

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

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Thursday, 4 June 2026

Dear Councillor,


CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 15th June, 2026 at 10:00 hours.

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

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

Yours faithfully



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 WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
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**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

*Monday, 15 June 2026 at 10:00 hours taking place in the Council Chamber, The Arc,
Clowne*

Item No.		Page No.(s)
	<u>PART A: FORMAL</u>	
1.	Apologies for Absence To receive apologies for absence.	
2.	Urgent Items of Business	
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 two meetings held on Tuesday the 5 th of May 2026 and Monday 23 rd of March 2026.	4 - 11
5.	List of Key Decisions and Items to be Considered in Private	12 - 18
6.	Customer Service Standards and Compliments, Comments and Complaints Report - 1st January 2026 to 31st March 2026 and 2025/26 Annual Summary	19 - 86
7.	Revised Tenant Engagement Strategy	87 - 111
8.	Challenge and Change Tenants Review	112 - 140
9.	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Second Interim Report)	141 - 167
10.	Agreement of Work Programme 2026/27	168 - 173
	<u>PART B: INFORMAL</u>	
11.	Review Work	

Agenda Item 4

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Tuesday, 5th May 2026 at 10:00 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

Councillors Amanda Davis (Vice-Chair), Emma Stevenson and Rita Turner.

Officers:- Kellie Bradford (Information and Engagement Manager), Kady Bannister (Information and Engagement Officer), Angelika Kaufhold (Governance and Civic Manager), Coby Bunyan (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer) .

Also in attendance at the meeting, observing, was Councillor Jeanne Raspin (Portfolio Holder for Cabinet).

CS52-25/26 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Louise Fox and Mary Dooley (Portfolio Holder for Health and Wellbeing).

CS53-25/26 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS54-25/26 NEW DRAFT DATA PROTECTION POLICES

The Information and Engagement Manager presented the report to the Committee.

The Council took the security and privacy of data seriously and was committed to being transparent in the collection and use of personal data to meet its data protection obligations.

The Data Protection Policy 2025 (the 'Policy') was attached at Appendix 1 and set out the Council's commitment to data protection and individual rights in relation to personal data and sensitive personal data.

It explained how the Council would hold and process personal information and explained individuals' rights in relation to their data.

The Policy applied to all employees, Members, contractors, apprentices, agency staff and unpaid volunteers and those on work experience. It covered all personal data collected and used on paper and electronically. It covered the Council's corporate databases, network, video and photographs, voice recordings, CCTV, Body Worn Video and mobile devices.

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The previous document was a joint policy with North East Derbyshire District Council. Since its commencement, data protection legislation had moved forward considerably (e.g. UK GDPR and Data Protection Act 2018). The Policy addressed this new legislation.

The Chief Executive, Monitoring Officer and Information and Engagement Manager would be responsible for data protection at the Council and it was important the Council complied with UK legislation. It was stated the Policy would prove robust containing many updates (including on the safety of children).

After review by Members, the Policy would be submitted to Executive for approval and implementation.

The Policy was first presented to the Committee at its December 2025 meeting. Members had felt it appropriate to cross reference the Policy with the 3 documents mentioned within.

The Committee was provided, in addition to the report, with the following:

- the previous Data Protection Policy was attached at Appendix 1;
- the new Policy, in draft form, was attached at Appendix 2;
- the Draft Data Breach Management Policy was attached at Appendix 3;
- the Draft Individual Rights Procedure was attached at Appendix 4;
- the Draft Redaction Policy was attached at Appendix 5; and
- the Draft Data Protection Complaints Procedure was attached at Appendix 6.

Members were informed of the redaction process.

Members were informed on the compensation process.

To a question on the lifespan of the Policy (in the face of Local Government Reorganisation), the Committee was informed the Policy had been crafted to the best standards available and took into account all recent legislation passed / updated since the previous document.

