

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Executive

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Friday 29th August 2025

Dear Councillor

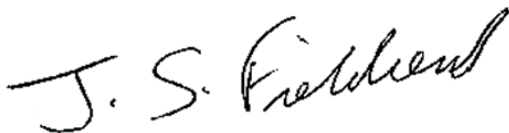
EXECUTIVE

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 8th September 2025 at 10:00 hours.

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

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

Yours faithfully

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

Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

Access for All statement

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

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

EXECUTIVE AGENDA

***Monday 8th September 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 Chair has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the last meeting held on 28 th July 2025 <u>NON KEY DECISIONS</u>	4 - 13
5.	Council Plan Targets Performance Report: April 2025 to June 2025 (Q1)	14 - 75
6.	Annual Letter from the Local Government & Social Care Ombudsman 2024/25	76 - 84
7.	Annual Housing Ombudsman Report including Self-Assessment 2024/25	85 - 170
8.	Budget Monitoring Report Quarter 1	171 - 194
9.	Management of Corporate Debt - Write Off of Outstanding Amounts	195 - 199
10.	8 Cotton Street, Bolsover	This item has now been deferred.

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 28th July 2025 at 1000 hours.

PRESENT:-

Members:-

Councillor Jane Yates in the Chair

Councillors Donna Hales, Rob Hiney Saunders, Clive Moesby, 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), Mark Giles (Assistant Director (Streetscene, Community Safety and Enforcement), Victoria Dawson (Assistant Director Housing Management and Enforcement), Jenny Williams (Head of Internal Audit Consortium), Thomas Dunne-Wragg (Scrutiny Officer) (to Minute No. EX130-25/26), and Alison Bluff (Senior Governance Officer).

Also in attendance at the meeting was Councillor Ashley Taylor for Minute No. EX130-25/26), and observing were, Councillors David Bennett and Sally Renshaw, and Liz Robinson (Unison Convenor).

EX124-25/26. APOLOGIES

An apology for absence was received on behalf of Councillor Mary Dooley.

EX125-25/26. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

EX126-25/26. DECLARATIONS OF INTEREST

There were no declarations of interest made.

EX127-25/26. EXTRAORDINARY MINUTES – 16TH JUNE 2025

Moved by Councillor John Ritchie and seconded by Councillor Phil Smith

RESOLVED that the Minutes of an Extraordinary Executive meeting held on 16th June 2025 be approved as a correct record.

EX128-25/26. MINUTES – 23RD JUNE 2025

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

RESOLVED that the Minutes of an Executive meeting held on 23rd June 2025 be approved as a correct record.

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NON KEY DECISIONS

EX129-25/26. REVIEW OF THE COUNCIL'S APPROACH TO ENVIRONMENTAL DESPOILMENT EDUCATION AND ENFORCEMENT

Executive considered a detailed report presented by the Chair of the Climate Change and Communities Scrutiny Committee, in relation to the Committee's review of the '*Council's Approach to Environmental Despoilment Education and Enforcement*'. The review was undertaken due to concerns raised around environmental despoilment in the District.

Environmental despoilment had 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.

Bolsover District faced unique challenges. Despite its natural beauty and rich heritage, the District had struggled with persistent environmental despoilment, especially when compared to neighbouring councils. This was a critical issue for the Council, as it aligned with both local priorities such as creating safer, cleaner neighbourhoods, and national objectives focused on waste reduction and environmental sustainability.

The aim of the review was that the Council reduced fly-tipping, littering and dog fouling to improve the aesthetical value of the 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. Further, that the Council becomes an excellent authority at 'keeping the District clean' rather than 'cleaning the District'.

The objectives agreed and the key issues identified for investigation were set out in the report.

The Committee had put together 11 recommendations which would hopefully assist the Council in improving the effectiveness of its response to environmental despoilment across the District and these were set out in detail in the review report.

The Portfolio Holder for Environment noted the report was a good report which set out a number of opportunities for the Council to improve its performance in relation to environmental despoilment, and he praised both the Scrutiny Committee and Scrutiny Officer for their hard work in producing the review. He added that most of the actions could be implemented immediately and all within existing budgets.

Members welcomed the report and agreed it was a good report.

Moved by Councillor Rob Hiney-Saunders and seconded by Councillor Tom Munro
RESOLVED that the recommendations of the review as outlined in section 2 of the report (Appendix 2) be endorsed,

2) for recommendations approved by Executive, monitoring of the recommendations by the Scrutiny Committee take 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.

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Reasons for Recommendation

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

The key findings arising from the review were:

- Environmental despoilment, particularly fly-tipping, remained a significant and persistent issue across the District, impacting both the quality of the environment and residents' sense of place.
- Current enforcement outcomes were 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 was a clear need to explore alternative models or tools that could enhance enforcement capability and effectiveness.
- Hotspot locations for fly-tipping required 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 were 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 would help build community trust and demonstrate the Council's commitment to tackling environmental offences.

The Committee recognised that a strategic and joined-up approach was required to deliver sustained improvements.

The recommendations in the report aimed 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 would help reduce environmental crime, promote civic responsibility, and create a cleaner, safer Bolsover District for all residents.

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.

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EX130-25/26. HOUSING SERVICE PERFORMANCE UPDATE 2024-2025 (Q1 2025-2026)

Executive considered a detailed report, introduced by the Portfolio Holder for Housing, which provided Members with Housing Service performance information for (2024/2025) and for Q1 2025/2026.

The Assistant Director Housing Management and Enforcement presented the report and provided progress made in relation to the following topics;

- Tenant Satisfaction Measures 2024/2025
- Complaints Performance 2024/2025
- Q1 2025/2026 - Performance Data
- Regulator for Social Housing Improvement Plan
- Stock Condition Survey
- Awaab's Law
- Electrical Safety in the Social Rented Sector
- Decent Homes 2
- Competency Standards for Housing Managers
- Further Reforms to Right to Buy
- Easy read tenancy agreement

The Portfolio Holder noted that in relation to reporting the average time taken to re-let properties (*calendar days*), a meeting would be held with the Tenants Group to see how this could be presented in a better format which reflected the performance of the Housing team.

Moved by Councillor Phil Smith and seconded by Councillor Jane Yates

RESOLVED that the performance information and updates against the Regulator for Social Housing Improvement Plan be noted.

Reasons for Recommendation

The Regulator for Social Housing had emphasised there needed to be greater oversight of the Housing Service by Executive. This was 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.

Alternative Options and Reasons for Rejection

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

EX131-25/26. FINANCIAL OUTTURN 2024-2025

Executive considered a detailed report introduced by the Portfolio Holder for Resources, and presented by the Section 151 Officer, which provided the outturn position of the Council for the 2024/25 financial year. The report had been due to be presented to the Finance and Corporate Overview Scrutiny Committee on 24th July 2025, but the

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meeting was inquorate, so will be presented at the next meeting on the 4th of September.

General Fund

The General Fund outturn position was summarised in Appendix 1 to the report. The appendix showed the current budget compared to the final outturn position. The main variances against the current budget were shown in table 1, with variances at service level shown in Appendix 2.

Financial Reserves

Transfers from Earmarked Reserves

The use of earmarked reserves in 2024/25 was £2.119m. This reflected the expenditure incurred on projects as of 31st March 2025, which had approval to use earmarked reserves.

Transfers to Reserves

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

The Section 151 Officer drew Members attention to a new appendix to the report being Appendix 7 – this was 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 had total earmarked reserves of £24.673m, and the HRA had £3.396m, both as at 31st of March 2025. The total of £28.069m was shown in the Council's 2024/25 Statement of Accounts.

Housing Revenue Account (HRA)

The Housing Revenue Account was provided in Appendix 3 and 4 to the report. The Housing Revenue Account position showed a number of variances during the year. The main expenditure under spends were 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 was £0.477m below the current budget. The overall income position was £0.376m above the current budget. This gave a net cost of services under spend of £0.853m, adjusting to £0.810m under spend after interest and depreciation.

Capital Investment Programme

Details of the capital expenditure incurred by the Council in 2024/25 on a scheme-by-scheme basis was provided in Appendix 5.

General Fund Schemes

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

Within the HRA the variances showed that £7.286m of the total HRA programme had not been undertaken during the year. The New Build Properties category constituted

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the main variance. Appendix 5 also detailed the proposed carry forward amounts to 2025/26.

Capital Financing

Details of how the Capital Programme was financed was detailed at paragraph 2.20 of the report.

General Fund Capital Financing

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

HRA Capital Financing

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

Treasury Management

Appendix 6 provided 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.

In response to a Member's query in relation to Appendix 7 regarding the Council's borrowing requirements, the Section 151 Officer noted that it was difficult to compare the Council's level of borrowing with other neighbouring authorities as this depended on the amount of housing stock a council held. This was because the largest borrowing the Council had was related to when Councils had to buy themselves out of the Housing Subsidy system in 2012.

In response to another Member's query regarding the figures for recruitment drag, the Section 151 Officer felt that it was likely that departments had been over optimistic about how quickly they could get someone in post when the budget was set, which meant there was less budget used.

The Chief Executive referred to the income for Go Active which was £320k more than had been budgeted for and she wished to congratulate the Leisure Service.

The Chief Executive noted that as the Authority moved towards Local Government Reorganisation (LGR), a lot of work around recruitment and retention of staff would need to be undertaken. In other areas around the County, staff were shifting from one authority to another to better place themselves for the future. Use of temporary arrangements at Bolsover may need to be considered, though this wasn't something the Council had relied on in the past and wasn't ideal. Further to the recent results from the staff survey undertaken, a working group had been set up to look at terms and conditions, working with unions, to see what could be done to retain as many staff as possible in the future. Additional recruitment of staff may also be needed to see the Council through LGR, and updates would be provided to Members.

Moved by Councillor Clive Moesby and seconded by Councillor Tom Munro
RESOLVED that 1) the outturn position in respect of the 2024/25 financial year, be noted,

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- 2) the transfers to general fund earmarked reserves of £1.575m as outlined in detail in paragraph 2.3 of the report be approved,
- 3) the transfers to HRA earmarked reserves of £0.810m as outlined in detail in paragraph 2.14 of the report be approved,
- 4) the proposed carry forward of capital budgets detailed in Appendix 5 to the report totalling £13.822m, be approved.

Reasons for Recommendation

General Fund

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 totalled £24.673m and had £20.718m committed against them, at the time of writing the report.

HRA

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 continued to operate within the parameters set by the 30 Year Business Plan and the MTFP. Officers would be working to ensure that the Business Plan continued to reflect the impact of government legislation, that it was updated in response to the stock condition survey undertaken during 2024/25 and continued to be sustainable over the 30-year period of the Business Plan.

Capital Programme

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

Capital Financing

Capital expenditure during 2024/25 had been fully financed in line with the approved programme. However, in some instances where schemes were funding from more than one source and ran over more than one year, funding used to finance expenditure in the current year may differ to originally planned in the MTFP. By the end of the project all financing would have been applied as originally approved.

Treasury Management

The Council operated in line with its agreed Treasury Management Strategy during the 2024/25 financial year. This ensured 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.

Alternative Options and Reasons for Rejection

The financial outturn report for 2024/25 was primarily a factual report which detailed the outcome of previously approved budgets therefore there were no alternative options that needed to be considered.

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The allocation of resources to earmarked reserve accounts had 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 did not materialise or were settled at a lower cost than anticipated, then the earmarked reserves would be reassessed and returned to balances where appropriate.

EX132-25/26. CORPORATE DEBT 2024-2025

Executive considered a detailed report, presented by the Portfolio Holder for Resources, in relation to a summary of the Council's corporate debt position as of 31st March 2025.

The main sources of income for the Council's General Fund were 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 was dwelling rent, often referred to as 'housing rents'. Government grants were paid over to the Council on agreed dates directly into the Council's bank account so there was no need to include them on any debtor system. For most other sources of income, these had to be requested.

Overall, in 2024/25 £6.018m (net) more in income had been raised on the systems. Arrears had increased by £0.575m but if any reductions in arrears were excluded, the increase was £0.813m. The impairment allowances had been increased by £0.662m (net).

International Financial Reporting Standard (IFRS) 9 – Financial Instruments, required the Council to write-off debt as soon as it was deemed uncollectable. This was to ensure the correct value of arrears was included on the Council's balance sheet on 31st March each year.

The Council's Constitution allowed 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.

Executive approved the write-off of bad debts which were individually over £2,500 on receipt of a report, during the year. Table 5 in the report, showed 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. Should any chance to collect the debt occur in the future, the debts could be written back on to the relevant system. Writing-off amounts which were no longer collectable was an essential part of the debt management process. It ensured that a focus was maintained on those amounts which were collectable, thus maximising overall levels of collection.

Compared to last year, £0.087m more had been written off during 2024/25. This was mainly for business rates and council tax debt. This debt was proving more difficult to collect as some individuals and businesses changed location and country more so now than a few years ago, making them harder to trace.

Moved by Councillor Clive Moesby and seconded by Councillor Tom Munro
RESOLVED that the report concerning the Council's Corporate Debt as of 31st March 2025, be noted.

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Reasons for Recommendation

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

Alternative Options and Reasons for Rejection

This report is for information only.

KEY DECISION

EX133-25/26. REVIEW OF THE COUNCIL'S DRAGONFLY'S COMPANIES

The Leader presented a report which sought Member's further consideration of the Local Partnerships' review of the Council's Dragonfly companies, and the options appraisal, in order to establish whether the services provided by the Council's Dragonfly companies should be transferred to the Council.

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"). On 2nd June 2025, the report was circulated to all Councillors and made available for all staff and the general public. The report had also been presented to the Executive on 16th June and Extraordinary Council on 9th July 2025.

At the Council meeting on 9th July Local Partnerships were in attendance and presented their findings and a copy of the presentation was attached at appendix 1 to the report.

The options presented had 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. The scores could be seen in the appendix.

In summary, bringing Dragonfly Management back in-house (retaining Dragonfly Development Ltd) scored 19 and bringing both companies into the Council scored 19.5 - these two options were the highest scoring within the appraisal.

In the options appraisal, Local Partnerships identified bringing both companies back in house as the option most likely to bring benefits to the Council.

The next steps, as advised by Local Partnerships, was for the Council to agree the preferred option followed by a process of due diligence including a programme of work to ensure a managed transfer of services and staff was undertaken

The Leader noted that she felt the companies had been set up for the right reasons at the time but with most of the work being completed for the Council and not externally, there hadn't been much opportunity for profit from external projects which has meant that most of the profit has been the Council's funds being returned to the Council less tax. The Leader added that Dragonfly had built some excellent quality social housing, and this could not be disputed. The issue was around value for money and bringing Dragonfly back in house the Council could continue to build but at cost price. This would help keep rents more affordable for residents.

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Councillors Ritchie and Hiney-Saunders echoed the Leader's comments and noted the benefits of bringing Dragonfly back in house.

Councillor Moesby also echoed these comments and requested it be put on record that Members thanked Dragonfly staff for the quality of work and the effort staff had put in over the last few years.

The Leader added that there were no anticipated job losses, and it would be a simple case of moving the companies in house and this would be done in a managed way with support of an external consultant and consultation with the unions.

The Chief Executive noted that in terms of time scales, if the recommendations were approved, it was anticipated that it would take up to December 2025 with a back stop of 31st March 2026.

The Leader thanked Executive Members and officers for their support whilst this review and consultation had been taking place.

Moved by Councillor Jane Yates and seconded by Councillor John Ritchie

RESOLVED 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 the report, be undertaken to ensure a managed transfer of services and staff was undertaken.

Reasons for Recommendation

It was necessary for Executive to decide which was the preferred option for the way forward. This would enable the Council to establish the necessary programme to work toward the desired outcome.

The Local Partnerships' Options Appraisal recommended that bringing both companies back in-house would be the most beneficial for the Council.

In addition, bringing the companies back in house would enable the Council to concentrate on the challenges of Local Government Reorganisation (LGR).

Alternative Options and Reasons for Rejection

To continue with the current governance set up for the Dragonfly companies. This was rejected as the Local Partnership's review showed that changes were needed.

To retain one or both of the companies. This was rejected as bringing the companies back in-house was the most beneficial option outlined in the review.

The meeting concluded at 1055 hours.

Bolsover District Council

Meeting of the Executive on 8th September 2025

Council Plan Targets Performance Report – Apr 2025 – Jun 2025 (Q1)

Report of the Portfolio Holder for Corporate Performance & Governance

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

PURPOSE/SUMMARY OF REPORT

To report the 2025/26 Quarter 1 outturns for Council Plan targets 2024-2028

Out of the 33 targets:

- 25 (76%) targets are on track
- 1 (3%) extended
- 3 (9%) not on track
- 3 (9%) achieved
- 1 (3%) Q1 update yet to be received.

Out of the 58 key performance indicators:

- 37 (64%) indicators have a positive outturn
- 10 (17%) indicators have a negative outturn
- 7 (12%) indicators are within target
- 4 (7%) are to be withdrawn/no longer valid

REPORT DETAILS

1. Background

- 1.1 The attached appendices contain the performance outturn as of 30th March 2025.

2. Details of Proposal or Information

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

2.2 Our Customers – Providing excellent and accessible services

- 8 targets in total - all on track.

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

- 8 targets in total - 1 achieved, 5 on track, 1 not on track and 1 still to be completed (previously on track).

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

- 7 targets in total - 5 on track, 1 extended, 1 not on track.

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

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

2.6 **Dragonfly KPIs**

Dragonfly a company wholly owned by the Council significantly contribute to the achievement of the Council Plan. A summary of their performance against their key performance indicators is provided as appendix 5.

3. **Reasons for Recommendation**

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

4 **Alternative Options and Reasons for Rejection**

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

RECOMMENDATION(S)

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

IMPLICATIONS:

<u>Finance and Risk</u>	Yes ☐	No ☒
Details:		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u>	Yes ☐	No ☒
Details:		
On behalf of the Solicitor to the Council		

Staffing Yes ☐ No ☒
Details:

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation Yes ☐ No ☒
Details:

N/A

Environment Yes ☐ No ☒
Details:

N/A

DECISION INFORMATION:

☒ **Please indicate which threshold applies:**

Is the decision a Key Decision?

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

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

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

District Wards Significantly Affected:

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

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

Yes ☐ No ☒

(a) ☐ (b) ☐

(a) ☐ (b) ☐

All ☐

Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i> 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> Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☒ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	Yes ☐ No ☒
	Yes ☐ No ☐
	Yes ☒ No ☐

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

DOCUMENT INFORMATION:

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

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>

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

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	- The target is six months off the intended completion date and the required outcome may not be achieved - To flag annual indicators within a council plan period that may not be met. - To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Status	Progress	Target Date
CUS.01 - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On Track	Q1 Apr to Jun - 48 completed surveys received, 83% either Very Satisfied or Satisfied with service received from Customer Services via Live Chat or Email contact. Of the 17% who stated very dissatisfied or dissatisfied, or requested feedback, contact has been made to ascertain details to resolve their issue, provide additional information or shared with the relevant department to resolve. 7 compliments have been recorded and shared with officers. NB. % value is a rolling total for the 4 quarters a Further development needed for Telephone contact - Text messaging	Fri-31-Mar-28
CUS.02 - Ensure we achieve a score of 90% or above	On Track	Q1 – Content – 99%, accessibility – 99%, marketing 99%, user experience – 90%	Fri-31-Dec-27

(Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027		The lower score on user experience is due to the web vitals score dropping 18.5% This includes issues such as low load speed. The main issue is the homepage which is taking an average of 11.1 seconds to load.	
19 CUS.03 - Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report in respect of cross cutting themes (skills, aspiration, health, and local rail offer)	On Track	Q1 Devolution The Policy team continues to work closely with EMMCA, particularly the Inclusive Growth strand, via Board meetings, working groups and Thematic meetings. Local Policy areas developed over this quarter cover: Enhancing digital transformation and innovation. Supporting improvements in community wellbeing. Supporting economic growth, tourism and job creation. Lead on climate action and ensure transition, supporting residents to be better connected across the region and beyond, creating ways for residents to learn, grow and prosper. Rail Partnership Projects update Rail Safety & Try a Train Initiative Robin Hood Line Community Rail Partnership (RHL CRP) delivered rail safety education and a Try a Train experience to 107 students, 12 school staff, and 8 volunteers. The initiative introduced local attractions and active travel, helping young people build confidence in using the train. 31% of students had never been on a train before, and after the day trip, 92% reported feeling more confident about using rail travel. Rail Trails Collaboration with Sustrans:- RHL CRP is working with Sustrans on the Rail Trails project to promote physical activity. The project will create accessible walking, wheeling, and cycling routes from Robin Hood Line stations, linking communities to attractions, workplaces, and education sites across Bolsover	Fri-31-Mar-28

20		District. Community engagement workshops will take place at Shirebrook market on 5th August in the morning and afternoon (from 14:30-15:30) at The Arc Clowne. Lloyds Bank Foundation The Council continues to work with the Lloyds Bank Foundation with input from BDC has been working to develop the roles of the Thematic group going forward. BDC continues to support the thematic groups of Bolsover Partnership and Lloyds bank Foundation in this project Bolsover Partnership Support The Policy Officers continue to work with the thematic groups and provide Commissioning support for Locality Fund programmes and any other partnership funding we receive, including UKSPF and partnership underspend.	
CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually	On Track	Q1 25/26: Corporate Equalities objectives continue to be met; the following diversity days were marked during the applicable timeframe: - Carers Week 2025 - International Youth Day 2025 Reasonable Adjustment Requests continue to be processed for residents who've requested improved accessibility to the information they receive from the Council. On 6th May 2025, Equalities training was delivered to approx. 20 corporate staff in CR1 (FOI & Data protection training were also part of the delivery). Content for corporate Equalities training sessions was agreed with HR so that staff can access Skillsgate to meet for their flexible training needs.	Wed-31-Mar-27
CUS.05 - Explore running a residents' survey to gain resident feedback on place-	On Track	Q4 24/25: In total, 239 residents completed the Citizens' Survey. The results were reported to key members of the SLT on 19/03/25 in 'infographic' format. While the results were good, the	Mon-31-Mar-25

based services and priorities for improvement by **March 2025**.

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return rate was disappointing given that for the very first time, the survey was being advertised in the Council's Intouch magazine together with QR Code and the chance to win a £50 High Street voucher. Considering the magazine is meant to reach every household across the district, a better return rate was anticipated.

