needs to be completed with urgency to ensure it can be completed within in the summer months in accordance with the EA permit and maintenance exemption period and mitigate risk of any enforcement action.

To alleviate ongoing inconvenience to tenants and reinstate toilet facilities as soon as possible with the minimum impact on their day-to-day operations.

To minimise the risk to the £1million insurance reserve set aside to cover the liabilities of a flood event on site at Pleasley Vale.

The meeting concluded at 1100 hours.

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on Monday 28th July 2025

Review of the Council's Approach to Environmental Despoilment Education and Enforcement

Report of the Chair of Climate Change and Communities Scrutiny Committee

Classification	This report is Public
Contact Officer	Thomas Dunne-Wragg

PURPOSE/SUMMARY OF REPORT

To present to the Executive the completed report for the recent Review of the Council's Approach to Environmental Despoilment Education and Enforcement.

REPORT DETAILS

1. Background

- 1.1 The Climate Change and Communities Scrutiny Committee agreed to undertake a review of the Council's approach to environmental despoilment education and enforcement, as part of the 2024-25 Work Programme.
- 1.2 The issue was initially raised due to concerns about environmental despoilment in Bolsover District, including fly-tipping, littering, and dog fouling.
- 1.3 These issues not only degrade the aesthetic value of the District but also pose significant risks to public health, safety, and local biodiversity.
- 1.4 Environmental despoilment has increasingly become a focal point in national policy, with the UK Government and environmental organisations highlighting the need for stronger action to reduce waste crime and promote cleaner, healthier environments.
- 1.5 Councils dealt with a record 1.15 million incidents of fly-tipping last year, an increase of 6 per cent on the year before. National initiatives, such as the mandatory digital waste tracking system set to launch in April 2025, aim to increase transparency and accountability in waste management, with the goal of reducing fly-tipping and enhancing enforcement against waste crime across the country.
- 1.6 In May 2025, the Environment Secretary announced further measures to tackle waste crime, including a review of local authority vehicle seizure powers to better support councils in dealing with fly-tipping. Reforms to the waste carriers, brokers

and dealers regime, as well as tighter controls on waste permit exemptions, will provide councils and the Environment Agency with stronger tools to crack down on illegal waste activity.

- 1.7 At the local level, Bolsover District faces unique challenges. Despite its natural beauty and rich heritage, the District has struggled with persistent environmental despoilment, especially when compared to neighbouring councils.
- 1.8 This issue has significant implications for the well-being of local communities, impacting both the physical environment and public perceptions of the area. The prevalence of environmental despoilment not only undermines residents' quality of life but also detracts from the District's appeal to visitors and potential investors.
- 1.9 Furthermore, environmental despoilment in shared public spaces can harm wildlife, pose hazards to public health, and incur high costs for clean-up efforts.
- 1.10 This is a critical issue for the Council, as it aligns with both local priorities—such as creating safer, cleaner neighbourhoods—and national objectives focused on waste reduction and environmental sustainability.

2. Details of Proposal or Information

2.1 The aims of the review were:

- That the Council reduces fly-tipping, littering and dog fouling to improve the aesthetical value of Bolsover District, to protect local wildlife and to reduce the cost of dealing with the unauthorised illegal depositing of waste by assessing the service's effectiveness in tackling environmental despoilment.
- That the Council becomes an excellent authority at 'keeping the District clean' rather than 'cleaning the District'.

2.2 The objectives agreed were:

1. Understand what Environmental Despoilment involves (fly tipping, littering and dog fouling), the Council's statutory duty and enforcement powers, and policies available to the Council.
2. Analyse the current data of incidents of environmental despoilment across the District.
3. Review the current arrangements undertaken by the Enforcement Team, Streetscene Services and Environmental Health to reduce or prevent Environmental Despoilment.
4. Improve public information/education on environmental despoilment.
5. Identify benchmarking opportunities and areas for improvement; ensure there is a clear strategy of enforcement action to improve the quality of the environment across the District.

2.3 The key issues identified for investigation included:

- Enforcement powers of the Council
- Types of land covered by the Council's statutory duties (Agricultural, Back Alley, Commercial/Industrial, Council, Footpath/Bridleway, Highway, Private Land, Railway, Watercourse)
- Public information and education
- Dog Fouling
- Fly Tipping
- Litter

2.4 The Committee met on five occasions to consider the scope of the review, discuss key issues and potential recommendations, and review the evidence gathered.

2.5 The Committee adopted a comprehensive and multi-faceted approach to gather evidence, utilising both qualitative and quantitative methods including:

- Document review
- Informal presentations/briefings
- Desktop research
- Stakeholder consultation

This approach enabled the Committee to gather a broad range of evidence and perspectives to inform the review process.

2.6 A site visit took place by the former Chair of the Committee and the Scrutiny Officer to fly-tipping hotspots with the Rangers and Enforcement Team to observe the impact of environmental despoilment and enforcement actions in real-time.

3. Reasons for Recommendation

3.1 The Committee have put together 11 recommendations which will hopefully assist the Council in improving the effectiveness of its response to environmental despoilment across Bolsover District.

3.2 The key findings arising from the review are:

- Environmental despoilment, particularly fly-tipping, remains a significant and persistent issue across the District, impacting both the quality of the environment and residents' sense of place.
- Current enforcement outcomes are limited, with performance data showing a low percentage of reports leading to fixed penalty notices or prosecutions, particularly for fly-tipping, dog fouling and littering.
- The joint Environmental Health service with North East Derbyshire District Council offers a useful foundation, but there is a clear need to explore alternative models or tools that could enhance enforcement capability and effectiveness.
- Hotspot locations for fly-tipping require targeted action, including surveillance, signage, and operational task groups to focus efforts and improve accountability across departments.

- The coordination between departments—Streetscene, Community Safety and Environmental Health—must be strengthened through revived Corporate Enforcement Group meetings, structured evidence processes, and shared training opportunities.
 - Public engagement and education are essential components of any long-term solution, with the Council needing to amplify its communications, provide clear guidance on waste disposal, and increase the visibility of enforcement actions to deter offending.
 - Improved transparency and performance benchmarking through accessible, meaningful data and public updates will help build community trust and demonstrate the Council’s commitment to tackling environmental offences.
- 3.3 The Committee recognises that a strategic and joined-up approach is required to deliver sustained improvements.
- 3.4 The recommendations in this report aim to support that goal by enhancing enforcement activity, strengthening interdepartmental coordination, increasing public awareness, and improving the visibility and responsiveness of the Council’s actions.
- 3.5 If implemented effectively, these measures will help reduce environmental crime, promote civic responsibility, and create a cleaner, safer Bolsover District for all residents.

4 Alternative Options and Reasons for Rejection

- 4.1 Executive could choose not to endorse the recommendations of the review where they feel the course of action recommended is beyond the delivery capacity of the Authority.

RECOMMENDATION(S)

1. That the Executive endorses the recommendations of the review outlined in section 2 of the attached report (Appendix 2).
2. That for recommendations approved by Executive, monitoring of these recommendations by the Scrutiny Committee takes place over a twelve-month period via post scrutiny monitoring reports with an update report to the Scrutiny Committee at the end of the monitoring period.

Approved by Councillor Rob Hiney-Saunders, Portfolio Holder for Environment

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no immediate financial implications arising directly from the recommendations of this report. However, several recommendations suggest that the Council may need to consider future investment. As such, it should be noted that potential funding may be required at a later stage, depending on how the recommendations are implemented—particularly recommendations 2.2, 2.3 and 2.4, as outlined in the attached report within the appendices.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added/amended these powers.		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: N/A		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: N/A		
<u>Environment</u> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: The scrutiny review supports the Corporate Ambition of 'Environment' and 'Customers'. The review also supports the Council's Priorities of: 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same'; 'Enhancing biodiversity across the District'; 'Working with stakeholders, regional and local partnerships to deliver shared strategies and priorities that support the local environment'; and 'Ensuring all areas,		

neighbourhoods and streets in the District, irrespective of housing tenure or type, are places where people want to live, feel safe and are proud to live’.

The review supports the Council’s Target ENV.06 – ‘Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period’ as well as the KPI goals SS 01 – ‘Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)’ and SS 02 – ‘Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)’.

DECISION INFORMATION:

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

Links to Council Ambition: Customers, Economy, Environment, Housing	
‘Environment’ and ‘Customers’	

DOCUMENT INFORMATION:

Appendix No	Title
1	Original Review Scope
2	Review of the Council's Approach to Environmental Despoilment Education and Enforcement (REPORT)

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>

BOLSOVER DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT – REVIEW SCOPE

NAME OF COMMITTEE:	Climate Change & Communities Scrutiny Committee
SUBJECT TO BE REVIEWED:	Review of the Council's approach to environmental despoilment education and enforcement
REASON(S) FOR THE REVIEW:	<p>Members are concerned about despoilment and enforcement especially in shared public spaces that residents freely enjoy together where environmental despoilment can potentially cause danger to environment, public health and well-being.</p> <p>Bolsover District has been consistently less performant than neighboring councils regarding incidents of fly tipping.</p> <p>Environmental despoilment undermines the Council's corporate 'Environment' ambition, reduces the District's aesthetics, and further undermines the perception of residents and visitors, our 'Customers'.</p> <p>Scrutiny aims to consider the service's effectiveness and make recommendations to influence improvements in its effectiveness increasing interventions to reduce littering, fly-tipping and dog fouling.</p>
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS:	<p>CORPORATE PLAN AIM – Environment, Customers</p> <p>PRIORITIES:</p> <ul style="list-style-type: none"> • Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same • Enhancing biodiversity across the district • Working with stakeholders, regional and local partnerships to deliver shared strategies and priorities that support the local environment • Ensuring all areas, neighborhoods and streets in the district, irrespective of housing tenure or type, are places where people want to live, feel safe and are proud to live <p>KPIs:</p> <ul style="list-style-type: none"> • SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly) • SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly) <p>TARGETS – ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period</p>
DIRECTORATE/SERVICES INVOLVED:	<p>Strategic Director of Services – Streetscene</p> <p>Environmental Enforcement Team</p>

	<p>Joint Environmental Health Service, hosted by North East Derbyshire District Council.</p> <p>Legal Services</p> <p>Dog Warden and Enforcement Officer</p> <p>CAN Rangers</p>
AIMS AND OBJECTIVES OF REVIEW:	<p>Aims:</p> <ul style="list-style-type: none"> • That the Council reduces fly-tipping, littering and dog fouling to improve the aesthetical value of Bolsover District, to protect local wildlife and to reduce the cost of dealing with the unauthorised illegal depositing of waste by assessing the service's effectiveness in tackling environmental despoilment. • That the council becomes an excellent authority at 'keeping the district clean' rather than 'cleaning the district'. <p>Objectives:</p> <ol style="list-style-type: none"> 1. Understand what Environmental Despoilment involves (fly tipping, littering and dog fouling), the Council's statutory duty and enforcement powers, and policies available to the Council. 2. Analyse the current data of incidents of environmental despoilment across the District 3. Review the current arrangements undertaken by the Enforcement Team, Street Scene Services and Environmental Health to reduce or prevent Environmental Despoilment. 4. Improve public information/education on environmental despoilment. 5. Identify any best practice and areas for improvement and ensure there is a clear plan of enforcement action to improve the quality of the environment across the District.
KEY ISSUES:	<ul style="list-style-type: none"> • Enforcement powers of the council • Types of land covered by the Council's statutory duties (Agricultural, Back Alley, Commercial/Industrial, Council, Footpath/Bridleway, Highway, Private Land, Railway, Watercourse) • Public information and education • Dog Fouling • Fly Tipping • Litter
METHOD(S) OF REVIEW:	<p>Document review</p> <p>Informal presentations/briefings</p>
IMPLICATIONS: (legislative, regulatory, etc.)	<ul style="list-style-type: none"> • Prosecutions • Fixed Penalty Notices • Formal and informal warnings
DOCUMENTARY EVIDENCE: (Internal/External)	<ul style="list-style-type: none"> • Corporate Enforcement Policy • Environmental Health Service Reports • Service performance data

	<ul style="list-style-type: none"> National performance Council league tables
STAKEHOLDERS:	<p>*RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</p> <ul style="list-style-type: none"> Portfolio Holder for Environment Chief Executive Service Director Governance and Legal Services and Monitoring Officer Strategic Director of Services Assistant Director Streetscene, Community & Enforcement Assistant Director of Environmental Health Service Manager (Environmental Health) Grounds Maintenance and Street Cleansing Manager
CONSULTATION/ RESEARCH:	<ul style="list-style-type: none"> Desktop research, site visits, benchmarking with local authorities.
SITE VISITS:	<ul style="list-style-type: none"> Site visit to fly-tipping sites with the Can/Rangers/Enforcement Team by the Chair and the Scrutiny Officer.

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	July 2024	July 2024	July 2024
Interim Report/ Recommendations	January 2025	April 2025	April 2025
Finish (Report to Committee)	April 2025	May 2025	June 2025
Report to Executive	April 2025	May 2025	July 2025

SCRUTINY REVIEW OUTCOMES

CONCLUSIONS:	<p>The key findings arising from the review are:</p> <ul style="list-style-type: none"> Environmental despoilment, particularly fly-tipping, remains a significant and persistent issue across the District, impacting both the quality of the environment and residents' sense of place. Current enforcement outcomes are limited, with performance data showing a low percentage of reports leading to fixed penalty notices or prosecutions, particularly for fly-tipping, dog fouling and littering. The joint Environmental Health service with North East Derbyshire District Council offers a useful foundation, but there is a clear need to explore alternative models or tools that could enhance enforcement capability and effectiveness. Hotspot locations for fly-tipping require targeted action, including
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	<p>surveillance, signage, and operational task groups to focus efforts and improve accountability across departments.</p> <ul style="list-style-type: none"> • The coordination between departments—Streetscene, Community Safety and Environmental Health—must be strengthened through revived Corporate Enforcement Group meetings, structured evidence processes, and shared training opportunities. • Public engagement and education are essential components of any long-term solution, with the Council needing to amplify its communications, provide clear guidance on waste disposal, and increase the visibility of enforcement actions to deter offending. • Improved transparency and performance benchmarking through accessible, meaningful data and public updates will help build community trust and demonstrate the Council's commitment to tackling environmental offences.
RECOMMENDATIONS:	<ol style="list-style-type: none"> 1. That the Council undertakes a piece of work, led by the Assistant Director of Streetscene, Community Safety and Enforcement, to explore alternative ways of working to improve the level and effectiveness of environmental enforcement activity across Bolsover District 2. That the Council targets fly-tipping hotspots (such as top 5 most frequently visited from 2023/24 including Outgang Lane in Pleasley, Wood Lane in Shirebrook, and Talbot Street in Pinxton), through targeted patrols and installation of surveillance cameras where appropriate. 3. That the Council prioritise completing the installation of the 15 metal signs and place additional signage in high-risk areas (such Outgang Lane in Pleasley, Wood Lane in Shirebrook, and Talbot Street in Pinxton) in lay-bys and secluded spots. 4. That the Council explores options for CCTV surveillance in fly-tipping hotspots. 5. That the Council reintroduces regular quarterly meetings of the Corporate Enforcement Group (Streetscene, the Enforcement Team and Environmental Health). 6. That the Council develops a clear process for evidence collection for fly-tipping sites that ensures evidence is properly managed. 7. That the Council organises joint training sessions for the Enforcement team, Streetscene workers and Environmental Health that focuses on improving understanding of each team's roles; as well as bi-annual training for evidence collection, ensuring there is a specific process for collecting physical evidence. 8. That the Council delivers public awareness campaigns to educate residents about the risks of hiring unlicensed waste collectors and provides clear, accessible guidance on how to verify waste carrier licences. 9. That the Council enhance public information on fly-tipping and littering by regularly featuring updates on enforcement actions and responsible bulky waste removal options through existing communication channels and the newly established social media platforms, including the Bolsover District Council Facebook page. 10. That the Council enhance transparency by publishing meaningful data and information on fly-tipping activities on the website and through social media, that demonstrate what the Council is doing

	<p>to tackle environmental despoilment.</p> <p>11. That the Council provide advice on how to handle hazardous items such as needles and syringes, ensuring residents are informed on the safe disposal of such materials and the risks associated with handling them improperly.</p>
DRAFT REPORT SENT TO DIRECTOR & ANY RELEVANT OFFICERS FOR COMMENT:	April/May 2025
DATE DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:	May 2025
DATE SIGNED OFF BY COMMITTEE/CHAIR:	May 29 th 2025
DATE CONSIDERED BY EXECUTIVE:	June 23 rd 2025
POST-SCRUTINY MONITORING PERIOD:	June 2025 – June 2027 (6-month interim monitoring reports)
DATE OF EVALUATION OF PROCESS:	Every 6 months from June 2025



**Review of the Council's Approach to
Environmental Despoilment Education
and Enforcement
July 2024 – May 2025
CLIMATE CHANGE AND COMMUNITIES SCRUTINY
COMMITTEE**

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Chair's Foreword

As Chair of Customer Service Scrutiny, I present this report as a summary of our research and recommendations for improvement.

This review was taken forward due to concerns about environmental despoilment in Bolsover District, including fly-tipping, littering, and dog fouling. These issues not only pose risks to public health and the environment but also undermine the District's aesthetics and the Council's corporate goals for a cleaner, safer community. The review seeks to assess the effectiveness of current enforcement and education strategies, with the aim of improving the District's cleanliness and public perception.

It is important to note that, although this review initially sought to evaluate the issues of fly-tipping, littering, and dog fouling, the focus has shifted predominantly to fly-tipping as the review has progressed. The evidence and data collected indicated that fly-tipping presents a more urgent issue, necessitating a more concentrated effort to address its prevalence and impact across the District.

I would like to take this opportunity to thank the Director of Strategic Services and the Assistant Director (Streetscene, Community Safety and Enforcement) for their guidance and expertise throughout this review; the Community Safety and Enforcement manager and his team for their commitment and contribution towards this review; the Team Manager (Environmental Enforcement) and Service Manager (Environmental Health) for their contributions; the Scrutiny Committee for their excellent contribution; and our Scrutiny Officer and Governance Officers who have consistently worked effectively throughout the process of this review.

Cllr Ashley Taylor
Chair of the Climate Change and Communities Scrutiny Committee

1. Introduction

The Climate Change & Communities Scrutiny Committee initiated this review to assess the effectiveness of Bolsover District Council's approach to addressing environmental despoilment, with a primary focus on fly-tipping. These issues not only degrade the aesthetic value of the District but also pose significant risks to public health, safety, and local biodiversity.

Environmental despoilment has increasingly become a focal point in national policy, with the UK Government and environmental organisations highlighting the need for stronger action to reduce waste crime and promote cleaner, healthier environments. Councils dealt with a record 1.15 million incidents of fly-tipping last year, an increase of 6 per cent on the year before. Councillor Adam Hug, LGA environment spokesperson, has pointed out that penalties from prosecution fail to match the severity of the offences committed. He stated: "We continue to urge the Government to review sentencing guidelines for fly-tipping so that offenders are given bigger fines for more serious offences to act as a deterrent." National initiatives, such as the mandatory digital waste tracking system set to launch in April 2025, aim to increase transparency and accountability in waste management, with the goal of reducing fly-tipping and enhancing enforcement against waste crime across the country.

In May 2025, the Environment Secretary announced further measures to tackle waste crime, including a review of local authority vehicle seizure powers to better support councils in dealing with fly-tipping. Reforms to the waste carriers, brokers and dealers regime, as well as tighter controls on waste permit exemptions, will provide councils and the Environment Agency with stronger tools to crack down on illegal waste activity. These national developments present new opportunities for Bolsover District Council to enhance enforcement and reduce environmental despoilment.

Local authorities are encouraged to adopt stronger enforcement measures and public education campaigns to tackle littering and other forms of environmental despoilment. This aligns with the Government's broader sustainability goals, as well as the Environment Act 2021, which sets clear targets for waste reduction, biodiversity enhancement, and pollution control. This review provides an opportunity for Bolsover District Council to evaluate its practices in light of these national objectives and explore how it can contribute to the UK's environmental targets, particularly in terms of waste reduction and improving public spaces.

At the local level, Bolsover District faces unique challenges. Despite its natural beauty and rich heritage, the District has struggled with persistent environmental despoilment, especially when compared to neighbouring councils. This issue has significant implications for the well-being of local communities, impacting both the physical environment and public perceptions of the area. The prevalence of environmental despoilment not only undermines residents' quality of life but also detracts from the District's appeal to visitors and potential investors. Furthermore, environmental despoilment in shared public spaces can harm wildlife, pose hazards to public health, and incur high costs for clean-up efforts.

Given these concerns, this review will examine the Council's statutory duties and enforcement powers relating to environmental despoilment. It will explore the current tools available for addressing these issues—such as Fixed Penalty Notices, Public Space Protection Orders, and community education programmes—and assess their effectiveness in tackling waste crime and encouraging responsible behaviour.

The review will also highlight best practices from other local authorities, aiming to identify opportunities for improvement and make recommendations for a more proactive, preventative approach to managing environmental despoilment in Bolsover. This is a critical issue for the Council, as it aligns with both local priorities—such as creating safer, cleaner neighbourhoods—and national objectives focused on waste reduction and environmental sustainability. By adopting a forward-thinking approach, Bolsover District Council can contribute to the broader goal of achieving a cleaner, healthier environment while enhancing the quality of life for all those who live in and visit the District.

This review will further ensure the Council is excellent and keeping the District clean, rather than being excellent and cleaning the District.

2. Recommendations

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CCCSC 24-25 2.1	That the Council undertakes a piece of work, led by the Assistant Director of Streetscene, Community Safety and Enforcement, to explore alternative ways of working to improve the level and effectiveness of environmental enforcement activity across Bolsover District	Identify and implement more effective enforcement methods that lead to increased compliance and reduced environmental despoilment across the District.	Dec 2026 (18 months)	Assistant Director of Streetscene, Community Safety and Enforcement	Staff resources	The Assistant Director of Streetscene, Community has already begun work on this project.
CCCSC 24-25 2.2	That the Council targets fly-tipping hotspots (such as top 5 most frequently visited from 2023/24 including Outgang Lane in Pleasley, Wood Lane in	To reduce fly-tipping and deter offenders in these areas.	June 2026 (12 months)	Assistant Director of Streetscene, Community Safety and Enforcement, In collaboration with all three teams	Staff resources Potentially additional Funding	Collaborative proactive effort with the Community Safety Team and the Environmental Health. Key focus on sharing intelligence between

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
	Shirebrook, and Talbot Street in Pinxton), through targeted patrols and installation of surveillance cameras where appropriate.			(Environmental Health, Community Safety and Streetscene).		departments and partners. The Assistant Director will look to set up operational task and finish groups to look at certain areas (made up of members of different departments). To focus on what to do and who will play each part to improve ongoing issues - holding certain services to account for issues.
CCCSC 24-25 2.3	That the Council prioritise completing the installation of the 15 metal signs and place additional signage in high-risk areas (such Outgang Lane in Pleasley, Wood Lane in Shirebrook, and Talbot Street in	To deter and reduce rates of fly-tipping, increase awareness and encourage responsible behaviour.	June 2026 (12 months)	Assistant Director of Streetscene, Community Safety and Enforcement.	Staff Resources Potentially additional Funding	Assistant Director: the deployment of the signs can be decided by the Task and Finish group referenced in service response of recommendation 2.2.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
	Pinxton) in lay-bys and secluded spots.					
CCCSC 24-25 2.4	That the Council explores options for CCTV surveillance in fly-tipping hotspots.	To reduce fly-tipping and to catch and deter offenders.	Dec 2026 (18 months)	Assistant Director of Streetscene, Community Safety and Enforcement, In collaboration with all three teams (Environmental Health, Community Safety and Streetscene).	Staff resources Potentially additional funding	Env Health Team agree that CCTV options should be explored. Community Safety Team will work in collaboration to provide any support needed. Assistant Director: where incidents are caught on CCTV – the Council will consider potentially advertising the footage on social media to assist in identifying unknown offenders (where appropriate).

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CCCSC 24-25 2.5	That the Council reintroduces regular quarterly meetings of the Corporate Enforcement Group (Streetscene, the Enforcement Team and Environmental Health).	To improve coordination, communication, and problem-solving between the departments to better address fly-tipping through shared insights and enhanced enforcement.	Dec 2025 (6 months)	Assistant Director of Streetscene, Community Safety and Enforcement, In collaboration with all three teams (Environmental Health, Community Safety and Streetscene).	Staff resources	Key to focus on aligning efforts, sharing insights on fly-tipping trends and enhancing evidence gathering and enforcement. Env health Team agree meetings should be revived. Community Safety Team agree meetings should be revived. Assistant Director: the regeneration of these meetings is now in progress from early 2025 following appointment of new AD. Meetings of the Corporate Enforcement Group is chaired by the new AD.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CCCSC 24-25 2.6	That the Council develops a clear process for evidence collection for fly-tipping sites that ensures evidence is properly managed.	To ensure the effective management and processing of evidence for fly-tipping incidents and increase the number of offenders caught.	June 2026 (12 months)	Assistant Director of Streetscene, Community Safety and Enforcement, In collaboration with Streetscene and Community Safety team.	Staff resources	Focus on ensuring the effective processing of evidence gathered by the Streetscene team and preventing delays or lost documentation. Assistant Director – a clear process will be developed, and training will be provided in house.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CCCSC 24-25 2.7	That the Council organises joint training sessions for the Enforcement team, Streetscene workers and Environmental Health that focuses on improving understanding of each team's roles; as well as bi-annual training for evidence collection, ensuring there is a specific process for collecting physical evidence.	Enhance mutual understanding of each team's roles ensuring smoother collaboration and more effective handling of fly-tipping incidents.	June 2026 (12 months)	Assistant Director of Streetscene, Community Safety and Enforcement, In collaboration with all three teams (Environmental Health, Community Safety and Streetscene).	Staff resources	Env Health agree this would be beneficial to the collaborative effort Enforcement team agreed to assist in training for Streetscene on evidence collection/clean up processes. Assistant Director – training will be provided in house for evidence collection.
CCCSC 24-25 2.8	That the Council delivers public awareness campaigns to educate residents about the risks of hiring unlicensed waste collectors and	To raise awareness among residents about the risks of hiring unlicensed waste collectors to reduce illegal	June 2026 (12 months)	Team Manager (Environmental Enforcement) Communications Manager	Staff resources	Env Health agree this would be beneficial to the collaborative effort and will provide Comms with the appropriate educational material.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
	provides clear, accessible guidance on how to verify waste carrier licences.	fly-tipping and promote responsible waste disposal practices.				
CCCSC 24-25 2.9	That the Council enhance public information on fly-tipping and littering by regularly featuring updates on enforcement actions and responsible bulky waste removal options through existing communication channels and the newly established social media platforms, including the Bolsover District Council Facebook page.	To increase awareness of the negative impact of fly-tipping and improve education on the correct and responsible methods of removing bulky waste as well as making the public aware of the legal repercussions and enforcement powers of the Council.	June 2026 (12 months)	Team Manager (Environmental Enforcement) Communications Manager	Staff resources	<p>The Council can implement comprehensive education and awareness campaigns to inform the public about the environmental harm and legal consequences of fly-tipping, while encouraging community involvement and promoting responsible waste removal practices.</p> <p>Env Health Team will continue to provide comms with info and education material.</p> <p>The Assistant Director stated that this is what the Council is hoping to achieve.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CCCSC 24-25 2.10	That the Council enhance transparency by publishing meaningful data and information on fly-tipping activities on the website and through social media, that demonstrate what the Council is doing to tackle environmental despoilment.	To improve transparency and inform future enforcement and cleanup efforts while also benchmarking against other local councils' practices.	June 2026 (12 months)	Assistant Director of Streetscene, Community Safety and Enforcement, In collaboration with: Team Manager (Environmental Enforcement) Communications Manager	Staff Resources	Env Health agree this would be beneficial and can provide the Comms team with the data. AD response – Agrees with the benefit of this. This should focus on the work that the Council does to improve fly tipping and data that people are actually interested in: how many sites have been cleared annually etc. Publishing the outcomes of serious offences – meaningful posts from the Council.
CCCSC 24-25 2.11	That the Council provide advice on how to handle hazardous items such as needles and syringes, ensuring residents are informed on the	To ensure residents are informed about the safe disposal of hazardous items to promote safety and	June 2026 (12 months)	Team Manager (Environmental Enforcement) Communications Manager	Staff Resources	Env Health agree this would be beneficial to the collaborative effort and will provide the Comms team with the appropriate guidance to publish.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
	safe disposal of such materials and the risks associated with handling them improperly.	prevent harm while also benchmarking against other local councils' practices.				