It was noted any substantial future changes to legislation would result in the Policy being reviewed. Members felt it appropriate the Policy be reviewed every 12 months to ensure full compliance with legislation – this would additionally be added to the recommendation to Executive.

Moved by Councillor Emma Stevenson and seconded by Councillor Amanda Davis
RESOLVED that Members review the attached Data Protection Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

The meeting concluded at 10:16 hours.

Appendix 1

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 23rd March 2026 at 10:00 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

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

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Victoria Dawson (Assistant Director of Housing Management and Enforcement), Mark Giles (Assistant Director for Streetscene, Community Safety and Enforcement), Alice Willoughby (Customer Standards and Complaints Officer), Coby Bunyan (Scrutiny Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting, observing, was Councillor Cathy Jeffery (Junior Portfolio Holder for Health and Wellbeing) (from minute no. CS47-25/26).

CS42-25/26 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Jeanne Raspin and Mary Dooley (Portfolio Holder for Health and Wellbeing).

CS43-25/26 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

CS44-25/26 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS45-25/26 MINUTES

The Committee was informed that after the previous meeting, the report of CS39-25/26 (and minutes) required the following updated information:

- service improvement reference no. 7863 should have stated: "*As a result of the complaint, the Contact Centre Manager had requested the wording on the self-service form which advised of disruption to the normal service was put in bold red capital letters to ensure this was highlighted to customers*";
- reference no. 7823 should have stated 7923; and,
- reference no. 7833 should have stated 7933 and listed the same service improvement as that in 7934 (it was split into both a Comment and Complaint).

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Typographical errors (incorrect capitalisation) were additionally addressed under CS39-25/26.

Moved by Councillor Rita Turner and seconded by Councillor Emma Stevenson

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 8th December 2025 be approved as a true and correct record once the above additions and amendments were made.

CS46-25/26 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

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

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

CS47-25/26 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2025/26 - 1ST OCTOBER 2025 TO 31ST DECEMBER 2025

The Customer Standards and Complaints Officer presented the report to the Committee to provide information on the Council's performance in relation to its customer service standards and the number of Compliments, Comments and Complaints received for Quarter 3 2025/26 (1st October 2025 to 31st December 2025).

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

Revenues had achieved 88% of incoming calls answered within 20 seconds for Quarter 3 2025/26 (target 70%).

Benefits had achieved 90% of incoming calls answered within 20 seconds for Quarter 3 2025/26 (target 80%).

In Quarter 3 2025/26, Revenues and Benefits had received 6,155 emails – all acknowledged within 1 working day.

For Quarter 3 2025/26, Contact Centres had achieved: 81% of incoming calls answered within 20 seconds (target 75%); abandoned 2% of incoming calls (target less than 3%); and the average waiting time was 26 seconds (target not exceeding 30 seconds).

In the same period, Contact Centres had acknowledged all 6,560 email enquiries received within 1 working day (meeting the target of 100%), with 99.7% of emails replied to within 8 working days (target was 100%).

Contact Centres had answered 87% of incoming Live Chats within 20 seconds for Quarter 3 2025/26 (target 90%), with 557 chats answered out of 562 in total. In Quarter 3 2025/26, all 4 Contact Centres and The Arc's Meet & Greet Reception Desk had received

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6,441 visitors.

Face-to-face monitoring took place week commencing 17th November 2025 to measure waiting times – 572 customers had visited during that week, with an average waiting time of 1.2 minutes (target was seeing 100% of customers within 20 minutes).

76 Compliments had been received during Quarter 3 2025/26, with Go! Active receiving 2 Customer Feedback Form Compliments within this time.

8 Comments had been received with all acknowledged and passed to the respective department within the target time of 5 working days during Quarter 3 2025/26. Go! Active had received 10 Customer Feedback Form Comments within this time.

57 Stage 1 Complaints had been recorded in Quarter 3 2025/26, with 12 M.P. Enquiries received within this time. 100% of Stage 1 Complaints and 100% M.P. Enquiries had been responded to within the Council's Customer Service Standard of 10 working days – the average response time for Stage 1 Complaints was 4.5 working days.