The majority of residents (95%) who completed the survey did so after receiving an email containing a link, 4% scanned the QR Code from Intouch magazine and 1% completed a paper copy of the survey at their local contact centre.

After enquiries were made, it became clear that there had been a distribution problem and Intouch magazine had not reached all households as intended with numerous residents from across the district confirming this.

Comms confirmed that they had used a different supplier/service who were experiencing 'teething problems'.

When the next Citizens' Survey (Autumn) is published, a full-page advert has been requested to advertise the survey and a distribution report from the supplier/service will also be requested.

Now that the Council has a Facebook page, this will be used to promote the survey, and these steps should help yield an improved return rate.

2025/26 Update-

The current Target End Date of March 2025 needs extending, as this Target is ongoing.

A meeting was held in August 2025, to agree the topics that the Council is running with in the **Autumn Citizens' Survey**. These business-critical areas include:

- Contacting the Council
- Customer Standards
- Complaints
- Communications

The survey will be sent to Citizens' Panel members and will be promoted through In Touch magazine (deadline for content is 26 Sep).

CUS.06 - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active Clubs, Active Interventions and Active Leisure)	On track	For the first quarter of 2025/26 we have attracted the following to activities/interventions:- Active Schools - 4582 Active Clubs - 66 Active Holidays - 1417 Active Interventions - 3381 Active Communities - 402 Active Leisure (facility based activity) - 92401 Events, Learning & Other activities - 13 Total for Qtr 1 – 102,262	Fri-31-Mar-28
CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.	On track	162 clients were processed through the exercise referral programme during the first quarter of 2025/26 and a total of 104 people continued to exercise after the initial 12-week programme.	Fri-31-Mar-28
CUS.08 - Improve employee engagement and feedback to enable the Council to develop a fully inclusive People Strategy by March 2026	On Track	Performance note (03/02/25 KD) - target date changed to March 2026 to reflect the milestones within the control sheet. Also confirmed that a new occupational health provider has been secured in Q3 2024/25 ahead of the target date of March 2025. Now that an Employee Survey has been completed, the Council's People Strategy will be developed and LGR can be factored in. Update Q1 25/26 - The first draft has been revised and is back with the Council's Communications service.	Mon-31-Mar-26

		2 further policies (Maternity Policy and Harassment and Bullying Policy) have been reviewed and where necessary updated. SLT and Trade Unions have been consulted. Awaiting sign off via Delegated Decision. Update Q1 25/26 - Both Policies have now been approved via Delegated Decision. An additional policy on 'Preventing Sexual Harassment' has been devised and approved at Council following consultation with the Trade Unions at UECC.	
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Supporting Key Performance Indicators

Status Key

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

Customer Services

CSP 01. % Calls answered within 20secs

Quarter	Value	Target	Status	Commentary
Q4/25/26		75.00%		
Q3/25/26		75.00%		
Q2/25/26		75.00%		

Q1/25/26	75.00%	75.00%		Q1 Apr to Jun 18,047 calls received and 17,426 calls answered, calls answered within 20s 75% mtg target. Target reduced from 80% - vacant posts, training of new staff and long term sickness impacting on resources
Q4/24/25	79.00%	80.00%		
Q3/24/25	80.00%	80.00%		
Q2/24/25	77.00%	80.00%		
Q1/24/25	72.00%	80.00%		

CSP 02. % of Abandoned Calls - Negative Target

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Quarter	Value	Target	Status	Commentary - Negative Target
Q4/25/26		3.00%		
Q3/25/26		3.00%		
Q2/25/26		3.00%		
Q1/25/26	2.00%	3.00%		Q1 Apr to Jun 17,426 calls answered 2% (418) calls abandoned above target , vacant posts, training of new staff and long term sickness impacting on resources
Q4/24/25	2.00%	3.00%		
Q3/24/25	2.00%	3.00%		
Q2/24/25	2.00%	3.00%		
Q1/24/25	4.00%	3.00%		

CSP 03. Average wait time to not exceed 30 seconds - Negative Target

Quarter	Value	Target	Status	Commentary - Negative Target
Q4/25/26		30		

Q3/25/26		30		
Q2/25/26		30		
Q1/25/26	35	30		Q1 Apr to Jun average wait time 35 seconds for calls to be answered - not meeting target
Q4/24/25	30	30		
Q3/24/25	30	30		
Q2/24/25	31	30		
Q1/24/25	43	30		

CSP 04. % of emails answered within 8 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	99.70%	100%		Q1 Apr to Jun 8484 emails received and 8461 answered within 8 working days (23 out of time , Legal, Leisure, Streetscene and Housing having the majority late responses)
Q4/24/25	99.70%	100%		
Q3/24/25	99.70%	100%		
Q2/24/25	99.50%	100%		
Q1/24/25	99.70%	100%		

CSP 05. % of Live Chats answered within 20secs

Quarter	Value	Target	Status	Commentary
Q4/25/26		90%		
Q3/25/26		90%		
Q2/25/26		90%		
Q1/25/26	89.00%	90%		Q1 Apr to Jun 589 chats received and 580 handled, 89% within 20s just below target

Q4/24/25	89.00%	90%		
Q3/24/25	90.00%	90%		
Q2/24/25	89.00%	90%		
Q1/24/25	90.00%	90%		

CSP 06. Face to Face customers seen within 20sec and not kept waiting more than 20 mins (Annual)

Annual	Value	Target	Status	Commentary
24/25	99%	100%		Additional monitoring carried out 13/05/25 99.5% seen within 20mins. Future Face to Face monitoring dates 11.11.25 , 11.05.26 & 09.11.26
26/27		100%		
27/28		100%		
28/29		100%		

CSP 07. % of External Satisfaction (Realtime)

Quarter	Value	Target	Status	Commentary
Q4/25/26		85%		
Q3/25/26		85%		
Q2/25/26		85%		
Q1/25/26	83.00%	85%		Q1 Apr to Jun 48 completed surveys received 83% either Very Satisfied or Satisfied with service received from Customer Services via Live Chat or Email contact. Of the 17% who stated very dissatisfied or dissatisfied, or requested feedback, contact has been made to ascertain details to resolve their issue, provide additional information or shared with the relevant department to resolve. 7 compliments have been recorded and shared with officers.
Q4/24/25	69.00%	85%		
Q3/24/25	75.00%	85%		

Q2/24/25	82.00%	85%		
Q1/24/25	0.00%	85%		

CSP 08. % Calls answered within 20secs (Corporate) - Agreed to be removed, following Cust Services Scrutiny Meeting April 2025

CSP 09. % of Abandoned Calls (Corporate) - Negative Target - Agreed to be removed, following Cust Services Scrutiny Meeting April 2025

CSP 10. % Stage 1 Complaints answered within 10 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	98.00%	100%		Q1 Apr - Jun 59 Stage 1 complaints received 58 answered within 10 working days 97% (2 out of time - Env Health) average working day response time 6 days. The majority of complaints received were for Streetscene (22) Dragonfly (14) and Housing (13) and general theme and were regarding missed bin collections, followed by a lack of communication/action and conduct.
Q4/24/25	100.00%	100%		
Q3/24/25	100.00%	100%		
Q2/24/25	98.00%	100%		
Q1/24/25	100.00%	100%		

CSP 11. % Stage 2 Complaints answered within 20 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	80%	100%		Q1 Apr-Jun - 7 Stage 2 complaints received, 5 answered within 20 working days 80% average working day response time is 16 days. 2 complaints received in June are not included in this figure but are still within timeframe at time of this update. Housing received the majority of complaints escalated from stage 1 and the main theme was officer conduct
Q4/24/25	94%	100%		% corrected 23.5 – was previously recorded as 99% in error
Q3/24/25	100%	100%		
Q2/24/25	100%	100%		
Q1/24/25	100%	100%		

CSP 12. % of all stage complaints acknowledged within 5 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	100%	100%		All stage 1 and stage 2 complaints acknowledged within timescale
Q4/24/25	97%	100%		
Q3/24/25	99%	100%		
Q2/24/25	96%	100%		
Q1/24/25	100%	100%		

Financial Services

FIN 01. % Sundry Debtors arrears collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		90%		
Q3/25/26		85%		
Q2/25/26		80%		
Q1/25/26 29	63.2%	75%		Although below target for Q1, 12.6% of the outstanding arrears have payment agreements in place which are being monitored by officers. We are currently working on implementing the recommendations from the latest sundry debtor audit which will strengthen and define our recovery processes and will improve recovery rates.
Q4/24/25	75.4%	90%		
Q3/24/25	70.2%	85%		
Q2/24/25	64.4%	80%		
Q1/24/25	48.8%	75%		

FIN 02 - % Invoices paid within 30 days (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		98%		
Q3/25/26		98%		
Q2/25/26		98%		
Q1/25/26	99.70%	98%		1659 invoices, of which 1654 paid within 30 days
Q4/24/25	99.30%	98%		Q4 Total invoices 1931 of which 1917 paid within 30 days.
Q3/24/25	99.90%	98%		

Q2/24/25	99.57%	98%		
Q1/24/25	99.14%	98%		

FIN 03 - % Invoices paid within 30 days (Annual)

Quarter	Value	Target	Status	Commentary
25/26		100%		
24/25		100%		CS/JC HAVE BEEN ADVISED THIS KPI IS NO LONGER VALID

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FIN 04 Internal satisfaction survey % (Biennial)

Quarter	Value	Target	Status	Commentary
25/26		100%		
24/25		100%		CS/JC HAVE BEEN ADVISED THIS KPI IS NO LONGER VALID

Human Resources

HR01 Days sickness per full time employee

Quarter	Value	MAX CAP	Status	Commentary
Q4/25/26		2.1		
Q3/25/26		2.1		

Q2/25/26		2.1		
Q1/25/26	2.8	2.1		The overall average days lost due to sickness in Quarter 1 was 2.8 days, this is the highest Quarter 1 over the last three years. Long term sickness cases have contributed to the escalation of the absence figures within this Quarter.
Q4/24/25	2.80	2.1		
Q3/24/25	2.09	2.1		
Q2/24/25	2.35	2.1		
Q1/24/25	2.24	2.1		

ICT
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IT 01/11 - Incidents and service requests resolved within target time (quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	89.70%	80%		
Q4/24/25	89.70%	80%		
Q3/24/25	84.00%	80%		
Q2/24/25	90.00%	80%		
Q1/24/25	88.00%	80%		

IT 02/11 - Incidents and service requests fixed at first point of contact (quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		40%		
Q3/25/26		40%		

Q2/25/26		40%		
Q1/25/26	57.00%	40%		
Q4/24/25	57.00%	40%		
Q3/24/25	50.00%	40%		
Q2/24/25	56.00%	40%		
Q1/24/25	57.00%	40%		

Leisure Services

01. Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme (quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		125		
Q3/25/26		125		
Q2/25/26		125		
Q1/25/26	162	125		
Q4/24/25	92	125		but ahead of the yearly target
Q3/24/25	184	125		
Q2/24/25	179	125		
Q1/24/25	166	125		

02. Retain at least 50% of health referral clients into continued exercise after 12 weeks.

Quarter	Value	Target	Status	Commentary
Q4/25/26		63		
Q3/25/26		63		

Q2/25/26		63		
Q1/25/26	104	63		
Q4/24/25	126	63		
Q3/24/25	113	63		
Q2/24/25	141	63		
Q1/24/25	70	63		

Information & Engagement (Previously Performance & Improvement)

CP 02 - % of SARS administered within one calendar month (Annual)

Quarter	Value	Target	Status	Commentary
24/25	96%	90%		103 data protection requests were received and 4 were late for 2024-25
25/26		90%		
26/27		90%		
27/28		90%		

CSI 19 - % FOI/EIR requests responded to in 20 working days (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		95%		
Q3/25/26		95%		
Q2/25/26		95%		
Q1/25/26	98.85%	95%		Out of 206 FOI requests received btwn Apr-Jun 2025, one was late by one day. Out of 56 EIRs received btwn Apr-Jun 2025, two were late by one day.
Q4/24/25	98.00%	95%		

Q3/24/25	93.20%	95%		
Q2/24/25	84.30%	95%		
Q1/24/25	89.70%	95%		

Planning

PLA 01. Determining 'Discharge of Condition' applications within national target deadlines (%)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	82.00%	80%		Q1 - 22 applications determined. 18 (82%) in time.
Q4/24/25	93.00%	80%		
Q3/24/25	100.00%	80%		
Q2/24/25	86.00%	80%		
Q1/24/25	90.00%	80%		

PLA 157a Determining "Major" applications within target deadlines (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		70%		
Q3/25/26		70%		
Q2/25/26		70%		
Q1/25/26	100.00%	70%		Q1 - 3 application determined, all within agreed extension of time periods.
Q4/24/25	100.00%	70%		
Q3/24/25	100.00%	70%		

Q2/24/25	100.00%	70%		
Q1/24/25	100.00%	70%		

PLA 157b Determining "Minor" applications within target deadlines (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	100.00%	80%		Q1 - 47 applications determined. All within agreed stat time periods, or agreed extension of time periods.
Q4/24/25	100.00%	80%		
Q3/24/25	100.00%	80%		
Q2/24/25	100.00%	80%		
Q1/24/25	100.00%	80%		

PLA 157c Determining "Other" applications within target deadlines (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	100%	80%		Q1 - 32 applications determined. All within agreed stat time periods, or agreed extension of time periods.
Q4/24/25	97%	80%		
Q3/24/25	100%	80%		
Q2/24/25	100%	80%		

Q1/24/25	100%	80%		
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Revenues & Benefits

01 % Council Tax arrears collected (Quarterly) (profiled target)

Quarter	Value	Target	Status	Commentary
Q4/25/26		27.00%		
Q3/25/26		20.00%		
Q2/25/26		15.00%		
Q1/25/26	9.22%	8.00%		
Q4/24/25	26.60%	27.00%		
Q3/24/25	17.80%	20.00%		
Q2/24/25	13.70%	15.00%		
Q1/24/25	6.70%	8.00%		

RS 02 % NNDR arrears collected (Quarterly) (profiled target)

Quarter	Value	Target	Status	Commentary
Q4/25/26		65.00%		
Q3/25/26		40.00%		
Q2/25/26		30.00%		
Q1/25/26	37.99%	20.00%		
Q4/24/25	59.80%	65.00%		
Q3/24/25	5.00%	40.00%		
Q2/24/25	31.90%	30.00%		
Q1/24/25	17.40%	20.00%		

RS 03 % Council Tax Collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		96.50%		
Q3/25/26		96.50%		
Q2/25/26		96.50%		
Q1/25/26	96.61%	96.50%		
Q4/24/25	96.97%	96.50%		
Q3/24/25	94.89%	96.50%		
Q2/24/25	95.82%	96.50%		
Q1/24/25	95.95%	96.50%		

RS 04 % Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		98.50%		
Q3/25/26		98.50%		
Q2/25/26		98.50%		
Q1/25/26	96.98%	98.50%		whilst target not met the percentage collected has significantly improved on Q1 24/25.
Q4/24/25	98.15%	98.50%		
Q3/24/25	89.22%	98.50%		
Q2/24/25	96.03%	98.50%		
Q1/24/25	94.17%	98.50%		

RS 05 Benefit overpayments as a % of benefit awarded (Quarterly) - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		8.00%		
Q3/25/26		8.00%		
Q2/25/26		8.00%		
Q1/25/26	4.14%	8.00%		
Q4/24/25	4.50%	8.00%		
Q3/24/25	3.19%	8.00%		
Q2/24/25	3.18%	8.00%		
Q1/24/25	3.45%	8.00%		

RS 06 % Recovery of overpayments excluding from ongoing HB (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		20.00%		
Q3/25/26		20.00%		
Q2/25/26		20.00%		
Q1/25/26	59.33%	20.00%		
Q4/24/25	36.65%	20.00%		
Q3/24/25	32.62%	20.00%		
Q2/24/25	52.34%	20.00%		
Q1/24/25	35.82%	20.00%		

RS 07 % Telephone Abandonment: Revenues (Quarterly) - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		8%		
Q3/25/26		8%		
Q2/25/26		8%		
Q1/25/26	5.22%	8%		Higher level of call abandonment by Revenues Recovery due to new staff and resources re-directed for training purposes.
Q4/24/25	1.50%	8%		
Q3/24/25	2.00%	8%		
Q2/24/25	1.90%	8%		
Q1/24/25	2.80%	8%		

RS 08 % Calls answered within 20 seconds: Revenues (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		70.00%		
Q3/25/26		70.00%		
Q2/25/26		70.00%		
Q1/25/26	78.31%	70.00%		
Q4/24/25	87.50%	70.00%		
Q3/24/25	92.00%	70.00%		
Q2/24/25	87.20%	70.00%		
Q1/24/25	80.60%	70.00%		

RS 09 % Telephone Abandonment : Benefits - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		3.0%		
Q3/25/26		3.0%		
Q2/25/26		3.0%		
Q1/25/26	1.22%	3.0%		
Q4/24/25	0.90%	3.0%		
Q3/24/25	1.20%	3.0%		
Q2/24/25	1.00%	3.0%		
Q1/24/25	0.70%	3.0%		

40 RS 10 % Calls answered within 20 seconds: Benefits (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80.0%		
Q3/25/26		80.0%		
Q2/25/26		80.0%		
Q1/25/26	90.89%	80.0%		
Q4/24/25	94.50%	80.0%		
Q3/24/25	95.60%	80.0%		
Q2/24/25	94.40%	80.0%		
Q1/24/25	95.30%	80.0%		

RS 11 % HB overpayment arrears collected

Quarter	Value	Target	Status	Commentary
Q4/25/26		15.00%		
Q3/25/26		10.00%		
Q2/25/26		7.50%		
Q1/25/26	3.19%	5.00%		Target not met. Staff resources allocated to other Revs and Sundry Debt Recovery work during this quarter.
Q4/24/25	15.00%	15.00%		
Q3/24/25	11.20%	10.00%		
Q2/24/25	8.90%	7.50%		
Q1/24/25	5.70%	5.00%		

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RS 12 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days - 1/4ly)

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		10		
Q3/25/26		10		
Q2/25/26		10		
Q1/25/26	4.41	10		
Q4/24/25	3.65	10		
Q3/24/25	4.9	10		
Q2/24/25	5.8	10		
Q1/24/25	5.9	10		

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

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Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Not on Track	- The target is six months off the intended completion date and the required outcome may not be achieved - To flag annual indicators within a council plan period that may not be met. - To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
 Achieved	The target has been successfully completed within the target date. Success to be celebrated.
 Extended	The date for completion of this target has been formally extended by a Director and/or Members.
 Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
 Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
 Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Status	Progress	Target Date
ENV.01 - Update the Carbon Reduction plan to deliver Net Zero 2050	On Track	<u>Q1 2025 – 2026 (Update 20250801)</u> This is ongoing. The Climate Service has undergone an internal BDC Audit with a number of recommendations, including the development of a Carbon Plan. The Climate Change Officer is working with Audit to develop a framework of delivery. The updated Carbon plan will follow the nine recommendations of the Climate Change and Communities Scrutiny Committee.	Fri-31-Mar-28