3. Scope of the review

The Climate Change and Communities Scrutiny Committee agreed to undertake a review of the Council's approach to environmental despoilment education and enforcement, as part of the 2024-25 Work Programme.

The issue was initially raised due to concerns about environmental despoilment in Bolsover District, including fly-tipping, littering, and dog fouling. These issues not only pose risks to public health and the environment but also undermine the District's aesthetics and the Council's corporate goals for a cleaner, safer community. The review seeks to assess the effectiveness of current enforcement and education strategies, with the aim of improving the District's cleanliness and public perception.

The scrutiny review supports the Corporate Ambition of 'Environment' and 'Customers'. The review also supports the Council's Priorities of: 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same'; 'Enhancing biodiversity across the District'; 'Working with stakeholders, regional and local partnerships to deliver shared strategies and priorities that support the local environment'; and 'Ensuring all areas, neighbourhoods and streets in the District, irrespective of housing tenure or type, are places where people want to live, feel safe and are proud to live'.

The review supports the Council's Target **ENV.06** – 'Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period' as well as the KPI goals **SS 01** – 'Remove 95% of hazardous Fly Tipping within 24 hours of being reported Quarterly)' and **SS 02** – 'Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)'.

The aims of the review were:

- That the Council reduces fly-tipping, littering and dog fouling to improve the aesthetical value of Bolsover District, to protect local wildlife and to reduce the cost of dealing with the unauthorised illegal depositing of waste by assessing the service's effectiveness in tackling environmental despoilment.
- That the Council becomes an excellent authority at 'keeping the District clean' rather than 'cleaning the District'.

The objectives agreed were:

1. Understand what Environmental Despoilment involves (fly tipping, littering and dog fouling), the Council's statutory duty and enforcement powers, and policies available to the Council.
2. Analyse the current data of incidents of environmental despoilment across the District.
3. Review the current arrangements undertaken by the Enforcement Team, Streetscene Services and Environmental Health to reduce or prevent Environmental Despoilment.

4. Improve public information/education on environmental despoilment.
5. Identify benchmarking opportunities and areas for improvement; ensure there is a clear strategy of enforcement action to improve the quality of the environment across the District.

The key issues identified for investigation included:

- Enforcement powers of the Council
- Types of land covered by the Council's statutory duties (Agricultural, Back Alley, Commercial/Industrial, Council, Footpath/Bridleway, Highway, Private Land, Railway, Watercourse)
- Public information and education
- Dog Fouling
- Fly Tipping
- Litter

The Committee comprised the following Members:

Councillor A Taylor (Chair)
Councillor M. Hinman
Councillor C. Jeffery

Councillor C. Tite (Vice-Chair)
Councillor E. Stevenson
Councillor C. Wood

Previous Members of the Committee who engaged with this review include Councillor R. Hiney-Saunders (Former Chair of the Committee)

Support to the Committee was provided by the Scrutiny Officer, Thomas Dunne-Wragg

4. Methodology

The Committee met on five occasions to consider the scope of the review, discuss key issues and potential recommendations, and review the evidence gathered.

The Committee adopted a comprehensive and multi-faceted approach to gather evidence, utilising both qualitative and quantitative methods:

- **Document review:** A detailed analysis of key documents, including the Corporate Enforcement Policy, Environmental Health Service Reports, and service performance data, to assess current practices and effectiveness.
- **Informal presentations/briefings:** Engagement with stakeholders, such as the Enforcement Team, Environmental Health Services, the Strategic Director of Services, the Assistant Director of Streetscene, Community Safety and Enforcement, and the Community Safety and Enforcement Team, to gather insights into operational challenges and the effectiveness of existing strategies.
- **Desktop research:** Conducting research on best practices through benchmarking with other local authorities to identify successful strategies and potential improvements.
- **Stakeholder consultation:** Collecting feedback from key stakeholders, including local authorities, the Portfolio Holder for Environment, and enforcement officers, to gain a deeper understanding of community needs and priorities.

This approach enabled the Committee to gather a broad range of evidence and perspectives to inform the review process.

A site visit took place by the former Chair of the Committee (before Council's political reshuffle in March 2025) and the Scrutiny Officer to fly-tipping hotspots with the Rangers and Enforcement Team to observe the impact of environmental despoilment and enforcement actions in real-time. Photographic evidence of fly tipping sites is included in Appendix 2 and 3.

A document review was completed of the following as part of the evidence gathering process:

- Code of Practice on Litter and Refuse (Defra - April 2006 Modified in September 2019)
- Bolsover District Council Environmental Enforcement Policy 2016
- The Bolsover District Council Corporate Enforcement Policy 2018
- Environmental Health Annual Report 2023
- House of Commons Research Briefing: *Fly-tipping: the illegal dumping of waste*

Equality and Diversity

Within the process of the review, the Committee has taken into account the impact of equalities by ensuring that the approaches and recommendations considered the diverse needs of all residents across the District. This involved reviewing how

environmental despoilment issues, such as fly-tipping, littering, and dog fouling, affect different communities. The review also considered whether enforcement policies and strategies were equitable, ensuring that no group faced disproportionate penalties or barriers to accessing support services. By incorporating equalities and diversity considerations, the review aimed to ensure that solutions were inclusive and fair, promoting a clean and safe environment for all.

5. Analysis of evidence and key findings

5.1 Understand what Environmental Despoilment involves, the Council's statutory duty and enforcement powers and policies available to the Council.

Environmental despoilment refers to the illegal and irresponsible disposal of waste in both public and private spaces, encompassing behaviours like fly-tipping, littering, and dog fouling. Among these, fly-tipping stands out due to its larger scale and the potential dangers it poses.

Fly Tipping

Fly-tipping involves the unlawful disposal of various types of waste, including household, industrial, commercial, and controlled waste such as garden refuse, furniture, and large domestic items like fridges and mattresses. It is crucial to differentiate fly-tipping from littering, as the latter typically involves smaller, everyday items, while fly-tipping involves larger volumes of waste that are often more hazardous.

Fly-tipping continues to be a significant issue across the UK. In 2022/23, local authorities in England managed 1.08 million fly-tipping incidents, a slight decrease of 1% from the previous year. Household waste accounted for 60% of these incidents, totalling 653,000, a 3% drop from 2021/22. Highways were the most common location for fly-tipping, representing 40% of incidents, with a 7% decrease in highway-related cases. The most frequent size category for fly-tipping was equivalent to a small van load, while large-scale incidents (tipper lorry load or more) increased by 13%, leading to a £13.2 million clearance cost. Enforcement actions rose by 5%, with 532,000 actions taken, although Fixed Penalty Notices (FPNs) fell by 25%. Court fines grew in value, but the total number and combined value of fines decreased by 17% and 6%, respectively. Despite this decrease, fly-tipping remains a major concern for local authorities, especially in both urban and rural areas.

Fly-Tipping Management and Responsibility

The responsibility for addressing fly-tipping is shared between local authorities and the Environment Agency, depending on the scale of the incident. Local authorities are responsible for investigating, clearing, and enforcing actions against small-scale fly-tipping occurring on public land. For larger-scale fly-tipping, or incidents involving hazardous waste or organised criminal activity, the Environment Agency takes over. If fly-tipping occurs on private land, the landowner is generally responsible for clearing the waste, although both local authorities and the Environment Agency have the legal power to require landowners to do so and may seek reimbursement for any associated costs.

Legal Penalties and Enforcement Measures

Under the Environmental Protection Act 1990, fly-tipping carries severe penalties. While there is no minimum fine prescribed by law, the maximum fine for illegal waste disposal can be substantial. Offenders may also face imprisonment for up to five years. In addition to these penalties, enforcement measures include the issuance of FPNs), vehicle seizures, and fines of up to £600 for households that pass waste to unlicensed carriers, especially if the waste is subsequently fly-tipped. Local authorities also employ various methods to investigate fly-tipping, such as collecting witness statements, using CCTV footage, and conducting surveillance. In serious cases, particularly those involving large quantities or hazardous materials, incidents may be referred to the Environment Agency for further action.

Government Reforms to Combat Fly-Tipping

To address the persistent issue of fly-tipping, the UK Government has introduced several reforms. One of the key measures is the mandatory digital waste tracking system, set to be implemented by April 2025. This system will require the digital logging of information about waste production, handling, and disposal, enabling better regulatory oversight and making it easier to track illegal activities, including fly-tipping. This reform aims to ensure that waste is managed only by authorised individuals and organisations, thereby reducing fly-tipping across communities.

Furthermore, consultations are underway to revamp the waste carrier, broker, and dealer registration system. Proposed changes include mandatory environmental permits for waste management professionals, ensuring that waste handling is carried out by those with the proper credentials and in a safe, legal manner.

In addition, the Government has recently indicated, through proposed revisions to the Crime and Policing Bill currently progressing through Parliament, that councils will soon be provided with statutory guidance on how to deal with fly-tipping. These revisions also encourage councils to adopt a tougher enforcement approach, including the potential seizure of vehicles involved in fly-tipping offences.

Fly-Tipping in Local Communities

Fly-tipping remains a significant challenge, impacting local communities, public health, and the environment. While the recent decline in incidents is encouraging, continued efforts are needed to address the root causes and reduce the frequency of fly-tipping. The proposed reforms, including digital waste tracking and stricter regulations for waste carriers, are important steps toward tackling the issue. Local authorities, the Environment Agency, private landowners, and the public must continue to work together to ensure that waste is disposed of properly, minimising the negative impact of fly-tipping on communities and the environment.

Bolsover District Council's Role and Responsibilities

As a District Council, Bolsover is classified as a 'litter authority', responsible for keeping public spaces free from litter and refuse. This responsibility extends to land that is open to the air on at least one side, under the Council's direct control, and

accessible to the public, such as parks, streets, and highways. Councils must ensure that litter is cleared from these spaces in a timely manner, as outlined in the Code of Practice on Litter and Refuse.

Littering and Dog Fouling

Littering is a criminal offence, and offenders may be prosecuted and fined up to £2,500. For less serious incidents, local authorities may issue FPNs. However, FPNs are not appropriate for repeat offenders or individuals involved in serious littering behaviour, who should be prosecuted instead.

Councils have the power to issue Public Space Protection Orders (PSPOs) to address ongoing Anti-Social Behaviour and dog fouling problems in specific public spaces. PSPOs can make it an offence for dog owners to fail to clean up after their dogs or allow their dogs to enter designated areas, such as playgrounds or sports fields. This legislative tool helps ensure that public spaces are kept clean and safe for all users.

Dog fouling, while a common issue in many urban and rural areas, is also subject to penalties under local authority regulations. In areas where dog fouling is a persistent problem, councils may introduce PSPOs, requiring dog owners to clean up after their pets. Failure to comply with these orders can result in fines and other enforcement actions.

Council's Enforcement Powers and Legal Framework

The Council's statutory duties and enforcement powers in relation to environmental depoilment are governed by several key pieces of legislation and policy frameworks. The review of fly-tipping, littering, and dog fouling highlights the significant role that local authorities play in maintaining clean and safe public spaces. Bolsover District Council, in particular, must continue to develop and enforce policies that address these environmental issues effectively, while also engaging with the public to promote greater awareness and responsibility.

Environmental Enforcement Partnership and Performance Overview

Bolsover District Council currently holds a partnership working arrangement with North East Derbyshire District Council for the joint delivery of Environmental Health services which includes environmental enforcement such as littering, fly-tipping, abandoned vehicles, waste duty of care and dog fouling.

Environmental Enforcement can consist of a variety of interventions, including but not limited to, education, issuing of fixed penalty notices, seizing vehicles, and prosecution of offenders. The joint service currently issues all environmental related fixed penalty notices on behalf of Bolsover District Council, albeit Bolsover's Legal Services Team undertake prosecution case work.

The following table demonstrates a selection of the key environmental enforcement matters that were investigated on behalf of Bolsover District Council. The data within the table is from 1st April 2024- 31st March 2025.

Type of Environmental Issue	No of reports received by BDC	Investigations carried out by joint service	FPNs Issued	Percentage of reports resulting in investigations	Percentage of reports resulting in FPNs issued	Percentage of investigations resulting in FPNs issued
Fly tipping investigation	1374	88	8	6.40%	0.58%	9%
Dog fouling	136	58	4	42.64%	2.94%	6.90%
Abandoned vehicle	211	211	2	100%	0.94%	0.94%
Duty of care investigations	22	22	3	100%	13.00%	13%
Littering reports received	200	18	10	9%	5%	56%
		Total FPNS	27			

The above data demonstrates there is a need to improve and deliver more effective outcomes for Bolsover District and develop the opportunities to carry out productive enforcement, particularly relating to fly-tipping, dog fouling and littering

The table above illustrates the number of reports received by the Council in comparison to the resulting enforcement outcomes. It is important to note that reports of abandoned vehicles almost always trigger an investigation in order to formally close the case, which explains why the number of reports and investigations for this issue are consistently equal. Further analysis of environmental despoilment data is examined in chapter 5.2 from pages 24-30.

Future Service Improvement

In light of this performance data, it is recommended that the Council undertakes a piece of work to explore how alternative models or methods of environmental enforcement could improve outcomes in the Bolsover District. Specifically, it is proposed that the Assistant Director for Streetscene, Community Safety and Enforcement be tasked with undertaking this review, assessing whether revised practices, new enforcement tools, or structural changes could enable the Council to respond more effectively to environmental offences, particularly in high-impact areas such as fly tipping and dog fouling. The findings of this review should inform future decision-making and service planning, with the aim of delivering stronger enforcement outcomes and improved environmental quality across the District.

Conclusions

Environmental despoilment remains a persistent challenge, with issues like fly-tipping, littering, and dog fouling significantly impacting communities and the environment. Local authorities play a crucial role in addressing these problems through enforcement actions, public education, and collaboration with various stakeholders. Bolsover District Council's current joint service arrangement with North East Derbyshire District Council supports a broad range of environmental enforcement activity; however, recent data highlights the need for more effective outcomes. To address this, it is recommended that the Council undertakes a piece of work, led by the Assistant

Director of Streetscene, Community Safety and Enforcement, to explore alternative ways of working that can enhance the level and impact of enforcement across the District. With continued vigilance, strategic review, and evolving approaches, the Council can strengthen its efforts to tackle environmental crime and create cleaner, safer spaces for local communities.

Recommendation:

That the Council undertakes a piece of work, led by the Assistant Director of Streetscene, Community Safety and Enforcement, to explore alternative ways of working to improve the level and effectiveness of environmental enforcement activity across Bolsover District.

5.2 Analysis of the Current Data on Incidents of Environmental Despoilment Across the District

The data presented below reflects the effectiveness of the Council's environmental enforcement services, examining response times, removal costs, prosecution rates, and trends over the course of three years.

Fly-Tipping Data (2021-2022)

Month	Incidents Reported	Completed	Completed Within Target	Hazardous	Confirmations	Duplicates	Removal Cost (Large Flytips)	Average Response Time	% Completed Within 5 Day Target	% Completed Within 24 Hour Target
April	209	209	200		1	39	£ 214.17	1.9 Days	96%	
May	122	122	119		3	18	£ 443.65	1.6 Days	98%	
June	99	99	96		2	1	£ 275.37	1.6 Days	97%	
July	106	106	103			14	£ 1,132.07	1.9 Days	97%	
August	106	106	104			8	£ 367.16	1.6 Days	98%	
September	153	153	142	1	1	28	£ 1,095.46	2.5 Days	91%	100%
October	139	139	137	3		30	£ 489.54	1.7 Days	98%	100%
November	117	117	115			18	£ 61.19	1.7 Days	98%	
December	104	104	98			24	£ 951.77	1.7 Days	94%	
January	147	147	142			26	£ 1,101.47	2.0 Days	96%	
February	92	92	88	1	8	10	£ 214.17	1.9 Days	95%	100%
March	116	116	112			13	£ 5,561.78	1.9 Days	97%	
Total	1510	1510	1456	5	15	229	£ 11,907.80	1.9 Days	96%	100%

	Total Incidents	Total - Performance	Total - 5 Day Target	5 Day Target Met	Total - 24 Hour Target	24 Hour Target Met	Removal Cost (Large)
Quarter 1	430	366	366	97%	0		£ 933.19
Quarter 2	365	314	313	95%	1	100%	£ 2,594.68
Quarter 3	360	288	285	97%	3	100%	£ 1,502.50
Quarter 4	355	298	297	96%	1	100%	£ 6,877.43

Overall: 96% Completed Within Target (0 Currently Outstanding)

Note: The total for performance does not include duplicate reports. It does include flytipping found by crews that would be reported by the public if not picked up (Confirmations)

During the 2021/2022 period, a total of 1,510 fly-tipping incidents were reported across Bolsover District. Of these incidents, 96% were successfully removed within the targeted timeframe, with an average response time of 1.9 days. The highest number of reported incidents occurred in April, with 209 incidents recorded, while February saw the fewest, with only 92 incidents. These fluctuations in monthly incidents highlight the varying challenges faced by the Council throughout the year.

The data reveals that while most fly-tipping incidents were resolved promptly, March saw a particularly high cost associated with large fly-tips, amounting to £5,561.78. This indicates that, while the removal process was efficient, there were months where the scale of fly-tipping required substantial resources. Furthermore, the response time consistently remained well within expectations, with a peak performance of 98% of incidents resolved within the 5-day target in several months. The lowest recorded response was 94% in December, indicating that the majority of incidents were dealt with efficiently.

Quarterly performance data from 2021/2022 shows strong results in fly-tipping removal. In Quarter 1, 97% of incidents were resolved within the 5-day target, with no incidents exceeding the 24-hour response time. By Quarter 2, the performance slightly dipped to 95%, though still remained within acceptable limits. Quarter 3 showed a return to the higher completion rates of 97%, while in Quarter 4, the overall completion rate was 96%. These figures demonstrate consistent and effective fly-tipping removal efforts, with few major discrepancies throughout the year.

The total removal cost for large fly-tipping incidents in 2021/2022 amounted to £11,907.80, with significant fluctuations in cost across the months. The considerable removal cost in March highlights the need for focused action in managing large-scale fly-tipping incidents that often incur higher financial costs for the Council.

Fly-Tipping Hotspots: 2021/22:

Rank	Incidents	RoadTown	Area
1	28	Outgang Lane Pleasley	South
2	22	Syday Lane Spinkhill	North
3	14	Deep Lane Hardstoft	South
4	19	Field Lane Rowthorne	South
5	15	Model Village Creswell	North
6	18	New Bolsover Bolsover	North
7	20	Saw Pit Lane Tibshelf	South
8	18	Whaley Road Whaley	North
9	19	Wood Lane Shirebrook	South
10	15	Balkham Lane Shirebrook	South
11	12	Hilcote Lane Hilcote	South
12	14	Welbeck Street Creswell	North
13	14	Gapsick Lane Clowne	North
14	11	Hickinwood Lane Clowne	North
15	14	Highwood Lane Whitwell	North
16	13	Oxcroft Lane Bolsover	North
17	14	Slayley Lane Barlborough	North
18	11	Bondhay Lane Whitwell Common	North
19	12	Brunner Avenue Shirebrook	South
20	13	Duke Street Creswell	North
21	10	Elmton Road Creswell	North
22	11	Green Lane Stony Houghton	South
23	10	Newtonwood Lane Newton	South
24	9	South Avenue Shirebrook	South

In 2021/22, Outgang Lane, Pleasley was the top flytipping hotspot with 28 incidents, followed by significant activity in the South, including Wood Lane, Shirebrook and Saw Pit Lane, Tibshelf, while the North had hotspots like Syday Lane, Spinkhill and Model Village, Creswell. The data shows a consistent issue across the District, especially in the South.

Fly-Tipping Data (2022-2023)

Month	Incidents Reported	Completed	Completed Within Target	Hazardous	Confirmations	Duplicates	Removal Cost (Large Flytips)	Average Response Time	% Completed Within 5 Day Target	% Completed Within 24 Hour Target
April	145	145	136		1	42	£ 1,273.03	2.0 Days	95%	
May	101	101	100	1	3	16	£ 397.75	1.7 Days	100%	100%
June	101	101	101			14	£ 624.22	1.4 Days	100%	
July	116	116	115			14	£ 795.51	1.9 Days	99%	
August	130	130	129	1		18	£ 563.30	1.5 Days	100%	100%
September	130	130	125		3	34	£ 673.12	2.0 Days	96%	
October	97	97	93		1	17	£ 350.36	1.8 Days	95%	
November	117	117	113		6	21	£ 330.55	1.8 Days	98%	
December	72	72	71		8	7	£ 152.98	1.4 Days	98%	
January	152	152	147	2	1	47	£ 597.72	2.0 Days	96%	100%
February	178	178	150		14	78	£ 917.89	3.3 Days	86%	
March	129	129	123	1	1	22	£ 183.58	2.4 Days	94%	100%
Total	1468	1468	1403	5	38	330	£ 6,860.00	2.0 Days	96%	100%

	Total Incidents	Total - Performance	Total - 5 Day Target	5 Day Target Met	Total - 24 Hour Target	24 Hour Target Met	Removal Cost (Large)	Overall: 96% Completed Within Target (0 Currently Outstanding)
Quarter 1	347	271	270	98%	1	100%	£ 2,295.00	Note: The total for performance does not include duplicate reports. It does include flytipping found by crews that would be reported by the public if not picked up (Confirmations)
Quarter 2	376	308	306	98%	1	100%	£ 2,031.93	
Quarter 3	286	229	229	97%	0		£ 833.89	
Quarter 4	459	312	309	92%	3	100%	£ 1,699.19	

In 2022/2023, 1,468 fly-tipping incidents were reported. Despite the increased volume of incidents compared to the previous year, the Council maintained an impressive performance, resolving 96% of the incidents within the 5-day target, although the average response time increased to 2 days. A noteworthy trend was observed in February, when 178 incidents were reported, marking the peak of the year. In contrast, December recorded the lowest number of incidents, with only 72 reports.

Despite the high volume of incidents in February, performance remained strong in the earlier months of the year. May and June had 100% of incidents resolved within 24 hours, indicating a well-functioning enforcement process during these months. However, as the year progressed, particularly in the third and fourth quarters, performance showed signs of strain, with February experiencing the longest average response time at 3.3 days and a dip in performance with only 86% of incidents resolved within the 5-day target.

The removal cost for large fly-tips in 2022/2023 totaled £6,860.00, which was significantly lower than in the previous year. This reduction could be attributed to more efficient fly-tipping responses or fewer large-scale incidents. However, the cost still varied month by month, indicating that large fly-tips continue to present a financial challenge for the Council.

Fly-Tipping Hotspots: 2022/23

Rank	Incidents	RoadTown	Area
1	38	Outgang Lane Pleasley	South
2	35	Wood Lane Shirebrook	South
3	21	Talbot Street Pinxton	South
4	17	Brookhill Lane Pinxton	South
5	15	Balkham Lane Shirebrook	South
6	14	Gapsick Lane Clowne	North
7	14	Model Village Creswell	North
8	14	Sheffield Road Clowne	North
9	14	Slayley Lane Barlborough	North
10	13	Batley Lane Pleasley	South
11	12	Gipsyhill Lane Whitwell Common	North
12	12	Highwood Lane Whitwell	North
13	12	Mansfield Road Scarcliffe	North
14	12	Market Street Shirebrook	South
15	12	Prospect Drive Shirebrook	South
16	11	Dale Lane Rowthorne	South
17	11	Station Road Shirebrook	South
18	11	Woodhouse Lane Bolsover	North
19	10	Meadow Lane Shirebrook	South
20	10	Syday Lane Spinkhill	North
21	10	Whaley Road Whaley	North
22	9	Deep Lane Hardstoft	South
23	9	Duke Street Creswell	North
24	9	Mill Lane Stainsby	South
25	9	New Bolsover Bolsover	North

In 2022/23 fly-tipping hotspots were concentrated in areas such as Outgang Lane in Pleasley, which had 38 reported incidents and Wood Lane in Shirebrook, with 35 incidents. These areas represented some of the highest frequencies of incidents, suggesting a recurring issue that may require focused intervention, such as enhanced monitoring and enforcement efforts. It is important to note that despite these hotspots, the overall completion rate remained consistently strong at 96% for the year, with minor fluctuations in performance.

Fly-Tipping Data (2023-2024)

Month	Incidents Reported	Completed	Completed Within Target	Hazardous	Confirmations	Duplicates	Removal Cost (Large Flytips)	Average Response Time	% Completed Within 5 Day Target	% Completed Within 24 Hour Target
April	141	141	134			48	£ 1,273.03	2.4 Days	92%	
May	139	139	130			31	£ 1,828.13	2.4 Days	94%	
June	133	133	130	1	2	32	£ 999.85	2.0 Days	97%	100%
July	94	94	90		4	13	£ 428.35	2.2 Days	95%	
August	114	114	109	1	1	17	£ 1,746.18	1.9 Days	96%	0%
September	121	121	117			23	£ 832.66	2.2 Days	96%	
October	120	120	111			30	£ 1,444.59	2.4 Days	93%	
November	103	103	98	2		23	£ 489.54	1.9 Days	97%	100%
December	56	56	53			15	£ 783.49	2.1 Days	93%	
January	136	136	128	2	3	18	£ 673.12	2.2 Days	95%	100%
February	145	145	135	1	1	27	£ 644.71	2.8 Days	93%	0%
March	90	90	85	1		10	£ 767.09	2.5 Days	94%	100%
Total	1392	1392	1320	8	11	287	£ 11,910.72	2.3 Days	95%	75%
	Total Incidents	Total - Performance	Total - 5 Day Target	5 Day Target Met	Total - 24 Hour Target	24 Hour Target Met	Removal Cost (Large)	Overall: 95% Completed Within Target (0 Currently Outstanding)		
Quarter 1	413	300	299	95%	1	100%	£ 4,101.00	Note: The total for performance does not include duplicate reports. It does include flytipping found by crews that would be reported by the public if not picked up (Confirmations)		
Quarter 2	329	271	270	96%	1	0%	£ 3,007.18			
Quarter 3	279	211	209	95%	2	100%	£ 2,717.61			
Quarter 4	371	312	308	94%	4	75%	£ 2,084.92			

In 2023/2024, a total of 1,392 fly-tipping incidents were reported, with 95% of these incidents successfully removed within the 5-day target. However, the average response time slightly increased to 2.3 days, reflecting the growing challenge of managing fly-tipping in the District. April recorded the highest number of incidents for the year, with 141 reports, while December saw the lowest with just 56 incidents.