8 Stage 2 Complaints had been recorded in Quarter 3 2025/25. 100% of Stage 2 Complaints had been responded to within the Council's Customer Service Standard of 20 working days – the average response time for Stage 2 Complaints was 10 working days.

No Local Government Ombudsman Complaints had been received during Quarter 3 2025/26.

The following service improvement examples:

- service requests would now be included in comment and complaint acknowledgements, so a customer was aware the issue at hand was being dealt with as well as a Complaint raised;
- the Gas team were looking into changing the wording on the gas service letters regarding pre-pay meters. The Gas team had ensured their system stipulated whether a morning or afternoon appointment had been arranged, which notified the Engineer; and,
- the Joint Environmental Health Service would consider additional measures of delivering a Notice of Intended Entry (NOIE), such as an email copy, in the future as a safeguard,

were provided in the report and at the meeting (following receipt of applicable Comments and Complaints).

Additional service improvement updates were also provided at the meeting, including:

- Completion of the new Equality Impact Assessments for the Compliments, Comments and Complaints Policy and Standards and Vex Policy – all had been approved by the Information and Engagement Manager;
- From 1st April 2026 the Council would cease the use of the term Dragonfly in all its reports (approaching the end of the financial year, the Council would not be able to change the classification of its Complaints);
- From April 1st 2026, the Council would utilise a new Complaints system called 'Infreemation' – this should not affect the way the Council's Managers responded

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to Complaints, though the Complaints Team would communicate any small changes to Managers in due course;

- The Housing Liaison Board (the 'Board') had requested the Council change the way repairs Complaints were delivered to the Board. It had been noted that repairs received the most Compliments and Complaints for tenant related Complaints. The Board would like to know the percentage of Complaints received compared to the number of repair works completed. The Council was working with repairs to see if they could provide figures to enable the Complaint's Team to complete this work. It had been requested that the same was done for different Housing Teams, however this would likely prove difficult due to the numerous communication methods delivered by the Housing Team and not all contact / visits / emails were being logged onto a single system; and,
- The Housing Ombudsman had provided the Council a first review of the Compliments, Comments and Complaints Policy on the 19th March 2026. The report had contained 10 amendment recommendations for consideration of the Compliments, Comments and Complaints Policy. The Complaints Team would review these recommendations and make the necessary changes before presenting it to the Committee.

Moved by Councillor Rita Turner and seconded by Councillor Emma Stevenson

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

CS48-25/26 REVIEW OF MEMBERS ICT & SUPPORT AND ICT SERVICE DELIVERY - POST- SCRUTINY MONITORING (FOURTH INTERIM REPORT)

The Scrutiny Officer presented the fourth Post-Scrutiny Monitoring Report assessing progress against the recommendations to date for the Review of Members ICT & Support and ICT Service Delivery to the Committee.

The Committee had put together 13 recommendations to the Executive with the intent to assist the Council in improving equipment provision and support to Members and the operation of meeting spaces within a modern post-COVID-19 environment.

12 out of 13 recommendations had been achieved, with 7 within the target date and 5 completed behind schedule. Recommendation 1.4, which had been previously extended, was now marked 'Alert' and so required the Committee's attention.

Councillor Cathy Jeffery left the meeting at 10:10 hours.

It was requested for the non-implementation reasons, detailed in the attached Appendix 1 to the report, that the Committee withdrew the recommendation and that the planned power supply in the Chamber now not be upgraded.

5 in favour
0 against

Moved by Councillor Louise Fox and seconded by Councillor Emma Stevenson

RESOLVED that: 1) Members note the progress against the review recommendations;

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- 2) Members acknowledge any exceptions to delivery and clarify the additional action required by the service;
- 3) Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution;
- 4) Members of the Committee consider referring recommendation 1.4 back to the Executive for withdrawal per the reasons in Appendix 1; and,
- 5) Officers continue to implement the recommendations and submit a further report in twelve months' time highlighting progress and any exceptions to delivery.