ENV.02 - Increase the combined recycling and composting rate to meet government's 65% target by 2035.	Achieved	1. Review domestic household customer recycling service requirements to meet government's 'Simpler Recycling' collection core-material set by 31st March 2026. Q3 Update (9.1.25) the Council's kerbside (burgundy bin) recycling collection service meets the Simpler Recycling core material set requirements. <u>Item 1 is now complete.</u> 2. Review commercial waste customer recycling service requirements to meet governments 'Simpler Recycling' collection core-material set by 31st March 2025. Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. <u>Item 2 action is now complete.</u> 3. Procure replacement kerbside recycling (burgundy bin) collection vehicles to meet government's 'Simpler Recycling' requirements. 31.1.24. Q3 Update (9.1.25) Vehicles delivered early December 2024 and now deployed within service delivery operations. <u>Item 3 is now complete.</u> 4. Extend commercial waste customer recycling service to meet all relevant customer's 'Simpler Recycling' collection requirements by 31st March 2025. 31.3.25.	Sat-31-Mar-35
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		Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. <u>Item 4 is now complete.</u> 5. Review recycling service customer educational information sources and platforms to increase recycling awareness and participation on an ongoing basis throughout period of the Service Plan period. Q1 Update (30.6.25) Article placed in July 2025 edition of InTouch reminding resident to place correct waste types in the correct coloured bin as contamination levels remained between 15% and 16% with associated disposal costing the Council £150,000 (approx.) per annum. 6. Review domestic household customer recycling service delivery costs arising from notification of EPR (Extended Producer Responsibility) payments coming into effect from 1st April 2026. Q4 Update (25.3.25) Cost of recycling collections are now predominantly met by EPR payments received from the Government's Simpler Recycling Scheme Administrator. Future payments may vary to reflect changes in the Council's recyclable waste stream volumes; in particular, arising from DRS (Deposit & Return Scheme) removing items such as drinks containers from kerbside collections; at which point, the Council may have need to review its collection systems following introduction of DRS October 2027.	
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		Item 6 is complete in the interim period of kerbside recycling collection scheme being reviewed	
ENV.03 - Implement Government Waste Consistency requirements for commercial waste by ending March 2025	Withdrawn	Actions for ENV.03 are reported under ENV.02 due to duplication arising from both targets.	Mon-31-Mar-25
ENV.04 - Introduce separate weekly collection of food waste by ending March 2026.	On Track	1. Report to Council seeking approval to establish capital budget to meet procurement of food waste collection vehicles and kerbside caddy containers for all District households. Council approval granted 22nd May 2024. Q1 Update (June24) capital funding secured. Item 1 is complete. 2. Undertake procurement (subject to Council approval) of food waste collection vehicles and kerbside caddy contains, seeking delivery by November 2025. Q4 Update (25.3.25) Chassis manufactured with anticipated delivery to body builder April 2025 and final build and vehicle delivery to the Council November 2025. Q1 Update (30.6.25) Vehicle chassis delivered to body builder for production. 3. Review commercial waste customer collection arrangement to undertake separate collection of food waste from businesses from 1st April 2025; in particular, businesses which are not Micro-Enterprises, which by definition of the Financial Conduct Authority (FSA) (i) employ fewer than 10 persons and (b) have a turnover or	Mon-31-Mar-25

		annual balance sheet not exceeding €2 million (£1.71million). Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed and now include rates for food waste collection from 1.4.25. Item 3 is complete 4. Serve notice on North East Derbyshire District Council in the cessation of their use of Bolsover District Council's Riverside Depot for the parking and operation of their Southern waste collection and street cleansing vehicles by not later than November 2025, to ensure capacity is available to meet Bolsover's increased vehicle (food waste) fleet requirements. Q4 Update (25.3.25) Notice issued to NEDDC 21st August 2024 to exit Riverside Depot by November 2025. Q1 Update (30.6.25) NEDDC submitted application to the Traffic Commissioner Office (TCO) to establish a new operating centre within their District boundary in anticipation of exiting Bolsover's Riverside Depot from November 2025. 5. Submit a major change to the Traffic Commissioner's Office to increase the number of large goods vehicles contained in Bolsover District Council's fleet operator license, in anticipation of 7 new food waste collection vehicles. Application to Traffic Commissioner to be submitted by ending 31st March 2025. Q1 Update (30.6.25) Application submitted to Traffic Commissioner Office (TCO) to increase headroom on the Council's fleet operator license to allow inclusion of 7 new food	
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		waste collection vehicles and awaiting outcome of the application. 6. Commence separate collection of food waste from businesses which are not Micro-Enterprises. Update as per item 3 update arising from duplication of both target actions. Q1 Update (30.6.25) these will be incorporated within wider food waste collection arrangements from 1st April 2026. 7. Prepare a communication plan to promote introduction of separate weekly food waste collection to all District households from 1st April 2026. Q1 Update (30.6.25) the Council's Communication Team is preparing media and publicity for introduction of food waste collection commencement. 8. Report to Council seeking approval to establish revenue budget to meet the ongoing operational cost of undertaking separate weekly food waste collections from 1st April 2026 to all District households. To be undertaken following Government informing the Council of its new burdens revenue funding award. Q4 Update (25.3.25) The Council has received Defra New Burdens Revenue funding to support delivery of food waste bins and project management arrangements. However, New Burdens Revenue funding to support future ongoing delivery of weekly food waste collections is now anticipated mid-point 2025.	
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		Q1 Update (30.6.25) awaiting Defra confirmation of New Burdens Revenue funding to support ongoing delivery of weekly food waste collections and influence report to Council to establish service budget and increase to Waste Services Team staffing establishment to employ new collection staff. 9. Delivery of kerbside caddies to all District households between November 2025 and March 2026, utilising in-house waste services staff during winter suspension of green bin collections in anticipation of commencing separate weekly food waste collections from 1st April 2026. Anticipated delivery January, February and March 2026. Q3 Update (9.1.25) Delivery of food waste caddy\bins to be undertaken early 2026 in anticipation of a 1st April 2026 service commencement date. Q1 Update (30.6.25) as per Q3 update. 10. Commence separate weekly collection of from all District households. Update - Commencement will be arising from delivery of actions 1 to 9.	
ENV.05 - Carry out 155 targeted proactive littering dog fouling patrols per year	Not on track	Q1 25/26- 26 out of the targeted 39 proactive patrols were carried out. Whilst this is slightly less than the anticipated target we will endeavour to pick this up during the next quarter. Work has concentrated on prosecutions and issuing of FPNs and the team continues to prioritise investigating incidents where offences have been witnessed and evidenced.	Fri-31-Mar-28

		April (Q4) A total of 71 proactive patrols were carried out in 2024/25. The Enforcement team have suffered from staffing issues this year due to a team member resigning and another on unexpected long term sickness leave. Whilst one vacant post has been recruited to in January 2025 another team member has since moved to a different team and this post remains vacant. The team focussed on dealing with reactive service requests from the public and continue to prioritise investigating incidents where offences have been witnessed and evidenced.	
ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period	On Track	Q1 25/26- The Q1 output for 2025/2026 was 3.02 which is a reduction in numbers of fly tipping of 46 and a reduction when compared to Q1 of the previous year (3.58)	Fri-31-Mar-28
ENV.07 - Achieve minimum quality standards of 60% for green spaces	Q1 NOT COMPLETED	Additional contributions are being sought for biodiversity enhancements (biodiversity net gain / BNG) from new developments, either as enhancements (minimum 10%) provided by the developer within or close to the development or as financial contributions. This is being managed by Planning, although Leisure Services may have suitable sites for biodiversity enhancements. There is also the potential for income generation through the sale of BNG units to developers. Colleagues in planning are currently working through an audit of all of the green spaces across the district. A recent audit of play areas carried out in 2024 shows that of 74 play areas across the district 51 (69%) exceed the minimum quality standard, with an average score of 69%.	Fri-31-Mar-28
ENV.08 - Annually monitor the condition of Local Wildlife Sites	On Track	Q1: Service Level Agreement with Derbyshire Wildlife Trust has been reviewed and it remains fit for purpose and supports Council Plan delivery. DWT planned to undertake at	Sun-31-Jan-21

		least 12 condition surveys of existing and potential Local Wildlife Sites during 2025/26.	
ENV.09 - Support developers and local organisations to deliver Biodiversity Net Gain across our urban and rural environments, realising future opportunities that support and deliver our Local Nature Recovery action plan.	On Track	Q1 25/26 - Work continues to secure BNG delivery through decision-making. A new Apprentice Planner is joining the Planning Policy team in Sep 2025, whose role will capture environmental monitoring responsibilities now that BNG is embedded in the planning process.	Fri-31-Mar-28

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Supporting Key Performance Indicators

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

EH 01 Percentage of EH service requests resolved within the reporting period that were resolved within set target time

Quarter	Value	Target	Status	Commentary
Q4/25/26		90%		
Q3/25/26		90%		
Q2/25/26		90%		
Q1/25/26	92.00%	90%		Target achieved. 1039 out of 1126 were resolved within their resolution target time

Q4/24/25	91.00%	90%		
Q3/24/25	90.00%	90%		
Q2/24/25	87.00%	90%		
Q1/24/25	88.00%	90%		

EH 02 Percentage of planned food premises inspections carried out against programme (High Risk Cat A, B, C's)

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	100%	100%		All 20 A-C premises were inspected within target
Q4/24/25	100%	100%		
Q3/24/25	100%	100%		
Q2/24/25	100%	100%		
Q1/24/25	100%	100%		

EH 03 Percentage of planned Local Auth Pollution Prevention Control (LA-PPC) inspections carried out against programme (EH07)

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	0%	100%		1 had a target date within this quarter but has been put back into quarter 2 due to maternity leave

Q4/24/25	100%	100%		
Q3/24/25	100%	100%		
Q2/24/25	0%	100%		
Q1/24/25	50%	100%		

EH 04 Percentage of planned Animal Licensing inspections carried out against programme

52

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	100%	100%		All 6 inspections were carried out within their target date
Q4/24/25	100%	100%		
Q3/24/25	100%	100%		
Q2/24/25	100%	100%		
Q1/24/25	100%	100%		

EH 05 Number of targeted proactive littering/dog fouling patrols carried out

Quarter	Value	Target	Status	Commentary
Q4/25/26		38		
Q3/25/26		39		
Q2/25/26		39		

Q1/25/26	26	39		The team continues to focus on dealing with reactive service requests from the public and investigation of those where offences have been witnessed and evidenced.
Q4/24/25	2	38		
Q3/24/25	17	39		
Q2/24/25	15	39		
Q1/24/25	37	39		

EH 06 Number of proactive community patrols or events focussing on litter, waste and dog fouling

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Quarter	Value	Target - Annual	Status	Commentary
Q4/25/26		4		
Q3/25/26		4		
Q2/25/26		4		
Q1/25/26	6	3		Target of 3 was exceeded with an additional 3 carried out
Q4/24/25	9	4		
Q3/24/25	0	4		
Q2/24/25	1	4		
Q1/24/25	5	3		

Streetscene

SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		95%		
Q3/25/26		95%		

Q2/25/26		95%		
Q1/25/26	100%	95%		Q1 (2025\26) 0 incidents of hazardous fly tips experienced within this period which would have had need to be cleared within the 24hour (1 day) target.
Q4/24/25	100%	95%		
Q3/24/25	80%	95%		
Q2/24/25	100%	95%		
Q1/24/25	100%	95%		

54 SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		95%		
Q3/25/26		95%		
Q2/25/26		95%		
Q1/25/26	98%	95%		Q1 (2025\26) 329 incidents of non-hazardous fly tips experienced within this period of which 98% were cleared within the 5 day target.
Q4/24/25	94%	95%		
Q3/24/25	94%	95%		
Q2/24/25	95%	95%		
Q1/24/25	97%	95%		

SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)

Quarter	Value	CAP	Status	Commentary
Q4/25/26		12%		
Q3/25/26		12%		

Q2/25/26		12%		
Q1/25/26	10%	12%		Q1 (2025\26) Streets and relevant land surveyed for detritus within this period, as measured by the LEQS (Local Environmental Quality Survey) methodology, found that 10% fell below category B standards and within the Council's (12%) target standard.
Q4/24/25	5%	12%		
Q3/24/25	9%	12%		
Q2/24/25	7%	12%		
Q1/24/25	12%	12%		

55 **SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)**

Quarter	Value	CAP	Status	Commentary
Q4/25/26		14%		
Q3/25/26		14%		
Q2/25/26		14%		
Q1/25/26	4%	14%		Streets and relevant land surveyed for weed growth within this period, as measured by the LEQS (Local Environmental Quality Survey) methodology, found that 4% fell below category B standards and within the Council's (14%) target standard.
Q4/24/25	9%	14%		
Q3/24/25	6%	14%		
Q2/24/25	5%	14%		
Q1/24/25	7%	14%		

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

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	- The target is six months off the intended completion date and the required outcome may not be achieved - To flag annual indicators within a council plan period that may not be met. - To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Directorate	Status	Progress	Target Date
ECO.01 - Refresh our Business Growth Strategy to enable and empower Dragonfly to support the Council to make best use of our assets, support growth in the local economy, attract inward investment to the district and maximise the district's share of potential funding streams from the Government and the East Midlands Combined County Authority	Dragonfly	Not On Track	The draft strategy was presented to the Local Growth Scrutiny Committee's meeting in June, and comments have been received, and the draft is being updated to reflect the feedback before a second draft is circulated.	Tue-31-Dec-24

ECO.02 - Work with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets and grow the visitor economy, the number of tourists and the amount of tourism spending in the district by 2025.	Dragonfly	On Track	The Place Programme held its celebratory one-year anniversary event, bringing together the board, place champions, stakeholders and partners to celebrate all that has been achieved in the first year of the programme. It was a well-attended event, and included the place awards, celebrating: the visitor economy; hospitality and retail; housing and property; community champions; business community; shining star; arts and culture; and putting Bolsover on the map. Activities against the place action plan continue to be delivered.	Mon-31-Mar-25
ECO.03 - Work with partners to develop innovation and growth in our cultural and creative sectors through active support of an investment in a creative's network, cultural corridor, and maker's hub.	Dragonfly	On Track	UKSPF funding in 2025-26 continues to support the development of a 'pre-planning' business plan and RIBA stage 2 commission for a Creative Hub. The work is being led by Local Creative Ltd (who carried out the feasibility study for a hub in 2024). Stakeholder workshops have been held with a third planned for August 2025. The business plan will be in place by Summer 2025 with an options report being presented to Council in September 2025. Key arts organisations, educational and local authority partners have been involved in an initial workshop.	Fri-31-Mar-28
ECO.04 - Work with Higher Education and Further Education providers and other partners to develop post 16 provision within the	Dragonfly	On Track	Retrofit green skills hub: The pre-contract service agreement has commenced, with William Saunders Partnership (WSP) commencing the detailed design, which has presented a number of value	Mon-31-Jan-28

district to enable and empower more of our local workforce to find better paid, skilled jobs.			engineering options including resitting the building to remove a retaining wall, removing the parapet design, and changing the construction type to present a less-expensive construction option. No Update since the last reporting period regarding the Bolsover 6th Form - Government are still considering the programme of investment, which includes the Bolsover proposal. Letters of support from both the Leader of the Council and the Bolsover Place Board have been sent to relevant minsters to support the North Derbyshire University Academy following the review of all Free School projects by the new Government. A response has been received from Catherine McKinnell MP – Minister for School Standards. Matt Hall – Executive Headteacher from Redhill Academy Trust sits on the Bolsover Place Board and we are keen to ensure we support the post 16 provision in Bolsover.	
ECO.05 - Secure investment in improvement of our existing business estate and delivery of new commercial space, including regeneration of Pleasley Mills, to meet the needs of local business, encourage inward investment and support growth throughout the local economy.	Dragonfly	On Track	The purchase of the Co-Op and the former White Swan Public House have both completed and are now owned by the Council. 36-36a Market Place is progressing through conveyance and is due to complete before the autumn. Pleasley Vale Business Park A series of significant capital repairs are being undertaken on site including replacement of a slipped lintel and cracked render and brick / block work. The area has been secured by scaffold to protect the work area, and to also provide a safe access.	Fri-31-Mar-28

			The flood mitigation works phase 1, and the repairs to the dam wall are continuing well, with the site team more than halfway along the wall with the sheet piling. Works for phase 2 and further structural emergency works will be presented to Executive in September for approval.	
ECO.06 - Deliver a fully operational crematorium and manage this facility to generate income from 2025.	Dragonfly	Extended	Work onsite is progressing well, with Mechanical & electrical installation taking place in preparation for the Cremator install. The Council approved the additional funds required to complete the scheme along with the revenue funding to commence recruitment of the staff.	Fri-31-Mar-28
ECO.07 - Review procurement rules to meet public procurement regulations and social value requirements.	Governance, Legal Services and Monitoring Officer Directorate	On Track	The new procurement rules have been amended through the implementation of a new Social Value Policy that was approved by Executive in September 2024. A further review will take place when the new Procurement Manager commences at the Council in February 2025.	(not specified)

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

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

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	- The target is six months off the intended completion date and the required outcome may not be achieved - To flag annual indicators within a council plan period that may not be met. - To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Directorate	Status	Progress	Target Date
1 - Prepare and adopt new Council Housing Strategy by October 2024	Services Directorate	Achieved (behind target)		Wed-30-Oct-24
2 - Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028	Dragonfly	Not on track	Q1 - Dragonfly Development are on site at Woburn and this will deliver 45 units comprising bungalows, houses and a newly built independent living scheme. Phase 1 20 bed Independent Living Scheme and 8 bungalows due end July 2025 and on track. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. Further sites are being explored and will be presented in due course – including the potential for 38	Fri-31-Mar-28

			dwellings on Mill Lane, Bolsover (which has not yet formally added to the new build programme).	
3 - Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.	Services Directorate	On Track	Q1 - the 2024/25 tenant perception survey has closed, we targeted all tenants and 681 responses were received, 9 removed as duplicates, 12 missing core data. This resulted in a 14.18% return The final results were published on 30th June 2025. Overall satisfaction was 86%, this is very slightly less than 23/24 86.9% but significantly higher than the 23/24 national average of 71.3% All satisfaction levels were higher than the national average and save for satisfaction with the landlord's approach to complaints, was on parr with last year's results. https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0	Thu-31-Mar-08
4 - Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.	Services Directorate	On Track	Q1 - Following our C2 grading In August 2024, we have been meeting the Regulator for Social Housing regularly to work through the agreed Improvement Plan. These meetings monitor the progress that is being made with a number of actions now completed. The Stock Condition Survey is complete, the innovation team are testing how the system receives the data so we can use this to make informed decision about future stock improvements. Tennant Satisfaction Measurement data for 24/25 to be published in a tenant friendly version and as a YouTube video on the website. Complaints reports on all Housing Liason Board meetings. 6 monthly complaints summary in every newsletter with effect from Nov 2024 Newsletter. Additional resources secured to support complaints team	Fri-31-Mar-28

			with additional housing cases. Housing Performance Manager has been recruited	
5 - Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.	Services Directorate	On Track	Q1 – Stock Condition survey completed. 350 properties to be surveyed in 25/26. Options appraisal to be presented to Exec in October to look at long term plan for Stock Condition Surveys.	Thu-30-Apr-26
6 - Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.	Services Directorate	On Track	Q1: The number of net housing completions between April 1st 2024 and March 31st 2025 was 402 dwellings, which is above both the Local Plan annual target of 272 and the nationally derived Local Housing Need target of 378.	Fri-31-Mar-28
7 - Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs	Services Directorate	Achieved	Local Housing Needs study completed and reported to Members at LPIAG meeting in February 2025.	Sun-31-Mar-24
8 - Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.	Services Directorate	On Track	Q1: Work underway and based on project plan expected to be completed by July 2026.	Fri-31-Mar-28
9 - Develop strategies to support the private rented sector in supporting the Council in its duties.	Services Directorate	On Track	Strategy formally approved and adopted by Executive in April 2024. Action Plan in progress with officers and launch event planned for the autumn with private sector landlords. The Council is working with	Fri-31-Mar-28

			DASH and CB4YS on a further support package to the private rented sector. Q1 2025/26 Warm Homes: Local Grant to be delivered 2025-2028 across 3 phases. Smaller grant allocation than original bid, due to oversubscription of the programme nationally. Grant funding will be available to those in eligible postcodes and in receipt of certain benefits. Disabled Facilities Grant design service now being delivered in-house. Recruitment currently in progress following cessation of countywide service. Review of web-based advice and guidance to take place now new Council website has been launched. Delivery Plan update to Cllrs planned for September 25.	
10 - Deliver the actions within the Council's Homelessness Strategy by December 2027	Services Directorate	On Track	Q1 2025/26 Actions completed as follows since May 2023 (beginning of the strategy): • Developed a Homelessness Charter with partners. • Established a countywide Homelessness Forum. • Developed a common referral form to access supported housing services across Derbyshire • Worked with partners to develop an integrated homelessness and wellbeing assessment (Signal).	Fri-31-Dec-27

			• Worked with DCC to develop additional provision for domestic abuse, including immediate access provision and advocacy support (Salus Project). • Delivered training and reflective practice sessions to Housing Options staff in partnership with Trauma Informed Derbyshire. Current priorities: • Health needs audit, in partnership with DCC public health colleagues – to understand health needs of the cohort, and to improve health outcomes for those experiencing homelessness. • Supported Accommodation Needs assessment – being conducted by Homeless link (completion Autumn 2025) • Prison release protocol, Nottinghamshire protocol has been produced, intending on developing Derbyshire shortly. • Representing Derbyshire at EMCCA discussions. • Funding for countywide RSI/RSPARG is coming to an end March 2026. Assessing current options for provision from 2026/27 onwards, with a countywide approach. • Private sector work – developing a countywide attractive landlord offer to increase access within the private sector for people coming through our service.	
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Supporting Key Performance Indicators

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

65

01. Proportion of rent collected as a % of rent due in the financial year

Quarter	Value	Target	Status	Commentary
Q4/25/26		92%		
Q3/25/26		92%		
Q2/25/26		92%		
Q1/25/26	87%	92%		Although this is below target, we do find that the first quarter of the years is always below target. If we compare to this time last year it is an increase
Q4/24/25	94%	92%		
Q3/24/25	94%	92%		
Q2/24/25	90%	92%		
Q1/24/25	83%	92%		

02. Percentage of rent lost through LA dwellings becoming vacant (void rent low)

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		3.50%		
Q3/25/26		3.50%		
Q2/25/26		3.50%		
Q1/25/26	2.34%	3.50%		Below Target (Positive)
Q4/24/25	3.20%	3.50%		
Q3/24/25	3.40%	3.50%		
Q2/24/25	3.30%	3.50%		
Q1/24/25	3.20%	3.50%		

03. Former tenants' arrears as a % of rent due in the financial year.

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		2%		
Q3/25/26		2%		
Q2/25/26		2%		
Q1/25/26	2.33%	2%		This is a slight increase on previous months. This is because we have been concentrating on the current arrears over this quarter. We also have an outcome of debt awaiting write off, which will be having an impact on this debt.
Q4/24/25	2.00%	2%		
Q3/24/25	2.00%	2%		
Q2/24/25	2.00%	2%		
Q1/24/25	2.00%	2%		

04. Current tenants' arrears as a % of rent due in the financial year

Quarter	Value	Target	Status	Commentary
Q4/25/26		4%		
Q3/25/26		4%		
Q2/25/26		4%		
Q1/25/26	4.59%	4%		To address the arrears we have made some temporary changes to the officers working on arrears. April - Oct one Tenancy management officer will be working solely on rent arrears to progress the high level arrears cases.
Q4/24/25	4.00%	4%		
Q3/24/25	5.00%	4%		
Q2/24/25	5.00%	4%		
Q1/24/25	5.00%	4%		

05. Allocations - from Dragonfly handover to relet - 14 working days

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		14		
Q3/25/26		14		
Q2/25/26		14		
Q1/25/26	40	14		This figure includes the relet of 6 properties in Independent Living Scheme, which have had substantial save and warm schemes carried out with longer than average periods of relet required. If these were removed this would reduce the figure to 24.23 days. It should also be noted that in this period we successfully let 2 historically low demand properties which impacted significantly on these figures, (663 days for the 2 properties); if these were discounted the actual time with allocations reduces to 11.69 days
Q4/24/25	16	14		
Q3/24/25	27	14		
Q2/24/25	16	14		

Q1/24/25	20	14	
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06. Homelessness successful prevention cases

Quarter	Value	Target	Status	Commentary
Q4/25/26		75%		
Q3/25/26		75%		
Q2/25/26		75%		
Q1/25/26	76.00%	75%		Of 59 cases closed under prevention duties, 45 were successful housing outcomes. Totalling 76% of cases closed in Q1 that were successful prevention cases.
Q4/24/25	69.00%	75%		
Q3/24/25	80.00%	75%		
Q2/24/25	79.00%	75%		
Q1/24/25	84.00%	75%		

07. Homelessness successful relief cases

Quarter	Value	Target	Status	Commentary
Q4/25/26		45%		
Q3/25/26		45%		
Q2/25/26		45%		
Q1/25/26	75%	45%		Of 40 cases closed under relief duties, 30 were successful housing outcomes. Totalling 75% of cases closed in Q1 that were successful relief cases.
Q4/24/25	62%	45%		
Q3/24/25	61%	45%		
Q2/24/25	67%	45%		
Q1/24/25	80%	45%		