The first quarter of 2023/2024 performed strongly, with 95% of fly-tipping incidents resolved within 5 days. Notably, June was an outstanding month, with 97% of incidents meeting the 5-day target and 100% completed within 24 hours. However, performance in February showed significant deterioration, with only 75% of incidents resolved within the 24-hour target. This drop in performance could be attributed to seasonal variations or specific operational challenges faced during that period.

The quarterly breakdown for 2023/2024 shows that while performance remained strong in the early part of the year, there were noticeable dips in Quarter 4, particularly in February, where only 94% of fly-tipping incidents were resolved within the 5-day target. This suggests that, while the Council's overall response to fly-tipping has been effective, there are certain periods of the year where the service experiences challenges that impact its performance.

The total cost for removing large fly-tips in 2023/2024 amounted to £11,910.72, a figure almost identical to the previous year's total. However, the cost fluctuated monthly, with higher removal costs in May and August, which could be indicative of larger or more difficult-to-remove incidents during those months.

Fly-Tipping Hotspots: 2023/24

Rank	Incidents	RoadTown	Area
1	37	Outgang Lane Pleasley	South
2	14	Whaley Road Whaley	North
3	24	Wood Lane Shirebrook	South
4	14	Deep Lane Hardstoft	South
5	13	Oxcroft Lane Bolsover	North
6	9	Alexander Terrace Pinxton	South
7	14	Balkham Lane Shirebrook	South
8	6	Duchess Street Creswell	North
9	12	Sheffield Road Clowne	North
10	12	Blind Lane Bolsover	North
11	4	Elmton Lane Bolsover	North
12	9	Fox Hill Scarcliffe	North
13	10	Gipsyhill Lane Whitwell Common	North
14	14	Highwood Lane Whitwell	North
15	7	Sheffield Road Barlborough	North
16	6	Woodfield Road Pinxton	South
17	13	Dale Lane Rowthorne	South
18	9	Duke Street Creswell	North
19	5	Elmton Close Creswell	North
20	6	French Terrace Whaley Thorns	North
21	5	Hickinwood Lane Clowne	North
22	7	Skinner Street Creswell	North
23	5	Springfield Avenue Shirebrook	South
24	3	Welbeck Street Whitwell	North

The flytipping incident hotspots in Bolsover District for 2023/24 show that Outgang Lane, Pleasley (South) is repeatedly the most used hotspot with 37 incidents, followed

by Wood Lane, Shirebrook with 24 incidents. The South generally has more incidents than the North. The areas with the highest frequencies should be specifically targeted by the Council for improvement.

Outgang Lane in Pleasley remains the top hotspot consistently from 2021-2024. This one site recieved 28 incidents in 2021/22, 38 incidents in 2022/23 and 37 incidents in 2023/24, showing invariable high levels of repeating offences. Wood Lane, Shirebrook also stays high on the list, with 35 incidents in 2022/23 and 24 in 2023/24. Other recurring hotspots include Balkham Lane, Shirebrook and Highwood Lane, Whitwell. Overall, the South area continues to have higher incident numbers than the North, indicating a more significant fly tipping issue in southern parts of the District. Regular monitoring and targeted interventions are needed in these areas.

Prosecution and Enforcement – FPNs

32 FPNs were issued during 2023/2024 for offences such as littering, breach of Public Space Protection Orders (PSPO), failure to produce documents, and fly-tipping. Of these, 26 fines were paid, while 6 remain unpaid. The high number of unpaid fines, particularly for littering and fly-tipping offences, suggests that more robust follow-up actions may be necessary to improve compliance.

DATE OF OFFENCE	DATE ISSUED	OUTSTANDING	DISTRICT	FPN REF	OFFENCE
23/03/2023	04/04/2023	NO	BDC	23/02468/DOGSTR	BREACH OF PSPO
14/04/2023	14/04/2023	NO	BDC	5901	LITTERING
14/04/2023	14/04/2023	No	BDC	23/03437/PROPAT	LITTERING
18/04/2023	18/04/2023	NO	BDC	5902	BREACH OF PSPO
11/04/2023	04/05/2023	NO	BDC	23/03404/DOGSTR	BREACH OF PSPO
21/03/2023	12/05/2023	NO	BDC	23/02662/ACCMIS	LITTERING
18/05/2023	18/05/2023	NO	BDC	5852	LITTERING
18/05/2023	18/05/2023	NO	BDC	5853	LITTERING
18/05/2023	18/05/2023	NO	BDC	5904	LITTERING
18/05/2023	18/05/2023	NO	BDC	5905	LITTERING
30/05/2023	12/03/2023	NO	BDC	5951	HOUSEHOLDER DUTY OF CARE
04/06/2023	12/06/2023		BDC	5952	FAILURE TO PRODUCE
12/06/2023	12/06/2023	NO	BDC	5753	Littering
12/06/2023	12/06/2023	NO	BDC	22/11026/ACCMIS	FAILURE TO PRODUCE
12/06/2023	12/06/2023	Yes	BDC	5808	Littering
08/06/2023	16/06/2023	NO	BDC	5953	HOUSEHOLDER DUTY OF CARE
16/06/2023	20/06/2023	NO	BDC	5954	HOUSEHOLDER DUTY OF CARE
	28/05/2023	NO	BDC	5809	LITTERING
15/07/2023	15/07/2023	NO	BDC	5955	FLY TIPPING
	18/07/2023	YES	BDC	23/05379/ACCCAR	ABANDONED VEHICLE
26/07/2023	28/07/2023	NO	BDC	23/07333/PROPAT	LITTERING
18/07/2023	03/07/2023	YES	BDC	5957	ABANDONED VEHICLE
04/08/2023	21/08/2023	YES	BDC	23/06970/ACCCAR	ABANDONED VEHICLE
30/06/2023	12/09/2023	NO	BDC	23/06505/ACCLIT	LITTERING
21/09/2023	22/09/2023	NO	BDC	23/09317/PROPAT	LITTERING
22/09/2023	22/09/2023	NO	BDC	5906	LITTERING
26/09/2023	26/09/2023	NO	BDC	5855	LITTERING
26/09/2023	26/09/2023	No	BDC	5907	LITTERING
13/11/2023	14/11/2023	NO	BDC	5959	LITTERING
16/11/2023	17/11/2023	NO	BDC	5960	LITTERING
30/10/2023	22/11/2023	NO	BDC	23/10693/FLYINV	FLY TIPPING
30/10/2023	04/12/2023		BDC	23/10558/FLYINV	FLY TIPPING
05/12/2023	07/12/2023	NO	BDC	5962	LITTERING
14/03/2024	27/03/2024	NO	BDC	5966	BREACH OF PSPO

During 2023/24, two fly-tipping cases were referred to the legal team, with one going to trial but resulting in a mistrial due to insufficient evidence, while the other was discontinued because it was too old. No cases for dog fouling were referred for prosecution, and in the case of littering, one referral was made, but the defendant was found not guilty due to a lack of evidence.

Challenges and Areas for Improvement

The data on fly-tipping incidents over the past three years highlights that while the Council's enforcement services have been effective overall, there are clear areas for improvement. The removal of fly-tips is generally completed within the 5-day target, and response times have been consistently within an acceptable range. However, there are specific challenges in certain months, particularly in February of 2023 and 2024, where performance dips were noted. The continued identification of hotspots like Shirebrook and Pinxton will be crucial for more targeted enforcement actions, while addressing staffing shortages and improving follow-up on unpaid FPNs will be key to enhancing the Council's overall performance in tackling environmental despoilment. Additionally, the fluctuating removal costs, particularly for large fly-tips, point to the need for a more consistent approach to managing larger-scale incidents, which continue to place significant financial strain on the Council's resources.

Financial Impact

The removal cost for large fly-tips in 2023/2024 amounted to £11,910.72, a figure almost identical to the previous year's total. However, the cost fluctuated monthly, with higher removal costs in May and August, which could be indicative of larger or more difficult-to-remove incidents during those months.

Conclusions:

The Council has shown strong overall performance in fly-tipping removal, maintaining high completion rates within the targeted response times. However, there are several challenges to address, including fluctuating performance in specific months, hotspots that require focused action, unpaid FPNs, and limited success in legal actions. Addressing these areas, particularly by tackling staffing issues, improving evidence collection for prosecutions, and enhancing follow-up on fines, will be crucial to further improving the effectiveness of environmental enforcement efforts in the District.

Recommendations:

That the Council targets fly-tipping hotspots (such as top 5 most frequently visited from 2023/24 including Outgang Lane in Pleasley, Wood Lane in Shirebrook, and Talbot Street in Pinxton), through targeted patrols and installation of surveillance cameras where appropriate.

That the Council explores options for CCTV surveillance in fly-tipping hotspots.

5.3 Review the current arrangements undertaken by Streetscene Services and Environmental Health to reduce or prevent Environmental Despoilment.

Environmental Despoilment and Fly-Tipping in Bolsover District

Environmental despoilment, particularly through fly-tipping, littering, and other waste management issues, remains a significant concern for Bolsover District Council. The Council has implemented several strategies to address this problem, involving multiple teams such as Streetscene and Environmental Health. These teams work together to manage waste, investigate offences, and educate the public on responsible waste disposal. However, despite these efforts, challenges persist in achieving more effective prevention and enforcement.

Relevant Council Policies

The Bolsover District Council Environmental Enforcement Policy 2016 outlines the procedures and criteria used by the Council to determine when prosecution is warranted for environmental offenses. This policy is guided by two primary tests: the Evidential Test and the Public Interest Test. The Evidential Test ensures that there is sufficient reliable evidence to warrant a realistic prospect of conviction. Factors such as the credibility of the evidence and the context surrounding the defendant are taken into account. The Public Interest Test, evaluates whether prosecuting the offense serves the public interest by considering the severity of the offense and its broader impact on the community.

Additionally, the policy addresses the review and potential revocation of licenses issued by the Council. It ensures that regulated entities comply with the terms and conditions of their licenses. The enforcement policy places a strong emphasis on legal compliance, fairness and transparency, promoting consistency and accountability in all enforcement actions. The Council is committed to collaborating with various agencies and adhering to relevant legislation, including human rights and data protection laws. Ultimately, the policy seeks to protect public safety while encouraging compliance among regulated entities.

The Bolsover District Council Corporate Enforcement Policy 2018, established in partnership with North East Derbyshire District Council, is designed to safeguard the well-being of residents, workers, visitors, and the environment. The policy is in alignment with the Legislative and Regulatory Reform Act 2006 and the Regulators Code, reinforcing the commitment to a proactive and fair approach to enforcement. It sets out key principles, including proportionality, accountability, and transparency, which underpin the Council's enforcement activities.

The policy outlines a wide range of enforcement options available to the Council, from informal advice and warnings for minor breaches to formal prosecution for more serious offenses. The document emphasises the importance of well-trained authorised officers in making enforcement decisions, ensuring that they are supported by adequate training and working in partnership with other regulatory bodies. It also highlights the importance of adhering to data protection laws while making

enforcement decisions. Furthermore, the policy provides a framework for prioritising enforcement matters, ensuring that statutory requirements and regulatory codes are met. It promotes the adoption of core principles that guide decision-making and the selection of appropriate enforcement actions. The overarching goal of the policy is to foster a regulatory environment that upholds safety, legal standards, and community well-being while encouraging compliance across the District. Through its strategic approach to enforcement, the policy aims to create a safe and compliant environment for all Council stakeholders.

Role of Community Enforcement Rangers

The Enforcement Team, which includes the Community Enforcement Rangers, plays a crucial role in ensuring community safety and addressing environmental concerns. The Community Enforcement Rangers, previously known as the CAN Rangers, have undergone a rebranding as part of a wider initiative to enhance the visibility and effectiveness of the Enforcement Team. This rebranding includes the introduction of a highly visible vehicle scheme aimed at promoting community reassurance and deterring criminal behaviour. The Rangers provide a uniformed, highly visible presence in a range of settings, including residential areas, town centres and high-crime locations, making them a key deterrent against anti-social behaviour.

The core mission of the Community Enforcement Rangers is to improve the quality of life in the areas they patrol by serving as the "eyes and ears" of the community. Their work extends beyond simply patrolling these areas—they actively assist in resolving anti-social behaviour issues at the early stages and support community regeneration. Additionally, the Rangers act as a vital link between local residents and key agencies such as the local authority and the police, providing guidance on tackling environmental issues like littering, graffiti, and dog fouling. They also have the authority to issue FPNs for such offences, helping to ensure that these issues are properly managed.

A significant aspect of the Rangers' work is their collaboration with the Environmental Health Department in addressing environmental crimes. The Rangers work closely with the department to tackle various issues, including fly-tipping, noise nuisance, the burning of waste, littering, and dog fouling. The Rangers are instrumental in identifying and reporting these environmental offences, contributing to the overall management of public spaces. Fly-tipping, in particular, is a key concern for the Enforcement Team. Rangers undertake both daytime and nighttime patrols to spot fly-tipping incidents. When waste is discovered, the Rangers either remove it themselves by loading it into their vehicles and transporting it to a depot, or they mark the site with yellow crosses, indicating that the waste has been logged by the team. Rangers document each incident on a self-service portal, providing details such as location, date, and time. If the waste is too large or numerous for the Rangers to remove, they report it to the Streetscene Team for further action.

During this review, a site visit was conducted where the Scrutiny Officer and the original committee Chair spent the morning with one of the Council's Enforcement Rangers. They patrolled the District in the Ranger's van, visiting six fly-tipping hotspots reported the previous day. The visit provided an opportunity to observe the Rangers' cleanup and reporting processes in action. Photographs were taken as evidence at

one of the sites by the Scrutiny Officer (Appendix 2) and of an outdated fly-tipping deterrent sign (Appendix 3), which was located near the fly-tipping site. Members noted that this sign was ineffective and poorly placed. They agreed that improved signage is needed, recommending the use of the more visible metal signs already procured by the Council to better deter offenders (see recommendation 2.3).

One of the critical roles of the Rangers is to search for evidence in the waste that could identify the perpetrator of the fly-tipping. Items such as CCTV footage, receipts, bank statements, or documents with personal information may provide crucial evidence. If such evidence is found, the Rangers refer the case to Environmental Health for investigation and potential legal action. Although the police are not directly involved in fly-tipping cases, they may report incidents to the Enforcement Team when encountered during their own duties.

The focus of the Enforcement Team remains on investigating and managing fly-tipping incidents, as environmental offences such as these typically fall outside the remit of the police. Despite the team's effectiveness in cleaning up after such incidents, the greater challenge lies in preventing them from occurring in the first place. While efforts to deter offenders continue through increased monitoring and enforcement, fly-tipping remains a persistent issue that the team is working hard to combat.

In terms of organisational structure, the Enforcement Team previously reported to the Housing Department. However, following the appointment of the new Assistant Director for Streetscene, Community Safety, and Enforcement in December 2024, the team now reports directly to this position. This restructuring is intended to improve coordination and streamline the team's efforts in tackling both community safety and environmental enforcement.

The Community Enforcement Rangers are a vital part of the Enforcement Team, offering a visible presence that helps deter crime and tackle environmental issues. Through their work in collaboration with other agencies and their focus on community engagement, they play a critical role in improving public spaces. With the recent structural changes, the team is well-positioned to continue enhancing its efforts in promoting community regeneration and addressing environmental crime in a more coordinated manner.

Streetscene's Role and Limitations

Streetscene is responsible for responding to fly-tipping incidents across the region, with a dedicated two-person crew working full-time on this issue. The team is highly efficient, clearing approximately 95% of reported fly-tipping within five days. Each year, Streetscene receives around 1,400 fly-tipping reports, which are tracked through a spreadsheet to ensure efficient management, meet corporate targets and avoid duplication. These reports are categorised based on the type, size and land type for tracking purposes and auditing, allowing the team to assess the scale of the problem and inform future strategy.

The majority of the waste cleared by Streetscene consists of household waste, although some construction waste—typically from businesses—and green waste is also dealt with. Streetscene works to clear waste from land within the Council's responsibility, but if the waste is found on private land or if there is evidence suggesting

a need for further investigation, the matter is referred to Environmental Health for further action.

In terms of evidence gathering, Streetscene previously used surveillance cameras to monitor fly-tipping hotspots, but this practice was discontinued approximately nine years ago due to limitations in time and resources. While cameras remain in place, they are no longer actively monitored. However, there is potential for Streetscene workers to receive training on gathering better evidence, particularly through photographic documentation. For example, capturing images of identifiable items such as letters found among the fly-tipped waste could help trace the offenders responsible. In the past, when evidence was sent to Environmental Health, there were instances where no feedback or follow-up was received, leaving Streetscene uncertain about the outcome of investigations.

The division of responsibilities between the Streetscene and Environmental Health presents some challenges. While Streetscene is focused on waste clearance, Environmental Health, specifically the Environmental Enforcement and Pest Control team, is responsible for finding evidence and enforcing action against offenders. This separation of priorities can result in difficulties in obtaining the evidence needed to support enforcement actions. Quarterly meetings between the two teams were held in the past to discuss fly-tipping issues and improve collaboration, but these meetings ceased due to the COVID-19 pandemic. It is now strongly recommended to reinstate these meetings to enhance communication and coordination.

The recent appointment of a new Assistant Director, who oversees both the Streetscene and Community Safety/Enforcement teams, offers a significant opportunity to improve collaboration. With this leadership change, there is potential to enhance the evidence-gathering capabilities of Streetscene by empowering them to take more proactive steps, such as documenting fly-tipping with photographs that could assist in tracing offenders. This could ultimately lead to more effective enforcement and better outcomes for tackling fly-tipping.

To support this effort, it is recommended that Streetscene workers receive training on how to collect evidence more effectively, particularly through photographic documentation. This training should cover best practices for data collection, evidence handling and working collaboratively with the Enforcement Team. By equipping the Streetscene team with these skills, they will be better positioned to address fly-tipping incidents in a more proactive and efficient manner.

Furthermore, the new Assistant Director has the opportunity to foster closer collaboration between Streetscene and Environmental Health, which would streamline the process of handling fly-tipping incidents and improve enforcement actions. A more coordinated approach would help ensure that all aspects of fly-tipping cases—ranging from waste clearance to investigation and prosecution—are handled in a more timely and effective manner.

By implementing these recommendations—reviving regular meetings between Streetscene and Environmental Health, providing training on evidence gathering, and promoting greater collaboration between departments—Bolsover District Council can significantly improve its approach to tackling fly-tipping. These steps would help

enhance the efficiency of waste clearance, increase enforcement capabilities, and contribute to a cleaner and safer environment for the local community.

Environmental Health: Environmental Enforcement/Pest Control team (EEPC)

The Environmental Enforcement and Pest Control (EEPC) team plays a pivotal role in ensuring the cleanliness and safety of public spaces through the enforcement of various regulations. The team consists of four Enforcement Officers, one Trainee Environmental Health Officer and two Pest Control Officers. Their responsibilities span a wide range of environmental health issues, including managing fly-tipping, littering, dog control, stray dogs, abandoned vehicles and ensuring business waste compliance.

In 2023, Environmental Health effectively managed and addressed a variety of incidents and service requests. The team handled 432 service requests and issued 58 FPNs for offences related to fly-tipping, littering, and waste disposal violations. They also monitored four hotspots using CCTV technology, which aided in deterring fly-tipping and littering. Additionally, they responded to 185 reports of abandoned vehicles, tackled 112 fly-tipping incidents and managed 1,115 pest control requests. Moreover, Environmental Health conducted 195 proactive enforcement initiatives and patrols, issued four microchipping notices to ensure proper dog control and secured one prosecution for fly-tipping.

The EEPC team is responsible for enforcing regulations concerning public health and environmental cleanliness, including issues related to waste disposal, dog control and pest management. However, they do not handle waste on private property or commercial land, which is under the purview of Streetscene. Furthermore, the team does not engage in waste clearance operations but instead focuses on investigating and enforcing regulations on waste disposal violations. When it comes to fly-tipping, the EEPC team only investigates incidents where evidence is available and pursues enforcement actions such as issuing fixed penalties or initiating legal proceedings.

The enforcement policy used by the team is a zero-tolerance approach, meaning that fixed penalties are issued without prior warning. Each report is handled using a standardised script and an online form is available for the submission of evidence, though the usefulness of evidence varies. The team occasionally receives reports that lack substantive evidence, such as residents providing statements without actual proof of fly-tipping. The team has emphasised the importance of educating the public about the dangers of using unlicensed waste collectors. Residents are encouraged to verify the credentials of waste disposal services, as failing to do so could leave them liable for illegal waste disposal.

The investigation process begins once an incident report is received. The team aims to visit the site within three days, collecting evidence and where applicable, issuing FPNs for minor cases of waste disposal violations. In more serious cases, such as large-scale fly-tipping, the team invites individuals for interviews as part of the investigation. If the individual refuses to cooperate, this refusal could be seen as a negative factor in their case if it goes to court. The team also utilises Section 108 notices, which allow them to ask key questions regarding waste disposal, such as

identifying who was hired to collect the waste and when the waste was disposed of. Non-compliance with these questions can lead to prosecution.

The EEPC team keep a comprehensive register of all offences, which helps track and monitor the effectiveness of their enforcement efforts. They also utilise an electronic processing system to manage prosecutions. Proactive patrols are a key part of the team's strategy, with around 40 patrols conducted each quarter to monitor littering and dog fouling in the District. In addition, the team conducts proactive patrols targeting small businesses to ensure compliance with waste disposal regulations. Businesses are legally required to have a commercial waste contract, and if they cannot produce the necessary documentation, they face a fixed penalty. Business waste investigations are jointly managed by the Community Safety/Enforcement team and the EEPC/Environmental Health teams. EEPC also sets a target of 15 enforcement initiatives each year, with monthly patrols aimed at addressing environmental violations in the main towns.

The EEPC team's use of technology to deter environmental violations has been met with mixed success. Initially, wildlife cameras were deployed in car parks to monitor fly-tipping, but these cameras proved ineffective at night due to poor low-light performance and limited battery life. As a result, the team shifted away from relying on cameras and focused on more practical solutions, such as proactive patrolling and issuing FPNs. However, the team has explored newer camera technologies, though these systems require heavy car batteries, making them less practical for continuous use.

Additionally, the effectiveness of camera-based enforcement has been limited, as no prosecutions have been secured in the past two years based solely on camera evidence. The team is currently assessing the feasibility of increasing the number of cameras, but considerations include the number of cameras needed, staffing requirements to monitor them, and the possibility of creating a dedicated role for overseeing camera operations. The team also employs deterrent tactics, such as using signage to signal the presence of CCTV in hotspots even when no cameras are installed.

To further deter fly-tipping, the team has invested in metal signage, with 15 signs already purchased for installation in targeted hotspots. However, the installation of these signs has not been completed, as the Streetscene team has not yet put them up in the designated areas. The EEPC team has also placed paper signs in some hotspots but is planning to expand this effort. The implementation of additional signage in key areas such as laybys is seen as a crucial step toward raising awareness and deterring illegal waste dumping.

While the EEPC team is committed to addressing environmental health issues within their resource constraints, there are several areas for potential improvement. Public engagement and outreach could be enhanced through targeted social media campaigns to raise awareness of environmental issues and encourage public participation in reporting violations. Additionally, expanding the team's capacity by reallocating or increasing resources would enable more proactive enforcement, particularly in hotspot areas. The EEPC team has also highlighted the need for training Streetscene workers to improve their ability to identify, document, and address fly-

tipping incidents and gather evidence at the scene. Furthermore, the EEPC manager has identified the need to complete the installation of the remaining metal signs and increase signage in key hotspots.

The recent leadership change with the appointment of a new Assistant Director overseeing Streetscene, Community Safety, and Enforcement presents an opportunity to improve collaboration between departments. Enhanced cooperation with Streetscene could help improve evidence gathering, especially when it comes to documenting fly-tipping incidents. The close collaboration between Streetscene and Environmental Health could lead to more effective enforcement and better outcomes for tackling environmental crimes.

The EEPC has shown a strong commitment to maintaining public health and environmental cleanliness. Despite facing resource limitations and staffing shortages, the team has successfully tackled a range of issues related to fly-tipping, littering, and waste disposal. However, there is room for improvement in areas such as staffing, technology, and public engagement. By increasing resources, enhancing training, and fostering collaboration between departments, Environmental Health can further strengthen its efforts to protect the environment and maintain a cleaner, safer community.

Challenges with Evidence Collection

Evidence collection remains a significant challenge for both teams. Current camera technology has limitations, especially in poorly lit areas, and surveillance efforts have been insufficient to deter offenders. Recommendations have been made to upgrade existing camera systems, particularly with solar-powered cameras for 24/7 monitoring. Additionally, there is a need for better training for Streetscene staff in evidence collection, particularly in photographing and documenting fly-tipping sites, which could help build stronger cases for prosecution. It is also recommended that both teams increase proactive patrols in fly-tipping hotspots to catch offenders in the act and deter future incidents.

Public Awareness and Engagement

Public awareness campaigns are another area that could be improved. The Council has used social media in the past to raise awareness about fly-tipping and its consequences, but there is potential for more targeted campaigns. Educating residents about the risks of hiring unlicensed waste collectors and promoting legal disposal options could reduce the instances of fly-tipping caused by irresponsible waste disposal. Additionally, encouraging residents to report incidents of fly-tipping can help the council respond more quickly and effectively.

Resource Allocation and Technology Investment

Resource allocation is another key consideration in addressing fly-tipping. Environmental Health, for example, could benefit from additional enforcement officers dedicated to more proactive patrols and investigations. Similarly, dedicated staff to manage and process evidence could help streamline operations and prevent delays.

Investing in technology, such as apps or databases to track and manage fly-tipping incidents, could improve efficiency and response times.

Strengthening Enforcement and Deterrence Measures

To improve enforcement and deterrence, it is recommended that the council highlight successful prosecutions more widely, both through local media and social media channels. Publicising these successes would serve as a deterrent to potential offenders and reinforce the importance of following environmental regulations. In addition, increasing patrols in known fly-tipping hotspots, installing more effective signage, and using surveillance cameras could create a stronger deterrent effect. Such measures would not only help address existing incidents but also reduce the likelihood of future fly-tipping in these areas.

Strengthening Licensing and Compliance Checks

Finally, strengthening licensing and compliance checks for waste collectors is another recommendation. By educating residents on the risks of hiring unlicensed waste collectors and providing easy access to resources for checking waste carrier licences, the council can help prevent fly-tipping caused by improper waste disposal practices (this is examined further in chapter 5.4 – see recommendation 2.9). Encouraging businesses and residents to report fly-tipping incidents and incentivising these reports could also help create a culture of responsibility and vigilance in the community.