The Assistant Director of Housing Management and Enforcement left the meeting at 10:11 hours.

CS49-25/26 REVIEW OF EFFECTIVENESS OF COUNCIL'S WASTE COLLECTION AND DISPOSAL EDUCATION - POST SCRUTINY MONITORING UPDATE (FINAL INTERIM REPORT)

The Scrutiny Officer presented the report to the Committee.

The Committee had agreed to undertake a review of effectiveness of the Council's waste collection and disposal education as part of its 2023/24 Work Programme.

The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the Council through contamination charges.

The Committee had put together 11 recommendations, as outlined in the attached Appendices, which would aim to ensure that the Council's approach to waste disposal advice and education was reaching all target audiences, reduce current contamination rates, and improve recycling rates by way of increased resident participation.

To date, 9 out of the 11 recommendations had been achieved: 1 recommendation had been with the intent to complete in 2026; 1 recommendation was marked 'Alert' as it was not able to be completed due to Local Government Reorganisation implications.

The Assistant Director for Streetscene, Community Safety and Enforcement answered questions on the following:

- the food waste leaflet delivered to residents;
- the availability of replacement food waste bins;
- the recording of food waste bin deliveries; and,
- the size of food waste bin liner recommended.

The Assistant Director for Streetscene, Community Safety and Enforcement informed that if Members involved in local community events wanted Streetscene to attend (to promote and explain the new food waste bins) to make contact directly for any potential arrangements to be made.

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5 in favour

0 against

Moved by Councillor Emma Stevenson and seconded by Councillor Louise Fox

RESOLVED that: 1) Scrutiny Members note the progress against the review recommendations;

- 2) Scrutiny Members acknowledge any exceptions to delivery and clarify the additional action required by the service.
- 3) Scrutiny Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution; and,
- 4) Officers continue to implement the recommendations and submit a further report in six months' time highlighting progress and any exceptions to delivery.

CS50-25/26 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2025/26

The Scrutiny Officer presented the final Work Programme 2025/26 update of the municipal year to the Committee.

Moved by Councillor Louise Fox and seconded by Councillor Emma Stevenson

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

CS51-25/26 PROPOSED CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2026/27

The Scrutiny Officer introduced the Work Programme 2026/27 of the following municipal year to the Committee.

Members were informed the programme was subject to change and could have additional items proposed.

RESOVLED that: 1) the Committee approve the report and the proposed Work Programme attached at Appendix 1 per the reasons set out in Sections 3 and 4 of the report;

- 2) Members review this report and the proposed Work Programme attached at Appendix 1 for approval and amendment as required;
- 3) all Members are advised to contact the Scrutiny Officer should they have any queries regarding future meetings.

The meeting concluded at 10:21 hours.



The Arc
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Key Decisions & Items to be Considered in Private

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

Published on: 1st June 2026

Agenda Item 5

INTRODUCTION

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

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

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

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Members of Executive are as follows:

Councillor Jane Yates - Leader and Portfolio Holder - Policy, Strategy and Communications

Councillor Donna Hales - Deputy Leader and Portfolio Holder - Corporate Governance and Performance

Councillor Mary Dooley - Portfolio Holder - Partnerships and Health and Wellbeing

Councillor Clive Moesby - Portfolio Holder - Resources

Councillor Phil Smith - Portfolio Holder - Housing

Councillor Tom Munro - Portfolio Holder - Growth

Councillor Rob Hiney-Saunders - Portfolio Holder - Environmental

Councillor John Ritchie - Portfolio Holder – Devolution

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above.

Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

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

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

(1) **REVENUE**

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

(2) **CAPITAL**

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

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

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

The dates for meetings of Executive can be found here:

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

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

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Regeneration Fund - Update on the Former Cooperative Food Store	Executive	22 nd June 2026	Report of the Portfolio Holder for Growth	Natalie Etches, Head of Business Growth	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public – General Exception Notice published on 1 st June 2026
Pleasley Vale Business Park To seek approval for a scheme of works to be procured.	Executive	22 nd June 2026	Report of the Portfolio Holder for Growth	Jim Fieldsend, Solicitor to the Council & Monitoring Officer	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Fully exempt
Contract Award to enable the Bolsover Partnership to administer Mental Health Small Grants for the Emotional Health & Wellbeing of Children & Young People Bolsover Partnership seek approval to accept an award from DCC Public Health Funds, totalling £75K over the period 1/4/26 – 31/3/29 inclusive, which is to be utilised via the provision of ‘Mental Health Small Grants’ (of no more than £5000 each)	Delegated Decision of the Chief Executive	21 st May 2026	Report of the Portfolio Holder for Health & Wellbeing	Arron Johnson, Partnership & Strategy Manager	Key - It is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.	Public

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Contract award - electrical maintenance, upgrade, inspection and testing of void properties owned by the Council 5 year contract; decision to delegate authority to the Assistant Director Housing Management to award and enter into the contract after procurement concluded.</p>	Executive	22nd June 2026	Report of the Portfolio Holder for Housing	Victoria Dawson, Assistant Director of Housing Management and Enforcement	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public
<p>Tender Evaluation for Kitchen Contract for the period 2026 - 2031</p>	Executive	22nd June 2026	Report of the Portfolio Holder for Housing	Catherine Platts, Managing Surveyor, Property Services	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public
<p>Tender Evaluation for Bathroom Contract for the period 2026 - 2031.</p>	Executive	27th July 2026	Report of the Portfolio Holder for Housing	Catherine Platts, Managing Surveyor, Property Services	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public
<p>Pleasley Vale Business Park</p>	Executive	Between 1 st Nov 2025 and 1 st November 2026	Report of the Portfolio Holder for Growth	Natalie Etches, Head of Business Growth	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Pleasley Vale Business Park Capital Spend Programme Decision required regarding providing a budget for the works set out in the report.	Executive	Between 18th May 2026 and 17th May 2027	Report of the Portfolio Holder for Growth	Ian Barber, Strategic Director - Property, Construction and Assets	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Exempt
Capital Works to incorporate Stock Condition Survey Results 17	Executive	March 2026 and March 2027	Report of the Portfolio Holder for Housing	Catherine Platts, Managing Surveyor, Property Services	Key - It is likely to result in the Council making capital savings or incurring capital expenditure of £150,000 or more.	Public
Options appraisal on the future delivery of HRA Stock Condition Surveys	Executive	Between March 2026 and March 2027	Report of the Portfolio Holder for Housing	Victoria Dawson, Assistant Director of Housing Management and Enforcement	Key - It is likely to result in the Council making revenue savings or incurring Revenue expenditure of £75,000 or more.	Public

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

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

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

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BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 15th June 2026

Compliments, Comments and Complaints Report 25/26 1st January 2026 to 31st March 2026 and 25/26 Annual Summary

Report of the Portfolio Holder for Health and Wellbeing

Classification	This report is Public.
Contact Officer(s)	Customer Standards and Complaints Officer. Customer Service, Complaints and Standards Manager.

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards for the period 1st January 2026 to 31st March 2026 and also the 2025/26 overall performance.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st January 2026 to 31st March 2026 and also the 2025/26 overall performance.
- To provide an Annual Summary on the above for 2025/26.
- To make Elected Members aware of performance and improvements in relation to its Customer Service Standards and the effective management of complaints.
- For members to consider the recommendations from the Housing Ombudsman following review of the Complaint Handling Policy.

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

2. Details of Proposal or Information

2.1 Customer Service Standards

Appendix 1 and 2 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

2.1.1 Revenues & Benefits (Appendix 1)

Target – Revenues 70% of incoming calls to be answered within 20 seconds.