08. % of Stage 1 housing complaints responded to within 10 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	100%	100%		Q1 - 25 Stage one complaints all responded to in time
Q4/24/25	100%	100%		
Q3/24/25	100%	100%		
Q2/24/25	100%	100%		
Q1/24/25	100%	100%		

09. % of Stage 2 housing complaints responded to within 20 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	100%	100%		Q1 - 4 stage 2 complaints all responded to in time
Q4/24/25	80%	100%		
Q3/24/25	100%	100%		
Q2/24/25	100%	100%		
Q1/24/25	100%	100%		

Dragonfly KPIs

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

KPI Number	KPI Description	Method of calculating service delivery/ measurement period	Target KPI	Performance in Q1 25/26	Comments / Action
1	Tenant satisfaction with standard of home improvement (capital programme)	TBA	TBA	N/A	Context - format and approach of satisfaction questionnaire to be agreed with Housing Management
2	% of properties non-decent? (TSM RP01)	Stock Condition Survey	TBA	0.95%	Year end (31 March 2025) % figure is 0.95%.
3	Number of properties made decent during reporting period?	TBA	TBA	N/A	This cannot be reported this quarter due to data verification from the Stock Condition Survey. This data can be supplied from Q2 onwards.
4	Domestic Compliance in ILS properties against Fire	As per approved annual programme for that year	100%	N/A	

5	Domestic Compliance in ILS properties against Asbestos	As per approved annual programme for that year	100%	N/A	
6	Domestic Compliance in ILS properties against Water Safety	As per approved annual programme for that year	100%	100%	
7	Domestic Compliance in ILS properties for Lifts (TSM BS02-05)	As per approved annual programme for that year	100%	100%	
8	Capital Spend	1. Welfare Adaptions	100%	100%	
9	Capital Spend	2. External Wall Insulation	100%	100%	
10	Capital Spend	3. Electrical Upgrades	100%	100%	
11	Capital Spend	4. Ext Door Replacements	100%	100%	
12	Capital Spend	5. Heating	100%	100%	
13	Capital Spend	6. Unforeseen works	100%	100%	
14	Capital Spend	7. Kitchen Contract	100%	100%	
15	Capital Spend	8. Soffit & Facias	100%	100%	
16	Capital Spend	9. Roof Replacement	100%	100%	
17	Capital Spend	10. Flat roof replacement	100%	100%	
18	Capital Spend	11. Bramley Vale	100%	100%	
19	Capital Spend	12. Void wet rooms	100%	100%	
20	Capital Spend	13. Safe & Warm scheme	100%	100%	
21	Domestic Blocked drains cleared	24 working hours	90%	93%	
22	Bolsover Homes	Building programme	To agreed client specification		
23	Commercial Building Compliance in against Fire	As per approved annual programme for that year	100%	100%	

24	Commercial Building Compliance against Asbestos	As per approved annual programme for that year	100%	100%	
25	Commercial Building Compliance against Water Safety	As per approved annual programme for that year	100%	100%	
26	Commercial Building Compliance against Lifts	As per approved annual programme for that year	100%	100%	
27	Facilities	PAT testing to all equipment available for testing	100%	100%	
28	Facilities Management	1. Number of working days to respond: 1 day for urgent	100%	88%	The contractor is being closely managed to improve performance. Performance has improved since last quarter and measures are in place to check that this upward trend continues.
29	Facilities Management	2. Number of working days to respond: 3 days non urgent	100%	94%	The contractor is being closely managed to improve performance. Performance has improved since last quarter and measures are in place to check that this upward trend continues.
30	Facilities Management	3. Number of working days to respond: 10 days regular maintenance	100%	91%	The contractor is being closely managed to improve performance. Performance has improved since last quarter and measures are in place to check that this upward trend continues.

31	Engineering	Attend dangerous structures within 1 working day. when requested by DBCP (DBCP are the district lead on dangerous structures)	100%	100%	
32	New Builds	Attend to defects and tenant operating queries within 2 working days	100%	100%	
34	Repairs completed within target timescale (TSM RP02)	1. TSM RP02 Emergency Repairs	90%	96.80%	
35	Repairs completed within target timescale (TSM RP02)	2. TSM RP02 Non Urgent Repairs	80%	94.58%	
36	Tenant satisfaction with repair	Job Completion by Dragonfly teams obtained from Total Mobile	80%	99.60%	
37	Minor voids	Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting	30	42	Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet.

38	Major Voids	Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting	60	97.65	Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet.
39	Solid Fuel Servicing	Annual programme	100%	94.00%	32 of 34 Properties completed. 2 properties remain outstanding due to access difficulties. To mitigate this we are using the Council access procedure which can ultimately end in a legal injunction to gain access to the property.
40	Gas Servicing	Annual programme	100%	99.50%	23 Properties remain outstanding due to access difficulties. To mitigate this we are using the Council access procedure which can ultimately end in a legal injunction to gain access to the property.
41	Revenue Spend	100% spend over financial year. Therefore, target at Q1 - 25% of budget, Q2 50% of budget, Q3 75% of budget, Q4 100% of budget.	25% (for Q1)	25%	

OFFICIAL-[SENSITIVE]

OFFICIAL-[SENSITIVE]

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 8th September 2025

Annual Letter from the Local Government & Social Care Ombudsman 2024/25

Report of the Portfolio Holder for Partnerships, Health & Wellbeing

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

PURPOSE/SUMMARY OF REPORT

To provide Members with information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2024/25.

REPORT DETAILS

1. Background

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

Benchmarking information – (CIPFA) Nearest Neighbour

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

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

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

2. Details of Proposal or Information

2.1 The report is for Members information.

3. Reasons for Recommendation

3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2024/25.

4 Alternative Options and Reasons for Rejection

4.1 None.

RECOMMENDATION(S)

1. That Executive note the Annual Letter from the Local Government & Social Care Ombudsman 2024/25.

Approved by Councillor Mary Dooley, Portfolio Holder for Partnerships, Health & Wellbeing

IMPLICATIONS:

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

DECISION INFORMATION:

☒ Please indicate which threshold applies:	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	Yes ☐ No ☒
Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.	(a) ☐ (b) ☐
Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.	(a) ☐ (b) ☐
District Wards Significantly Affected: <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 ☒
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes ☐ No ☒
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 ☐ No ☒
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes ☒ No ☐
Leader ☐ Deputy Leader ☒ Executive ☐ SLT ☒ Relevant Service Manager ☒ Members ☐ Public ☐ Other ☐	

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

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

DOCUMENT INFORMATION:

Appendix No	Title
1	Annual Letter from the Local Government & Social Care Ombudsman 2024/25
2	Excel Workbook: Complaints received, Complaints decided, Compliance

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

DECEMBER 2024

21 May 2025

By email

Ms Hanson
Head of Paid Service
Bolsover District Council

Dear Ms Hanson

Annual Review letter 2024-25

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

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

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

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

Supporting complaint and service improvement

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

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

Yours sincerely,



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

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

Appendix 3

Authority	Category	Subcategory	Decided	Decision	Decision Reason
BDC	Corporate & Other Services	Standards committees	24/05/24	Closed after initial enquiries	Not warranted by alleged fault
BDC	Housing	Housing-other	15/08/24	Closed after initial enquiries	Not warranted by alleged fault
BDC	Housing	Allocations	15/07/24	Closed after initial enquiries	Not warranted by alleged fault
BDC	Housing	Housing-other	06/09/24	Closed after initial enquiries	Sec 26(7) - all or most
BDC	Other	Non-local government	27/08/24	Advice given	Signpost - go to complaint handling
BDC	NULL	NULL	27/09/24	Incomplete/Invalid	and PA advised
BDC	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	24/02/25	Closed after initial enquiries	Not warranted by alleged fault
BDC	Highways & Transport	Highways & transport-other	28/03/25	Closed after initial enquiries	by investigation
BDC	Corporate & Other Services	Land	27/03/25	Closed after initial enquiries	26(6)(c) Court remedy

Appendix 4

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
No compliance data recorded during the period								

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 8th September 2025

Annual Housing Ombudsman Report including Self Assessment 2024/25

Report of the Portfolio Holder for Partnerships, Health & Wellbeing

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

PURPOSE/SUMMARY OF REPORT

For Executive to approve the Housing Ombudsman Annual Report and Self Assessment 2024/2025.

REPORT DETAILS

1. Background

- 1.1 The Annual Housing Ombudsman Complaints Report and Self Assessment are required to be submitted by the Council by the 30th September 2025. The report provides information to the Housing Ombudsman on the performance of our complaint handling, in terms of the volume and timeliness of responses, in addition the report identifies themes and lessons learnt to drive improvements. The Self Assessment ensures the Councils Complaints and Standards department have reviewed and aligned its Policy and Procedures to meet the Housing Ombudsman Complaint Handling Code requirements for 2024/25.
- 1.2 The Annual Housing Ombudsman Complaints Report (Appendix 1) and Self Assessment (Appendix 2) are attached.

2. Details of Proposal or Information

- 2.1 To approve the Annual Housing Ombudsman Complaints Report (Appendix 1) and Self Assessment (Appendix 2) for submission to the Housing Ombudsman to meet the requirements of the Housing Ombudsman Complaint Handling Code.
- 2.2 This report has been reviewed and noted at the Customer Services Scrutiny Committee on the 19th August 2025.

3. Reasons for Recommendation

- 3.1 To approve the content of the Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 to ensure corporate compliance with the Housing Ombudsman Complaint Handling Code and the Councils CCC Policy.

4 **Alternative Options and Reasons for Rejection**

- 4.1 The Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 in a requirement of the Housing Ombudsman Complaint Handling Code.

RECOMMENDATION(S)

1. That Executive approve the Annual submission Housing Ombudsman Report and Self Assessment 2024/25.

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

IMPLICATIONS:

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

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

DECISION INFORMATION:

☒ <i>Please indicate which threshold applies:</i>	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds: Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more. Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more. District Wards Significantly Affected: <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:	Yes ☐ No ☒ (a) ☐ (b) ☐ (a) ☐ (b) ☐ All ☒

Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes ☐ No ☒
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 ☐ No ☒
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes ☒ No ☐
Leader ☐ Deputy Leader ☐ Executive ☐ SLT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	

Links to Council Ambition: Customers, Economy, Environment, Housing
Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION:

Appendix No	Title
1	BDC Annual Report for the Housing Ombudsman 2024/25
2	BDC Self Assessment for the Housing Ombudsman 2024/25

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

DECEMBER 2024



Housing Ombudsman Service Complaint Handling Code

Annual Complaint Handling and Service Improvement Report 2024–2025



DRAGONFLY
MANAGEMENT

A: The Arc, High Street, Clowne S43 4JY
T: 01246 242424
E: enquiries@bolsover.gov.uk
W: www.bolsover.gov.uk

Equalities Statement

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

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

Access for All statement

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

- **Phone** - [01246 242424](tel:01246242424)
- **Email** – enquiries@bolsover.gov.uk
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with [Sign Solutions](#), you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) via textphone or app on **0800 500 888** - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

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Foreword

Governing Body Response

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

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

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

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



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



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



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

Housing Liaison Board Response

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

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

Introduction

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

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

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

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

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

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

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

Analysis of complaints performance for 2024/25

Types of complaints

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

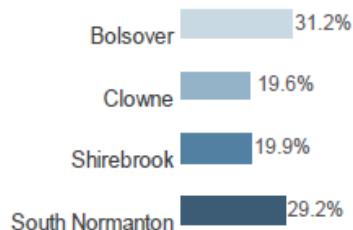
Counts	Analysis %	Respondents
Base		
Unweighted	644	100.0%
Weighted	642	100.0%
Have you made a complaint to the Council in the last 12 months?		
Yes	112	17.5%
No	530	82.5%

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



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

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



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

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

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

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

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

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

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

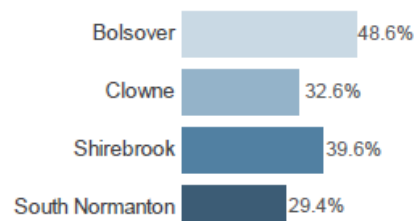
As noted in the previous charts, there were a higher number of survey respondents within the Bolsover and South Normanton areas that made a complaint, and the following charts show highest satisfaction in the Bolsover and Shirebrook areas. Tenants in South Normanton had the lowest satisfaction.

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



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

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



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

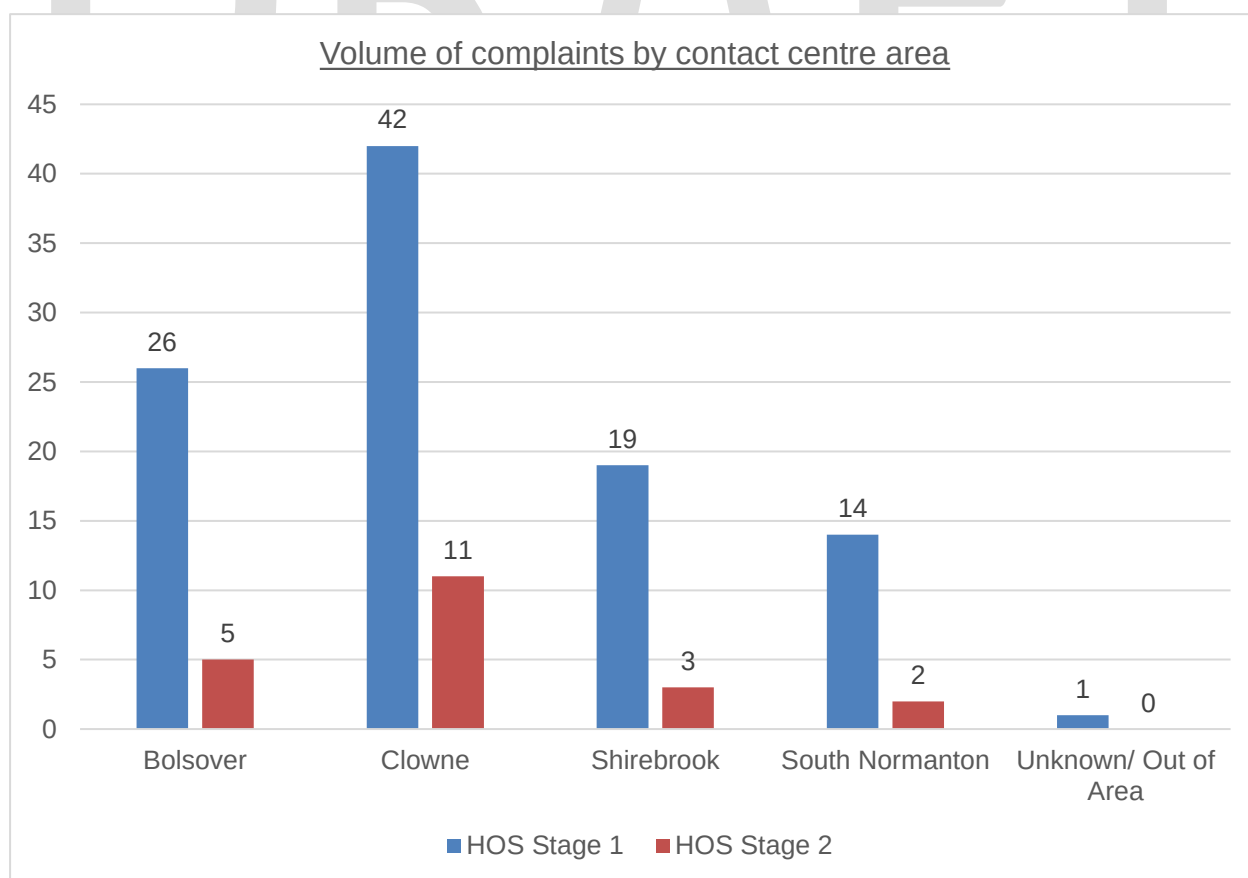
Volume of complaints by contact centre area

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

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

Table 2 – Volume of complaints received by contact centre area

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



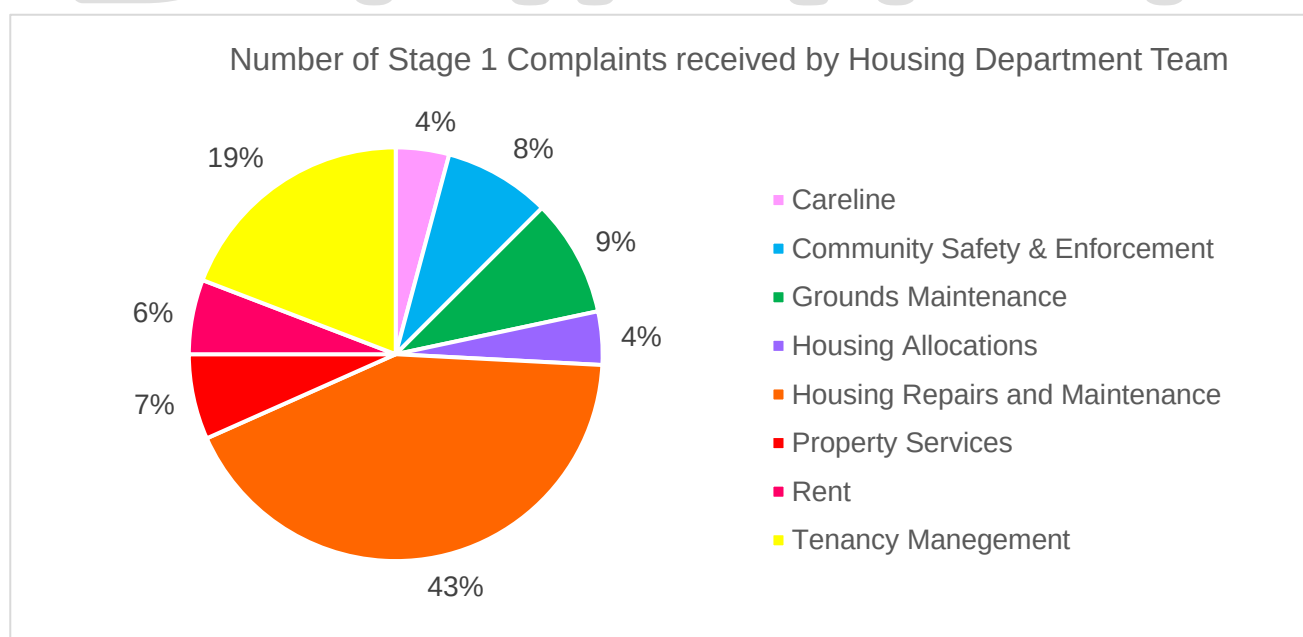
Themes and trends in the complaints received

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

Table 3 – Breakdown of customer contact by team – complaints

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

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



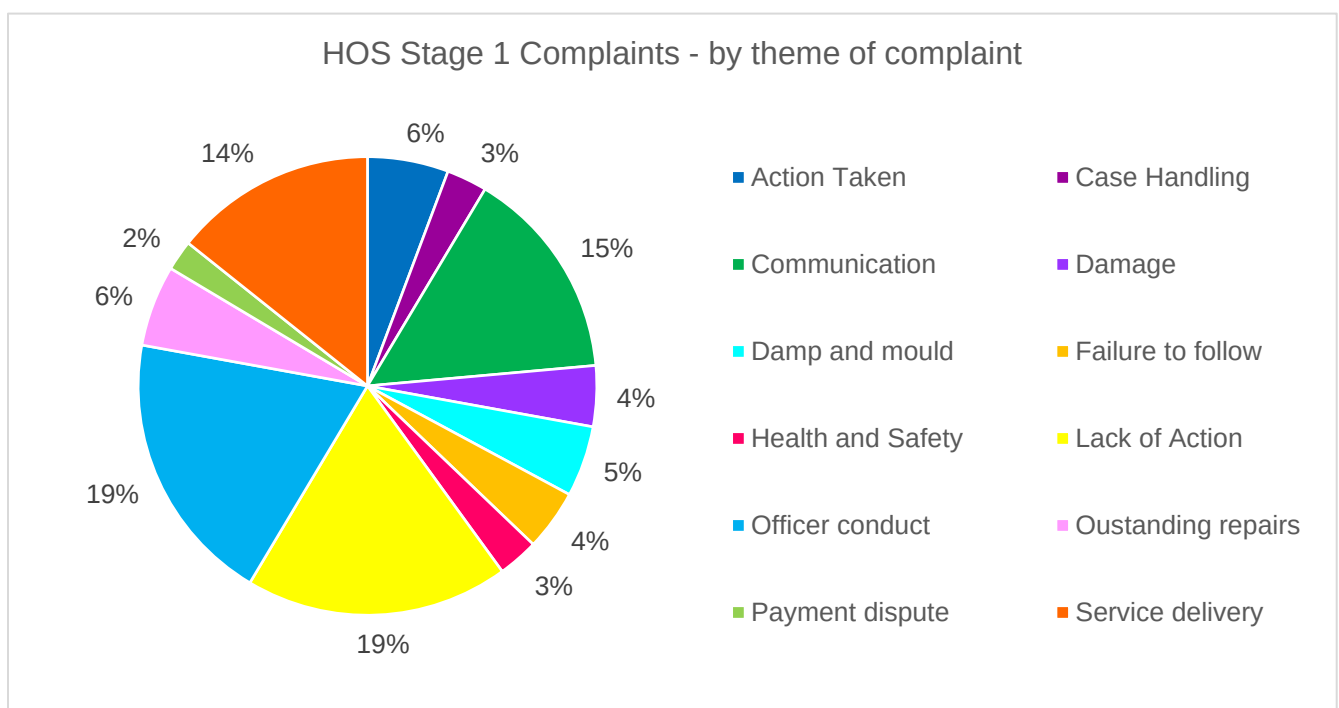
OFFICIAL

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

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

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

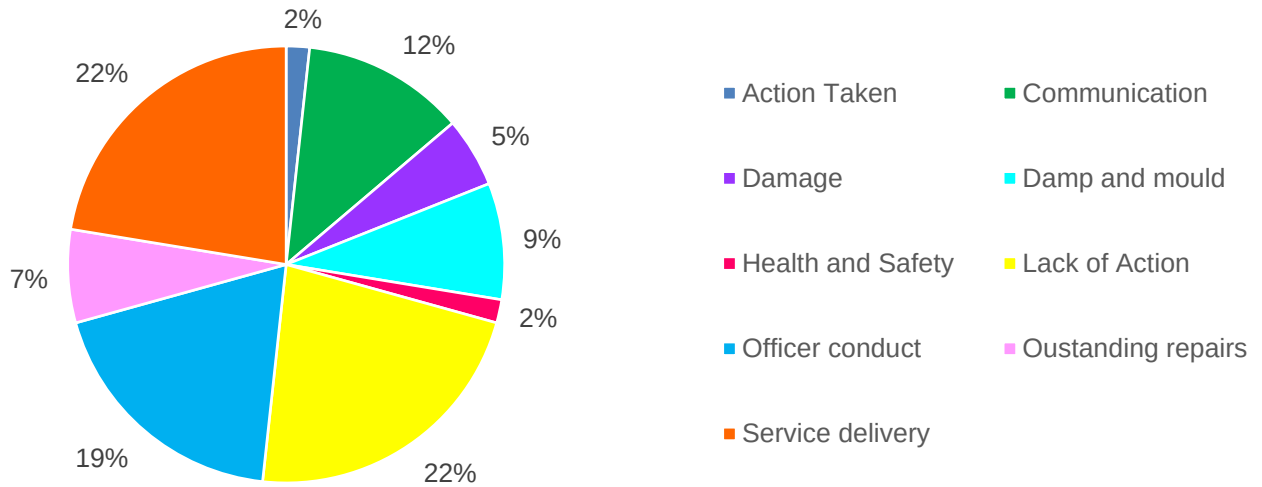
The theme 'communication' had 33% of complaints for Dragonfly (Housing Repairs and Maintenance) and 24% for Grounds Maintenance.