Conclusions

While Bolsover District Council has made strides in addressing environmental despoilment, there are still areas for improvement. By enhancing collaboration between teams, improving evidence collection methods, increasing public awareness, and allocating additional resources to enforcement and technology, the Council can more effectively reduce fly-tipping and create a cleaner, safer environment for residents. The integration of these strategies, coupled with stronger deterrence measures, will hopefully reduce the incidence of environmental despoilment in the District.

Recommendations:

That the Council prioritise completing the installation of the 15 metal signs and place additional signage in high-risk areas (such as Outgang Lane in Pleasley, Wood Lane in Shirebrook, and Talbot Street in Pinxton) in lay-bys and secluded spots.

That the Council reintroduces regular quarterly meetings of the Corporate Enforcement Group (Streetscene, the Enforcement Team and Environmental Health).

That the Council develops a clear process for evidence collection for fly-tipping sites that ensures evidence is properly managed.

That the Council organises joint training sessions for the Enforcement team, Streetscene workers and Environmental Health that focuses on improving understanding of each team's roles; as well as bi-annual training for evidence collection, ensuring there is a specific process for collecting physical evidence.

That the Council commissions a piece of work, led by the Assistant Director of Streetscene, Community Safety and Enforcement, to explore alternative ways of working to improve the level and effectiveness of environmental enforcement activity across Bolsover District.¹

¹ N.B – It is relevant to repeat here the recommendation previously raised in Chapter 5.1 (page 23) as this is also relevant to the issues discussed in Chapter 5.3.

5.4 Improve public information/education on environmental despoilment.

Effective public information and education on environmental despoilment are crucial in fostering community engagement, promoting responsible behaviour, and supporting the Council's broader environmental goals. Bolsover District Council currently employs a range of communication channels to inform residents about environmental offences. These include the Council's website, the InTouch magazine, and educational messaging embedded in its enforcement and service delivery operations. While these efforts are significant, there are several areas where the Council can strengthen its approach to improve public understanding and reduce incidents of environmental crime.

Current Educational Materials and Communication Channels

The Council's website is the principal platform for conveying detailed and accessible information to the public about fly tipping, littering, and related offences; it provides clear definitions of what constitutes fly tipping. The site reinforces that such behaviour is a criminal offence, and explicitly outlines the penalties associated with it. Offenders may face fines of up to £50,000 and/or 12 months of imprisonment. The website also makes clear that while the Council is responsible for clearing fly tipping from public land, the responsibility for waste deposited on private land falls to the landowner. Importantly, it notes that failure by landowners to address waste on their property may result in enforcement action, particularly if the waste poses a risk of further tipping or causes visual blight.

Residents are actively encouraged to report incidents of fly tipping via the Council's Self-Service portal, which is accessible through the website. The portal allows users to submit reports and pay fixed penalty notices (FPNs) online, making the process efficient and straightforward. The website also contains detailed information about littering, identifying common forms of litter such as cigarette ends, food containers, plastic bottles, and chewing gum. It emphasises that the absence of nearby bins or signage does not excuse littering behaviour and outlines the Council's zero-tolerance policy in this area.

The Council has established a clear and structured system of FPNs for various environmental offences, and these are also listed on the website. Penalties include £400 for fly tipping (reduced to £300 if paid within 10 days), £150 for littering (reduced to £100), and £100 for breaches of Public Space Protection Orders, including dog fouling. Additional penalties apply for offences such as abandoning a vehicle, transporting waste without authorisation, and failing to comply with waste receptacle notices. This list not only clarifies the financial consequences of offending but also acts as a deterrent. To support enforcement, the Council has equipped its officers with body-worn cameras, helping to ensure transparency and credibility in their operations.

It is key to note, however, that these FPN levels are relatively low in comparison to neighbouring authorities and many Metropolitan or City Councils. As such, the Assistant Director of Streetscene, Community Safety and Enforcement has indicated that a review is necessary. A further paper will be presented to Members outlining

potential options for adjusting FPN levels moving forward, to ensure they remain a robust and effective deterrent.

In addition to the website, the Council communicates with residents through InTouch magazine, a quarterly publication distributed across the District. Historically, the magazine has been used to raise awareness of environmental crimes and highlight the Council's enforcement successes. For example, the April 2022 issue included coverage of three asbestos fly tipping incidents on country lanes and detailed the successful seizure of a vehicle involved in illegal dumping in Shirebrook. This enforcement action, conducted in partnership with the Police under Section 34B of the Environmental Protection Act 1990, led to the identification and prosecution of those responsible. The same issue also introduced the Council's new (2022) CCTV capabilities, noting that cameras had been deployed in fly tipping hotspots and were already contributing to prosecutions.

The October 2022 issue provided further educational content by announcing significant increases to FPN rates, including the rise in fly tipping penalties from £200 to £400, and for littering from £65 to £150. These announcements helped to reinforce the Council's tougher stance on environmental crime and demonstrated transparency around the use of enforcement powers. The January 2023 issue also featured an article highlighting the work of the Enforcement Team in addressing anti-social behaviour, graffiti, dog fouling, and fly tipping. However, since January 2023, there has been no substantive mention of fly tipping or environmental despoilment across eight consecutive issues up to July 2024. This decline in coverage may have diminished public visibility of the Council's environmental enforcement efforts.

Despite this, InTouch has continued to promote responsible waste disposal through its advertisement of the Council's bulky waste collection service. For example, the July 2024 issue featured a reminder that bulky waste can be collected for as little as £10. The advertisement is shown below.



This is an important preventive measure, as it provides residents with a legal and affordable alternative to fly tipping. However, further detail on how to access this service, including item eligibility and step-by-step booking instructions, could improve uptake and reduce illegal disposal.

The Council's bulky waste collection service is a useful mechanism for reducing illegal dumping, but public awareness of the service could be improved. Residents may not be fully aware of how to use the service or may be unclear about what items are accepted, the costs involved, or how to book a collection. By enhancing the availability and clarity of this information—through regularly promoting the service through platforms like InTouch and Facebook—the Council could make the service more

accessible and reduce reliance on informal or illegal disposal methods. The Council should more regularly and effectively promote its Bulky Waste Collection Service through existing communication channels and the newly established social media platforms, including the Bolsover District Council Facebook page.

Positive Efforts of the Council's Current Strategy

The Council's public education strategy benefits from a multi-channel approach that includes both digital and print media. The website provides easily navigable, well-structured, and informative content that explains legal definitions, reporting processes, and penalties in plain language. The use of technology, such as the Self-Service portal and body-worn enforcement cameras, improves accessibility and builds confidence in Council operations. Furthermore, InTouch magazine allows the Council to reach audiences who may not engage with digital media.

Another key strength is the Council's consistent emphasis on enforcement. The detailed publication of FPN charges and legal consequences for environmental offences sends a clear message to the public and reinforces a strong deterrent. This zero-tolerance approach, combined with publicised enforcement action and investment in surveillance technology, illustrates a commitment to upholding environmental standards and safeguarding the local landscape.

Opportunities for Enhancing Public Engagement and Environmental Education

While the Council has built a strong foundation for public education on environmental crime, there are clear opportunities for improvement. One such area is the InTouch magazine, which has seen a noticeable reduction in coverage of fly tipping and environmental despoilment since early 2023. The Council should consider reinstating regular content on environmental issues in each edition. This could include features on recent enforcement outcomes, interviews with enforcement officers, updates on hotspot activity, or community stories highlighting local clean-up initiatives. Consistent visibility of these issues would help sustain public awareness and encourage proactive engagement from residents.

In addition, the Council could enhance its educational efforts by embracing more interactive and visually engaging content. While static website text and print articles serve an important informational purpose, they could be supplemented with accessible formats such as infographics, short animations, or video explainers. These could cover topics such as what constitutes fly tipping, its environmental impact, how to report it, and the consequences of illegal disposal. The recent launch of the Council's official Facebook page in February 2025 offers a valuable new platform for distributing this type of content. Social media provides an excellent opportunity to reach a wider demographic, engage with residents in real time, and deliver ongoing educational messages in a more dynamic and shareable way.

Another opportunity lies in expanding direct engagement with communities most affected by fly tipping. The consideration of the deployment of CCTV at hotspot locations is a key step; however, this could be complemented by outreach initiatives

that foster two-way communication and local ownership of the issue. For example, the Council could organise public information sessions, distribute locally targeted leaflets, or collaborate with schools, youth groups, and community organisations to raise awareness. Hosting community clean-up days—combined with educational talks or demonstrations on proper waste disposal—could build trust, encourage participation, and reinforce shared responsibility for the local environment. Additionally, the Council's recently launched Facebook page (active since February 2025) presents a valuable platform for enhancing communication. By using social media to share updates, promote local events, highlight enforcement outcomes, and engage residents in dialogue, the Council can reach a broader audience and strengthen public awareness around environmental responsibilities.

Conclusions

Bolsover District Council has taken important steps to inform and educate the public on environmental despoilment, particularly in relation to fly tipping. Through the website, enforcement practices, and prior use of the InTouch magazine, the Council has demonstrated a clear commitment to tackling these issues. To maximise the effectiveness of its public education strategy, the Council should consider more frequent and engaging content in its publications, increased use of interactive media, targeted community outreach, and clearer guidance on legal waste disposal options. The recent launch of the Council's Facebook page presents an exciting new avenue to modernise and amplify its educational efforts. By adopting a more integrated and responsive communication approach, the Council can better equip residents to contribute to a cleaner, safer, and more environmentally responsible Bolsover District.

Recommendation:

That the Council enhance public information on fly-tipping and littering by regularly featuring updates on enforcement actions and responsible bulky waste removal options through existing communication channels and the newly established social media platforms, including the Bolsover District Council Facebook page.

That the Council delivers public awareness campaigns to educate residents about the risks of hiring unlicensed waste collectors and provides clear, accessible guidance on how to verify waste carrier licences.

5.5 Identify benchmarking opportunities and areas for improvement; ensure there is a clear strategy of enforcement action to improve the quality of the environment across the District.

Comparative Benchmarking: Bolsover District Council and Other Local Authorities

The information currently available on Bolsover District Council's website regarding fly-tipping and responsible waste disposal is brief and limited. While it provides a basic definitions and education, it offers little in terms of practical advice for residents on how to dispose of waste legally. The guidance advises that waste should remain within an individual's boundary or garden until it can be legally disposed of.

The site encourages the public to report incidents of fly tipping through the Council's Self Service portal, which allows the relevant teams to investigate and take appropriate action. It also clarifies responsibilities by explaining that the Council will remove fly tipping from public land, but that it is the responsibility of private landowners to clear waste from their own property. Furthermore, it highlights the legal consequences of fly-tipping, identifying it as a criminal offence that can result in fines of up to £50,000 and/or 12 months' imprisonment.

In summary, the website's current content covers the basics: it defines fly tipping, encourages residents to report incidents, outlines responsibility for waste clearance, and warns of legal penalties. However, several key areas of information are notably absent. There is no guidance on how to dispose of waste responsibly, such as checking whether a waste carrier is licensed. This is a significant omission, as residents can be held legally responsible if waste they pass to an unlicensed collector is later found fly tipped, with potential consequences including Fixed Penalty Notices or prosecution.

Additionally, the website does not promote or explain the Council's bulky waste collection service, which is an important alternative to illegal dumping for disposing of large household items. Nor does it provide publicly accessible data or statistics on fly tipping incidents across the District, which could help raise awareness of the scale of the issue. Finally, there is no advice on dealing with hazardous waste such as needles or drug-related litter—critical safety information for residents who may encounter these items in their communities.

Enhancing the depth and accessibility of information on the Council's website is a low-cost yet highly effective way to support public education, encourage responsible behaviour, and reinforce the Council's broader environmental enforcement strategy.

Chesterfield Borough Council Website

Chesterfield Borough Council (CBC) demonstrates a proactive and transparent approach to tackling fly-tipping through the comprehensive data it provides on its website. The Council publishes detailed records of fly-tipping incidents across the

Borough, updating this information quarterly and submitting it to the national Waste Data Flow management system. In addition, CBC makes monthly fly-tipping data from the past five years publicly available, with each record broken down by waste type, land type, and the size of each incident.

Fly-tipping data

We report information about fly-tipping cases in the borough to the government, along with details of other waste related services.

Every quarter we upload detailed information to the national [WasteDataFlow](#) management system.

You can [register on WasteDataFlow](#) and access the information we have provided.

You can also see data about the fly-tipping cases we have dealt with since 2012-2013 on [Gov.uk](#).

Fly tipping facts and figures by year

[+ Expand all](#)

Fly-tipping data 2023

Fly-tipping data 2022

Fly-tipping data 2021

Fly-tipping data 2020

Fly-tipping data 2019

Fly tipping facts and figures by year

[+ Expand all](#)

Fly-tipping data 2023

Monthly fly-tipping data for 2023 broken down by waste type, land type and incident size.

This data is also available as accessible a PDF document below the tables.

Fly-tip by primary waste type 2023

Waste type	January	February	March	April	May	June	July	August	September	October	November	Dec
Animal carcass	0	0	0	0	0	0	0	0	0	0	0	
Green	2	0	4	3	2	3	2	3	4	1	0	
Vehicle parts	2	1	2	2	3	0	0	0	0	1	1	
White goods	3	14	4	3	1	3	2	6	4	3	3	
Other electrical	3	3	1	0	1	2	4	0	0	0	4	
Tyres	1	4	1	2	1	1	1	1	0	1	0	
Asbestos	0	1	0	0	0	1	0	0	2	0	0	
Clinical	1	0	0	0	0	0	0	0	0	0	1	
Construction / demolition	5	6	3	3	3	7	3	7	3	4	6	
Black bags / commercial	0	0	0	0	0	0	0	0	0	0	0	
Black bags / household	4	9	3	2	2	3	3	2	2	5	4	
Chemical, oil fuel	2	0	1	0	0	0	1	1	0	0	2	
Other household	18	28	28	14	18	26	18	23	21	17	20	
Other commercial	2	4	0	0	1	7	4	0	1	1	1	

The categorisation is extensive, covering a wide range of materials including animal carcasses, green waste, vehicle parts, white goods, electrical items, tyres, asbestos, clinical waste, construction and demolition debris, black bags (both commercial and household), chemicals, and other miscellaneous household or commercial waste. This level of detail allows the Council and the public to track trends in illegal dumping, better understand which waste types are most frequently fly-tipped, and identify seasonal patterns or high-incidence periods. Such insights can inform future enforcement strategies, resource allocation, and targeted public education campaigns, making CBC's data-driven approach a model of good practice that Bolsover could consider.

Derbyshire Dales District Council Website

Derbyshire Dales District Council (DDDC) provides clear and practical guidance on its website to help residents dispose of waste responsibly and legally. The Council offers advice on how to verify the legitimacy of waste carriers, encouraging residents to ask for the necessary licenses or credentials before allowing someone to remove waste on their behalf. This is accompanied by a strong warning that individuals may face Fixed Penalty Notices (FPNs) or prosecution if their waste is found fly-tipped and traced back to them, even if it was disposed of by a third party such as a "man with a van" service.

DDDC emphasises that residents remain legally liable when their waste is handled improperly. In addition to this legal guidance, the Council also provides important safety advice on handling hazardous items, particularly needles, syringes, and other drug-related litter. The website explains the risks associated with these materials and advises the public to avoid contact, ensuring that residents are better informed and protected when encountering such waste in their communities. This combination of legal accountability and personal safety information represents a thorough and responsible approach to public education on environmental cleanliness.

Evaluation of Benchmarking Approaches

This chapter highlights both best practices and areas for improvement in how Bolsover District Council communicates its environmental enforcement strategy to the public. By comparing the Council's website content with that of neighbouring authorities, such as CBC and DDDC, it is evident that while Bolsover District Council provides basic information on fly-tipping, there are significant gaps in the advice and resources offered to residents. Chesterfield's data-driven approach to transparency, where detailed and categorised fly-tipping figures are regularly published, shows how clear communication and public accountability can inform strategic enforcement and raise community awareness. Derbyshire Dales, on the other hand, offers practical advice on how residents can verify the legitimacy of waste carriers, as well as providing important safety information on handling hazardous items, such as needles and syringes. This approach ensures residents are better informed and protected.

In contrast, Bolsover's website lacks this level of detail, particularly in offering preventative advice or promoting its own bulky waste collection services. These omissions present missed opportunities to educate the public, reduce environmental crime, and reinforce the collective responsibility of the community.

To strengthen its approach, Bolsover District Council could benefit from making more visible the actions it is already taking to tackle environmental despoilment, particularly by sharing meaningful updates through its website and social media channels. This should focus on the types of information that residents are genuinely interested in—such as the number of fly-tipping sites cleared each year, trends over time, and the outcomes of serious offences. Sharing this data in an accessible format would not only enhance transparency but also reinforce public confidence in the Council's enforcement efforts.

Additionally, providing practical guidance on the safe handling and reporting of hazardous waste—such as needles or drug-related litter—would help residents stay informed and protected, while contributing to a more engaged and responsible community. Collectively, these steps would support a clearer, more proactive enforcement strategy aligned with best practice examples seen elsewhere.

Ensuring a Clear Enforcement Strategy to Improve Environmental Quality Across the District

Part of the fifth objective of this review, as agreed by the Committee, is to ensure there is a clear and effective strategy of enforcement action to improve the quality of the environment across the District. As previously mentioned in Chapter 5.1 (pages 21–23), Bolsover District Council operates a joint Environmental Health service with North East Derbyshire District Council, covering enforcement areas such as fly-tipping, littering, abandoned vehicles, waste duty of care, and dog fouling. Performance data from April 2024 to March 2025 (see the table on page 22) highlights low enforcement rates for key issues—particularly fly-tipping—indicating a need for stronger, more effective action. Therefore, a more effective strategy for a specific Environmental Enforcement Policy will be developed by the Council, led by the Assistant Director of Streetscene, Community Safety and Enforcement, which is detailed in recommendation 2.1 of this report, to improve environmental despoilment outcomes and better address environmental offences across the District.

The need for improvement and benchmarking reinforces the need for a clearer and more proactive enforcement strategy that both drives improved outcomes and responds to public expectations. Enhancing transparency, increasing the visibility of enforcement data, and strengthening public-facing guidance are key elements of this wider strategic approach—helping not only to deter offending, but to engage residents in supporting a cleaner, safer environment across the District.

Recommendations:

That the Council enhance transparency by publishing meaningful data and information on fly-tipping activities on the website and through social media, that demonstrate what the Council is doing to tackle environmental despoilment.

That the Council provide advice on how to handle hazardous items such as needles and syringes, ensuring residents are informed on the safe disposal of such materials and the risks associated with handling them improperly

6. Conclusions

The Committee have put together 11 recommendations which will hopefully assist the Council in improving the effectiveness of its response to environmental despoilment across Bolsover District.

The key findings arising from the review are:

- Environmental despoilment, particularly fly-tipping, remains a significant and persistent issue across the District, impacting both the quality of the environment and residents' sense of place.
- Current enforcement outcomes are limited, with performance data showing a low percentage of reports leading to fixed penalty notices or prosecutions, particularly for fly-tipping, dog fouling and littering.
- The joint Environmental Health service with North East Derbyshire District Council offers a useful foundation, but there is a clear need to explore alternative models or tools that could enhance enforcement capability and effectiveness.
- Hotspot locations for fly-tipping require targeted action, including surveillance, signage, and operational task groups to focus efforts and improve accountability across departments.
- The coordination between departments—Streetscene, Community Safety and Environmental Health—must be strengthened through revived Corporate Enforcement Group meetings, structured evidence processes, and shared training opportunities.
- Public engagement and education are essential components of any long-term solution, with the Council needing to amplify its communications, provide clear guidance on waste disposal, and increase the visibility of enforcement actions to deter offending.
- Improved transparency and performance benchmarking through accessible, meaningful data and public updates will help build community trust and demonstrate the Council's commitment to tackling environmental offences.

The Committee recognises that a strategic and joined-up approach is required to deliver sustained improvements. The recommendations in this report aim to support that goal by enhancing enforcement activity, strengthening interdepartmental coordination, increasing public awareness, and improving the visibility and responsiveness of the Council's actions. If implemented effectively, these measures will help reduce environmental crime, promote civic responsibility, and create a cleaner, safer Bolsover District for all residents.

Appendix 1: Stakeholders

Stakeholders engaged during the Review:

- Cllr Rob Hiney-Saunders (Portfolio Holder for Environment)
- Strategic Director of Services
- Assistant Director, Streetscene Community Safety and Enforcement
- Director of Governance and Legal Services (Monitoring Officer)
- Communications, Marketing and Design Manager
- Environmental Enforcement and Pest Control Manager
- Enforcement Officers / Rangers
- Streetscene Manager

Stakeholders impacted by the Review:

- Bolsover District Council tenants
- Assistant Director, Streetscene Community Safety and Enforcement
- Enforcement Manager and Team
- Environmental Health Manager
- Streetscene Manager and Team

Appendix 2: Fly-Tipping Site, Bolsover District



Fly Tipping Sign (Appendix 3)

(12/10/2024)

Appendix 3: Fly Tipping Sign In Use



(12/10/2024)

Appendix 4: Bibliography

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BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 28th July 2025

Housing Service Performance Update 2024-2025, Q1 2025-2026

Report of the Assistant Director for Housing Management

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

PURPOSE/SUMMARY OF REPORT

The purpose of the report is to provide Members with performance information for (2024/2025) and for Q1 2025/2026 to understand progress made in meeting actions under the Regulator for Social Housing Improvement Plan, as well as an update on specific areas of activity for the Housing Service.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing (RSH) requires the Executive to have oversight of the Housing Service. This is an information report to keep Members informed of the Housing Services performance information for 2024/2025 and Q1 2025/2026 to provide an update regarding actions under the Regulator for Social Housing Improvement Plan as well as an update on other key pieces of work of the Housing Service.
- 1.2 The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and are designed to help monitor how well landlords are doing at providing quality homes and services, and to understand how they can make improvements. The Council, as a registered provider with more than 1,000 dwellings, is required to annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). These are split into two parts, 10 performance measures collected through landlord held management information and 12 customer perception survey measures. In order to monitor compliance, we report these figures quarterly to the Housing Liaison Board (HLB) as well as the operational Housing Stock Management Group (HSMG).
- 1.3 The Council is also required to publish information on our complaint performance. The Annual Complaint Handling and Service Improvement

Report must be published by September each year, and to ensure we monitor compliance with timescales and trend data, this information is also presented to the Housing Liaison Board (HLB) and Housing Stock Management Group (HSMG).

2. Details of Proposal or Information

Tenant Satisfaction Measures 2024/2025

- 2.1 As set out at above, Tenant Satisfaction Measures (TSMs) were introduced in April 2023, with a requirement that we must submit our annual return for 2024/25 by 30th June 2025. We were also required to produce a report which set out the methodology of our approach as well as the performance information. This can be found on the Council's website at [Tenant Satisfaction Measures - Bolsover District Council](#)
- 2.2 The 2024/2025 Survey commenced on 1st October 2024, with surveys being sent to all tenants in 3 different tranches. This was a mixture of email, text and postal, dependant on the contact information held on file. The priority method of contact being email, followed by text (where a mobile number was held), and lastly postal. Those receiving a postal copy also received a cover letter with a QR code to allow for online response if the tenant wished to use that method instead.
- 2.3 We received a total of 681 responses, although 9 were removed as duplicate returns from a household, and a further 12 removed due to missing data for the core weighting characteristics. This resulted in a 14.18% return which is higher than the 11% we required.
- 2.4 The Council, and Dragonfly Management have worked with tenants to agree a tenant friendly version of the performance information. This is attached at **Appendix 1** and measures the Council's performance against the national average from 2023/2024. This will be updated when the national average for 2024/2025 is published. This is grouped into the themes the RSH split the TSMs into.
- 2.5 Overall satisfaction is 86% compared to 86.9% last year and well above the national average of 71.3%. 18 of the 22 measures exceed the national average for 2023/2024, 2 are comparable and just 2 below.
- 2.6 Anti-social behaviour (ASB) cases have increased from 56.5 per 1000 homes to 71.1. Since we reported last year, we have done some work around extracting the information in a more comprehensive way to give a more accurate figure. It is noted that this is higher than the national average but the tenant's responses with regards to their satisfaction with our approach to handling ASB is 65.8% well above the national average of 57.8%.
- 2.7 There was one Stage 2 complaint that was answered one day late which has affected the complaints figures, giving a 95% compliance rate with the Housing Ombudsman timescales. The tenant responses with regards to

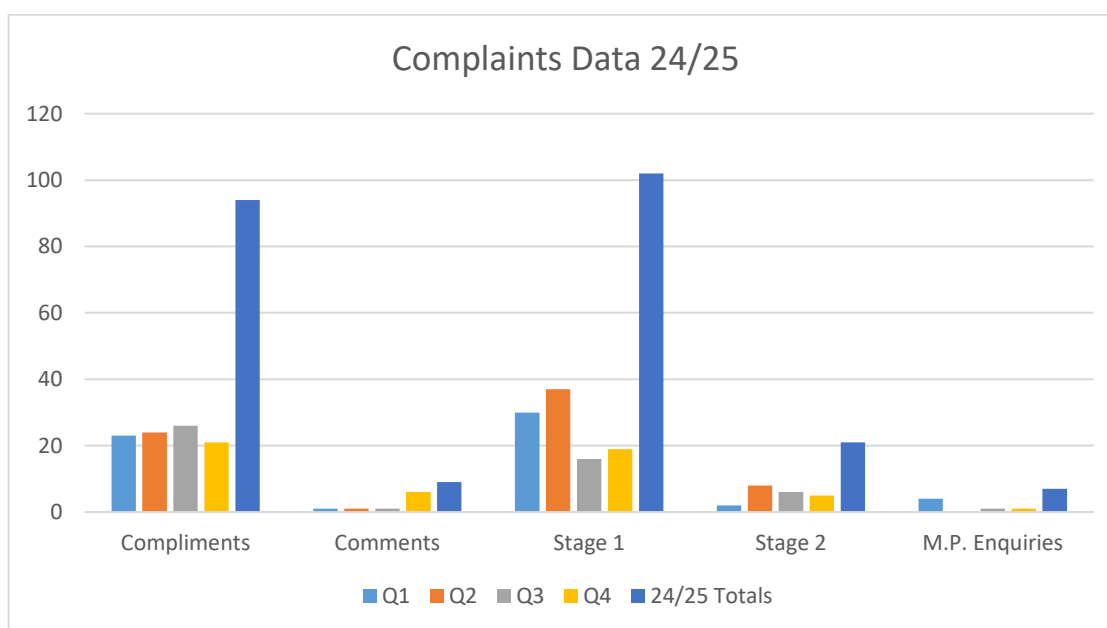
satisfaction with the landlord's approach to handling complaints, whilst low at 37.8% is again above the national average of 34.5%.

- 2.8 Gas compliance is below the 100% compliance requirement, at 99.5%. This was as a result of not being able to gain access in 24 properties. Dragonfly Management have been working with Legal Services on tenant access issues. All non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.
- 2.10 With regards to the remaining Management Information measures we are performing better than the national average on all criteria. With regards to tenant perception survey measures, we were above national average on all our tenants' responses. This is reflective by the green arrows on the Appendix 1 poster.
- 2.11 We have also done a comparison on last years' results which is shown at **Appendix 2**. Whilst a number of the measures have a slightly lower satisfaction rate, others have improved. All measures remain above the national average for 2023/2024. It is likely that our lower rates are reflective of the increase of returns via email/internet (which generates lowers satisfaction rates), and the fact that this year's sample had a higher proportion of responses from general needs housing which are traditionally less satisfied than our housing for older people and sheltered housing tenants.

Complaints Performance 2024/2025

- 2.12 In April 2024, the Housing Ombudsman Complaints Handling Code became statutory. This set out a single, robust set of standards which will result in best practice for complaint handling by the Council. That is to be fair, efficient, and accessible. The aims of the Code promote the progressive use of complaints to support effective complaint handling and prevention alongside learning and development.
- 2.13 Complaints are handled corporately, but with Housing Management working closely with the Customer Service, Standards & Complaints Manager we published an annual report which set out how we handle complaints and use knowledge from complaints to enhance the services we provide. This report must be published by 30th September 2025, and we will also be looking to produce a tenant friendly version.
- 2.14 The tables below shows a breakdown of Compliments, Comments and Complaints (CCC) received during the year 2024/2025 for the Housing Service, including Dragonfly Management.

	Q1	Q2	Q3	Q4	24/25 Totals
Compliments	23	24	26	21	94
Comments	1	1	1	6	9
Stage 1	30	37	16	19	102
Stage 2	2	8	6	5	21
M.P. Enquiries	4	0	1	1	7



- 2.15 It should be noted that these only relate to those which would fall under the Housing ombudsman remit and so exclude any CCC's in connection to the Homeless Team or the Allocations Team.
- 2.16 The table below shows a comparison of all Housing related compliments, comments and complaints, for all service areas for 2023/2024 and 2024/2025. It is noted that the number of compliments received has doubled, whilst the number of complaints remains as similar figure. Whilst there has been an increase in the number of complaints which are escalated to stage 2, there have been no ombudsman investigations during this period

	2023/2024	2024/2025
Compliments	62	138
Comments	11	10
MP	108	21
Stage 1	109	127
Stage 2	13	25

- 2.17 Using the information we obtain from complaints the Housing Department and Dragonfly Management have made improvements for the benefit of tenants. These are reviewed regularly and documented within the Bolsover Homes newsletter.

Q1 2025/2026 - Performance Data

- 2.18 The RSH expects us to put information about our performance in the public domain in a way which is accessible to tenants so they can hold us to account. We have agreed a “tenant friendly” version as to how we will present this information and each quarter it is updated to the website, displayed in the Contact Centres, and then contained within the next Bolsover Homes newsletter. Attached at **Appendix 3** is the summary for Q1 – 2025/2026.
- 2.19 In addition the TSM Management Information is attached at **Appendix 4** and shows a positive start to the new financial year with all corporate targets being met save for Gas Compliance which is at 99.5%.
- 2.20 Complaints data for Quarter 1 2025/2026 is set out below. This is broken down by those which are within the Housing Ombudsman jurisdiction and those which are not with a combined total. When comparing these with

	Quarter 1 (Housing Ombudsman Jurisdiction)	Quarter 1 (Homeless, Allocations and Careline)	Quarter 1 Total
Compliments	20	3	23
Comments	5	0	5
Stage 1 Complaints	25	4	29
Stage 2 Complaints	4	7	10
MP Enquiries	2	1	3

Regulator for Social Housing Improvement Plan

- 2.21 The Council was inspected in August 2024 and received a C2 grading which recognised the Council has provided assurance and met the consumer standards in many areas, but identified some areas where improvement is needed.

- 2.22 The Housing Management Team, working alongside Dragonfly Management, continues to work with the Regulator to develop an improvement plan to address the key themes they have identified as well as looking at how we can continue to demonstrate continuous compliance with the standards and strive for a C1 grading.
- 2.23 The key areas of focus identified by the Regulator are:
- Completing the full Stock Condition Survey and using this data to meet the requirements of the Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend.
 - Delivering fair and equitable outcomes to tenants – We need to recognise and understand the individual and whole tenant base. We then need to use this data to shape the services we provide to benefit all of our tenants. By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible.
 - Complaint handling - We need to ensure the complaint process is accessible, assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.
 - Performance - It is important that tenants can hold us to account and to do that they need to know how we are performing. Therefore, we need to publish information in an accessible way and in several different places. We will be working with the Tenant Groups to establish how tenants want to receive this information.
- 2.24 We have been meeting with the Regulator monthly to monitor progress against the Improvement Plan and will be meeting quarterly in 2025. We must update tenants on the progress to date and have agreed a summary document with the Regulators. This is shared with tenants at the HLB meeting which meets quarterly as well as being published on the website in the minutes. This is included at **Appendix 5**. A more comprehensive version is discussed at the Operational HSMG meeting, which is held bi-monthly.
- 2.25 A key theme which fed through all the comments made by the Regulator was a lack of data analysis and that until this element is resolved we will not be able to improve our grading, This includes the need to collect data, store it, analyse it and use it to make service improvements for the benefits of tenants. A specific Housing Performance Manager post was approved by the Employment and Personnel Committee and Council, and we have been able to appoint to this post from an internal candidate, anticipated start date 4th August 2025.
- 2.26 The proposed post will work across all areas of Housing, including working with Dragonfly Management Repairs and Maintenance and working alongside the Complaints team.

Stock Condition Survey

- 2.27 The Stock Condition Survey undertaken by Savills has concluded with access to 92.7% of stock being achieved. This data alongside additional checks and balances of our own data has led us to be able to report an accurate level of non-decency stock at just 1%.
- 2.28 There were approximately 350 properties we were unable to access. The RSH has stated they expect we must achieve 100% Stock Condition Surveys and together Housing Management and Dragonfly Management have a plan to carry out inspections prior to March 2026. Whilst access may be difficult for some of these properties, we have been liaising with the legal department about how this can be achieved.
- 2.29 We are looking at a number of options for how we can complete the remaining properties and for a future rolling programme. A further report will be provided to Executive with options and costings in the Autumn.
- 2.30 We are meeting with the finance department to look at the 30-year HRA Business Plan and to ensure the capital programmes are updated in light of the data we have received.

Awaab's Law

- 2.31 Awaab's Law, was introduced in the Social Housing Regulation Act 2023. This followed the death of Awaab Ishak, a two-year old child living with his parents who sadly passed away from a respiratory condition, which was found to be caused by damp and mould in the flat the family occupied.
- 2.32 From 27th October 2025 social landlords will need to investigate and fix dangerous damp and mould in set time periods, as well as repair all emergency hazards within 24 hours. There will be a phased implementation of Awaab's Law, in 2026 the requirements will expand to apply to a wider range of hazards, excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazards. In 2027 the requirements of Awaab's Law will expand to the remaining hazards as defined by the HHSRS (excluding overcrowding).
- 2.33 On 23rd June 2025, Executive approved the Damp and Mould Policy which sets out how we will ensure we meet our legal obligations, specifically how we will triage and inspect reports of damp and mould and how we will ensure we meet the timescales as set out in Awaab's Law.
- 2.34 On 25th June 2025 MHCLG published draft guidance for social landlords to support in implementing the new legislation. What is key is that Awaab's Law uses a person centered approach and that a hazard does not need to be at Category 1 level under HHSRS where a particular tenant is at greater risk from hazardous conditions for example because of their age or health related vulnerabilities. It is therefore imperative we know who is behind the door to our homes. We are undertaking a substantial piece of work in gaining updated details about our tenants, the household make up and size as well as the households vulnerabilities.

- 2.35 Also of note is that the legal obligations begin when the landlord becomes aware of the potential hazard and this could be if notified by a third party, including a contractor or someone acting on behalf of the tenant e.g. a Councillor. We will need to ensure that all contractors who enter Council properties on behalf of the Council know how to report instances of damp and mould to the Council. This will be the same for any other Council department visiting the property e.g., benefits visiting officers.
- 2.36 The guidance suggests that the landlord may wish to provide tenants with a guide to help them identify hazards so they can be triaged more effectively. This is something we are keen to work with Dragonfly Management on, alongside looking at utilising remote inspections, videos, photos etc.
- 2.37 We will need to closely monitor the impact that compliance with this legislation has on the wider team, as it is anticipated this will create additional resource pressures.

Electrical Safety in the Social Rented Sector

- 2.38 Following the formation of the Electrical Safety in Social Rented Homes Working Group in 2021, a consultation in summer 2022, invited views on proposals to introduce mandatory checks for electrical installation, bringing parity with the private rented sector, and requiring mandatory checks of appliances provided by social landlords.
- 2.39 On 25th June 2025 government issued a response to the consultation with the conclusion being that there would be mandatory electrical safety checks at least every five years in the social rented sector and made it a requirement that a copy of the EICR report is issued to social tenants within 28 days, or to any new tenant before they occupy the property. A copy of the EICR report can be issued to the tenant in person, by post or electronically.
- 2.40 It was noted that the EICR reports are technical and potentially confusing for tenants and so landlords are encouraged to provide a summary sheet or cover letter alongside the report that explains the content to tenants.
- 2.41 It is proposed that these changes will commence in November 2025 for new tenancies and May 2026 for existing tenancies. We are currently working towards achieving an EICR every 5 years by the end of this financial year.

Decent Homes 2

- 2.42 The Decent Homes Standard (DHS) was first implemented in 2001, and last updated in 2006, acting as a technical standard specifying minimum criteria that social landlords must meet to ensure their properties are decent.
- 2.43 Beyond basic health and safety requirements, the DHS defines the features of a decent rented home, including effective heating and insulation, the facilities that should be available, and the general state of repair. The DHS is structured to provide clear thresholds for social landlords to take action to improve their

stock over time, for example by requiring landlords to upgrade kitchens and bathrooms after a stated period to keep facilities up to a reasonably modern standard.

- 2.44 In the social rented sector, the RSH regulates the DHS through its Safety and Quality Standard. Should the DHS be updated following the consultation, it is proposed the government will issue a direction to the Regulator of Social Housing to set a new standard requiring social housing providers to meet the new DHS.
- 2.45 On 2nd July 2025, the government launched a 10-week consultation on proposed changes to the Decent Homes Standard. The proposed changes are.
- Updating the definition of disrepair – removing the age requirement and updating thresholds.
 - Revising the list of building components which must be kept in a reasonable state of repair.
 - Revising our approach to facilities so that landlords need to provide three out of the four facilities listed in proposal 2.
 - Introducing a window restrictor requirement.
 - Considering a new home security requirement.
 - Considering a requirement for floor coverings for new tenancies.
 - Streamlining and updating the thermal comfort requirements.
 - Introducing a new standard for damp and mould.
- 2.46 Housing Management and Dragonfly Management will work together to provide a comprehensive response to this consultation, with Member approval via Housing Stock Management Group (HSMG).

Competency Standards for Housing Managers

- 2.47 Between February and April 2024, the Government consulted on proposals to introduce a new, regulatory standard relating to the competence and conduct of social housing staff. It would ensure that staff have up-to-date skills, knowledge, and experience, and that they exhibit the right behaviours to deliver a high quality, professional service and treat residents with respect. This standard would require senior housing managers to hold a Level 4 Housing qualification and senior housing executives to hold a Level 5 Housing qualification.
- 2.48 On 2nd July 2025 government announced that the Competence and Conduct Standard for Social Housing will be implemented from October 2026, with a three-year transition period for most providers. Further details are expected to follow but it is anticipated the Housing Management team will have 14 members of staff who require the qualification, and a further 12 within Dragonfly Management repairs and asset management teams. Estimated costs for this training were included in the Medium-Term Financial Plan approved by Members in January 2025.

Further Reforms to Right to Buy

2.49 The Government has also announced that following the reduction in maximum right to buy discount last Autumn, and a period of consultation, that there will be further reforms to the Right to Buy. These include:

- increasing the length of time someone needs to have been a public sector tenant to qualify for Right to Buy from 3 to 10 years.
- reforming discounts so they start at 5% of the property value, rising by 1% for every extra year an individual is a secure tenant up to the maximum of 15% of the property value or the cash discount cap (whichever is lower); and
- exempting newly built social homes from Right to Buy for 35 years, ensuring councils are not losing homes before they have recovered the costs of building them.

2.50 Legislation will need to be implemented to bring these reforms into force, however it was announced they will reform the receipts regime and extend existing flexibilities on spending Right to Buy receipts indefinitely. Councils will also continue to be able to retain the share of the receipts that was previously returned to HM Treasury. In addition, from 2026-27, Councils will be able to combine receipts with grant funding for affordable housing to accelerate council delivery of new homes.

Easy read tenancy agreement

2.51 The National Literacy trust reports approximately 18% of adults in England are considered functionally illiterate, meaning they struggle with basic reading and writing skills. This equates to roughly 1 in 6 adults. Our tenancy agreement is 20 pages long. It was updated in 2022 to make it an easier layout, but we have recognised that in order to ensure that we are taking into account our tenants need, an easy read tenancy agreement would be desirable. We are therefore working on a pictorial version with just a short sentence to sit alongside this for the main areas of the tenancy agreement.

2.52 Currently whilst we do have translators available for tenancy sign up visits we do not offer TA in different languages and this pictorial version would also assist non-English-speaking tenants to understand the terms of their tenancy agreement.

Reasons for Recommendation

3.1 The Regulator for Social Housing has emphasised there needs to be greater oversight of the Housing Service by Executive. This is an information report to keep Members informed of the Housing Services performance information for 2024/2025 and Q1 2025/2026 to provide an update regarding actions under the Regulator for Social Housing Improvement Plan as well as an update on other key pieces of work of the Housing Service.

4 **Alternative Options and Reasons for Rejection**

- 4.1 Not applicable to this report as providing an overview of performance and for information only.

RECOMMENDATION(S)

1. That the performance information, and updates against the Regulator for Social Housing Improvement Plan are noted.

Approved by Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
There are no financial implications rising directly from this report.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
The requirement to comply with relevant legislation is set out within the report		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
There are no staffing implications rising directly from this report.		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
<u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		

DECISION INFORMATION:

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

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

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

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

DOCUMENT INFORMATION:

Appendix No	Title
1	Tenant Satisfaction Measures 2024-2025 summary
2	Tenant Satisfaction Measures Comparison
3	Tenant Satisfaction Measures 2025/2026 Quarter one MI data
4	Tenant Poster Q1 2025/206 Performance
5	Tenant Friendly RSH Improvement Plan

Background Papers

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

Tenant Satisfaction Measures (TSMs) Summary Report 2024–2025

The Regulator of Social Housing requires all registered providers who own more than 1,000 dwellings to report on 22 tenant satisfaction measures on an annual basis. As a Council/Social landlord we own 4939 dwelling units, as of 31 March 2025. The following tables show how we performed during 2024/25.

Overall Satisfaction TP01

↑ **86.0%** National average 71.3%

↑ Exceeds national average/
local target met

↔ Just below national
average/local target

↓ Below national average/
local target

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

↑ **1.0%**

2024/2025 Target: 3%

Repairs completed within target timescale (Non-emergency repairs) RP02 (1)

↑ **88.9%**

2024/2025 Target: 80%

Satisfaction with repairs TP02

↑ **83.9%** National average 72.3%

Repairs completed within target timescale (Emergency repairs) RP02 (2)

↑ **94.0%**

2024/2025 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

↑ **84.2%** National average 67.4%

Satisfaction that the home is well maintained TP04

↑ **81.4%** National average 70.8%

Maintaining building safety

Gas safety checks BS01

↔ **99.5%**

2024/2025 Target: 100%

Fire safety checks BS02

↑ **100%**

2024/2025 Target: 100%

Asbestos safety checks BS03

↑ **100%**

2024/2025 Target: 100%

Water safety checks BS04

↑ **100%**

2024/2025 Target: 100%

Lift safety checks BS05

↑ **100%**

2024/2025 Target: 100%

Satisfaction that the home is safe TP05

↑ **85.4%** National average 76.7%

Tenant Satisfaction Measures (TSMs) Summary Report 2024–2025

Effective handling of complaints

Complaints relative to the size of the landlord:

**Number of stage one complaints per
1,000 homes CH01 (1)**

↑ **19.0** National average 42.5

**Number of stage two complaints per
1,000 homes CH01 (2)**

↑ **4.0** National average 5.7

Complaints responded to within Complaint Handling Code timescales:

**Proportion of stage one complaints
responded to within timescale CH01 (1)**

↑ **100%** 2023/2024 Target: 100%

**Proportion of stage two complaints
responded to within timescale CH01 (2)**

↔ **95.0%** 2023/2024 Target: 100%

Satisfaction with the landlord's approach to handling complaints TP09

↑ **37.8%** National average 34.5%

Respectful and helpful engagement

**Satisfaction that the
landlord listens to
tenant views and
acts upon them TP06**

↑ **67.8%**
National average 60.4%

**Satisfaction that the
landlord keeps tenants
informed about things
that matter to them
TP07**

↑ **75.7%**
National average 70.3%

**Agreement that
the landlord treats
tenants fairly and
with respect TP08**

↑ **82.9%**
National average 76.8%

Responsible neighbourhood management

Anti-social behaviour cases relative to the size of the landlord:

**Number of anti-social behaviour
cases per 1,000 homes NM01 (1)**

↓ **71.1** National average 35.5

**Number of anti-social behaviour cases that
involve hate incidents per 1,000 homes NM01 (2)**

↓ **2.0** National average 0.6

**Satisfaction that
the landlord keeps
communal areas clean
and well maintained TP10**

↑ **76.1%** National average 65.1%

**Satisfaction that the
landlord makes a
positive contribution to
neighbourhoods TP11**

↑ **72.1%** National average 63.1%

**Satisfaction with the
landlord's approach to
handling anti-social
behaviour TP12**

↑ **65.8%** National average 57.8%

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Appendix 2 – Tenant Satisfaction Measures 2024/2025

Comparison with 2023/2024 data

Management Information

The rate of complaints has decreased from 2023/24, in comparison to the rate of ASB cases increasing. Four out of five safety measures meet internal target, with Gas Safety checks fractionally below. Response times for stage one complaints has improved and meets internal target and the response times for stage two complaints is also considered satisfactory (only one complaint was out of timescale by one day). The volume of repairs is comparable with last year and performance has improved for non-emergency repairs ensuring both repairs targets are met.

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	4.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	90%
BS01	Gas safety checks	99.2%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%
BS04	Water safety checks	69%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%

Perception Measures

The national evaluation of the 2023/24 TSM data highlighted the impact of return method on the level of satisfaction. The following table compares our published outturn for 2023/24 with our outturn for 2024/25. While a number of the measures have a slightly lower satisfaction rate, others have improved. All measures remain above the national average for 2023/24.

It is likely that our lower rates are reflective of the increase of returns via email/internet (which generates lowers satisfaction rates), and the fact that this year's sample had a higher proportion of responses from General needs housing which are traditionally less satisfied than our Housing for older people and Sheltered housing tenants.

Code	TSMs collected from tenant perception surveys	2023/24 Outturn	2024/25 Outturn	2023/24 Average
TP01	Overall satisfaction	86.9%	86.0%	71.3%
TP02	Satisfaction with repairs	89.0%	83.9%	72.3%
TP03	Satisfaction with time taken to complete most recent repair	86.6%	84.2%	67.4%
TP04	Satisfaction that the home is well-maintained	84.3%	81.4%	70.8%
TP05	Satisfaction that the home is safe	87.0%	85.4%	76.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	60.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.6%	75.7%	70.3%
TP08	Satisfaction that the landlord treats tenants fairly and with respect	83.8%	82.9%	76.8%
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	34.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	74.6%	76.1%	65.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	63.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	57.8%

April – June 2025

A selection of housing performance indicators created for tenants, by tenants.

Building safety



99.5% of properties with a valid gas service
(23 overdue due to refused access)

99.2% of domestic properties with a valid
electrical check

Engagement



13 Number of
tenant events held
in the quarter

Complaints



23 Number of Stage 1
complaints received (*Initial*)

4 Number of Stage 2 complaints
received (*Escalated from Stage 1*)

100% Proportion of stage one complaints
responded to within timescale (*10 working days*)

100% Proportion of stage two complaints
responded to within timescale (*20 working days*)

1 Number of complaints escalated to the
Ombudsman

Repairs



94.58%
Repairs
completed
within

target timescale
(*Non-emergency repairs 15,
30 or 60 working days*)

96.80% Repairs
completed within
target timescale
(*Emergency repairs 24 hours*)

3,524 Number of
repairs raised

3,349 Number of
repairs completed in
time

817 Number of
repairs outstanding

Lettings and waiting list



790 Number of households on
waiting list

62 Number of lettings in the
quarter

Adaptations



76 Minor adaptations completed

19 Major adaptations completed

Empty properties

57 Number of voids (for all reasons)



TBC Average time taken to
re-let properties (*calendar days*)

£179,662 Rent loss due to
vacant dwellings

Rent



£4,381,515 Rent collected for
current year

£1,113,480 Total rent arrears from
current tenants

£565,539 Total rent arrears from former
tenants

Agenda Item 12. B1 Tenant Satisfaction Measures – Management Information

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	4.7					N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	4.0	0.8					N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%					100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%					100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	18.9					N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	0					N/a

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	1.0%					3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	94.58%					80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	96.80%					90%
BS01	Gas safety checks	99.2%	99.5%	99.5%					100%
BS02	Fire safety checks	100%	100%	100%					100%
BS03	Asbestos safety checks	100%	100%	100%					100%
BS04	Water safety checks	69%	100%	100%					100%
BS05	Lift safety checks	84.5%	100%	100%					100%

Notes Q1:

- Stock figure as of 30.06.25 – 4919
- CH01 (1) – 23 out of 25 stage 1 complaints were from tenants. $23/4919 \times 1000 = 4.68$
- CH01 (2) – All four stage 2 complaints were from tenants. $4/4919 \times 1000 = 0.81$
- CH02 (1 and 2) – There are a number of complaints still in progress but all responded to so far are in timescale.
- RP02 (1) – 2653 out of 2805 repairs completed in time – 96.80%
- RP02 (2) – 696 out of 719 repairs completed in time – 94.58%
- NM01 (1) – $93/4919 \times 1000 = 18.90$
- NM01 (2) – There were 0 ASB cases involving hate incidents.
- BS01 – 21 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.

Regulator of Social Housing - Improvement Plan

Housing Liaison Board - Regulator Social Housing Improvement Plan update @ July 2025

Requirement	Action	Priority	Progress	Target date
Safety & Quality Standard 1.1 Stock Quality RPs must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.	Full Stock Condition Survey (SCS) required. <ul style="list-style-type: none"> This will provide accurate stock condition data to ensure compliance with Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend. Compliance <ul style="list-style-type: none"> Actively capture and report on compliance Compliance Policies to be in place 	High	Savills appointed - Commenced 27 th August 24 – now finished on site 92.7% of stock surveyed. 350 properties to be surveyed, looking up upskill existing Asset Management Team to undertake SCS to these by March 2026. 23 rd June 2025 Savills presented findings to Executive 4 th October 2025 – options appraisal to be presented to Executive for Future Surveys (full stock every 5 years vs rolling programme) Summer 2026 – commence new programme Non-Decency Figure calculated using SCS data and BDC data, 095% stock declared non decent for Tenant Satisfaction Measures Return and Local Author Housing Statistics (LAHS) Return – 24/25 Compliance data being reported quarterly internally and to the RSH. Damp and Mould Policy now in place Gas and Electrical Compliance in place Fire Safety and Asbestos in development	Survey to be completed and report provided end June 2025 Long term capital investment plan to be reviewed and updated October 2025 Ongoing

<p>The Transparency, Influence and Accountability Standard</p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</p>	<p>We need to understand the individual and whole tenant base.</p> <ul style="list-style-type: none"> • We then need to use this data to shape the services we provide to benefit all our tenants. • By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible. 	High	<p>Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred method of communication, whether we need to make any reasonable adjustments to improve communication as well as whether there are any disabilities within the household</p> <p>Around 700 responses to date. A link to this was included in the November 2024 Newsletter, the February 2025 Rent Increase Letter and the April 2025 Annual Rent Statement</p> <p>Customer Services also seeking this updated information from tenants.</p>	To have data from all tenants by March 2026
<p>The Transparency, Influence and Accountability Standard</p> <p>2.5 Performance information</p> <p>RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p> <p>We also expect landlords to provide more holistic</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> • We will work with the Tenant Groups to establish what information the tenants want and how this is presented • Ensure we are collating the required TSM data and have the means to extract this easily. Publish these in a way which is most impactful and informative for tenants. 	Medium	<p>TSM 24/25 full results published by 30th June 2025 as per requirements. Tenant friendly version of the data also available, a video voice over version to be created and uploaded.</p> <p>Annual report – content and layout approved with tenants and will be published in November 24 newsletter</p> <p>Performance reports presented to HLB quarterly from October 2024. These are on the website site and accessible. This has been promoted in the November newsletter and will be a regular item every 6 months – see issue 10</p> <p>Performance Poster approved at HLB, to be rolled out from 2024/25 summary and quarterly thereafter.</p>	Ongoing

information to tenants about their overall performance and plans for performance improvement.	<ul style="list-style-type: none"> Quarterly performance data to be on website and in contact centres 		Recruited to a Housing Performance Manager who can interrogate housing data and provide recommendations on service and performance improvements	
The Transparency, Influence and Accountability Standard 2.6 Complaints RPs must ensure complaints are addressed fairly, effectively, and promptly. Emphasis on complaints, learning from them, making changes as a result of them.	<p>We need to ensure the complaint process is accessible to all.</p> <p>We need to assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.</p>	Medium	<p>Complaints information leaflet, approved by tenants and issued to all tenants at sign up and referred to new tenancy visits.</p> <p>Articles in the Nov 24 newsletter</p> <p>Complaints reports on agenda item for all future HLB meetings. 6 monthly summary in every newsletter with effect from Nov 2024 Newsletter</p> <p>Additional resources secured to support complaints team with additional housing cases.</p> <p>Transactional surveys to monitor Complaints performance.</p>	<p>Completed</p> <p>Jan 25</p> <p>Ongoing</p>

Bolsover District Council

Meeting of the Executive on 28th July 2025

Financial Outturn 2024/25

Report of the Portfolio Holder for Resources

Classification	This report is public.
Contact Officer	Theresa Fletcher Director of Finance and Section 151 Officer

PURPOSE/SUMMARY OF REPORT

To inform Executive of the outturn position of the Council for the 2024/25 financial year. This report was presented to Finance and Corporate Overview Scrutiny Committee on the 24th of July 2025.