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

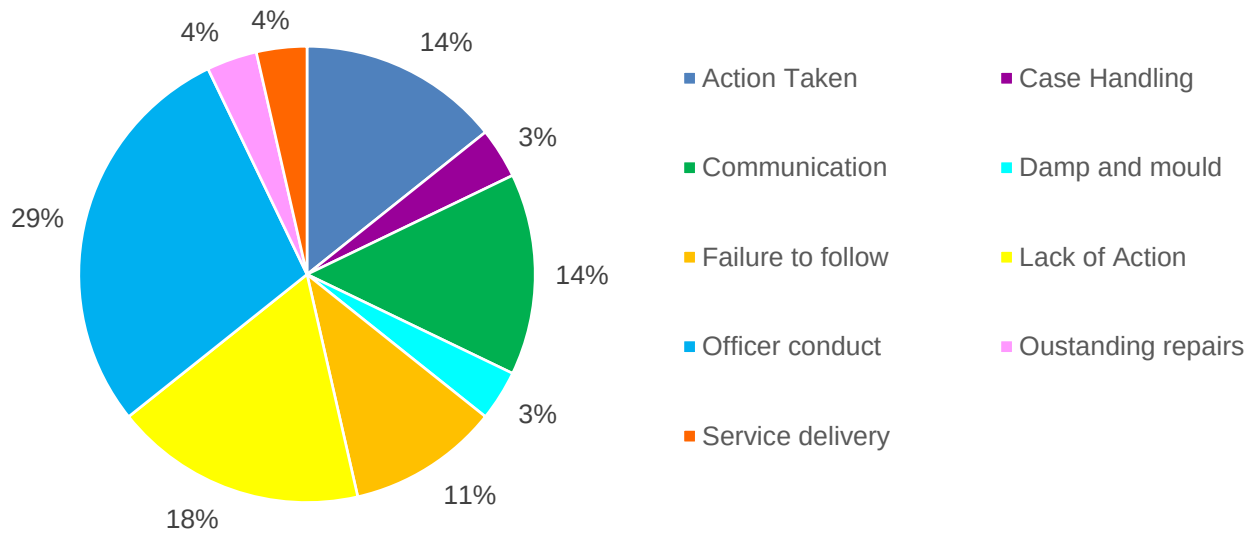
Looking at themes specifically within Dragonfly (Housing Repairs and Maintenance), 'lack of action', 'service delivery' and 'officer conduct' were the top three. The category 'service delivery' included issues such as standard of repairs, poor preparation, inefficiency, failure to investigate/complete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

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



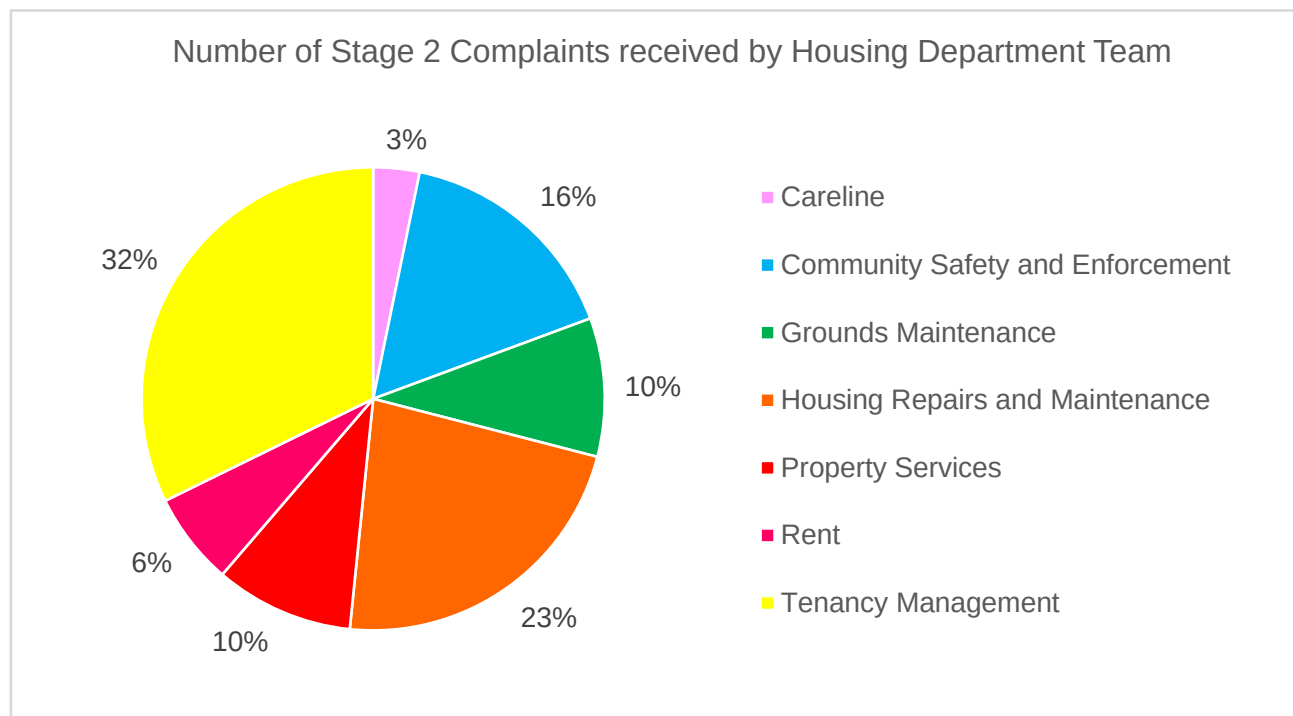
Finally, when analysing the themes within Tenancy Management 'officer conduct' was the highest, followed by 'lack of action', then both 'communication' and 'action taken'.

HOS Stage 1 Tenancy Management complaints by theme



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

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



Volume of compliments, comments and M.P. enquiries

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

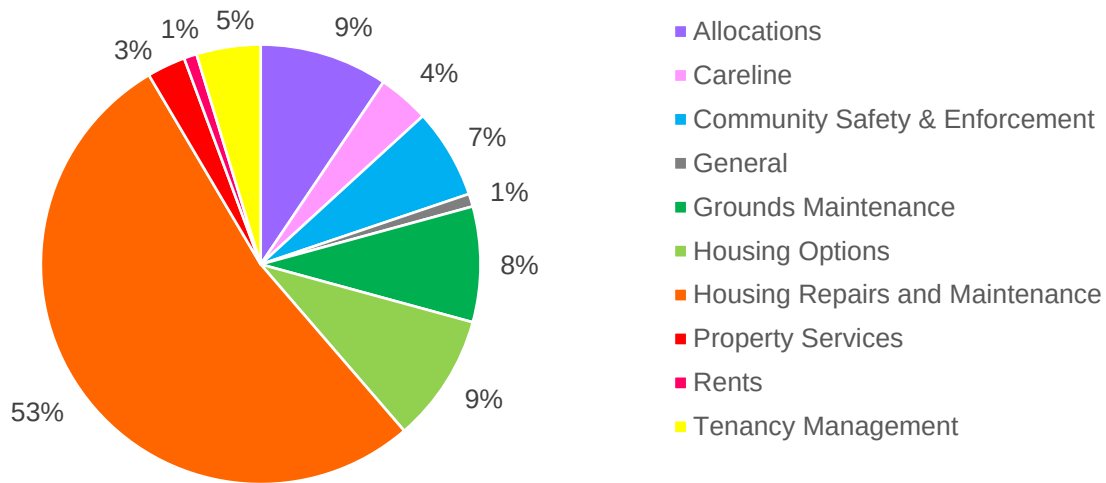
Table 4 – Breakdown of customer contact by team – compliments, comments and M.P. enquiries

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

*From existing tenants

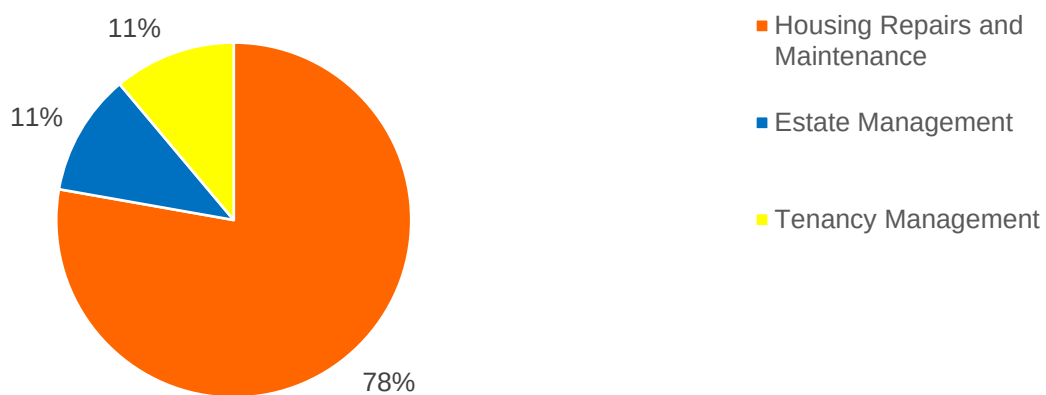
It is useful to note whilst Dragonfly (Housing Repairs and Maintenance) features heavily as a core reason for complaint, this data shows that a tenant's personal experience of the service by the team influences their bias in response to the Council. There are clearly positives to be taken from the service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

Number of Compliments received by Housing Department Team

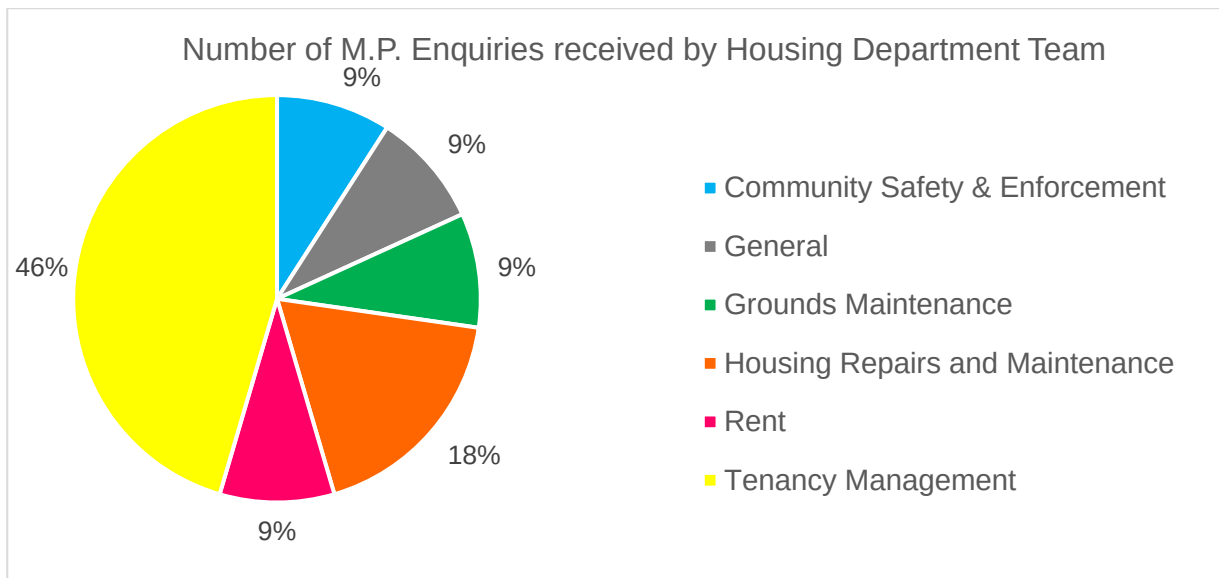


The Council received a limited number of comments from tenants during 2024/25, but most related to Dragonfly (Housing Repairs and Maintenance), most relating to poor communication and all were passed back to the teams for further action where required.

Number of Comments received by Housing Department Team



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



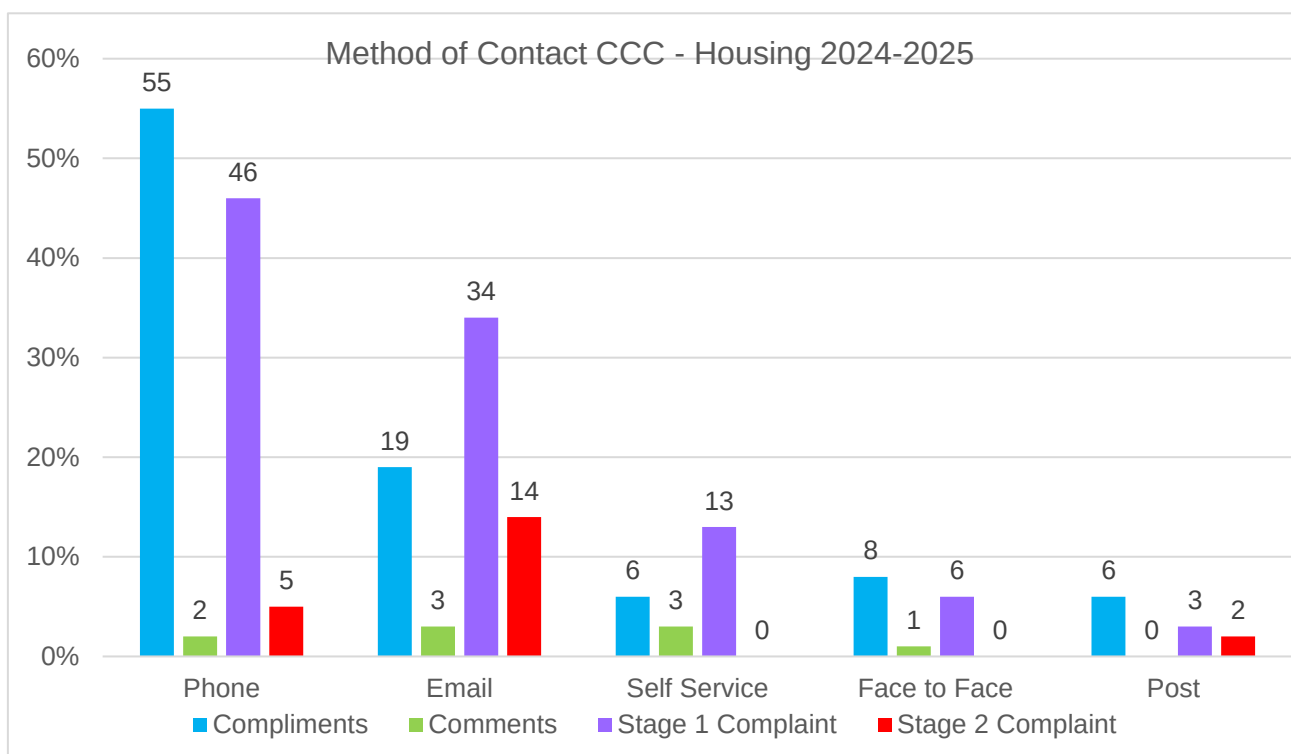
Method of contact

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

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

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

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



Benchmark data

Comparison in volume of complaints received – 2023/2024

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

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

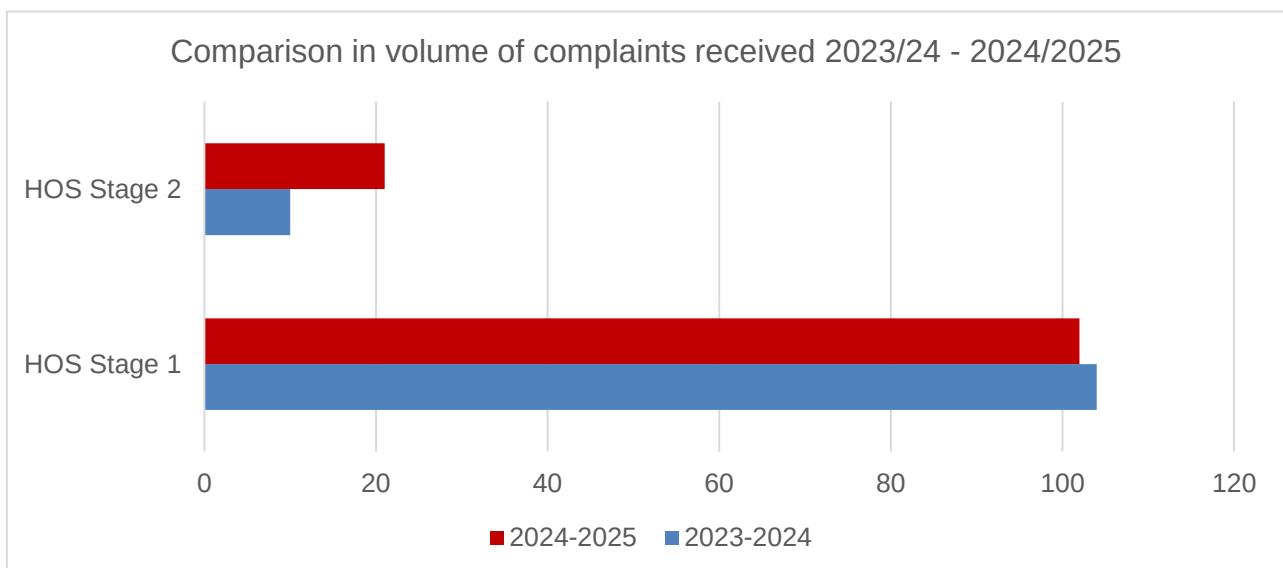
For the purpose of this report, reference to HOS Stage 1 complaints for 2023-2024 consists of the Informal and Formal stages. Consequently, a direct comparison with 2023/24 is not possible. Data is crosscutting between departments/teams and therefore one complaint may be attributed to multiple areas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

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

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

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

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



Comparison with national trends on themes for complaint

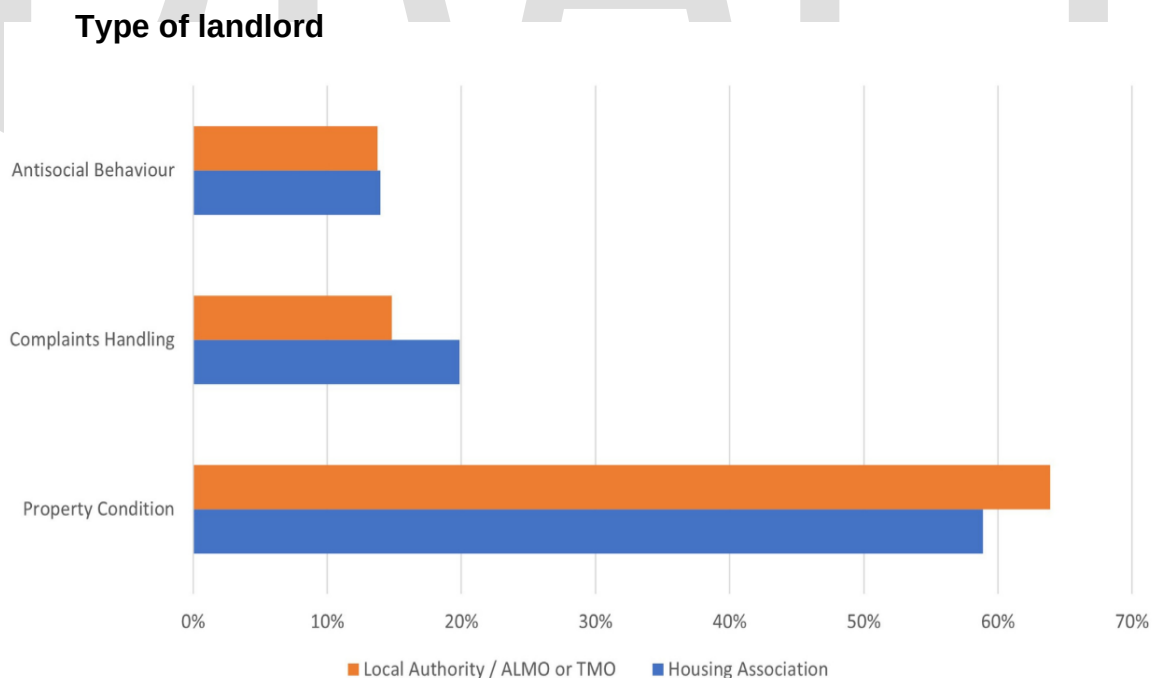
A HOS Spotlight report on repairs and maintenance (repairing trust) from May 2025 reported that following complaints analysis, repairs and maintenance complaints account for 45% of casework data in 2024-2025. This aligns with the Council's 2024-2025 data which showed that Dragonfly (Housing Repairs and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

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

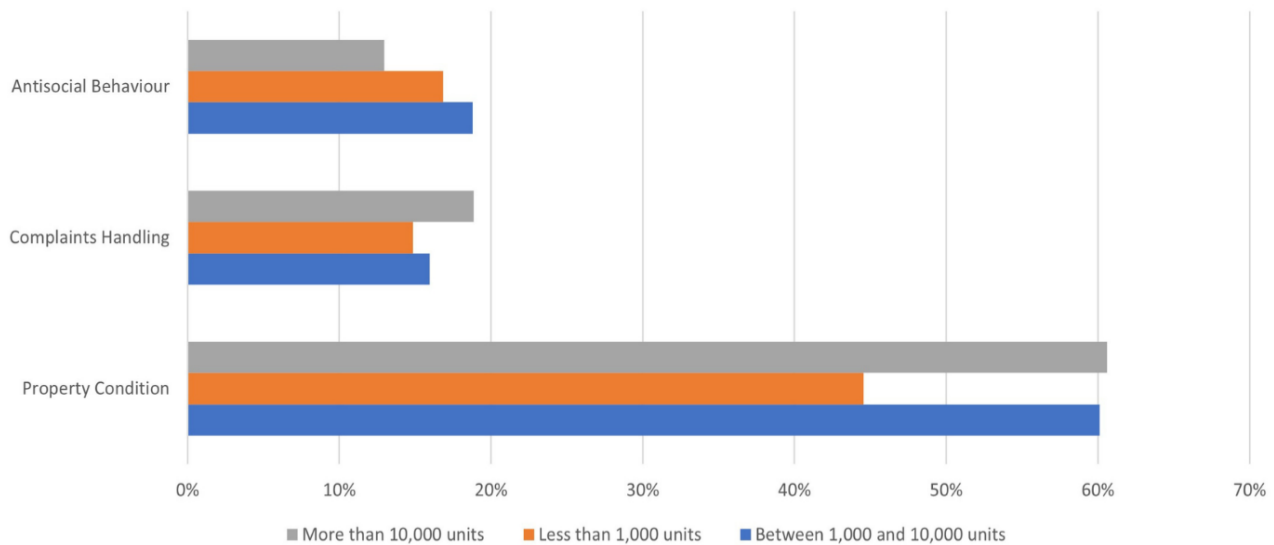
(HOS, (May 2025), Spotlight report on repairs and maintenance – repairing trust, p, 3 & 10)

Comparison with national trends in reasons for complaints 2024/25

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



Size of landlord



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

Q3 Quarterly Data 2024-25 | Housing Ombudsman

Findings of non-compliance

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

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

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

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

Service Improvements

General Improvements 2024/25

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

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

Service Related Improvements 2024/25

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

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

Forward Improvements 2025/26

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

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

Tenant scrutiny of complaints

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

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

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

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

Housing Ombudsman Service (HOS) reports to landlord

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

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

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

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

Appendix A: Self-assessment form

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

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

Section 1: Definition of a complaint

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

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

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

Section 2: Exclusions

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. Matters that have previously been considered under the complaints policy.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6. Out of scope templates

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

Section 3: Accessibility and Awareness

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

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

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

Section 4: Complaint Handling Staff

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

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

Section 5: The Complaint Handling Process

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

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

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7. Complaints Leaflet includes access for all statement. The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.

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

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

Section 6: Complaints Stages

Stage 1

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

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

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

Stage 2

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

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

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

Section 7: Putting things right

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Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15. Complaint Investigation Template Part C
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

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

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
136 8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: - the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. - a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; - any findings of non-compliance with this Code by the Ombudsman; - the service improvements made as a result of the learning from complaints; - any annual report about the landlord's performance from the Ombudsman; and - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8. Performance reporting quarterly to the Customer Services Scrutiny. CCC Summary (Excel spreadsheet) of all complaints including those not accepted. Quarterly report analysis for Housing & Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting). Annual Performance report and Ombudsman decisions presented Scrutiny and Executive. Biannual Service Review Meetings for Complaints to discuss service improvements. You said, we did poster (lists service improvements).

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

Section 9: Scrutiny & oversight: continuous learning and improvement

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

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

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Mandatory training for all new employees.

Appendix A: Self-assessment form

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

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

Section 1: Definition of a complaint

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

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

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

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.7, page 9 and section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6 and section 5, page 7.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: - The issue giving rise to the complaint occurred over twelve months ago. - Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. Matters that have previously been considered under the complaints policy.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.8, page 9-11. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 4.1, page 4-6. Out of scope templates

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

Section 3: Accessibility and Awareness

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

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

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

Section 4: Complaint Handling Staff

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

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

Section 5: The Complaint Handling Process

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

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

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024, section 1, page 5 and 4.7, page 9. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5 page 7.
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.9, page 11.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 3.3, page 6-7. Complaints Leaflet includes access for all statement. The Housing department records any disabilities a resident has disclosed, record not kept by the Complaints Officer. If a disability is disclosed during a complaint the Housing department will be informed and the Council will ensure that any reasonable adjustments are met.

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

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

Section 6: Complaints Stages

Stage 1

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

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

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

Stage 2

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

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

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

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
7.1	Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include: • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 13-15. Complaint Investigation Template Part C
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 4.11, page 14.

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

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: - the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. - a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; - any findings of non-compliance with this Code by the Ombudsman; - the service improvements made as a result of the learning from complaints; - any annual report about the landlord's performance from the Ombudsman; and - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5.5, page 18-19. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 7-8. Performance reporting quarterly to the Customer Services Scrutiny. CCC Summary (Excel spreadsheet) of all complaints including those not accepted. Quarterly report analysis for Housing & Repair complaints reported to the Housing Liaison Board (a Cllr and Tenant meeting). Annual Performance report and Ombudsman decisions presented Scrutiny and Executive. Biannual Service Review Meetings for Complaints to discuss service improvements. You said, we did poster (lists service improvements).

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

Section 9: Scrutiny & oversight: continuous learning and improvement

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

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

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Executive portfolio holder with responsibility for complaints. Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 7.8, page 23. Bolsover District Council – Compliments, Comments and Complaints Procedure – section 5, page 9. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Performance reporting quarterly to the Customer Services Scrutiny. Annual Performance report and Ombudsman decision presented to Scrutiny, Standards Committee and to Executive. Monthly meetings with Customer Services & Complaints manager and the MRC, discussed in 121s with Director for Executive, Corporate Services and Partnerships.

Code provision	Code requirement	Comply: Yes / No	Evidence Commentary / explanation
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	Performance Bolsover District Council – Compliments, Comments and Complaints Policy April 2024 – section 5, page 17-18. Mandatory training for all new employees.

Bolsover District Council

Meeting of the Executive on 8th September 2025

Budget Monitoring Report Quarter 1

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 update Executive on the financial position of the Council following the first quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account (HRA), Capital Programme and Treasury Management activity.

REPORT DETAILS

- 1.1 This report provides the current financial position following the 2025/26 quarter 1 monitoring exercise.

Dragonfly Management Ltd

- 1.2 Members will be aware that a number of Council services are currently being provided by Dragonfly Management.
- 1.3 As a reminder, the services transferred were:
- Economic Development
 - Facilities Management
 - Property/Commercial Asset Management
 - Property Services and Estates
 - Repairs and Maintenance
 - Tourism
- 1.4 The Council continues to make payments to Dragonfly Management for the provision of these services in line with the service level agreement. The Council makes a charge to Dragonfly Development for the support services provided to the whole company. Budgets from the already approved Medium-Term Financial Plan (MTFP) are paid over to Dragonfly Management to allow them to operate and pay for our services.
- 1.5 To ensure effective financial management continues to take place regarding the transferred services, the structure of services within the Council's financial management system was changed.
- 1.6 For the purposes of this report, services that have been transferred into Dragonfly Management are shown on the attached appendices 1, 2 and 4 as Dragonfly Services. The remainder of the Council's services are shown in the Community

Services Directorate if they are outward facing services or in the Corporate Resources Directorate if they are internal support services.

- 1.7 As usual the whole report is split between General Fund and Housing Revenue Account with the Dragonfly Services shown within each of the funds.

General Fund Revenue Account

- 1.8 The General Fund Revenue Account summary is shown in **Appendix 1**. The original budget for 2025/26 showed a contribution from the NNDR Growth Protection Reserve of £0.049m, a deficit in effect. The current budget now shows this to be a transfer to the reserve after adjustments have been made to the business rates figures for the actual 2025/26 NNDR1 return, and the estimated business rates surplus of £2.454m. After the Council tax increase, and other small movements are included the current budget overall is showing a surplus of £0.139m. As savings are identified and secured, they are moved into the relevant cost centres within the main General Fund Directorates. **Appendix 2** details the net cost of each cost centre within the Directorates.
- 1.9 Salary budgets for 2025/26 were last scrutinised by officers in October 2024 as part of preparing the MTFP. Officers have now begun to review the actuals for the first quarter against the budgets as part of the revised budget process. Any savings from vacancies or maternity leave and restructuring changes will be removed from budgets where possible and reported to Members in December with the Revised Budget report.
- 1.10 In order to improve the monitoring and control of Section 106 monies received by the Council, the sums due to be utilised in a financial year are now recorded within the General Fund directorate budgets with the expenditure recorded against these sums. The amount budgeted to be spent in 2025/26 is £2.053m. There are 2 deadlines for expenditure to be spent by in 2025/26. £0.026m needs to be spent by 3/3/26 and £0.008m by 31/3/26. There are, however, a number of deadlines in quarter 1 of 2026/27. Officers are working to ensure that this spend is undertaken in line with the S106 legal requirements.
- 1.11 The overall position at the end of quarter 1 shows that there is a favourable variance of £0.903m, with most identified variances as a consequence of timing, which is usual for this time in the year. There are no known large budget pressures identified in quarter 1 but officers will continue to monitor the position during the next quarter.
- 1.12 **Table 1** below shows the latest position of all years in the current MTFP. As a Council we made it our strategy to save extra income earned in years when we received more than we estimated, to be able to use it in future years' when income was reduced. This is being held in the National Non-Domestic Rates (NNDR) Growth Protection Reserve and the balance at the 31st of March was £14.210m. Transfers are made from this reserve to the general fund to replace the losses caused by changes in Government funding.
- 1.13 Within the current MTFP before it has been updated to reflect 1.8, estimates of movement to/(from) this 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 and £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 which will start August onwards, we will aim to reduce this budget gap as much as possible, subject to paragraph 1.15 onward.

<u>Table 1</u>	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

- 1.14 Once work that began in August on revised budgets has been completed, the revised position will be presented to Members in November and December. The work on the MTFP update and the new year which will begin in quarter 3 will be presented to Members in January.

Government funding update – Fair Funding Review 2.0

- 1.15 On the 20th of June 2025, the government published a major consultation on the reform of local government funding. It is an 8-week consultation, running from 20th of June to 15th of August 2025. There will be a Policy Statement in the Autumn, which will set out the government's response to the consultation paper and outline its 'final policy positions.' The provisional local government finance settlement will be 'towards the end of the year.' The consultation is now referred to as the Fair Funding Review 2.0, emphasising the links between this consultation and the previous government's consultation in December 2018.
- 1.16 The consultation states local authorities will receive a 3-year settlement covering 2026-27 to 2028-29. The consultation includes final proposals to:
- Make major changes to the main funding formula with a stronger link to levels of deprivation and population.
 - Reset the baseline for retained business rates in full in 2026/27.

- Scrap the New Homes Bonus grant and return the funding to the core settlement.
 - Simplify and consolidate several grant pots, including grants for homelessness prevention, rough sleeping, and temporary accommodation.
 - Provide transitional funding, including a minimum funding floor, to protect councils from the full impact of the funding changes until 2028/29.
 - Move gradually towards greater local freedom on setting fees and charges, but no concrete proposals.
- 1.17 The consultation does not propose any changes to council tax funding. Also not covered by the consultation is a positive announcement by the government regarding income from the Extended Producer Responsibility (EPR) scheme. It has been confirmed that EPR income will continue to be additional to core funding for waste collection authorities for the whole of the Spending Review period 2026/27 to 2028/29. This will be a significant income stream for districts, and will help cushion the impact of funding reform, provided EPR income is not ringfenced, i.e. restricted to be used purely on the waste collection service.
- 1.18 The consultation includes new proposals on transitional support, which a substantial number of authorities are likely to require, particularly Inner London boroughs, most high-growth district councils (like us), and high-taxbase unitary authorities. It is not expected that councils with social care responsibilities will have need to access the support. Early analysis shows funding moving to social care councils and away from districts and unitary authorities.
- 1.19 The aim of the transitional funding is to protect councils from the full impact of all the funding changes, including the business rates reset. The proposals for transitional support are;
- There will be a 0% (cash flat) funding floor. In other words, no council will suffer cash-terms reductions in overall funding.
 - The transitional support baseline will include the Settlement Funding Assessment (SFA), council tax, grants, and the Business Rates Retention Scheme (BRRS). This is the widest scope for support and is supported by most local authorities.
 - Transition to the new funding system will take place over 3 years, so that by year 4 all councils will be at their new level of funding without any support.
- 1.20 **However**, on the 27th of June 2025, we received an email from Nico Heslop, the Director of the Local Government Finance Directorate, within MHCLG. The email was sent to 2 other district councils in Derbyshire; we've found out since that one of them had been sent it in error. The email read as follows:
- 'We set out in section 9.3 of the consultation that whilst most councils will see their available funding increase over the multi-year Settlement, without transitional arrangements some would see it fall – it is the government's intention to protect the vast majority of these councils' income through a flat cash or 0% funding floor. This would mean councils in scope of this measure will be guaranteed their income.'*

We will engage the small number of councils whose new share of funding is furthest from their current share of funding regarding how we can support them to manage larger losses. A number of them have made preparations for these changes, including by setting aside reserves.

We are contacting you as one of those councils who may need to manage larger losses, noting that we would still look to offer you some form of funding floor in the scenario that your funding floor is not set at the flat cash level. Whilst decisions are yet to be finalised and there will be several data updates which could change this, we want to engage with you over the summer on our proposed transitional arrangements. We'd like to share our thinking on transitional arrangements in more detail and understand the impact these could make. This is part of our ongoing engagement with councils and is separate to the consultation process.'

- 1.21 As mentioned in 1.12 above, we have been making provision for these losses for a number of years and have accumulated a reserve worth £14.210m, to mitigate the losses over the next 4 years. Despite a number of meetings already with various bodies including the District Council's Network, MHCLG are reluctant to provide figures before October because they remain subject to change, and it might suggest the result of the consultation is predetermined. I therefore do not know if the reserve we have created will be enough to keep our MTFP balanced as in **Table 1**.
- 1.22 At a meeting with MHCLG on the 11th of July, it was suggested that unlike other councils who would have a 0% reduction in funding for each year due to the funding floor, we could potentially have between a minus 5% to minus 7% reduction in our funding for year 1, then a 0% reduction for years 2 and 3. With all the changes to the funding formulae, it is difficult to put a value to this. However, as the business rates reset will wipe out the business rates growth we've achieved, I am expecting at least the losses predicted in the MTFP. The amount of transitional support we might receive is really the missing part of the jigsaw. As I get more information, I will provide an update for Members.
- 1.23 The medium-term financial plan will be updated to include all known implications from the new Spending Review, and therefore the Fair Funding Review 2.0, when it is received.

Pleasley Vale Insurance Reserve

- 1.24 Members may recall, that in the revised budget report of December 2024, I reported that due to being unable to obtain flood insurance cover, and large increases in excess levels for insurance cover on the park when we sought to renew policies, a decision had been taken to self-insure Pleasley Vale.
- 1.25 We were able to establish the Pleasley Vale Insurance Reserve with a value of £1m from the 1st of October 2024, by using £0.825m from Transformation Reserve schemes which did not go ahead, and £0.175m from General Reserve schemes on the same basis.
- 1.26 The plan is to keep Members informed on the position of the reserve as part of the budget monitoring reports for 2025/26. It is hoped that the work being done with a consultant on flood mitigation practices, will enable us to obtain flood insurance at the next renewal in September.

1.27 The estimate of the reserve position is as follows:

Table 2	£
Opening Balance at 1/10/24	(1,000,000)
Insurance claims settled during 2024/25	6,478
Closing Balance at 31/3/25	(993,522)
Cost of settling current claims *	145,337
Estimated Balance at 30/6/25	(848,185)

*This relates to 2 live claims and leaves an estimated balance of £848,185.

Housing Revenue Account (HRA)

- 1.28 The Housing Revenue Account summary for the first quarter of 2025/26 is set out in **Appendix 3** to this report. The original budget for 2025/26 showed a balanced budget, the current budget shows this to still be the case.
- 1.29 **Appendix 4** details the net cost of each cost centre within the HRA and gives some details for the larger variances. The information on the HRA services transferred into Dragonfly Management is also provided.
- 1.30 The overall position at the end of quarter 1 shows that there is an adverse variance of £0.041m. Similarly to the general fund, most of the identified variances are due to timing. The only significant issue to report regarding the overall position for the HRA at the end of the first quarter is the reduction in dwelling rent income. More properties have been demolished than was anticipated when the income budget was set, resulting in less income billed. However, at 2.85%, the income lost from void properties is not as much as was estimated when compared to the 3% prediction.
- 1.31 For 2024/25, as the final weekly rent (week 53) was due on the 31st of March 2025 but covered the period ending 6th of April 2025, an accounting adjustment was required to post 6 days of rental income out of 2024/25 and into 2025/26 (£409,435.84). For the purposes of determining the percentage of void properties in 2025/26, this is being measured from week 1 (from the 7th of April 2025), based upon a full weeks rent, therefore excluding the accounting adjustment in order to remain consistent with the housing system reports.
- 1.32 It is assumed that the existing Rent Policy of CPI plus 1% will be in place for the rent setting process for 2026/27. The CPI figure for September is used and as soon as this is known, it will be reported to Members.

Capital Programme

Capital Expenditure

- 1.33 The capital programme summary for the first quarter of 2025/26 is provided in **Appendix 5** to this report.

1.34 In headline terms, the capital programme profiled budget for quarter 1 is £11.009m and the actual spend, and known commitments total £5.547m, which is £5.462m behind the planned spend position. The budget for the capital schemes which are managed by Dragonfly Management are paid over monthly in arrears based on the actual amount spent, any commitments for the schemes managed by Dragonfly Management are not included. The main areas to highlight are listed below:

1. Pleasley Vale Mill – Dam Wall appears over spent for the quarter by £0.252m, but this is in line with the year's budget and reflects work being done in the first part of the year.
2. The Shirebrook Crematorium also appears over spent for the quarter by £0.250m but is in line with the year's budget. A report to update Members on this scheme was presented to Council on 28th July 2025.
3. The schemes relating to the £15m regeneration funding in total are £1.115m under spent for this first quarter as we are only just starting to incur expenditure on them.
4. The GF Vehicle Replacements are showing as over spent for the quarter £0.694m, but this is within the year's budget and the scheme cannot be quarterly profiled.
5. The new build HRA properties are together £4.146m under spent for the quarter due to the phasing of the individual schemes, and an amount of expenditure still to be allocated of £12.281m (£3.070m quarterly profile).
6. The Public Sector Housing schemes combined are £1.089m under spent after this first quarter.

1.35 There are no significant financial issues to report regarding capital expenditure at the end of the first quarter.

Capital Resources

1.36 HRA – The Council has sufficient capital resources in place to finance the HRA actual expenditure and commitments at the end of the first quarter.

General Fund – The financing of the General Fund part of the capital programme is in line with the approved financing arrangements.

Treasury Management

1.37 The treasury management function covers the borrowing and investment of Council money. This includes both the management of the Council's day to day cash balances and the management of its long-term debt. All transactions are conducted in accordance with the Council's approved strategy and the CIPFA Code of Practice. Good treasury management plays an important role in the sound financial management of the Council's resources.

1.38 The Council approved the 2025/26 Treasury Management Strategy at its meeting in January 2025. **Appendix 6** identifies the Treasury Management activity undertaken during the first quarter of 2025/26 and demonstrates that this is in line with the plans agreed as part of the strategy. The income received from investments is currently higher than budgeted, mainly due to the predicted

increases in the Bank base rate not happening as quickly as expected. This will be reflected when the budget is reviewed as part of the revised budget process.

- 1.39 We have continued to use a number of Money Market Funds (MMF's) during quarter 1 to place the cash that we do not have an immediate need to use. MMF's are currently offering better interest rates than banks although we are still achieving below bank base rate on our investments even in the MMF's. Careful monitoring of our cash balances is being undertaken on a daily basis, and we are looking where we could put investments out for a longer period in order to obtain better rates. A full assessment of this is being done to update the revised budgets.

2 Reasons for Recommendation

- 2.1 The report summarises the financial position of the Council following the first quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account, Capital Programme and Treasury Management activity.
- 2.2 The Medium-Term Financial Strategy (MTFS) for 2025/26 – 2028/29 was approved in October 2024. It is my intention to update the strategy on an annual basis for the implications of each finance settlement, to carry forward the assumptions for the new year of the MTFP and present it to Members for approval.
- 2.3 However, the uncertainty currently surrounding government funding and the Fair Funding Review 2.0 consultation, mean I am not in a position to provide an update to the strategy at this time.
- 2.4 I am therefore, going to update Members on the government funding implications for Bolsover District Council and the MTFP, in the MTFP report in January, and will update the MTFS as usual in September and October next year.

3 Alternative Options and Reasons for Rejection

- 3.1 The Budget Monitoring report for 2025/26 is primarily a factual report which details progress against previously approved budgets. Accordingly, there are no alternative options to consider.

RECOMMENDATIONS

- 1 That Executive notes the monitoring position of the General Fund at the end of the first quarter as detailed on **Appendix 1** (A net favourable variance of £0.903m against the profiled budget) and the key issues highlighted within this report.
- 2 That Executive notes the position on the Housing Revenue Account (HRA), the Capital Programme and Treasury Management at the end of the first quarter (**Appendices 2, 3, 4, 5 and 6**).

Approved by Councillor Clive Moesby, Portfolio Holder for Resources

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

The issue of Financial Risk is covered throughout the report. In addition, the Council has a risk management strategy and associated framework in place and the Strategic Risk Register is regularly reviewed through the Council's performance management framework. The risk of not achieving a balanced budget is outlined as a key risk within the Council's Strategic Risk Register and is therefore closely monitored through these practices and reporting processes.