REPORT DETAILS

1. Background

- 1.1 This outturn report is presented to Members at the end of another challenging year for the finance team. The Council published its draft Statement of Accounts in respect of 2023/24 on the 2nd of July 2024. This was over a month past the (then) statutory deadline and was due to a delay in receiving the Dragonfly pension information from the Derbyshire Pension Fund, and the draft financial statements from the Dragonfly auditor, Stopfords Associates Chartered Accountants.
- 1.2 As part of clearing the backlog of local audits for Local Government in England, the audit of the 2023/24 accounts started in October 2024 rather than June, and the backstop date for the sign off of the 2023/24 financial statements was the 28th of February 2025.
- 1.3 The Council received the Dragonfly audited financial statements from Stopfords Associates during February 2025. The Council's auditors Forvis Mazars, 'were unable to complete the audit procedures necessary to obtain sufficient appropriate audit evidence on which to base an opinion before the date the Council had to publish the financial statements for 2023/24.' The auditors, therefore, gave us a disclaimed opinion for the 2023/24 Statement of Accounts which included group accounts for the first time.
- 1.4 Phase 2 of tackling the local audit backlog meant parliament approved changes to the date by which we had to publish accounts for the years 2024/25 to 2027/28, from the 31st of May each year to the 30th of June.

- 1.5 Back stop dates for the audit sign off were also put in place for the same years, as follows:

Financial year	Statutory backstop date
2024/25	27 February 2026
2025/26	31 January 2027
2026/27	30 November 2027
2027/28	30 November 2028

This is all intended to give the preparers of the accounts and the auditors, the ability to sign off the accounts in the year following the year end. This is something we usually achieve.

- 1.6 On the 19th of June 2025, we published the Council's draft Statement of Accounts for 2024/25. The draft Accounts are now subject to the independent audit from our external auditor, Forvis Mazars. The group accounts section of the financial statements contains figures taken from the Dragonfly unaudited financial statements, which are subject to audit from their new independent external auditor, Hewittcard Chartered Certified Accountants. Until both sets of accounts have been agreed by the respective auditor, there remains the possibility that they will be subject to amendment.
- 1.7 International Financial Reporting Standards (IFRS) dictate that the main focus of the Statement of Accounts is on reporting to the public in a format which is directly comparable with every country that has adopted IFRS i.e., not just UK or even other local authorities. By contrast, the focus of this report is on providing management information to Members and other stakeholders to assist in the financial management of the Council.
- 1.8 The following sections of this report will consider the 2024/25 outturn position with regard to the General Fund, the Housing Revenue Account (HRA), the Capital Programme, the Treasury Management activities, and the earmarked reserves position. Within the report, consideration is given to the level of balances at the year end and the impact which the closing position has upon the Council's budgets in respect of the current financial year.

2. Details of Proposal or Information

General Fund

- 2.1 The General Fund outturn position is summarised in **Appendix 1** attached to this report. The appendix shows the Current Budget compared to the final Outturn position. The main variances against the current budget are shown in **table 1**, with variances at service level shown in **Appendix 2**.

Table 1

	£000
Rent rebates and allowances	184
Go Active!	(320)
Year-end capital admin allowance	(100)
Pleasley Vale Mills	(88)
Street scene services	(142)
Planning Development Control	(53)
Revenues and Benefits extra income	(69)
Salaries variances	(683)
Non-staff miscellaneous variances	(146)
Net cost of services	(1,417)
Debt Charges/Investment Interest	(91)
Extra contributions to general fund from reserves/holding a/c's	(34)
Additional general government grants	(46)
Total Outturn Variance	(1,588)
Changes to general fund balance since revised budget – until outturn	13
Contribution to Reserves – 2024/25 Outturn	(1,575)

Financial Reserves

Transfers from Earmarked Reserves

- 2.2 The use of earmarked reserves in 2024/25 was £2.119m. This reflects the expenditure incurred on projects at 31st March 2025 which have approval to use earmarked reserves.

Transfers to Reserves

- 2.3 At the end of the financial year, it has been necessary to agree transfers into reserves in preparation for future expenditure commitments, some from income received in 2024/25. Transfers to reserves total £5.773m which is £1.575m higher than originally forecast, reflecting the outturn shown in **table 1**.

These consist of:

- £0.200m contribution to the IT Reserve to fund future expenditure requirements.

- £0.200m contribution to the Legal Costs Reserve in preparation to fund future specialist legal advice, on such as the APSE case or planning applications.
- £0.100m contribution to the 3G Pitch Carpet Replacement Reserve, as a requirement of the grant conditions from an external funder.
- £0.350m contribution to the Building, Repair and Renewal Reserve to fund future unexpected works on the Council's buildings, for repair such as Pleasley Vale or security such as the post room changes. This is included within the General Reserve.
- £0.300m transfer to the Vehicle Replacement Reserve to finance new vehicles instead of borrowing and incurring interest costs.
- £0.170m transfer to the NNDR Growth Protection Reserve to mitigate against future changes to the funding of the Council and help balance the final year of the MTFP.
- £0.200m contribution to the General Reserve in anticipation of any Local Government Reorganisation costs incurred by the Council.
- £0.055m transfer to the Transformation Reserve as the remainder of the in-year surplus.

2.4 Attached at **Appendix 7** is a table showing the Council's earmarked reserves position for both the HRA and the general fund. After the transfers to reserves made as part of this report the general fund has total earmarked reserves of £24.673m, and the HRA has £3.396m, both as at the 31st of March 2025. The total of £28.069m is shown in the Council's 2024/25 Statement of Accounts.

2.5 Of this total figure there is already an element of reserves committed to be spent, this is from previous committee reports or delegated decisions, which were approved prior to 2025/26 in most cases. The amount committed is £20.718m for general fund and £1.572m for the HRA. A brief description of the reserve and the unallocated balances of £3.955m and £1.824m respectively, are given in **Appendix 7**. Should any of these reserves prove unnecessary in the future, they will be moved back into unallocated General Fund or HRA resources, whichever is appropriate.

General Fund Balances

2.6 The General Fund Balances are considered to be at an acceptable level for a District Council rather than at a generous level. The General Fund balance remains at £2.001m in line with the MTFP. This needs to be considered against the background of ongoing changes to the level of Government funding together with the range of risks facing the Council.

2.7 Given the level of general balances, should either an overspend or an under achievement of income occur, immediate 'crisis' remedial action would need to be considered. Such a response is not conducive to sound financial management but

more importantly would have a significant detrimental impact upon the Council's ability to deliver the planned and agreed level of services to local residents. It is for this reason that the Council keeps a number of earmarked reserves too.

- 2.8 The main feature of the 2024/25 financial year is that the Council transferred £1.575m to Earmarked Reserves in preparation for future expenditure.
- 2.9 With regard to the underlying favourable variance on the General Fund in 2024/25, this will be reviewed as usual during the budget process for 2025/26 – 2029/30, from August onwards. The latest position for all years in the current MTFP is shown in **Table 2**.
- 2.10 As a Council we made it our strategy to save extra business rates income earned in years when we received more than we estimated, to be able to use it in future years when Government funding was reduced. This is being held in the NNDR Growth Protection Reserve and the balance after the transfer from the 2024/25 outturn is £14.210m. Transfers are made from this reserve to the general fund to replace the losses caused by changes in Government funding.
- 2.11 Within the current MTFP, estimates of the movement from the reserve are as follows: there is a contribution from the reserve to general fund of £0.049m in 2025/26, £4.964m in 2026/27, £5.017m in 2027/28, and £4.180m in 2028/29. The table below shows that in January 2025 when we prepared the MTFP, a budget gap remained in the final year, 2028/29. As part of the budget process mentioned in 2.9 above, we will aim to reduce this budget gap as much as possible.

Table 2

	2025/26 Budget £000	2026/27 Budget £000	2027/28 Budget £000	2028/29 Budget £000
Net Cost of Services	15,609	15,733	16,349	16,904
Net debt charges + investment interest	(1,635)	(2,068)	(2,415)	(2,619)
Net t/f to/(from) reserves + balances	1,209	568	524	471
Net t/f to/(from) NNDR Growth Protection Reserve	(49)	(4,964)	(5,017)	(4,180)
Parish precept	4,583	4,583	4,583	4,583
Funding from council tax, business rates and government grants	(19,717)	(13,852)	(14,024)	(14,206)
Use of GF balance	0	0	0	953

Housing Revenue Account (HRA)

- 2.12 The Housing Revenue Account is provided in **Appendix 3 and 4** to this report.
- 2.13 The Housing Revenue Account position shows a number of variances during the year. The main expenditure under spends are in relation to staff related budgets £0.178m within various sections of the HRA, £0.401 increased income from services, and a combined saving of £0.275m against the stores-issues and sub-contractor cost budget. The overall expenditure position is £0.477m below the current budget. The overall income position is £0.376m above the current budget. This gives a net cost of services under spend of £0.853m, adjusting to £0.810m under spend after interest and depreciation.
- 2.14 The surplus of £0.810m has been used to fund a contribution to the HRA Development Reserve which will be available to fund future expenditure requirements. This is included in **Appendix 7** with the other HRA earmarked reserves and is discussed more in paragraph 2.4 and 2.5. The HRA balance was increased back to former levels during 2024/25 as planned in the MTFP, to £2.007m. The HRA balances are considered appropriate with the level of financial risk facing the HRA. Maintenance of the balances is necessary as it will help ensure the financial and operational stability of the HRA which is essential if we are to maintain the level of services and quality of housing provided to our tenants over the life of the 30-year Business Plan.
- 2.15 Where the use of Reserves has not been fully applied in 2024/25 and there are ongoing commitments for these activities in 2025/26, the funding will be carried forward and utilised. The balance of the HRA reserves at 31st March 2025 is £3.396m and the unallocated balance is £1.824m.

Capital Investment Programme

- 2.16 Details of the capital expenditure incurred by the Council in 2024/25 on a scheme-by-scheme basis is provided in **Appendix 5**. The Capital Programme may be summarised as follows:

General Fund:	Current Programme £'000	Outturn £'000	Variance £'000
GF Building Assets	9,990	4,225	(5,765)
GF ICT Schemes	788	243	(545)
Leisure Schemes	789	654	(135)
Disabled Facilities Grants	950	654	(296)
Investment Activities	533	533	0
GF Vehicle/Plant Replacements	3,598	1,804	(1,794)
General Fund Total	16,648	8,113	(8,535)

HRA:	Current Programme £'000	Outturn £'000	Variance £'000
HRA New Build Properties	11,965	6,521	(5,444)
HRA Vehicle Replacements	1,399	1,027	(372)
Public Sector Housing Schemes	7,429	5,997	(1,432)
HRA ICT Schemes	42	4	(38)
HRA Total	20,835	13,549	(7,286)
Programme Total	37,483	21,662	(15,821)

General Fund Schemes

- 2.17 In relation to the General Fund element of the Capital Programme during 2024/25, £8.535m was not undertaken. Shirebrook Crematorium, ICT infrastructure and Vehicle replacements were the main variances.

HRA Schemes

- 2.18 Within the HRA the variances show that £7.286m of the total HRA programme has not been undertaken during the year. The New Build Properties category constituted the main variance.
- 2.19 **Appendix 5** also details the proposed carry forward amounts to 2025/26. These requests relate to individual schemes that are still in progress, where there are outstanding commitments or where the scheme has been delayed. The carry forward amount is £13.822m with the impact on the 2025/26 capital programme detailed in the appendix. It should be noted that all these expenditure requirements will take forward a corresponding level of financial resources and thus have a neutral impact on the financial position in 2025/26.

Capital Financing

- 2.20 The Capital Programme was financed as follows:

General Fund:	Current Programme £'000	Outturn £'000	Variance £'000
The Better Care Fund	950	654	(296)
Prudential Borrowing	6,378	3,572	(2,806)
Reserves	5,318	1,996	(3,322)
Capital Receipts	215	483	268
External Funding	3,787	1,408	(2,379)
Total General Fund	16,648	8,113	(8,535)

HRA:	Current Programme £'000	Outturn £'000	Variance £'000
Major Repairs Reserve	6,738	5,372	(1,366)
Prudential Borrowing	9,255	2,858	(6,397)
HRA Reserves	11	11	0
Capital Receipts	2,025	2,057	32
External Funding	2,806	3,251	445
Total HRA	20,835	13,549	(7,286)
Grand Total	37,483	21,662	(15,821)

General Fund Capital Financing

- 2.21 Officers have financed the General Fund Capital Programme from a combination of capital receipts, reserve contributions, prudential borrowing, and external funding.

HRA Capital Financing

- 2.22 Officers have financed the HRA Capital Programme from a combination of capital receipts, reserve contributions, prudential borrowing, and external funding.

Treasury Management

- 2.23 **Appendix 6** provides a brief report on the Treasury Management activity of the Council for 2024/25. In summary, the Council operated throughout 2024/25 within the Authorised and Operational Boundary limits approved in the Treasury Management Strategy as approved by the Council in January 2024.

- 2.24 The key points from the summary report are:

- The overall borrowing requirement of the Council (the Capital Financing Requirement) - £129.960m at 31 March 2025.
- Effective internal borrowing - £51.160m.
- The PWLB debt - £78.8m.
- £7.2m repayments of PWLB debt in year.
- No new PWLB borrowing was undertaken in 2024/25.
- PWLB interest paid in 2024/25 - £2.837m.
- Interest received on investments - £1.272m.

3. Reasons for Recommendation

General Fund

- 3.1 During 2024/25, the Council managed its budget effectively securing a favourable financial outturn. The Council was able to make contributions of £1.575m to reserves in preparation for future expenditure commitments. The Council's general fund earmarked reserves total £24.673m and have £20.718m committed against them, at the time of writing this report.

HRA

- 3.2 Again, effective budget management meant the Council was able to contribute £0.810m to the HRA Development Reserve in preparation for future expenditure commitments. The HRA continues to operate within the parameters set by the 30 Year Business Plan and the MTFP. Officers will be working to ensure that the Business Plan continues to reflect the impact of government legislation, that it is updated in response to the stock condition survey undertaken during 2024/25 and continues to be sustainable over the 30-year period of the Business Plan.

Capital Programme

- 3.3 The Capital Programme saw good progress on approved schemes during the 2024/25 financial year. There are, however, a number of schemes which are work in progress and this requires that the associated expenditure and funding be carried forward into the 2025/26 financial year.

Capital Financing

- 3.4 Capital expenditure during 2024/25 has been fully financed in line with the approved programme. However, in some instances where schemes are funded from more than one source and run over more than one year, funding used to finance expenditure this year may differ to originally planned for this year in the MTFP. By the end of the project all financing will have been applied as originally approved.

Treasury Management

- 3.5 The Council operated in line with its agreed Treasury Management Strategy during the 2024/25 financial year. This ensures that lending and borrowing arrangements were prudent and sustainable, minimising the risk of financial loss to the Council. Effective management of these arrangements ensured that interest costs during the year were minimised in order to assist the Council's revenue position whilst interest receivable rose.

4 Alternative Options and Reasons for Rejection

- 4.1 The financial outturn report for 2024/25 is primarily a factual report which details the outcome of previously approved budgets therefore there are no alternative options that need to be considered.
- 4.2 The allocation of resources to earmarked reserve accounts has been undertaken in line with the Council's policy and service delivery framework and in the light of the risks and issues facing the Council over the period of the current MTFP. If these risks do not materialise or are settled at a lower cost than anticipated, then the earmarked reserves will be reassessed and returned to balances where appropriate.

RECOMMENDATION(S)

1. That Members note the outturn position in respect of the 2024/25 financial year.
2. That Members approve the transfers to general fund earmarked reserves of £1.575m as outlined in detail in paragraph 2.3.
3. That Members approve the transfers to HRA earmarked reserves of £0.810m as outlined in detail in paragraph 2.14.
4. That Members approve the proposed carry forward of capital budgets detailed in Appendix 5 totalling £13.822m.

Approved by the Portfolio Holder – Cllr Clive Moesby, Executive Member for Resources

IMPLICATIONS.

Finance and Risk: Yes ☒ No ☐

Details:

The financial implications are set out within the body of the report.

Members should note that the budgets against which we have monitored the 2024/25 outturn were those agreed within the Council's Medium Term Financial Plan (MTFP). The MTFP considered both the affordability of the budgets that were approved and ensured that the level of balances remained adequate for purposes of enabling sound financial management.

The issue of financial risk is covered throughout the report. The risk of not achieving a balanced budget, together with the risk that the Council's level of financial balances will be further eroded are currently key corporate risks identified on the Council's Strategic Risk Register.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☒ No ☐

Details:

The Statement of Accounts for 2024/25 is required to be prepared by 30 June and audited by the 27th of February 2026 as phase 2 of the process to clear the local audit back log as described in the report. The Council has now completed the draft Statement of Accounts, and they have been signed off by the Section 151 Officer as at the 19th of June 2025.

On behalf of the Solicitor to the Council

Environment:

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

Details:

Not applicable to this report.

Staffing: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Details: There are no human resource issues arising directly out of this report. <div style="text-align: right;">On behalf of the Head of Paid Service</div>

DECISION INFORMATION

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

District Wards Significantly Affected	None
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Portfolio Holder for Finance

Links to Council Ambition: Customers, Economy, and Environment.

DOCUMENT INFORMATION	
Appendix No	Title
1	General Fund Summary – Outturn 2024/25
2	General Fund Detail – Outturn 2024/25
3	Housing Revenue Account – Outturn 2024/25
4	Housing Revenue Account Detail – Outturn 2024/25
5	Capital Expenditure – Outturn 2024/25
6	Treasury Management – Outturn 2024/25
7	Earmarked reserves – at 31 March 2025

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

Appendix 1

GENERAL FUND SUMMARY - OUTTURN 2024/25

Appendix 1

	Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
Community Services Directorate (including S106 expenditure and year-end entries)	9,158,898	8,258,891	(900,007)
Corporate Resources Directorate (including year-end entries)	1,666,334	1,454,850	(211,484)
Dragonfly Services (including year-end entries)	2,886,410	2,581,324	(305,086)
Net Cost of Services	13,711,642	12,295,065	(1,416,577)
Investment Property net income	(234,812)	(234,812)	0
Debt Charges	737,015	570,061	(166,954)
Investment Interest	(2,794,013)	(2,717,729)	76,284
Contributions to Reserves	4,198,360	5,773,003	1,574,643
Contributions from Earmarked Reserves	(2,106,467)	(2,118,524)	(12,057)
Contribution (from)/to S106 Holding A/cs, Grant A/cs and Miscellaneous Holding A/cs	1,038,230	1,015,730	(22,500)
Parish Precepts	4,583,187	4,583,187	0
Total Spending Requirement	19,133,142	19,165,981	32,839
Revenue Support Grant	(1,570,582)	(1,570,582)	0
Business Rates Retention	(7,387,252)	(7,387,252)	0
New Homes Bonus Grant, including Services Grant and Funding Guarantee Grant	(875,770)	(875,770)	0
BDC Council Tax Requirement	(4,691,334)	(4,691,334)	0
Parish Council, Council Tax Requirement	(4,583,187)	(4,583,187)	0
Miscellaneous un-ringfenced grant	0	(45,870)	(45,870)
Council Tax Collection Fund surplus	(11,986)	(11,986)	0
Funding Requirement	(19,120,111)	(19,165,981)	(45,870)
Opening General Fund Balance	(2,000,563)	(2,000,563)	
Transfer (to)/from Balances	0	0	
Closing General Fund Balance	(2,000,563)	(2,000,563)	

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G007	Community Safety - Crime Reduction (G007)	77,012	74,661	(2,351)	
G010	Neighbourhood Management (G010)	74,496	78,603	4,107	
G013	Community Action Network (G013)	388,146	361,254	(26,892)	Staffing costs under spent by £21k due to vacancy during the year.
G017	Private Sector Housing Renewal (G017)	77,694	70,818	(6,876)	Works in default £6k over spent, income from recovered expenditure £14k.
G018	Environmental Health - Covid Team (G018)	5,967	3,851	(2,116)	
G020	Public Health (G020)	(84,000)	(84,000)	0	
G021	Pollution Reduction (G021)	276,616	288,231	11,615	Recharge from NEDDC
G022	Health & Safety (G022)	0	(682)	(682)	
G023	Pest Control (G023)	39,716	39,074	(642)	
G024	Street Cleansing (G024)	420,861	371,963	(48,898)	Staff related costs £37k under spent due to in-year vacancies. Income £9k over achieved.
G025	Food Safety (G025)	146,892	142,639	(4,253)	
G026	Animal Welfare (G026)	117,646	116,708	(938)	
G027	Emergency Planning (G027)	17,720	18,218	498	
G028	Waste Collection (G028)	1,616,392	1,444,930	(171,462)	Staff costs £133k under spent due to in-year vacancies. Equipment/tools & materials £12k over spent. Income £48k over achieved.
G032	Grounds Maintenance (G032)	1,073,250	1,012,053	(61,197)	Staff costs £57k under spent due to in-year vacancies. Income over achieved by £4k.
G033	Vehicle Fleet (G033)	1,311,810	1,182,165	(129,645)	Staff costs £69k under spent overall due to in-year vacancies. Diesel £8k under spent. Petrol £2k under spent. Equipment £7k under spent.
G036	Environmental Health Mgmt & Admin (G036)	332,070	340,792	8,722	
G042	Asylum Dispersal (G042)	(415,736)	(415,736)	0	
G046	Homelessness (G046)	232,980	223,701	(9,278)	
G048	Town Centre Housing (G048)	(10,600)	(1,199)	9,401	
G049	Temporary Accommodation Officer (G049)	(1,914)	28,468	30,383	Revenue grant not received in year.

Appendix 2

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G053	Licensing (G053)	77,450	103,694	26,244	Recharge from NEDDC
G056	Land Charges (G056)	40,003	33,582	(6,421)	
G061	Bolsover Wellness Programme (G061)	114,388	124,388	10,000	Funded from health partnership budget.
G062	Extreme Wheels (G062)	(4,860)	(12,555)	(7,695)	
G064	Bolsover Sports (G064)	163,675	177,604	13,929	Salary £2k over spent. Income showing £13k down as holiday programme income now goes to Go Active code.
G065	Parks, Playgrounds & Open Spaces (G065)	53,439	45,113	(8,326)	
G069	Arts Projects (G069)	58,603	58,332	(271)	
G070	Outdoor Sports & Recreation Facilities (G070)	32,051	16,718	(15,333)	Equipment/tools/materials £5k under spent. Utilities £5k under spent. Income £4k over achieved.
G072	Leisure Services Mgmt & Admin (G072)	287,708	301,444	13,736	
G073	Planning Policy (G073)	330,590	278,576	(52,014)	Staff costs showing a £48k under spend due to a secondment. Consultancy fees £4k under spent.
G074	Planning Development Control (G074)	206,399	153,075	(53,324)	Income £48k over achieved.
G076	Planning Enforcement (G076)	92,851	89,538	(3,313)	
G079	Planning Services Mgmt & Admin (G079)	64,764	64,167	(597)	
G097	Groundwork & Drainage Operations (G097)	85,629	83,930	(1,699)	
G106	Housing Anti Social Behaviour (G106)	166,949	151,509	(15,440)	Staffing costs £10k under spent. Equipment/tools/materials £5k under spent.
G113	Parenting Practitioner (G113)	60,133	59,069	(1,064)	
G123	Riverside Depot (G123)	257,454	246,509	(10,945)	
G124	Street Servs Mgmt & Admin (G124)	74,981	75,119	138	
G125	S106 Percent for Art (G125)	(98,968)	(98,968)	0	
G126	S106 Formal and Informal Recreation (G126)	(49,525)	(49,525)	0	
G131	Bolsover Community Woodlands Project (G131)	5,000	(10,256)	(15,256)	Expenditure less due to vacancy and therefore less income claimed.