The reductions in Government funding on the general fund are currently being managed by contributions to and from the National Non-Domestic Rates (NNDR) Growth Protection Reserve. Once we know the outcome of the Fair Funding Review 2.0 consultation, we will have a better idea whether the Reserve is sufficient to keep the MTFP in balance over the next 4 years. The HRA does not have the use of this general fund reserve and needs to be carefully managed to ensure it continues to be sustainable over the life of the 30-year business plan. This includes the effects of any borrowing undertaken for the capital programme, since the business plan was last updated.

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:**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 ☐ Capital - £150,000 ☐ ☒ <i>Please indicate which threshold applies.</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader ☐ Executive ☐ SLT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	Details: Portfolio Holder for Resources

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

DOCUMENT INFORMATION	
Appendix No	Title
1	General Fund Summary
2	General Fund Detail
3	HRA Summary
4	HRA Detail
5	Capital Programme
6	Treasury Management Update

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

GENERAL FUND SUMMARY - 2025/26

Appendix 1

GENERAL FUND SUMMARY - 2025/26

	Per Council 29/1/25	Per FMS			
	Original Budget £	Current Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
Community Services Directorate	10,093,137	11,596,777	2,899,194	2,160,998	(738,196)
Corporate Resources Directorate	2,596,972	3,452,242	863,061	943,382	80,322
Dragonfly Services	2,634,756	2,764,423	691,106	1,106,792	415,686
<u>S106 due in year</u>					
Community Services Directorate	284,375	2,052,620	513,155	(147,252)	(660,407)
Net Cost of Services	15,609,240	19,866,062	4,966,516	4,063,920	(902,595)
Debt Charges	816,425	816,425	204,106	204,106	0
Investment Interest	(2,451,886)	(2,451,886)	(612,972)	(612,972)	0
Contributions to Reserves	1,801,325	1,801,325	450,331	450,331	0
Contributions from Earmarked Reserves	(178,897)	(528,995)	(132,249)	(132,249)	0
Contribution (from)/to NNDR Growth Protection Reserve	(48,919)	2,646,155	661,539	661,539	0
Contribution (from)/to S106 Holding A/cs and Miscellaneous Holding A/cs	(376,306)	(2,299,074)	(574,769)	(574,769)	0
Contribution from Grant A/cs	(37,259)	(2,018,158)	(504,540)	(504,540)	0
Parish Precepts	4,583,187	5,196,508	1,299,127	1,299,127	0
Total Spending Requirement	19,716,910	23,028,362	5,757,091	4,854,495	(902,595)
Revenue Support Grant	(1,629,311)	(1,629,311)	(407,328)	(407,328)	0
Business Rate Retention	(7,700,415)	(7,941,016)	(1,985,254)	(1,985,254)	0
New Homes Bonus Grant	(282,413)	(282,413)	(70,603)	(70,603)	0
Recovery Grant	(327,644)	(327,644)	(81,911)	(81,911)	0
Extended Producer Responsibility	(379,000)	(379,000)	(94,750)	(94,750)	0
BDC Council Tax Requirement	(4,740,882)	(4,882,554)	(1,220,639)	(1,220,639)	0
Business Rates Collection Fund surplus	0	(2,454,487)	(613,622)	(613,622)	0
Council Tax Collection Fund Surplus	(74,058)	(74,044)	(18,511)	(18,511)	0
Parish Council, Council Tax Requirement	(4,583,187)	(5,196,508)	(1,299,127)	(1,299,127)	0
Funding Requirement	(19,716,910)	(23,166,977)	(5,791,744)	(5,791,744)	0
Funding gap/(surplus)	0	(138,615)	(34,654)	(937,249)	(902,595)

Appendix 2

General Fund Detail - 2025/26

	General Fund Detail - 2025/26						
			Full Years	3 months	3 months	3 months	
	List of net budgets per cost centre per directorate		Budget	Budget	Actuals	Variance	
			£	£	£	£	Comments
Comm S	G007	Community Safety - Crime Reduction	81,520	20,380	7,548	(12,832)	
Comm S	G008	Community Safety Grant	0	0	4,952	4,952	
Comm S	G010	Neighbourhood Management	85,386	21,347	21,149	(198)	
Comm S	G013	Community Action Network	408,230	102,058	73,512	(28,546)	Combination of annual grant received in full £21k, government grant not yet received £11k, salaries underspent due to vacancies £17k.
Comm S	G017	Private Sector Housing Renewal	108,300	27,075	17,436	(9,639)	
Comm S	G018	Environmental Health Covid Team	31,819	7,955	2,186	(5,769)	
Comm S	G020	Public Health	(70,000)	(17,500)	70,000	87,500	Income accrual outstanding - to be received later in the year.
Comm S	G021	Pollution Reduction	275,385	68,846	74,828	5,982	
Comm S	G022	Env Health - Health + Safety	0	0	(111)	(111)	
Comm S	G023	Pest Control	45,703	11,426	10,830	(595)	
Comm S	G024	Street Cleansing	467,152	116,788	110,379	(6,409)	
Comm S	G025	Food, Health & Safety	162,142	40,536	39,754	(782)	
Comm S	G026	Animal Welfare	137,760	34,440	35,773	1,333	
Comm S	G027	Emergency Planning	20,439	5,110	19,439	14,329	
Comm S	G028	Domestic Waste Collection	1,719,944	429,986	336,741	(93,245)	Staffing costs showing £25k under spent for Q1 due to in-year vacancies. Equipment showing £10k over spent for this qtr. due to bulk purchase of bins. Income showing £77k over achieved for Q1 as the billing period covers 2 quarters.
Comm S	G032	Grounds Maintenance	1,163,223	290,806	295,229	4,423	
Comm S	G033	Vehicle Fleet	1,484,657	371,164	348,440	(22,724)	Staffing costs £51k under spent for the period due to vacancies.
Comm S	G036	Environmental Health Mgmt & Admin	345,192	86,298	83,258	(3,040)	
Comm S	G037	BDC Air Quality No2	393,075	98,269	0	(98,269)	External funding not yet paid over to NE.
Comm S	G042	Asylum Dispersal	489,589	122,397	(125,708)	(248,105)	External funding received in advance and expenditure not being spent in quarters.
Comm S	G046	Homelessness	231,541	57,885	(88,823)	(146,709)	Grant of £163k received in advance for the year.
Comm S	G047	Household Support Fund	0	0	127,397	127,397	Expenditure incurred in advance, grant claim to be submitted to DCC later in the year.
Comm S	G048	Town Centre Housing	(10,600)	(2,650)	0	2,650	
Comm S	G049	Temporary Accommodation Officer	66,218	16,555	19,920	3,365	
Comm S	G053	Licensing	72,927	18,232	21,650	3,419	
Comm S	G056	Land Charges	42,010	10,503	24,668	14,165	
Comm S	G061	Bolsover Wellness Programme	125,207	31,302	32,975	1,674	
Comm S	G062	Extreme Wheels	6,826	1,707	(7,234)	(8,941)	
Comm S	G064	Bolsover Sport	178,696	44,674	46,060	1,386	
Comm S	G065	Parks, Playgrounds & Open Spaces	56,901	14,225	16,329	2,103	
Comm S	G067	Shirebrook TC Regeneration	31,170	7,793	0	(7,793)	
Comm S	G068	Biodiversity NG + LNR Work	35,141	8,785	0	(8,785)	
Comm S	G069	Arts Projects	61,045	15,261	13,510	(1,752)	
Comm S	G070	Outdoor Sports & Recreation Facilities	33,604	8,401	4,100	(4,301)	
Comm S	G072	Leisure Services Mgmt & Admin	293,714	73,429	56,365	(17,063)	Marketing costs £2k under spent and contributions to other authorities under spent by £3k as these are paid out in full later in the year plus grant received from Sport England £11k.
Comm S	G073	Planning Policy	309,483	77,371	93,814	16,443	£16k income accrual outstanding - invoices to be raised by PP team to clear.
Comm S	G074	Planning Development Control	118,147	29,537	77,438	47,902	Advertising showing £24k over spent due to call-off order being raised in advance for the year. Planning fee income under achieved by £44k for Q1. Unbudgeted income of £20k received, is a contribution from Nottingham Trent University to be allocated and spent during the year.
Comm S	G076	Planning Enforcement	117,004	29,251	27,271	(1,980)	
Comm S	G079	Senior Urban Design Officer	67,837	16,959	16,378	(582)	
Comm S	G097	Groundwork & Drainage Operations	98,413	24,603	22,455	(2,148)	
Comm S	G106	Housing Anti Social Behaviour	181,871	45,468	31,420	(14,047)	
Comm S	G112	Creswell Health + Wellbeing Centre	0	0	51,964	51,964	Fully rechargeable to EWCPG, hence a zero budget.
Comm S	G113	Parenting Practitioner	62,907	15,727	14,871	(856)	
Comm S	G123	Riverside Depot	240,960	60,240	45,663	(14,577)	
Comm S	G124	Street Servs Mgmt & Admin	93,022	23,256	22,259	(997)	
Comm S	G125	S106 Percent for Art	182,472	33,268	2,312	(30,956)	Income received from developer in a prior year and expenditure not yet incurred, can't be 1/4ly profiled.

General Fund Detail - 2025/26

			Full Years	3 months	3 months	3 months	
	List of net budgets per cost centre per directorate		Budget	Budget	Actuals	Variance	
			£	£	£	£	Comments
Comm S	G126	S106 Formal and Informal Recreation	404,354	101,089	69	(101,020)	Income received from developer in a prior year and expenditure not yet incurred, can't be 1/4ly profiled.
Comm S	G131	Bolsover Community Woodlands Project	17,511	4,378	33,492	29,114	Expenditure is covered by grant. Reclaimable per qtr in arrears.
Comm S	G132	Planning Conservation	54,190	13,548	13,095	(452)	
Comm S	G135	Domestic Violence Worker	55,043	13,761	(22,589)	(36,350)	£35k government grant received in advance for the year.
Comm S	G139	PropTech Engagement Fund	9,825	2,456	0	(2,456)	
Comm S	G142	Community Safety - CCTV	5,675	1,419	3,733	2,315	
Comm S	G143	Housing Strategy	62,588	15,647	4,886	(10,761)	
Comm S	G144	Enabling (Housing)	49,821	12,455	12,004	(451)	
Comm S	G146	Pleasley Vale Outdoor Activity Centre	53,690	13,423	11,917	(1,506)	
Comm S	G148	Commercial Waste	(262,000)	(65,500)	(207,523)	(142,023)	Awaiting Q1 charge from DCC on H&C - showing £43k under spent. Income showing £103k over achieved as invoices raised in April cover Q1 & Q2.
Comm S	G149	Recycling	210,179	52,545	152,985	100,440	Staffing costs under spent by £13k. Equipment, tools and materials has been overspent by £12.5k. Underspend of £16k for hired contract services and recycling credits has been under achieved by £116k.
Comm S	G153	Housing Advice	26,054	6,514	4,423	(2,090)	
Comm S	G170	S106 Outdoor Sports	606,173	151,543	(149,633)	(301,176)	Can't be 1/4ly profiled.
Comm S	G172	S106 - Affordable Housing	195,418	48,855	0	(48,855)	Income received from developer and expenditure not yet incurred, can't be 1/4ly profiled.
Comm S	G176	Affordable Warmth	26,877	6,719	6,670	(50)	
Comm S	G179	School Sports Programme	19,293	4,823	(1,645)	(6,468)	
Comm S	G181	STEP	0	0	255	255	
Comm S	G182	Community Outreach Programmes	4,548	1,137	1,298	161	
Comm S	G183	Holiday Activity + Food (HAF) programme	0	0	(3,803)	(3,803)	
Comm S	G196	Assistant Director of Planning & Planning Policy	93,838	23,460	24,348	889	
Comm S	G198	Assistant Director of Housing (GF)	40,362	10,091	9,746	(345)	
Comm S	G199	Assistant Director of Street Scene	91,430	22,858	22,147	(710)	
Comm S	G202	Assistant Director of Leisure, Health & Wellbeing	93,734	23,434	22,561	(873)	
Comm S	G210	Strategic Director of Services	122,920	30,730	29,641	(1,089)	
Comm S	G223	Contracts Administrator (QS)	60,012	15,003	14,633	(370)	
Comm S	G226	S106 - Highways	569,000	142,250	0	(142,250)	Income received from developer in a prior year and expenditure not yet incurred, can't be 1/4ly profiled.
Comm S	G227	S106 - Public Health	144,603	36,151	0	(36,151)	Income received from developer in a prior year and expenditure not yet incurred, can't be 1/4ly profiled.
Comm S	G228	Go Active Clowne Leisure Centre	382,622	95,656	(90,767)	(186,422)	Staffing costs £16k under spent due to vacancies. Building maint./repair costs over spent in Q1 by £16k. Utilities showing £36k under spent for Q1 - costs are higher during winter months. Business rates not yet paid over showing £45k under spend for Q1. Equipment codes £23k over spent for qtr due to bulk purchases. Hired contract services paid upfront showing £24k over spend. Income as a whole has been over achieved by £152k for the period.
Comm S	G229	Housing Standards	0	0	(111)	(111)	
Comm S	G238	HR Health + Safety	123,963	30,991	25,417	(5,574)	
Comm S	G239	Housing + Comm Safety Fixed Penalty Acc	5,000	1,250	(2,348)	(3,598)	
Comm S	G260	Weekly Food Waste Collections	386,042	96,511	450	(96,060)	Grant funding received in advance - can't be 1/4ly profiled.
	Total for Community Services Directorate		13,649,397	3,412,349	2,013,745.42	(1,398,604)	
Corp R	G001	Audit Services	163,653	40,913	163,653	122,740	Budget committed for the full year (call-off order).
Corp R	G002	I.C.T.	1,381,347	345,337	644,494	299,158	A number of contracts have already been paid for the full year and so are showing over spent, including; software main/rental £136k; leased lines £8k; business software contracts £167k. Hired + contract has not yet been spent so is showing £12k under spent.
Corp R	G003	Communications, Marketing + Design	373,713	93,428	93,977	548	
Corp R	G006	Partnership, Strategy & Policy	607,089	151,772	(51,595)	(203,368)	Grants to voluntary orgs. paid in advance, showing £14k over spend this qtr. Government grant received in Q1 of £199k to be transferred to the correct capital code. Some project management income received for the full year, showing £11k over achieved.
Corp R	G011	Director of Leader's Executive Team	54,529	13,632	13,111	(521)	
Corp R	G012	Community Champions	12,141	3,035	1,734	(1,302)	
Corp R	G014	Customer Contact Service	1,085,269	271,317	239,632	(31,685)	Staffing related costs are £29k under spent due to vacancies in Q1.
Corp R	G015	Customer Service + Improvement	183,537	44,387	31,233	(13,154)	

General Fund Detail - 2025/26

			Full Years	3 months	3 months	3 months	
	List of net budgets per cost centre per directorate		Budget	Budget	Actuals	Variance	
			£	£	£	£	Comments
Corp R	G016	Skills Audit	26,633	6,658	0	(6,658)	
Corp R	G038	Concessionary Fares & TV Licenses	(13,045)	(3,261)	(463)	2,799	
Corp R	G039	Children and YP Emotional Well-being	50,000	12,500	0	(12,500)	
Corp R	G040	Corporate Management	322,831	80,708	29,265	(51,442)	Audit fees accrual from ForvisMazars not yet invoiced showing £53k under spend.
Corp R	G041	Non Distributed Costs	292,097	73,024	1,442	(71,582)	Superannuation - back funding and added years charge not payable until mid-July showing combined under spend of £72k for Q1.
Corp R	G043	Chief Executive Officer	194,327	48,582	46,952	(1,630)	
Corp R	G044	Financial Services	559,996	139,999	136,651	(3,348)	
Corp R	G050	Executive Support	84,213	21,053	20,083	(971)	
Corp R	G051	Senior Valuer	68,691	17,173	16,579	(594)	
Corp R	G052	Human Resources	251,016	62,754	68,213	5,459	
Corp R	G054	Electoral Registration	230,499	57,625	66,520	8,896	
Corp R	G055	Democratic Representation & Management	544,519	136,130	146,750	10,620	
Corp R	G058	Democratic Services	197,266	49,317	51,293	1,976	
Corp R	G060	Legal Services	608,475	152,119	112,753	(39,366)	Staffing costs £47k under spent. Subscriptions paid for the year showing £10k over spent for the period.
Corp R	G086	Alliance	5,250	1,313	4,265	2,952	
Corp R	G100	Benefits	637,733	159,433	123,367	(36,066)	Staffing costs £19k under spent due to vacancies. Software maint/rental paid for the year showing £29k over spend. New burdens grant income of £44k received.
Corp R	G103	Council Tax / NNDR	640,691	160,173	251,776	91,603	Staff costs £27k under spent due to vacancies. Supplies & services codes are over spent by £45k. Income showing £69k under achieved due to a combination of outstanding income accrual and year-end related income.
Corp R	G111	Procurement	95,060	23,765	23,342	(423)	
Corp R	G116	Parish Council Elections	0	0	45,999	45,999	Amount due from Parishes for by-elections.
Corp R	G117	Payroll	116,069	29,017	28,377	(640)	
Corp R	G118	Union Convenor	41,485	10,371	9,982	(389)	
Corp R	G122	County Council Elections	0	0	(20,241)	(20,241)	Amount repayable to DCC once claim has been finalised.
Corp R	G130	Parliamentary Elections	0	0	69,449	69,449	Amount due from Gov. once claim has been finalised.
Corp R	G145	East Midlands Mayor Elections	0	0	(6,026)	(6,026)	Amount repayable to DCC once claim has been finalised.
Corp R	G155	Customer Services	64,178	16,045	19,659	3,614	
Corp R	G157	Controlling Migration Fund	6,000	1,500	(930)	(2,430)	
Corp R	G158	Police Commissioners Elections	0	0	(88,453)	(88,453)	Amount repayable to PCC once claim has been finalised.
Corp R	G161	Rent Rebates	(49,681)	(12,420)	(12,420)	0	
Corp R	G162	Rent Allowances	28,745	7,186	7,186	(0)	
Corp R	G164	Support Recharges	(5,735,653)	(1,433,913)	(1,433,913)	0	
Corp R	G168	Multifunctional Printers	37,600	9,400	20,224	10,824	
Corp R	G191	Bolsover Community Lottery	0	0	(1,672)	(1,672)	
Corp R	G192	Scrutiny	44,832	11,208	10,480	(728)	
Corp R	G195	Director of Governance + Monitoring Officer	117,478	29,370	28,256	(1,114)	
Corp R	G197	Director of Finance + Section 151 Officer	116,430	29,108	28,265	(842)	
Corp R	G211	UK Shared Prosperity Fund	4,975	1,244	4,975	3,731	
Corp R	G216	Raising Aspirations	3,125	781	(27,501)	(28,282)	External funding received in advance and expenditure not being spent in quarters.
Corp R	G218	I - Venture/Namibia Bound	12,500	3,125	0	(3,125)	
Corp R	G220	Locality Funding	90,850	22,713	(88,097)	(110,810)	External funding received in advance and expenditure not being spent in quarters.
Corp R	G224	Mine Water Heat Network	32,970	8,243	9,815	1,573	
Corp R	G241	Community Rail	0	0	(22,507)	(22,507)	External funding received in advance and expenditure not being spent in quarters.
Corp R	G251	Youth Based Intervention Programme	3,327	832	0	(832)	
Corp R	G255	Skills to Thrive 16 - 24	3,591	898	0	(898)	
Corp R	G257	Employee Engagement	51,103	12,776	11,458	(1,318)	
Corp R	G259	East Midlands Investment Zone	235,533	58,883	199,943	141,060	Grant received in a prior year - can't be 1/4ly profiled.
Corp R	G261	Engaging Supply Chain SME's	75,000	18,750	0	(18,750)	Grant received in a prior year - can't be 1/4ly profiled.
Corp R	G264	Support Service Recharge - Dragonfly	(499,755)	(124,939)	(124,552)	387	
Corp R	G265	Big Strong Man	0	0	6,600	6,600	Grant expenditure - income due from Government later in the year.