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G132	Planning Conservation (G132)	51,654	51,299	(355)	
G135	Domestic Violence Worker (G135)	52,407	51,319	(1,088)	
G139	Proptech Engagement Fund (G139)	13,720	13,720	0	
G142	Community Safety - CCTV (G142)	1,025	1,025	0	
G143	Housing Strategy (G143)	59,797	59,797	(0)	
G144	Enabling (Housing) (G144)	45,413	46,188	775	
G146	Pleasley Vale Outdoor Activity Centre (G146)	65,670	83,797	18,127	Repairs and maintenance costs £1k under spent. Income £17k under achieved.
G148	Trade Waste (G148)	(235,629)	(232,032)	3,597	
G149	Recycling (G149)	173,507	132,885	(40,622)	Staffing £21k under spent due to in-year vacancies, and income £20k over achieved.
G153	Housing Advice (G153)	23,954	18,266	(5,688)	
G170	S106 Outdoor Sports (G170)	(25,856)	(25,856)	0	
G172	S106 Affordable Housing (G172)	(195,418)	(195,418)	0	
G176	Affordable Warmth (G176)	25,764	25,402	(362)	
G179	Streets Sports (G179)	12,526	8,297	(4,229)	
G181	STEP (G181)	(328)	(328)	0	
G182	Community Outreach Programmes (G182)	(4,548)	(4,548)	0	
G183	Holiday Activity + Food (HAF) Programme (G183)	5,681	5,681	0	
G194	Clearance of Mill Lane Depot Site (G194)	693,032	693,032	0	
G196	Asst Director of Planning (G196)	87,449	88,099	650	
G198	Assist Director of Housing (GF) (G198)	38,639	38,403	(236)	
G199	Assist Director of Street Scene (G199)	33,054	32,881	(173)	
G202	Assist Director of Leisure, Health + Wellbeing (G202)	87,356	87,357	1	

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G207	Balanceability (G207)	(5)	(5)	0	
G209	Tourism and Culture (G209)	(162)	(162)	0	
G210	Strategic Director of Services (G210)	116,673	116,672	(1)	
G223	Contracts Administrator (G223)	57,258	57,182	(76)	
G227	S106 - Public Health (G227)	31,669	31,669	0	
G228	Go Active Clowne Leisure Centre (G228)	293,228	(36,603)	(329,831)	Staffing costs £10k over spent. Building/utility costs £57k under spent. Equipment/consumables £11k under spent. Income £276k over achieved.
G229	Housing Standards (G229)	0	(607)	(607)	
G238	HR Health + Safety (G238)	127,659	119,132	(8,527)	
G239	Housing + Comm Safety Fixed Penalty Acc (G239)	1,000	(2,206)	(3,206)	
G260	Weekly Food Waste Collections (G260)	(193,021)	(193,021)	0	
	Total for Community Services Directorate	9,158,899	8,258,892	(900,007)	
G001	Audit Services (G001)	147,124	131,902	(15,222)	Vacancies within the consortium.
G002	I.C.T. (G002)	1,148,111	1,159,633	11,522	Recharges from NE £12k (net) over spend.
G003	Communications, Marketing + Design (G003)	349,579	320,261	(29,318)	Staffing related costs £6k under spent. Mileage £2k under spent. Equipment £4k under spent. Publicity & Image £4k under spent. Marketing £7k under spent. H+C £5k under spent.
G006	CEPT (G006)	478,270	481,396	3,126	
G011	Director of Leader's Executive Team (G011)	53,198	52,628	(570)	
G012	Community Champions (G012)	16,774	13,961	(2,813)	
G014	Customer Contact Service (G014)	975,131	934,480	(40,650)	Staffing related costs £29k under spent - part of this relates to G155 over spend due to recent changes in the department. Utilities and building maintenance costs £5k under spent.
G015	Strategy & Performance (G015)	162,041	157,007	(5,034)	
G038	Concessionary Fares & TV Licenses (G038)	(12,400)	(13,769)	(1,369)	

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G039	Children + YP Emotional Well-being (G039)	(50,000)	(50,000)	0	
G040	Corporate Management (G040)	298,490	290,434	(8,056)	
G041	Non Distributed Costs (G041)	292,097	286,971	(5,126)	
G043	Chief Executive Officer (G043)	186,605	191,914	5,309	
G044	Financial Services (G044)	465,592	449,983	(15,608)	Staffing costs £5k under spent due to changes in staffing arrangements. Income £7k over achieved.
G050	Executive Support (G050)	66,080	62,001	(4,079)	
G051	Senior Valuer (G051)	65,507	66,069	562	
G052	Human Resources & Payroll (G052)	237,182	242,288	5,106	
G054	Electoral Registration (G054)	191,197	189,322	(1,875)	
G055	Democratic Representation & Management (G055)	542,786	532,195	(10,591)	
G058	Democratic Services (G058)	254,344	192,516	(61,828)	Staffing related costs £55k under spent due to in-year vacancies. Additional consultancy costs of £10k covered by salary under spends.
G060	Legal Services (G060)	477,058	411,007	(66,051)	Salary related costs £66k under spent.
G086	Alliance (G086)	5,250	4,256	(994)	
G100	Benefits (G100)	505,754	447,917	(57,837)	Staffing costs £20k under spent due to in-year vacancies. £32k year-end transaction showing as under spend.
G103	Council Tax / NNDR (G103)	505,559	435,784	(69,775)	Staffing related costs £39k under spent due to in-year vacancies. Postages £20k over spent. Income £57k over achieved. H+C services £14k under spent.
G111	Shared Procurement Unit (G111)	70,747	62,830	(7,917)	
G117	Payroll (G117)	107,075	103,595	(3,480)	
G118	Union Convenor (G118)	38,122	38,121	(0)	
G155	Customer Services (G155)	37,735	45,837	8,102	
G157	Controlling Migration (G157)	2,869	2,869	0	

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G161	Rent Rebates (G161)	(48,721)	(24,199)	24,522	Difference from HB mid-year subsidy estimate to final claim
G162	Rent Allowances (G162)	50,751	210,477	159,726	Difference from HB mid-year subsidy estimate to final claim
G164	Support Recharges (G164)	(5,558,673)	(5,558,673)	0	
G168	Multifunctional Printers (G168)	37,600	23,032	(14,568)	Hardware maint+rental £15k under spent.
G177	Discretionary Housing (G177)	0	(1,166)	(1,166)	
G191	Bolsover Community Lottery (G191)	(6,209)	(6,209)	0	
G192	Scrutiny (G192)	39,020	39,472	452	
G195	Director of Governance + Monitoring (G195)	112,919	115,714	2,795	
G197	Director of Finance + S151 Officer (G197)	111,526	114,996	3,470	
G211	UK Shared Prosperity Fund (G211)	14,883	3,883	(11,000)	£11k additional income for project management fees
G216	Raising Aspirations (G216)	55,628	55,628	0	
G220	Locality Funding (G220)	(43,580)	(43,580)	0	
G224	Mine Water Heat Network (G224)	(32,970)	(32,970)	0	
G241	Community Rail (G241)	27,501	27,501	0	
G247	Culture Arts Corridor (G247)	(5)	(5)	0	
G248	This Girl's Code (G248)	938	938	0	
G250	Rail Safety + ASB Distraction Project (G250)	3,317	3,317	0	
G251	Youth Based Intervention Programme (G251)	(1,085)	(1,085)	0	
G255	Skills to Thrive 16 - 24 (G255)	(3,591)	(3,591)	0	
G257	Employee Engagement (G257)	47,538	46,284	(1,254)	
G259	East Midlands Investment Zone (G259)	(235,533)	(235,533)	0	
G261	Engaging Supply Chain SMEs (G261)	(75,000)	(75,000)	0	

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G264	Support Service Recharge Dragonfly (G264)	(447,798)	(447,792)	6	
	Total for Corporate Resources Directorate	1,666,334	1,454,850	(211,484)	
G077	LGA Housing Advisers Programme (HAP) (G077)	7,943	7,943	0	
G078	LGA Net Zero Inovation Programme (NZIP) (G078)	5,397	5,397	0	
G080	Engineering Services (ESRM) (G080)	92,972	91,063	(1,909)	
G082	Tourism Promotion + Development (G082)	65,436	65,450	14	
G083	Building Control Consortium (G083)	54,500	54,500	0	
G085	Economic Development (G085)	178,217	171,987	(6,230)	
G088	Derbyshire Economic Partnership (G088)	15,000	15,000	0	
G089	Premises Development (G089)	(8,298)	0	8,298	
G090	Pleasley Vale Mills (G090)	65,840	0	(65,840)	Income over achieved by £64k.
G092	Pleasley Vale Electricity Trading (G092)	22,604	0	(22,604)	Bad debt provision £12k increase. Recharges to tenants £35k over achieved.
G095	Estates + Property (G095)	863,202	771,441	(91,761)	Staff costs under spent £29k, income for capital admin allowance £55k.
G096	Building Cleaning (General) (G096)	148,205	148,666	461	
G109	Director of Development	154,368	154,110	(258)	
G110	Asst Director of Development	122,497	122,497	0	
G114	Strategic Investment Fund	72,961	72,961	0	
G133	The Tangent Business Hub (G133)	(16,321)	(47,879)	(31,558)	Under spend relates to utilities £7k, contracted services £2k, £5k on buildings/fixtures maintenance, £11k on telephones. Income £6k over achieved.
G138	Bolsover TC Regeneration Scheme	15	15	0	
G151	Street Lighting (G151)	78,893	64,612	(14,281)	Under spend £13k relates to electric.
G156	The Arc (G156)	274,585	240,893	(33,692)	Income £23k under achieved. Expenditure under spend of £32k relates to savings on utility bills, £16k on building/plant maintenance and £7k on other contracted services.

GENERAL FUND DETAIL - OUTURN 2024/25

Appendix 2

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Monitoring Report 1/4/24 - 31/3/25		Current Budget	Outturn	Variance	
		2024/25	2024/25		
Directorate cost centres		£	£	£	
G167	Facilities Management (G167)	22,996	8,515	(14,481)	Under spend relates to £9k saving due to no inspections on fire doors undertaken in year and £5k on asbestos and legionella works not required in year.
G169	Closed Churchyards (G169)	10,000	9,974	(26)	
G188	Cotton St Contact Centre (G188)	24,646	19,326	(5,320)	
G193	Economic Development Management + Admin (G193)	536,011	510,111	(25,900)	£26k employee savings due to part year vacant posts.
G212	Net Zero Hyper Innovation Programme	43,247	43,247	0	
G222	Visitor Economy Business Support	26,446	26,446	0	
G246	Business Grants Growth Scheme	25,048	25,048	(0)	
	Total for Dragonfly Services	2,878,467	2,573,382	(305,085)	
	Total for: General Fund	13,703,700	12,287,124	(1,416,576)	

HOUSING REVENUE ACCOUNT - OUTTURN 2024/25

Appendix 3

	Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
Expenditure			
Repairs & Maintenance	7,511,587	7,076,857	(434,730)
Treasury Management Advisor	9,875	9,875	(0)
Rents, Rates, Taxes & Other Charges	432,240	437,426	5,186
Supervision & Management	7,780,017	7,720,442	(59,575)
Tenants Participation	93,437	93,826	389
Special Services	501,293	408,811	(92,482)
New Build Scheme Evaluations	172,973	366,858	193,885
Supporting People - Wardens	780,684	731,567	(49,118)
Supporting People - Central Control	458,789	408,096	(50,693)
Director of Property & Construction	96,370	96,497	127
HRA Health & Safety	52,479	52,742	263
HRA Corporate Management	0	10,200	10,200
	17,889,744	17,413,196	(476,548)
Income			
Dwelling Income	(24,862,985)	(25,027,294)	(164,309)
Non Dwelling Income	(93,951)	(91,206)	2,745
Leasehold Flats	(7,000)	(14,066)	(7,066)
Repairs & Maintenance	(1,278,411)	(1,474,943)	(196,532)
Supervision & Management	(40)	(70)	(30)
Tenants Participation	(38,749)	(20,889)	17,860
Special Services	(20,899)	(25,847)	(4,948)
Supporting People - Wardens	(149,155)	(146,172)	2,983
Supporting People - Central Control	(225,412)	(252,311)	(26,899)
Director of Property & Construction	(297)	(307)	(10)
	(26,676,900)	(27,053,107)	(376,207)
Net Cost of Services	(8,787,155)	(9,639,910)	(852,755)
Appropriations			
Bad Debt Provision	130,000	108,741	(21,259)
HRA Interest Charges	4,934,217	4,589,682	(344,535)
Depreciation & Impairment	5,348,200	5,691,487	343,287
Contribution to HRA Balance	362,718	362,718	0
<u>Contribution to/(from) HRA Reserves</u>			
8022 - Contribution to Reserves	49,635	859,255	809,620
8022 - Insurance reserve postings	(21,298)	(21,298)	0
8022 - Use of Earmarked Reserves	(1,388,291)	(1,388,291)	0
8040 - Grant Movement	16,509	16,509	0
Investment Interest	(644,535)	(578,893)	65,642
Net Operating (Surplus)/Deficit	(0)	0	0
HRA Balances			
Opening Housing Revenue Account balance	(1,644,153)	(1,644,153)	
Budgeted Contribution from Balances	(362,718)	(362,718)	
Closing Housing Revenue Account Balance	(2,006,871)	(2,006,871)	

HOUSING REVENUE ACCOUNT DETAIL - OUTTURN 2024/25

Appendix 4

	List of net budgets per cost centre per directorate		Current Budget	Outturn	Variance	reasons for variance
			2024/25	2024/25		
			£	£	£	
Comm S	H002	Treasury Management Advisor	9,875	9,875	(0)	
Comm S	H004	Supervision + Management	7,779,977	7,720,371	(59,606)	(£31k) legal/professional services, (£31k) employee costs, (£19K) printing, stationery subscriptions, postage, software rental.
Comm S	H005	Dwelling Rents Income	(24,862,985)	(25,027,294)	(164,309)	(£164k) Additional income due to combination of reduced RTB's and rents on new lets.
Comm S	H006	Non-Dwelling Rents Income	(93,951)	(91,206)	2,745	
Comm S	H010	Tenants Participation	54,688	72,937	18,249	
Comm S	H011	Special Services	480,394	382,965	(97,429)	(£13k) saving on staff costs, (£25k) saving on gas charges, (£35k) saving on less repairs on boilers than anticipated.
Comm S	H017	Leasehold Flats	(7,000)	(14,066)	(7,066)	
Comm S	H021	Housing Related Support - Wardens	631,530	585,395	(46,135)	Saving on 2 part year vacant positions.
Comm S	H022	Housing Related Support - Central Control	233,377	155,785	(77,592)	(£52k) on employee costs, (£33k) saving on replacement of end user equipment.
Comm S	H025	HRA Health & Safety	52,479	52,742	263	
Comm S	H040	HRA Corporate Management	0	10,200	10,200	This covers the Apprenticeship Levy and the cost of producing the Pension reports for Dragonfly Management.
Total for Community Services Directorate			(15,721,616)	(16,142,298)	(420,682)	
D/Fly	H001	Repairs + Maintenance	6,233,176	5,601,914	(631,262)	(£164k) saving on stores issues, (£96k) reduced recharge to HRA from Dragonfly due to reduced spending on materials carried on the vans, (£146k) Capital Admin Allowance (£57k) understated income budget, (£111k) saved on sub-contracting responsive repair work, (£36k) saving in employee costs.
D/Fly	H003	Rents, Rates, Taxes + Other Charges	432,240	437,426	5,186	
D/Fly	H019	New Build Schemes Evaluations	172,973	366,858	193,885	Phasing of demolition project at Briar Close, Shirebrook, pending new build scheme, significantly changed, increasing the cost in year.
D/Fly	H024	Director of Property + Construction	96,073	96,189	116	
Total for Dragonfly Services			6,934,462	6,502,388	(432,074)	
Total Net Cost of BDC Housing Revenue Account Services			(8,787,154)	(9,639,910)	(852,756)	

Appendix 5

CAPITAL EXPENDITURE OUTTURN - 2024/25

Appendix 5

	Current Programme 2024/25	Outturn 2024/25	Variance	Carried Forward requests 2025/26
	£	£	£	£
General Fund				
Asset Management Plan				
Investment Properties	42,428	2,525	(39,903)	0
Leisure Buildings	30,456	0	(30,456)	0
Pleasley Vale Business Park	138,365	32,571	(105,794)	7,894
Riverside Depot	30,287	17,065	(13,222)	0
The Arc	49,787	36,972	(12,815)	0
The Tangent	58,986	4,975	(54,011)	14,953
Contact Centres	28,452	0	(28,452)	0
Asset Management Plan not yet allocated to an individual scheme	32,614	0	(32,614)	0
	411,375	94,108	(317,267)	22,847
Engineering Asset Management Plan				
Car Parks	30,500	30,500	0	0
Shelters	12,000	11,908	(92)	0
Lighting	7,500	7,499	(1)	0
	50,000	49,907	(93)	0
Assets				
Pleasley Vale Mill - Dam Wall	771,000	103,063	(667,937)	667,937
Pleasley Vale Grease works CCTV	50,000	0	(50,000)	50,000
Pleasley Vale Storm Babet	496,784	21,405	(475,379)	419,028
Land at Portland Street	27,168	5,085	(22,083)	22,083
Shirebrook Crematorium	5,948,309	3,192,257	(2,756,052)	2,754,189
Changing Places	53,000	51,378	(1,622)	0
Mine Water Project	180,020	2,920	(177,100)	177,100
Bolsover Loop Infrastructure Project	100,000	98,091	(1,909)	0
Shirebrook Market Place	359,911	325,676	(34,235)	5,670
South Normanton Mural Project	20,000	20,000	0	0
Rural Fund	240,318	240,231	(87)	0
Mobile CCTV Cameras	15,000	0	(15,000)	15,000
Tangent Hub - Reinstate Stonework	30,000	20,963	(9,037)	9,037
Portland Skills Hub	10,000	0	(10,000)	10,000
Former Co-op	800,000	0	(800,000)	800,000
36/36a Creative Makers	203,000	0	(203,000)	203,000
White Swan	224,000	0	(224,000)	224,000
	9,528,510	4,081,069	(5,447,441)	5,357,044
ICT Schemes				
ICT infrastructure	529,350	91,300	(438,050)	0
Council chamber audio visual equipment	180,000	73,442	(106,558)	106,558
Civica Workflow360	78,635	78,635	0	0
	787,985	243,377	(544,608)	106,558

CAPITAL EXPENDITURE OUTTURN - 2024/25

Appendix 5

	Current Programme 2024/25	Outturn 2024/25	Variance	Carried Forward requests 2025/26
	£	£	£	£
Leisure Schemes				
Pleasley Vale Leisure Equipment	20,000	0	(20,000)	20,000
Pleasley Vale Cycle Path	86,771	0	(86,771)	0
Go Active Café Equipment	10,201	6,201	(4,000)	4,000
Go Active Equipment	16,822	13,590	(3,232)	3,232
Combined Heat & Power Unit	655,000	634,313	(20,687)	0
	788,794	654,104	(134,690)	27,232
Private Sector Schemes				
Disabled Facilities Grants	950,000	653,899	(296,101)	0
	950,000	653,899	(296,101)	0
Investment Activities				
Parish Council Loans	533,000	533,000	0	0
	533,000	533,000	0	0
Vehicles and Plant				
Vehicle Replacements	3,532,124	1,768,929	(1,763,195)	1,588,232
District CCTV	52,171	35,187	(16,984)	16,984
CAN Rangers Equipment	14,231	0	(14,231)	14,231
	3,598,526	1,804,116	(1,794,410)	1,619,447
Total General Fund	16,648,190	8,113,580	(8,534,610)	7,133,128
Housing Revenue Account				
New Build Properties				
Alfreton Rd Pinxton	513,360	496,020	(17,340)	17,340
Bolsover Homes-yet to be allocated	573,132	0	(573,132)	573,132
Glapwell - Meadow View Homes	30,000	0	(30,000)	30,000
Jubilee Court Bungalows	300,000	275,577	(24,423)	0
Keepmoat Properties at Bolsover	30,000	30,000	0	0
Market Close Shirebrook	300,000	9,701	(290,299)	290,299
Moorfield Lane Whaley Thorns	83,000	82,073	(927)	0
Park Lane Pinxton	3,100,000	0	(3,100,000)	3,100,000
Sandy Lane/Thorpe Ave Whitwell	34,860	28,401	(6,459)	5,854
Woburn Close Cluster	6,342,336	5,347,068	(995,268)	995,268
The Woodlands	156,631	90,636	(65,995)	65,995
Valley View (2 Bungalows & extension)	461,070	161,797	(299,273)	299,273
West Street Langwith	40,809	0	(40,809)	40,809
	11,965,198	6,521,273	(5,443,925)	5,417,970
Vehicle Replacements	1,398,300	1,025,861	(372,439)	372,439
	1,398,300	1,025,861	(372,439)	372,439

CAPITAL EXPENDITURE OUTTURN - 2024/25
Appendix 5

	Current Programme 2024/25	Outturn 2024/25	Variance	Carried Forward requests 2025/26
	£	£	£	£
Public Sector Housing				
Electrical Upgrades	480,000	462,813	(17,187)	17,187
External Door Replacements	150,000	97,533	(52,467)	52,467
External Wall Insulation	411,500	289,414	(122,086)	122,086
Bramley Vale	500,000	453,809	(46,191)	46,191
Flat Roofing	70,000	60,403	(9,597)	9,597
Heating Upgrades	210,000	154,533	(55,467)	8,735
Kitchen Replacements	750,000	525,457	(224,543)	79,358
Re Roofing	1,000,000	988,002	(11,998)	11,998
Property Services Mgmt. & Admin	130,936	130,936	0	0
Safe & Warm	1,856,622	1,841,036	(15,586)	3,628
Unforeseen Reactive Capital Works	20,000	1,632	(18,368)	0
Welfare Adaptations	600,000	513,558	(86,442)	86,442
Wet Rooms (Bungalows)	300,000	268,761	(31,239)	31,239
House Fire / Flood Damage (Insurance)	50,000	13,848	(36,152)	1,560
Outbuilding removal project	25,000	250	(24,750)	24,750
Concrete surrounds	135,000	13,587	(121,413)	121,413
Victoria House - fire doors/scooter store	150,000	6,291	(143,709)	143,709
Yet to be allocated to a scheme	315,237	0	(315,237)	0
Garage site & footpath resurfacing	100,000	36,696	(63,304)	63,304
Damp Proof Course	175,000	138,717	(36,283)	36,283
	7,429,295	5,997,276	(1,432,019)	859,947
HRA ICT Schemes				
Open Housing	41,821	3,611	(38,210)	38,210
	41,821	3,611	(38,210)	38,210
Total HRA	20,834,614	13,548,021	(7,286,593)	6,688,566
TOTAL CAPITAL EXPENDITURE	37,482,804	21,661,601	(15,821,203)	13,821,694
Capital Financing				
General Fund				
Better Care Fund	(950,000)	(653,899)	296,101	0
Prudential Borrowing	(6,377,967)	(3,572,373)	2,805,594	(2,754,189)
Reserves	(5,318,067)	(1,996,026)	3,322,041	(1,668,836)
Capital Receipts	(215,132)	(482,873)	(267,741)	(122,248)
External Funding	(3,787,024)	(1,408,409)	2,378,615	(2,587,855)
	(16,648,190)	(8,113,580)	8,534,610	(7,133,128)
HRA				
Major Repairs Allowance	(6,737,795)	(5,371,410)	1,366,385	(859,947)
Prudential Borrowing	(9,254,853)	(2,858,135)	6,396,718	(5,385,995)
Reserves	(10,830)	(10,830)	0	0
Capital Receipts	(2,025,465)	(2,057,440)	(31,975)	(31,975)
External Funding	(2,805,671)	(3,250,206)	(444,535)	(410,649)
	(20,834,614)	(13,548,021)	7,286,593	(6,688,566)
TOTAL CAPITAL FINANCING	(37,482,804)	(21,661,601)	15,821,203	(13,821,694)

BDC TREASURY MANAGEMENT – OUTTURN 2024/25**Capital Financing Requirement**

The key area of Treasury Management is the measurement and control of the overall debt position of the Council. This is calculated through the Capital Financing Requirement (CFR). The CFR calculates the Council's underlying need to borrow in order to finance its capital expenditure. The revised estimate of the CFR for 2024/25 and the actual outturn CFR are shown in the table below:

	Current Budget 2024/25 £000	Outturn 2024/25 £000
<i>Capital Financing Requirement 1 April 2024</i>	123,981	123,981
Prudential Borrowing HRA & GF	15,679	6,430
Minimum Revenue Provision (MRP)	(278)	(278)
Additional Voluntary Contributions	0	(326)
Movement on other debt – retentions	0	153
<i>Capital Financing Requirement 31 March 2025</i>	139,382	129,960

The overall outturn position shows a net increase of outstanding debt of £5.979m in 2024/25 when compared to the opening CFR at 1 April 2024. This is £9.422m less borrowing than we estimated based on the capital programme at revised budget time. Prudential borrowing has been undertaken by the Council in 2024/25 totalling £6.430m on new HRA Council Dwellings and the Crematorium at Shirebrook.

The Capital Financing requirement is split between the HRA and General Fund, the balance of each is shown below:

Capital Financing Requirement at 31 March 2025	£000
General Fund	11,843
Housing Revenue Account	118,117
Total CFR	129,960

How the CFR is covered.

As mentioned above the CFR is the Council's underlying need to borrow to finance capital expenditure. To finance the CFR the Council has external borrowing and the use of its own reserves and balances. The position as at 31 March 2025 is as follows:

	£000
Capital Financing Requirement 31 March 2025	129,960
Financed from:	
External Borrowing via PWLB	78,800
Use of internal balances and reserves (the balance)	51,160
Total Financing of CFR	129,960

PWLB Borrowing

The Council's total outstanding PWLB debt amounted to £86.000m at 1 April 2024. During 2024/25, £7.2m of principal has been repaid. No new loans have been taken out with the PWLB during 2024/25. The profile of the outstanding debt is analysed as follows:

PWLB BORROWING	Maturity Profile 31 March 2024 £	Maturity Profile 31 March 2025 £
Term		
12 Months	7,200,000	2,000,000
1 - 2 years	2,000,000	3,000,000
2 - 5 years	14,800,000	15,800,000
5 - 10 years	22,000,000	23,000,000
Over 10 years	40,000,000	35,000,000
Total PWLB Debt	86,000,000	78,800,000

PWLB Interest

The interest cost to the Council of the PWLB debt for 2024/25 is £2.837m. The cost is split within the revenue accounts between the HRA and General Fund based on the level of debt outstanding within the CFR.

Temporary Borrowing

Cash flow monitoring and management serves to identify the need for short-term borrowing to cover delays in the receipt of income during the course of the year. During 2024/25 no short-term borrowing was undertaken by the Council and therefore no interest charges were incurred.

Temporary / Fixed Investments

The table below details the fixed investments held at 31 March 2025

Bank Name	Balance Invested 31 March 25 £000
Money Market Funds	18,000
Total	18,000

From the table above it can be seen that the balance invested by the Council at 31 March 2025 is £18m. Interest earned from temporary investments during 2024/25 amounted to £1.272m and is detailed in the following table:

	Average Period each Investment	Total Investment during year £	Interest Received 2024/25 £
Local Authorities	6 months	104,000	2,468
Money Market Funds	Overnight	Average interest rate 4.94%	1,269,117
Total			1,271,585

Overnight Balances

The balance of any daily funds is retained in the Council's general account with Lloyds Bank.

Compliance with Treasury Limits

During the financial year the Council continued to operate within the treasury limits set out in the Council's Borrowing and Investment Strategy.

	Actual in year 2024/25 £000	Set Limits in year 2024/25 £000
Authorised (total Council external borrowing limit)	139,960	149,382
Operational Boundary	134,960	144,382

EARMARKED RESERVES - At 31st of March 2025
Appendix 7

	General fund/housing revenue account	Balance at 31 March 2025 prior to transfers £	Transfers to reserves as part of outturn £	Previously approved to cover expenditure £	Unallocated at 31 March 2025 £	
Area Based Grant	gf	(47,861)	0	41,705	(6,156)	Remnants of grant, approved to fund partnership schemes.
General Reserve (including the Building, Repair and Renewal Reserve)	gf	(2,219,911)	(550,000)	2,219,179	(550,732)	This balance is the building, repair and renewal allocation for Pleasley Vale or work to our buildings for security etc., plus an estimate to pay KPMG for consultancy work on LGR.
NNDR Growth Protection	gf	(14,039,639)	(170,000)	14,209,639	0	Fully allocated to the MTFP budget gap.
Insurance - GF	gf	(378,627)	0	0	(378,627)	Insurance claims received which are below the excess are paid for from here. These will arise throughout the year.
IT and Office Equipment	gf	(1,437,560)	(200,000)	1,030,533	(607,028)	This is to pay for usually one-off items such as the Council Chamber microphone equipment. It is also used to purchase unexpected upgrades to our software and hardware.
Legal Costs	gf	(335,358)	(200,000)	110,352	(425,005)	To cover the cost of any legal advice sought for such as APSE or planning, or claims for compensation for such as a data breach.
Local Development Scheme	gf	(161,786)	0	161,786	0	This is to fund work on a new plan within the planning service.
Planning Fees	gf	(114,568)	0	114,568	0	This is from the 20% increase in planning fees and must be ring-fenced to be used on the planning service.
Pleasley Vale Insurance Reserve	gf	(993,522)	0	145,337	(848,185)	To cover the cost of insurance claims that would otherwise have been covered by our insurance policy. For 2024/25 - 2025/26, we are self-insuring at Pleasley Vale.
Transformation Reserve	gf	(1,369,082)	(54,642)	736,679	(687,045)	An invest-to-save type reserve, but recently used for feasibility studies.
Vehicle Repair and Renewal - GF	gf	(1,800,178)	(300,000)	1,647,755	(452,423)	Used to fund fleet vehicles in the capital programme.
3G Pitch, carpet renewal Reserve	gf	(200,000)	(100,000)	300,000	0	Part of the Sport England funding conditions in readiness for carpet renewal in the future.

EARMARKED RESERVES - At 31st of March 2025
Appendix 7

	General fund/housing revenue account	Balance at 31 March 2025 prior to transfers £	Transfers to reserves as part of outturn £	Previously approved to cover expenditure £	Unallocated at 31 March 2025 £	
Total general fund earmarked reserves		(23,098,092)	(1,574,642)	20,717,533	(3,955,201)	
Balance including transfers		(24,672,734)				
Development Reserve - HRA	hra	(1,535,193)	(809,620)	1,011,542	(1,333,271)	The HRA's only reserve to cover unexpected costs.
Insurance - HRA	hra	(257,273)	0	0	(257,273)	Insurance claims received which are below the excess are paid for from here. These will arise throughout the year.
Vehicle Repair and Renewal - HRA	hra	(794,007)	0	560,295	(233,712)	Used to fund fleet vehicles in the capital programme.
Total housing revenue account earmarked reserves		(2,586,473)	(809,620)	1,571,837	(1,824,256)	
Balance including transfers		(3,396,093)				
Total combined Earmarked Reserves as reported in the Council's Statement of Accounts		(25,684,565)	(2,384,262)	22,289,370	(5,779,457)	
		(28,068,827)				

Bolsover District Council

Meeting of the Executive on 28th July 2025

Corporate Debt – 2024/25

Report of the Portfolio Holder for Resources

Classification	This report is public
Contact Officer	Theresa Fletcher Director of Finance and Section 151 Officer

PURPOSE/SUMMARY OF REPORT

To present to Executive a summary of the corporate debt position at 31 March 2025.

REPORT DETAILS

1. Background

- 1.1 The main sources of income for the Council's General Fund are business rates, council tax, a small number of government grants, and service-related income. The main source of income for the Council's Housing Revenue Account is dwelling rent, often referred to as 'housing rents'. Government grants are paid over to us on agreed dates direct into our bank account so there is no need to include them on any of our debtor systems. For most other sources of income, we have to request the income due to us.
- 1.2 We request the income due to us on the relevant system by raising bills for business rates, council tax and housing rents. There is legislation in place for each of these sources which determines the rules of collecting this income.
- 1.3 For service-related income, invoices are raised on the sundry debtor system which is a module of our Civica Financial Management System. Examples of types of income include housing benefit overpayment, trade refuse, industrial unit rent, garage site rent, wardens service and alarms, and leisure hire of facilities. This income is reported in two amounts with housing benefit overpayments identified separately from the rest.
- 1.4 The following table shows the sources of income for Bolsover District Council as at 31st of March 2025 and 2024 for comparison:

Table 1 – Sources of Income

	2023/24	2024/25	
position at end of	Q4	Q4	variance
	£'000	£'000	£'000
NNDR	(30,709)	(35,770)	(5,061) *
Council tax	(51,148)	(54,667)	(3,519) **
Housing Rents	(22,852)	(25,027)	(2,175)
Overpaid housing benefits	(1,324)	(1,139)	185
Sundry Debtors	(18,980)	(14,428)	4,552
	(125,013)	(131,031)	(6,018)
* This is 100%, our share of this is 40%			
** This is 100%, our share of this is 17.28% 23/24 + 17.62% 24/25			

- 1.5 (*and **) these debts are part of the collection fund and are shared with major preceptors including the County, police, and fire. Only a percentage of these debts belong to Bolsover District Council.
- 1.6 The figures in **table 1** show an increase in income billed in the year for most sources. The reduction in income from housing benefit overpayments is good news as it means less claimants have received too much benefit, so we've therefore had less income to reclaim. The decrease in the sundry debtor's income is almost certainly due to the Dragonfly invoices raised being less in 2024/25 now the arrangements with the companies are established.
- 1.7 Debtors of a Local Authority are extremely sensitive to change. If a tenant/tax payer's circumstances change it can become difficult for them to keep paying their rent or council tax. Informing us of a change in personal circumstances late can mean more benefit is paid than they are entitled to which can mean they become benefit overpayment debtors.
- 1.8 Circumstances can change quickly, and mean debtors fall into arrears. It is common for Local Authority's to have arrears balances due to the vulnerable nature of some of its debtors. Debt management is how the Council manages its arrears and debtors. The following table shows the level of arrears for Bolsover District Council at 31st of March for the last two financial years. This information is published in the Council's Statement of Accounts document each year.

Table 2 – Level of Arrears

	2023/24	2024/25	
position at end of	Q4	Q4	variance
	£	£	£
NNDR	951,932	1,298,027	346,095 *
Council tax	5,574,252	5,931,170	356,918 **
Housing Rents	1,736,048	1,669,853	(66,195)
Overpaid housing benefits	1,324,478	1,153,141	(171,337)
Sundry Debtors	1,026,101	1,135,776	109,675
	10,612,811	11,187,967	575,156

- 1.9 As you can see from **table 2**, arrears have increased in 2024/25 for nndr, council tax and sundry debtors. Individuals and businesses are still struggling to pay, depending on their individual circumstances. As always, payment plans have been agreed to help debtors not get into arrears if possible. The current levels of arrears for nndr and council tax are the highest they've been in recent years. Sundry debtor arrears fluctuate depending on if large invoices are raised close to the 31st of March but aren't paid until April.
- 1.10 Part of managing the debt is assessing the likelihood of future non-collection. At each year end, an estimate of non-collection is made based on historic payment information for the same class of debt. An amount equal to the non-collection is charged against our revenue account and saved in a provision for future use. The provision is often referred to as the bad debt provision, but its proper name is the impairment allowance. It is considered prudent to not include all the income in the revenue accounts in a year when there is a chance it won't all be collected.
- 1.11 As part of year end work the impairment allowance for each class of debt is reviewed, compared against latest arrears balances to ensure it still covers the amount of non-collection in case we have to write-off debts, and either increased or decreased, whichever is appropriate.
- 1.12 For the last 4 years when we've assessed the impairment allowance levels at year end, we've increased them by over £3m in total, as a result of the financial effect of the pandemic and the cost-of-living increases, on businesses and individuals.
- 1.13 As you can see from the following table which shows the provision for impairment for each class of debtor at 31 March for the last two financial years, we felt it necessary to increase the provision for most income sources again this year.

Table 3 – Impairment Allowances

	2023/24	2024/25	
position at end of	Q4	Q4	variance
	£	£	£
NNDR	(888,561)	(1,252,282)	(363,721) *
Council tax	(3,164,608)	(3,467,101)	(302,493) **
Housing Rents	(1,312,962)	(1,322,045)	(9,083)
Overpaid housing benefits	(1,251,391)	(1,132,913)	118,478
Sundry Debtors	(399,337)	(504,914)	(105,577)
	<hr/>	<hr/>	
	(7,016,859)	(7,679,255)	(662,396)

1.14 As previously mentioned, there is legislation that governs the collection of business rates, council tax and housing rents. As a Local Authority it is necessary to have a debt collection process that adheres to legislation but ensures the maximum amount of income is collected.

1.15 Our debt collection processes have been operating as normal for the last 2 years, but it is clear that the pandemic and cost of living influenced business and individuals' ability to pay, as the arrears levels still demonstrate. Staff continue to contact debtors to help them settle their debts by providing reminders and setting up payment plans, we will continue to provide the payment plan facility for debtors to help where we can and carry out recovery action, as necessary.

1.16 For 2024/25, indicators for debt collection were monitored through the 'Perform' system and reported at the quarterly performance meetings where any areas of concern were raised. Targets for collecting income and reducing arrears for each class of debt are set and monitored. The performance data on debt collection is also reported quarterly to Executive for information where any areas of concern are raised/discussed.

1.17 The following table shows for 2024/25 the movement since the last financial year in the value of each source of income, the amount that is outstanding as arrears and the impairment allowance which relates to that source of income.

Table 4 – Summary for 2024/25

	Income	Arrears	Provision	
	£	£	£	
NNDR	(5,061,000)	346,095	(363,721)	*
Council tax	(3,519,000)	356,918	(302,493)	**
Housing Rents	(2,175,000)	(66,195)	(9,083)	
Overpaid housing benefits	185,000	(171,337)	118,478	
Sundry Debtors	4,552,000	109,675	(105,577)	
Totals	(6,018,000)	575,156	(662,396)	

- 1.18 Overall, in 2024/25 we have raised on our systems £6.018m (net) more in income. Our arrears have increased by £0.575m but if we exclude any reductions in arrears, the increase is £0.813m. We have increased the impairment allowances by £0.662m (net).
- 1.19 International Financial Reporting Standard (IFRS) 9 – Financial Instruments, requires the Council to write-off debt as soon as it is deemed uncollectable. This is to ensure the correct value of arrears is included on the Council's balance sheet at 31st of March each year.
- 1.20 The Council's Constitution allows the Director of Finance & Section 151 Officer, 'after consultation with the relevant Portfolio Holder, to authorise the write-off of bad debts up to an approval limit of £2,500.'
- 1.21 Executive approve the write-off of bad debts which are individually over £2,500 on receipt of a report, during the year. **Table 5** below, shows the value of bad debts written off over the last financial year (2024/25). In all cases, every attempt was made by the Council and agencies working with the Council, to collect the outstanding debt before write-off was proposed.
- 1.22 Should any chance to collect the debt occur in the future, the debts can be written back on to the relevant system. Writing-off amounts which are no longer collectable is an essential part of the debt management process. It ensures that a focus is maintained on those amounts which are collectable, thus maximising overall levels of collection.

Table 5 – Debts written-off during 2024/25

	Write-offs more than £2,500 24/25 £	Write-offs less than £2,500 24/25 £	Total 24/25 £
Business Rates	150,208	9,866	160,074
Council Tax	107,720	121,939	229,659
Housing Rents	18,621	30,814	49,435
Overpaid Housing Benefit	14,940	3,658	18,598
Sundry Debtors	0	5,070	5,070
Total	291,489	171,347	462,836

1.23 Compared to last year, we have written off £0.087m more during 2024/25, this is mainly for business rates and council tax debt. This debt is proving more difficult to collect as some individuals and businesses change location and country more so now, than they did a few years ago, making them harder to trace.

2. Reasons for Recommendation

2.1 To ensure that Executive are informed of the latest position concerning the Council's debt.

3 Alternative Options and Reasons for Rejection

3.1 This report is for information only.

RECOMMENDATION(S)

1. That Executive note the report concerning the Council's Corporate Debt as at 31 March 2025.

Approved by the Portfolio Holder - Cllr Clive Moesby, Executive Member for Resources

IMPLICATIONS:**Finance and Risk:** Yes ☒ No ☐**Details:**

The current position regarding corporate debt is given throughout the report. Failure to collect this debt would have a detrimental impact on the Council's financial position if sufficient impairment allowances were not in place.

On behalf of the Section 151 Officer

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

There are no legal or data protection issues arising directly from this report.

On behalf of the Solicitor to the Council

Environment:

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

Details:

Not applicable to this report.

Staffing: Yes ☐ No ☒**Details:**

There are no human resource issues arising directly out of this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

District Wards Significantly Affected	None directly
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Portfolio Holder for Resources

Links to Council Ambition: Customers, Economy, and Environment.

DOCUMENT INFORMATION	
Appendix No	Title

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

Rpttemplate/BDC/040222



BOLSOVER DISTRICT COUNCIL

Meeting of Executive on 28th July 2025

Review of the Council's Dragonfly Companies

Report of the Director of Governance and Legal Services & Monitoring Officer

Classification	Open
Contact Officer	Jim Fieldsend, Director of Governance and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To further consider the Local Partnerships' review of the Council's Dragonfly companies, together with the options appraisal in order to establish whether the services provided by the Council's Dragonfly companies should be transferred to the Council.

REPORT DETAILS

1. Background

- 1.1 On 30th May 2025 the Council received a report from Local Partnerships following its review of Dragonfly Development Limited and Dragonfly Management (Bolsover) Limited ("the Dragonfly companies").
- 1.2 On 2nd June 2025 the report was circulated to all councillors and made available for all staff and the general public. The report has also been presented to the Executive on 16th June and Extraordinary Council on 9th July 2025.
- 1.3 At the Council meeting on 9th July Local Partnerships were in attendance and presented their findings. A copy of the presentation is attached at Appendix 1. Members agreed to note the Local Partnership's report.
- 1.4 The options have been scored against five criteria - risk mitigation, ability to continue commercial activity, positive impact on finance/value for money, ease/speed of implementation and strategic influence/control. Scores can be seen on page 12 of the appendix. In summary, bringing Dragonfly Management back in-house (retaining Dragonfly Development Ltd) scores 19 and bringing both companies into the Council scores 19.5. These two options are the highest scoring within the appraisal.

- 1.5 In the options appraisal, Local Partnerships identifies bringing both companies back in house as the option most likely to bring benefits to the Council. It states, “While all options present a high degree of challenge and some risk, Option 3 [bringing both companies back in-house] maintains the cohesiveness of the operations of the current Companies, managed from within the Council, providing greater control and scrutiny of activity and finance”.
- 1.6 The next steps, as advised by Local Partnerships, is for the Council to agree the preferred option followed by a process of due diligence including a programme of work to include;
- Staffing – careful management of process, communication and full consultation, capacity
 - Legal matters, including the novation of contracts
 - Financial considerations and implications
 - Stakeholder engagement, internal and external, including all Councillors and staff
 - Communication
 - Impact assessments
 - Governance, reporting and scrutiny, including establishing a Programme Board
 - The impact of Local Governance Reorganisation
 - Timing and phasing of activity.

The Council is working with an independent expert to ensure an appropriate programme of work including the effective management of all transitional arrangements.

2. Details of Proposal or Information

- 2.1 Executive Members need to determine which is their preferred option. In doing so they must consider whether they wish to retain the existing company arrangements, bring either or both companies back in-house or consider an alternative model. In making its decision the Executive should take into account all relevant factors including the content of the review undertaken by Local Partnerships and the subsequent options appraisal and the original business case.
- 2.2 Following this decision a programme of due diligence work as referred to in paragraph 1.6 will need to be prepared to transition to the preferred model.
- 2.3 Should the Executive decide on bringing one or both of the companies back in-house it is anticipated the transfer of the work and staff will take place by 31st March 2026. This is an indicative date which will need to be further considered and agreed following the due diligence work outlined within this report.

Business Case

- 2.4 The business case for Dragonfly Development and the subsequent creation of Dragonfly Management (Bolsover) Limited was borne out of necessity following the liquidation of the Council’s joint venture partner. An opportunity was envisaged for the Council to own a development company that could undertake

development work for the Council and other external organisations in addition to undertaking development work that the Council would not be able to do as a local authority. Whereas Dragonfly Development has undertaken some work for another local authority, the majority of the work it has done is for Bolsover District Council either through the HRA (Bolsover Homes) or funded by the General Fund (e.g. the Shirebrook Crematorium).

- 2.5 Should Dragonfly Development be brought back in-house the Council would still be able to enter into commercial arrangements with other local authorities, pursuant to the provisions of the Local Government (Goods & Services) Act 1970.
- 2.6 From a business case point of view there seems to be little commercial advantage in retaining Dragonfly Development. The majority of the work it will be doing will be for the Council which can be provided equally by an in-house team. Further, the skills that an in-house team brings can still be used to bring in external work from other local authorities.
- 2.7 The services undertaken by Dragonfly Management (Bolsover) Ltd are services previously undertaken by the Council. The benefits of staff returning to the Council are clearly set out in the options appraisal.

3. Reasons for Recommendation

- 3.1 It is necessary for Executive to decide which is the preferred option for the way forward. This will enable the Council to establish the necessary programme to work toward the desired outcome.
- 3.2 The Local Partnerships' Options Appraisal recommends that bringing both companies back in-house will be the most beneficial for the Council.
- 3.3 In addition bringing the companies back in house will enable the Council to concentrate on the challenges of Local Government Reorganisation (LGR).

4 Alternative Options and Reasons for Rejection

- 4.1 To continue with the current governance set up for the Dragonfly companies. This is rejected as the Local Partnership's review shows that changes are needed.
- 4.2 To retain one or both of the companies. This is rejected as the bringing the companies back in-house is the most beneficial option outlined in the review.

RECOMMENDATION(S)

That Executive agree that.

1. The services and staff within the Council's wholly owned companies; Dragonfly Development Limited and Dragonfly Management (Bolsover) Limited are brought in-house (within Bolsover District Council).
2. A comprehensive process of due diligence as outlined within this report, is undertaken to ensure a managed transfer of services and staff is undertaken.

Approved by Councillor Jane Yates, Leader of the Council

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
All financial implications arising from this report will be considered as part of the due diligence that will be undertaken as outlined in paragraph 1.6.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
All legal implications will be further considered as part of the due diligence that will be undertaken as outlined in paragraph 1.6.		
On behalf of the Solicitor to the Council		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
All staffing implications will be further considered as part of the due diligence that will be undertaken as outlined in paragraph 1.6.		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details:		
Impact assessments will be undertaken as outlined in paragraph 1.6.		

Environment Yes ☐ No ☒
Details:

DECISION INFORMATION:

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

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

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

DOCUMENT INFORMATION:

Appendix No	Title
1	Local Partnerships' presentation to Council on 9 th July 2025

Background Papers

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

¹⁵⁶ Bolsover District Council

Review of Dragonfly Companies

9 July 2025



Background

Bolsover District Council (the Council) has two Companies:

Dragonfly Development undertakes property development, including the Council's social housing build programme.

157 Dragonfly Management provides services back to the Council comprising property service, consultancy, housing repairs, estate services, facilities management, economic development and tourism.

The creation of the Companies in their current form was the response to the termination of a previous joint venture (JV) two years ago, that was outside the Council's control. The original JV had the purpose of delivering social and affordable housing across a number of agreed sites. Whilst the JV was a separate delivery vehicle, Council control was via Council officers and the JV reported into the Council's normal governance and decision-making structures. At the point of termination, the Council took over the residual elements of the JV and swiftly set up Dragonfly Development at the same time with the purpose of completing the existing housing sites and then continuing to develop a pipeline of sites set out in the business case prepared by the Council.



Summary of findings and recommendations

Notwithstanding the progress made in challenging circumstances, including some objectives being met, Dragonfly has not delivered all the objectives originally envisaged, including the number of sites. Therefore, the Council is considering the costs of running the Companies compared with the outcomes achieved. It has commissioned Local Partnerships to undertake a review of governance. This has referred to the Local Partnerships Good Practice Guidance which is endorsed by sector leaders including Max Caller. The review has identified several significant issues which relate to the following two areas:

Building blocks of good governance. There is a lack of a clarity of purpose which causes confusion and conflict between Council and Companies. This is the foundation for all other issues. These include the lack of an up-to-date, comprehensive business plan, following on from the business case, which clearly defines how the Companies will deliver the Council's requirements and which the Council could use as a basis for monitoring performance. There are also issues concerning the governance framework both on the Council and Company side

The working relationships between the Companies and Council which have arisen because of the failings relating to the above points, despite both having the same objective of wanting the Companies to be a success. These difficulties are deflecting focus from this shared objective



Summary of findings and recommendations

In combination, these matters create risks that are potentially significant enough to pose a threat to the Council in terms of governance, finance and reputation; the Council is unable to gain assurance that the Companies are delivering Council objectives, value for money (VfM) and meeting the expectations of funders and regulators. These risks to the Council are compounded by the following:

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- The Companies support key Council services where the responsibility will always rest with the Council, but delivery of important aspects of the service is with the Companies
 - The Companies also manage third party funding on behalf of the Council. In these cases, responsibility for this funding rests with the Council but spend and delivery with the Companies. This is managed through a commissioning board which has been set up relatively recently
 - The Council is often unsighted on the Companies' corporate and operating risks
 - The perceptions of external stakeholders including community stakeholders have highlighted concerns relating to governance, conflict of interest and ability to demonstrate VfM



Summary of findings and recommendations (cont.)

To address these issues, the Council should revisit the business case, which will determine whether there remains a need for the Companies.

If it does, the Council should implement the recommendations as set out in the report. The key conditions that need to be met if the Companies remain:

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- The Council should ensure that it has the necessary management resource and clienting capability
 - The Companies should ensure that there is sufficient resource including a dedicated finance function
 - Clarity of purpose as set out in a refreshed and more comprehensive business plan for the Companies
 - Creation of a working group to re-set the relationship between Companies and Council, underpinned by an operating agreement to which both parties sign up
 - Changes to board memberships are implemented
 - Adherence to all Company rules including reserved matters are assured
 - A more robust framework in place around meetings including a regular meeting of senior management of both Companies and Council to underpin an improved working relationship



Summary of findings and recommendations (cont.)

If the business case review suggests that there is no role for the Companies, the Council should take steps to bring the services back in house.

The key conditions that need to be met if the Companies are dissolved:

- There is capacity to support a working group to lead the transition
- There is capability (or plans to acquire it) to deliver the services in house
- The ambition for any continued development does not exceed the Council's own limits
- Finance resource is sufficient to cover TUPE implications and other staffing implications
- There is resource and due diligence relating to the transfer of contracts from Company to Council
- A clear stakeholder and staff plan is needed
- Any adverse financial implications are understood



Summary of findings and recommendations (cont.)

The detailed recommendations relate to the following areas:

- Purpose of the Companies, including the need for a business case and business plan
- Changes to the shareholder Board including making it a committee
- Reserved matters – making sure that control through reserved matters is actioned
- Conflicts of interest – for Members and officers and having mitigations in place
- Company Board – ensuring it has directors that collectively have the necessary capacity and experience
- Clienting – ensuring that the Council develops or retains the necessary clienting skills

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Future options for delivery

The following have been identified as possible options to take forward in the short term:

- Retain both Companies and improve the governance
- Retain Dragonfly Development only and bring Dragonfly Management back in house
- Bring both Companies back in house
- Dissolve both and enter into a JV with another party for both or just Dragonfly Management
- 163 • Dissolve the company and enter into an existing JV i.e. Alliance Norse for both or just Dragonfly Management
- Outsource to a commercial third party

Shared services is not included as an option because this would not be feasible given Local Government Reorganisation (LGR) but may be in future as a result of it. Although it is possible to have variations of the above options it is felt that with the exception of shared services the full range of possible options has been considered.

Potential options

Model	Features/matters to consider	Advantages	Disadvantages
Continue with current model	Retain both DM and DD with an improvement plan	Retain arm's length oversight No significant change so few additional resource requirements	Current challenges need to be addressed. Will take time to see improvements
Retain DD and take DM back in house	Maintain development opportunities but dissolve DM and bring back in house	Have greater control over DM service and costs while still able to undertake development commercially	Council will have sole responsibility Future recruitment will have to be on Council Ts and Cs.
Bring both Companies back in house	Dissolve Companies and transfer staff and all operations in house. For DD this could involve continuing with a development function or the running down of the development function once current projects are completed.	Have greater cost and quality control over both development and management	Considerable effort required to undertake the transfer and thereafter management of both functions Removes opportunity for greater commercialism

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Potential options

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Model	Features/matters to consider	Advantages	Disadvantages
Transfer both to a new JV/shared service	Run the service directly as a shared service. Transfer staff across to new entity. Intelligent client needed	Shared risk and reward Opportunities for improvements and greater commercialisation	Would require dissolution of company and transfer back in house of staff Would take time and cost to identify partner and transfer
Transfer both to an existing JV	Join existing JV which is already established. Transfer staff across to JV Intelligent client needed	Shared risk and reward Faster opportunities for improvements	Market would not be tested Lose some control as the operation would be managed by Norse Mult-partner JVs can be complex
Outsource	Procure a provider of services. Transfer staff to provider Intelligent client needed	Would allow focus on other services. May be lower cost than other options	Time consuming procurement exercise Would not be popular with workforce/politically Lose direct control

All options (including the retention of the Companies with improvement plans) will require a significant senior management / political input. The capacity of the senior leadership team is an important consideration particularly when considering the parallel LGR work that the Council is undertaking. This is taken into account in the ease / speed of implementation criterion. The options have been scored with equal weightings.



Options appraisal scores

The options have been assessed and scored by the shareholder board supported by officers and Local Partnerships as shown below:

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Scoring	Description
1	Very low score –barely meets any of the requirements of the criterion
2	Low score – meets very few of the requirements of the criterion
3	Medium score – meets some of the requirements of the criterion
4	High score – meets most of the requirements of the criterion
5	Very high score – meets all requirements of the criterion

Options appraisal scores

The completed scoring matrix is shown below:

Option	Model	Risk Mitigation	Ability to continue commercial activity	Positive Impact on Finance /vfm	Ease/speed of implementation	Strategic Influence/ control	Total Score
1	Retain with improvements	2.5	4	3	2	1.5	13
2	Bring DM back in house with improvements	4	4	4	3	4	19
3	Bring both in house	4.5	2	4	4	5	19.5
4	Transfer to new JV	2	3.5	2.5	2	2	12
5	Transfer to Norse JV	3	4	3.5	3	2	15.5
6	Outsource	2	1	4	2	1	10



Matters raised in the options appraisal

Overall, it was noted that this is a challenging exercise, with many factors to consider and many unknowns which need to be borne in mind when considering the scoring at this stage:

- Option 1 –the as-is is not a viable option and that an improvement plan would be necessary which would take up valuable resource and may not achieve the desired goal
- Option 2 – if Dragonfly Management is brought back in house, it would impact Dragonfly Development and would still necessitate all of the governance required for a company including a board of directors
- Option 3 – this is the preferred option. It would enable the Council to directly control the operations while allowing some commercial activity. The Council has some statutory powers to provide some services commercially and can also charge for other discretionary services on a cost recovery basis. If work were to be carried out for external organisations it is most likely to be for other authorities and therefore this can equally be done by an in-house Dragonfly. If retained as a company, it would only be able to undertake 20% of work for external bodies so the worst case scenario is the loss of this potential commercial opportunity. There seems to be only a theoretical disadvantage in bringing it back in-house as there appears to be minimal potential external work on the horizon.

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Matters raised in the options appraisal

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- Option 4 –to create a new JV would be too complex and time-consuming and require significant resource
- Option 5 – this would require discussions with the parties involved in Alliance Norse to determine more decisively whether this would be a viable option and may not be politically acceptable
- Option 6 – politically this would not be acceptable, recognising that outsourcing is generally the most cost-effective method of delivery if procured effectively

All options involving the continuation of the Companies with some control by the Council will need a business case and business plan.



Conclusion and next steps

Having regard to the criteria against which various options have been assessed, the Options Appraisal exercise has identified that Option 3, bringing the Companies back in-house, scores the highest, closely followed by Option 2, bringing DM back in house (at least initially) and is therefore likely to bring most benefit to the Council.

170 While all options present a high degree of challenge and some risk, Option 3 maintains the cohesiveness of the operations of the current Companies, managed from within the Council, providing greater control and scrutiny of activity and finance.

The sensitive transfer into the Council of the whole body of Companies' staff, while a significant task, will follow established procedures and does not split the current workforce.

In the light of Local Government Reorganisation across Derbyshire, the imperative and opportunity to attract commercial work is likely to be substantially lessened, with a renewed focus on delivering within a comparatively short timeframe and ensuring a legacy for the Council, to the benefit of residents.



Conclusion and next steps

Based on the conclusion of the Options Appraisal exercise and subject to agreement to proceed with a preferred option, the following initial steps will be needed to effect change:

- Secure a binding decision on the preferred option and way forward
- Task the Chief Executive to prepare a programme of project work for transitioning to the preferred model, including stabilisation of the Companies, to a target timeframe and indicative budget
- The work programme should include, for instance, work relating to:
 - Staffing – changes to terms and conditions, management of process, capacity
 - Legal matters, including the novation of contracts
 - Financial considerations and implications
 - Stakeholder engagement, internal and external, including all Councillors
 - Communication
 - Governance, reporting and scrutiny, including establishing a Programme Board
 - The impact of LGR
 - Timing and phasing of activity.

Subject to the above work, a target date of 31st March 2026 should be established for completion.

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