General Fund Detail - 2025/26

			Full Years	3 months	3 months	3 months	
		List of net budgets per cost centre per directorate	Budget	Budget	Actuals	Variance	
			£	£	£	£	Comments
Corp R	G266	Business in Bolsover	0	0	34,000	34,000	Grant expenditure - income due from Government later in the year.
		Total for Corporate Resources Directorate	3,452,242	863,061	943,382	80,322	
D/Fly	G077	LGA Housing Advisers Programme (HAP)	21	5	0	(5)	
D/Fly	G078	LGA Net Zero Innovation Programme (NZIP)	2,761	690	1,700	1,010	
D/Fly	G080	Engineering Services (ESRM)	95,432	23,858	16,745	(7,113)	
D/Fly	G082	Tourism Promotion + Development	68,404	17,101	30,186	13,085	
D/Fly	G083	Building Control Consortium	55,000	13,750	18,333	4,583	
D/Fly	G085	Economic Development	170,843	42,711	54,312	11,601	
D/Fly	G088	Derbyshire Economic Partnership	15,000	3,750	5,000	1,250	
D/Fly	G089	Premises Development	(26,060)	(6,515)	(11,827)	(5,312)	
D/Fly	G090	Pleasley Vale Mills	(64,939)	(16,235)	(78,134)	(61,899)	The annual business rates bill will be processed in quarter 2. Income £10k over achieved in Q1.
D/Fly	G092	Pleasley Vale Electricity Trading	(81,132)	(20,283)	40,329	60,612	Invoices have not been raised to tenants for Qtr1 £77k and June usage will not be charged to the Council until July (£19k).
D/Fly	G095	Estates + Property	1,078,831	269,708	358,988	89,280	£89k commitment for Dragonfly July month invoice.
D/Fly	G096	Building Cleaning (General)	158,677	39,669	52,740	13,071	£13k commitment for Dragonfly July month invoice.
D/Fly	G099	Catering	500	125	166	41	
D/Fly	G109	Chief Executive Officer - Dragonfly	160,292	40,073	53,394	13,321	£13.3k commitment for Dragonfly July month invoice.
D/Fly	G110	Director of Development - Dragonfly	130,896	32,724	43,590	10,866	£10.9k commitment for Dragonfly July month invoice.
D/Fly	G133	The Tangent Business Hub	(27,030)	(6,758)	2,156	8,913	£13.7k commitment for Dragonfly July month invoice
D/Fly	G138	Bolsover TC Regeneration Scheme	1,854	464	0	(464)	
D/Fly	G151	Street Lighting	80,565	20,141	14,692	(5,449)	
D/Fly	G156	The Arc	279,842	69,961	44,880	(25,081)	£11k commitment for Dragonfly July month invoice, the annual rents bill will be processed during quarter 2 (£25.6k) and June utility usage will not be charged to the Council until July (£11.7k)
D/Fly	G167	Facilities Management	26,253	6,563	10,026	3,462	
D/Fly	G169	Closed Churchyards	10,000	2,500	3,333	833	
D/Fly	G188	Cotton Street Contact Centre	32,771	8,193	1,468	(6,724)	
D/Fly	G193	Economic Development Management + Admin	593,837	148,459	182,713	34,254	£45k Commitment for Dragonfly July month invoice and (£11k) no expenditure on efficiency grant reserve in quarter 1.
D/Fly	G200	Director of Construction - Dragonfly	0	0	3	3	
D/Fly	G209	Tourism + Culture	162	41	0	(41)	
D/Fly	G212	Net Zero Hyper Innovation Programme	18	5	200,000	199,996	Grant expenditure - income due from Government later in the year.
D/Fly	G213	Small Business Support Scheme	0	0	50,000	50,000	Grant expenditure - income due from Government later in the year.
D/Fly	G222	Visitor Economy Business Support	1,625	406	12,000	11,594	Grant expenditure - income due from Government later in the year.
		Total for Dragonfly Services	2,764,423	691,106	1,106,792	415,686	
		Total Net Cost of BDC Services	19,866,062	4,966,516	4,063,920	(902,596)	

HOUSING REVENUE ACCOUNT SUMMARY - 2025/26

Housing Revenue Account Summary - 2025/26

	Per Council 29/1/25	Per FMS			
	Original Budget £	Current Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
Expenditure					
Repairs and Maintenance	7,898,006	7,871,333	1,967,833	1,980,724	12,891
Director of Property + Construction	99,924	99,924	24,981	25,060	79
Rents, Rates, Taxes + Other Charges	357,804	357,804	89,451	47,768	(41,683)
Supervision and Management	7,312,674	7,341,133	1,835,283	1,984,198	148,915
Special Services	523,979	512,079	128,020	117,776	(10,244)
Housing Related Support - Wardens	822,686	822,686	205,672	195,730	(9,942)
Housing Related Support - Central Control	432,540	432,784	108,196	180,037	71,841
Tenants Participation	91,409	123,334	30,834	27,907	(2,927)
New Build Schemes Evaluations	250,000	250,000	62,500	(338,634)	(401,134)
HRA Health + Safety	57,299	57,299	14,325	13,760	(565)
Debt Management Expenses	10,601	10,601	2,650	4,276	1,626
HRA Corporate Management	0	3,672	918	1,224	306
Total Expenditure	17,856,922	17,882,649	4,470,662	4,239,826	(230,836)
Income					
Dwelling Rents	(25,846,450)	(25,846,450)	(6,461,613)	(6,309,161)	152,452
Non-dwelling Rents	(94,909)	(94,909)	(23,727)	(41,316)	(17,589)
Leasehold Flats and Shops Income	(7,000)	(7,000)	(1,750)	-	1,750
Repairs and Maintenance	(1,337,898)	(1,314,898)	(328,725)	(198,295)	130,430
Special Services	(22,813)	(22,813)	(5,703)	(8,604)	(2,901)
Housing Related Support - Wardens	(164,523)	(164,694)	(41,174)	(39,626)	1,547
Housing Related Support - Central Control	(258,023)	(258,245)	(64,561)	(58,398)	6,163
Total Income	(27,731,616)	(27,709,009)	(6,927,252)	(6,655,400)	271,852
Net Cost of Services	(9,874,694)	(9,826,360)	(2,456,590)	(2,415,575)	41,015
Appropriations					
Movement in Impairment Provision	100,000	100,000	25,000	25,000	-
Capital Interest Costs	5,227,034	5,227,034	1,306,759	1,306,759	-
Investment Interest Income	(390,227)	(390,227)	(97,557)	(97,557)	-
Depreciation	5,348,200	5,348,200	1,337,050	1,337,050	-
Contribution to HRA Reserves	49,887	49,887	12,472	12,472	-
Use of HRA Earmarked Reserves	(460,200)	(460,200)	(115,050)	(115,050)	-
Contribution from Grant A/cs	0	(48,565)	(12,141)	(12,141)	-
Contribution to / (from) HRA Balance	0	231	58	58	-
Net Operating (Surplus) / Deficit	-	-	-	41,015	41,015

Appendix 4

Housing Revenue Account Detail - 2025/26

	Housing Revenue Account - 2025/26						
			Full Years	3 months	3 months	3 months	
	List of net budgets per cost centre per directorate		Budget	Budget	Actuals	Variance	
			£	£	£	£	Comments
Comm S	H002	Treasury Management Advisor	10,601	2,650	4,276	1,626	
Comm S	H004	Supervision + Management	7,341,133	1,835,283	1,984,198	148,915	Overspend £65k annual subscriptions & £82k annual software charges paid against profiled budget.
Comm S	H005	Dwelling Rents Income	(25,846,450)	(6,461,613)	(6,309,161)	152,452	Fewer properties in the HRA than budgeted due to greater demolitions resulting in a reduction in rents. Average voids for the period are 2.85% compared to the budget of 3%.
Comm S	H006	Non-Dwelling Rents Income	(94,909)	(23,727)	(41,316)	(17,589)	Income is above profiled budget due to garage rents to non-housing tenants being invoiced on 1.4.25 for the full year.
Comm S	H010	Tenants Participation	123,334	30,834	27,907	(2,927)	
Comm S	H011	Special Services	489,266	122,317	109,172	(13,145)	Underspend £27k Gas & Electricity. Overspend on Repairs & Maintenance to sheltered accommodation £13k (£7k relates to Victoria House).
Comm S	H017	Leasehold Flats	(7,000)	(1,750)	0	1,750	
Comm S	H021	Housing Related Support - Wardens	657,992	164,498	156,104	(8,394)	Salaries underspent by £7k.
Comm S	H022	Housing Related Support - Central Control	174,539	43,635	121,639	78,004	£14k overspend relates to switch from Analogue to Digital Lifeline Equipment. This is funded from the HRA Development Reserve. £60k overspend on standard Lifeline equipment as full years budget allocation spent during first quarter.
Comm S	H025	HRA Health + Safety	57,299	14,325	13,760	(565)	
	Total for Community Services Directorate		(17,094,195)	(4,273,549)	(3,933,422)	340,127	
D/Fly	H001	Repairs + Maintenance	6,556,435	1,639,109	1,782,429	143,320	Over budget due to income accrual of £99k Travis Perkins, plus recharge of £40k for goods & services relating to June 2025 to be invoiced in July 2025.
D/Fly	H003	Rents, Rates, Taxes + Other Charges	357,804	89,451	47,768	(41,683)	Council tax charges for void properties have yet to be posted.
D/Fly	H019	New Build Schemes Evaluations	250,000	62,500	(338,634)	(401,134)	Reflects Briar Close Demolition works undertaken and charged in 24/25 but awaiting payment in 2025/26.
D/Fly	H024	Director of Property + Construction	99,924	24,981	25,060	79	
D/Fly	H040	HRA Corporate Management	3,672	918	1,224	306	
	Total for Dragonfly Services		7,267,835	1,816,959	1,517,847	(299,112)	
	Total Net Cost of BDC Housing Revenue Account Services		(9,826,360)	(2,456,590)	(2,415,575)	41,015	

Appendix 5

CAPITAL PROGRAMME SUMMARY - 2025/26

	Full Years Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
General Fund				
Assets				
Pleasley Vale Mill - Dam Wall	667,937	166,984	418,587	251,603
Pleasley Vale Grease works CCTV	50,000	12,500	0	(12,500)
Pleasley Vale Storm Babet	419,028	104,757	140,882	36,125
Land at Portland Street	22,083	5,521	0	(5,521)
Shirebrook Crematorium	2,754,189	688,547	938,021	249,474
3/4 Vernon St Shirebrook	16,280	4,070	11,994	7,924
Mine Water Project	177,100	44,275	0	(44,275)
Bolsover Loop Infrastructure Project	28,500	7,125	0	(7,125)
Shirebrook Market Place	5,670	1,418	5,670	4,253
Glapwell Cricket Club	35,000	8,750	0	(8,750)
Pinxton Community Hub	53,333	13,333	20,327	6,994
The Anchor, Clowne	40,000	10,000	0	(10,000)
Creative Hub Project	50,000	12,500	50,000	37,500
The Tangent - Stonework	9,037	2,259	5,130	2,871
Business Growth Grants	301,824	75,456	0	(75,456)
	4,629,981	1,157,495	1,590,611	433,116
£15m Regeneration Funding				
Public Realm	815,000	203,750	2,000	(201,750)
Place Programme	260,000	65,000	2,000	(63,000)
Shopfront Scheme	163,000	40,750	0	(40,750)
Pinxton Village Hall	488,000	122,000	32,045	(89,955)
Portland Skills Hub	2,000,000	500,000	15,202	(484,798)
Former Co-op, Bolsover	1,212,000	303,000	846,228	543,228
36/36a Creative Makers	588,000	147,000	1,000	(146,000)
White Swan	639,000	159,750	25,000	(134,750)
Shirebrook Market Place	2,000,000	500,000	2,560	(497,440)
	8,165,000	2,041,250	926,035	(1,115,215)
Asset Management Plan				
Pleasley Vale Business Park	11,894	2,974	8,255	5,282
The Arc	7,850	1,963	0	(1,963)
The Tangent	14,953	3,738	13,201	9,463

CAPITAL PROGRAMME SUMMARY - 2025/26

	Full Years Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
Asset Management Plan not yet allocated to an individual scheme	248,150	62,038	0	(62,038)
	282,847	70,712	21,456	(49,256)
Engineering Asset Management Plan				
Car Parks	37,000	9,250	36,252	27,002
Shelters	13,000	3,250	0	(3,250)
	50,000	12,500	36,252	23,752
ICT Schemes				
ICT Infrastructure	469,000	117,250	18,739	(98,511)
Council chamber audio visual equipment	106,558	26,640	83,581	56,942
	575,558	143,890	102,320	(41,570)
Leisure Schemes				
Pleasley Vale Leisure Equipment	20,000	5,000	0	(5,000)
Kitchen & Associated Equipment	4,000	1,000	0	(1,000)
Go-Active Equipment	18,232	4,558	12,486	7,928
Tennis Facility at The Arc	80,000	20,000	0	(20,000)
	122,232	30,558	12,486	(18,072)
Private Sector Schemes				
Disabled Facility Grants	650,000	162,500	153,543	(8,957)
	650,000	162,500	153,543	(8,957)
Vehicles and Plant				
Vehicle Replacements	1,955,776	488,944	1,182,666	693,722
District CCTV Scheme	16,984	4,246	0	(4,246)
CAN Rangers Equipment	14,231	3,558	0	(3,558)
	1,986,991	496,748	1,182,666	685,918
Total General Fund	16,462,609	4,115,652	4,025,369	(90,283)

CAPITAL PROGRAMME SUMMARY - 2025/26

	Full Years Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
Housing Revenue Account				
New Build Properties				
Alder Close	2,035,877	508,969	227,953	(281,016)
Alfreton Rd Pinxton	17,340	4,335	0	(4,335)
Bolsover Homes-yet to be allocated	12,280,519	3,070,130	0	(3,070,130)
Market Close Shirebrook	290,298	72,575	0	(72,575)
Meadow View Homes - Glapwell	30,000	7,500	30,000	22,500
Sandy Lane/Thorpe Ave Whitwell	5,854	1,464	5,854	4,391
The Woodlands Langwith	65,995	16,499	0	(16,499)
Valley View (2 Bungalows & extension)	299,273	74,818	0	(74,818)
West Street Langwith	40,809	10,202	0	(10,202)
Woburn Close Cluster	5,631,316	1,407,829	764,603	(643,226)
	20,697,281	5,174,320	1,028,410	(4,145,910)
Vehicle Replacements				
	395,000	98,750	0	(98,750)
	395,000	98,750	0	(98,750)
Public Sector Housing				
Electrical Upgrades	417,186	104,297	19,930	(84,367)
External Door Replacements	122,467	30,617	13,131	(17,486)
External Wall Insulation	122,086	30,522	0	(30,522)
Bramley Vale	1,046,191	261,548	0	(261,548)
Flat Roofing	49,597	12,399	7,675	(4,724)
Heating Upgrades	233,735	58,434	22,610	(35,824)
Kitchen Replacements	375,485	93,871	87,445	(6,426)
Re Roofing	811,998	203,000	191,032	(11,968)
Property Services Mgmt. & Admin	134,182	33,546	33,545	(1)
Safe & Warm	3,628	907	1,500	593
Damp proof course	211,283	52,821	24,538	(28,283)
Unforeseen Reactive Capital Works	70,000	17,500	3,990	(13,510)
Welfare Adaptations	690,315	172,579	58,133	(114,446)
Wet Rooms (Bungalows)	331,239	82,810	27,690	(55,120)
House Fire / Flood Damage (Insurance)	21,560	5,390	1,560	(3,830)

CAPITAL PROGRAMME SUMMARY - 2025/26

	Full Years	3 months	3 months	3 months
	Budget	Budget	Actuals	Variance
	£	£	£	£
Outbuilding Removal Project	24,750	6,188	0	(6,188)
Concrete Surrounds	271,413	67,853	0	(67,853)
Victoria House - fire doors/scooter store	143,709	35,927	0	(35,927)
Garage site & Footpath resurfacing	163,304	40,826	626	(40,200)
Yet to be allocated to a scheme	1,084,018	271,005	0	(271,005)
	6,328,146	1,582,037	493,405	(1,088,632)
HRA ICT Schemes				
Open Housing	155,521	38,880	0	(38,880)
	155,521	38,880	0	(38,880)
Total HRA	27,575,948	6,893,987	1,521,815	(5,372,172)
Total Capital Expenditure	44,038,557	11,009,639	5,547,184	(5,462,455)

CAPITAL PROGRAMME SUMMARY - 2025/26

	Full Years Budget £	3 months Budget £	3 months Actuals £	3 months Variance £
Capital Financing				
General Fund				
Better Care Fund	(650,000)	(162,500)	(153,543)	8,957
Prudential Borrowing	(2,754,189)	(688,547)	(938,021)	(249,474)
Reserves	(2,535,172)	(633,793)	(1,367,174)	(733,381)
Capital Receipts	(741,235)	(185,309)	(418,587)	(233,278)
External Funding	(9,782,013)	(2,445,503)	(1,148,044)	1,297,459
	(16,462,609)	(4,115,652)	(4,025,369)	90,283
HRA				
Major Repairs Allowance	(6,143,282)	(1,535,821)	(493,405)	1,042,416
Prudential Borrowing	(19,979,941)	(4,994,985)	(770,457)	4,224,528
Capital Receipts	(761,165)	(190,291)	(30,000)	160,291
External Funding	(691,560)	(172,890)	(227,953)	(55,063)
	(27,575,948)	(6,893,987)	(1,521,815)	5,372,172
Total Capital Financing	(44,038,557)	(11,009,639)	(5,547,184)	5,462,455

Treasury Management Update - Quarter 1 2025/26

The Council's main current account is held with Lloyds Bank and the current contract is due to expire on 31st January 2035.

PWLB Borrowing

As at 1 April 2025 the Authority's total outstanding PWLB debt amounted to £78,800,000.

The Council has not taken any new loans from the PWLB during the first three months.

At 30 June 2025 no repayments have been made to the PWLB in the current financial year.

The profile of the outstanding debt is analysed as follows:

PWLB Borrowing	Maturity Profile
Term	30-Jun-25
	£
12 Months	2,000,000
1-2 years	0
2-5 years	14,800,000
5-10 years	22,000,000
10-15 years	30,000,000
over 15 years	10,000,000
Total PWLB Debt	78,800,000

PWLB Interest

The total interest cost to the Council of the PWLB debt for 2025/26 is estimated at £2,683,728. This cost is split between the HRA and General Fund based on the level of debt outstanding. No interest has been paid to the PWLB in the first three months.

Temporary Borrowing

Cash flow monitoring and management identifies the need for short-term borrowing to cover delays in the receipt of income during the year. No interest charges were incurred during the first three months on overdrawn bank balances. At 30 June 2025 the only temporary borrowing undertaken by the Council was £2,350,086 which is the investment balances held on behalf of Parish Councils.

Compliance with Treasury Limits

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

	Actual to Date 2025/26	Approved Limits 2025/26
Authorised Limit (Total Council external borrowing limit)	£131,218,949	£154,125,871
Operational Boundary	£131,218,949	£149,125,871

Treasury Management Update - Quarter 1 2025/26

Temporary Investments

Interest Received

The performance of the Council's investments is as follows:

	3 months Actual	3 months Budget	3 months Variance
Interest generated (£)	(202,833)	(113,221)	(89,612)
Average rate of interest	4.37%	3.94%	-
Bank of England base rate	4.25%	4.25%	-

The investments have been made in accordance with the Council's Treasury Management Strategy.

The Bank of England base rate at 30.6.2025 was 4.25%. In the table above, the actual figure is the 3 month average rate and the budget figure is the base rate used when setting the budget.

Interest rates offered by most institutions still remain below the bank base rate.

The following tables show the investments and interest earned to 30 June 2025:

Investments on call

Counterparty	Balance at 1/4/25	Deposits	Withdrawals	Interest received	Balance at 30/06/25
	£	£	£	£	£
Aberdeen (MMF)	5,000,000	2,200,000	(2,242,222)	42,222	5,000,000
Federated (MMF)	5,000,000	0	(54,667)	54,667	5,000,000
Invesco (MMF)	1,000,000	8,000,000	(6,519,077)	19,077	2,500,000
CCLA (MMF)	1,000,000	4,000,000	(4,648,440)	48,440	400,000
Aviva (MMF)	5,000,000	0	(37,193)	37,193	5,000,000
BNP Paribas (MMF)	1,000,000	0	(1,001,234)	1,234	0
	18,000,000	14,200,000	(14,502,833)	202,833	17,900,000

Bolsover District Council

Meeting of the Executive on 8th September 2025

MANAGEMENT OF CORPORATE DEBT – WRITE-OFF OF OUTSTANDING AMOUNTS

Report of the Portfolio Holder for Resources

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

PURPOSE/SUMMARY OF REPORT

For Executive to agree to the proposed write-off of debts in respect of Sundry Debtors as detailed in **Appendix 1** to this report.

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 greatest source of income for the Council's Housing Revenue Account is dwelling rent, often referred to as 'housing rents.'
- 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 benefits overpayments identified separately from the rest.
- 1.4 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 to them than they are entitled to which can mean they become benefit overpayment debtors.
- 1.5 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.

- 1.6 When an amount of arrears becomes uncollectable it is described as a bad debt. 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.
- 1.7 The Council's Constitution allows the Director of Finance and 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.'*

2. Details of Proposal or Information

- 2.1 This report recommends the write-off of a number of individual debts which are above the limit of £2,500. The table below gives a summary of each class of write-off. This shows the amounts to be written off in 2025/26 as part of this report, and amounts written off in previous years, as a comparison.

	19/20	20/21	21/22	22/23	23/24	24/25	25/26
	£	£	£	£	£	£	£
Business Rates	64,988	16,870	62,841	39,545	81,790	150,208	0
Council Tax	75,565	58,361	44,815	52,901	50,376	107,720	0
Housing Rents	34,343	32,447	31,432	0	37,420	18,621	0
Overpaid Housing Benefit	47,143	43,432	40,769	34,078	16,810	14,940	0
Sundry Debtors	0	0	22,084	2,610	0	0	22,663
Total	222,040	151,110	201,942	129,133	186,397	291,489	22,663

- 2.2 The table shows we don't have need to write-off debts for sundry debtors every year, but all of the amount proposed to be written off in this report, relates to the same business which has gone into administration and is no longer trading.
- 2.3 In all cases where we have cause to write debt off, every attempt has been made by the Council and agencies working with the Council, to collect the outstanding debt before write-off is proposed:
- Where the debtor is bankrupt or in liquidation the amounts for write-off are proposed only where there is no realistic prospect of recovery.
 - Where companies have ceased to trade, there is no further recovery of outstanding amounts possible.
 - Where the debtor is deceased, the amounts are proposed for write-off where there is no estate and therefore, further recovery is not possible.
 - Where debtors leave properties without a forwarding address, extensive efforts are made to trace them. In addition to departmental checks, statutory undertakers (utilities companies) and other agencies are contacted, enquiries

made of neighbours and family members, where known. Where it is known that a person has moved to another area, contact is made with the relevant Local Authority to alert them and request reciprocal information. These are classed as no trace.

- Where the debtor's location is known but all efforts to recover the outstanding debt have been exhausted and further recovery is not possible, they have been classed as not recoverable.

3. Reasons for Recommendation

- 3.1 Given that all available options to recover this debt have been explored, it is important that the Council recognises the position and approves the write-off of the uncollectable debt.

4 Alternative Options and Reasons for Rejection

- 4.1 These are outlined in the main body of the report.

RECOMMENDATION(S)

That Executive agrees to write-off the amounts included at 2.1 (£22,662.68) and detailed in Appendix 1.

Approved by Councillor Clive Moesby, Portfolio Holder for Resources

IMPLICATIONS.

Finance and Risk: Yes ☒ No ☐

Details:

The financial issues are covered throughout the report.

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 March each year.

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 for 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 ☐ Capital - £150,000 ☐ ☒ <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 ☐ Executive ☐ SLT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐	Details: Portfolio Holder for Finance

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

DOCUMENT INFORMATION	
Appendix No	Title
1	Detail of recommended write-offs over £2,500.

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

Detail of recommended write-offs over £2,500

Sundry Debtors		£
Clowne	Ceased to trade	22,662.68
Sundry Debtors Total		22,662.68
Total write-offs across all classes of debt		22,662.68