Revenues achieved **81%** for Q4.

Cumulatively performance is **84%** for the year 2025/26, which exceeds the target of 70%.

Target – Benefits 80% of incoming calls to be answered within 20 seconds.

Benefits achieved **89%** for Q4.

Cumulatively performance is **90%** for the year 2025/26, which exceeds the target of 80%.

In Q4, Revenues received 5476 emails and Benefits received 1667, all emails are acknowledged within 1 working day.

The majority will receive a response in another format, generally via the Revenues & Benefits system e.g. a benefit notification letter following evidence of information being provided or a revised bill for Council Tax/ Business Rates or will lead to lengthy/complex letters being issued in formats that are required to adhere to legislative requirements and not by return email.

2.1.2 Contact Centres (Appendix 1)

Telephones

Target - 75% of incoming calls to be answered within 20 seconds.

Contact Centres achieved **77%** for quarter Q4 (**18,412** calls answered).

Cumulatively performance is **78%** for the year 2025/26 which is above the target of 75% (**70,359** calls answered). Target to return to original KPI 80% for 2026/27.

For 2025/2026, the overall average wait time was 31s and the average call handling time is 4m 47s which has slightly decreased from previous years.

E-mails

Target 1 - 100% to be acknowledged within 1 working day.

Target 2 - 100% to be replied to within 8 working days.

For this reporting period, 1st January 2026 to 31st March 2026:

- **8328** email enquiries (in Q4) from the public were handled through enquiries@bolsover.gov.uk
- All were acknowledged within one working day.
- **99.7%** were replied to in full within 8 working days cumulatively for Q4.

Overall, for the year 2025/26 a total of 31,628 emails were handled and 100% were answered within 8 working days.

Live Chat

Target - 90% of incoming Live Chats to be answered within 20 seconds.

Contact Centres achieved **82%** for Q4. 765 chats were answered out of 791.

Cumulatively performance is **86%** for the year 2025/26 which is just below the target of 90%. 2435 chats were answered out of 2490.

Face to Face

Monitoring carried out week commencing 17.11.26

572 customer visited Contact Centres and the Meet & Greet desk. 100% were seen within 20 minutes with an average wait time of 1.2 minutes per customer.

Monitoring periods for 26/27:

11.05.26 & 09.11.26

2.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of compliments received for the period by department. In total **63** compliments were received during Q4 1st January to 31st March 2025. Compliments were received from customers who appreciated excellent service.

Go Active - Customer Feedback Forms
Compliments received Q4 - **12**

Comments

Appendix 3 (B) shows the number of comments received for the period Q4 1st January to 31st March 2026, **27** Comments were received and 100% were

acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

Go Active - Customer Feedback Form
Comments and Suggestions received Q4 - **9**

Complaints

Stage 1

Appendix 3 (C, D) shows the number of stage 1 complaints and M.P. enquiries received by department, **70** stage 1 complaints were recorded in Q4 1st January to 31st March 2026 and **12** M.P. enquiries during this same period.

98% stage 1 complaints and **100%** M.P. enquiries were responded to within the Council's customer service standard of 10 working days.

Stage 2

Appendix 3 (E) shows the number of stage 2 complaints received for the period by department. These are complainants who have already made a stage 1 complaint and still feel dissatisfied. During this period **10** stage 2 complaints were received.

100% stage 2 complaints were responded to within the Council's customer service standard of 20 working days.

Ombudsman

2 Ombudsman (Local Government) complaints were received for investigation during Q4 period 1st January to 31st March 2026. The Council await the Local Government Ombudsman's determination regarding these cases.

Service Improvements

The following service improvements have been identified in Q4:

Reference Number	Description	Improvement
8085	Customer has complained concerning the cleanliness of the pool changing rooms.	The Leisure department will make arrangements to ensure a deeper clean of the changing rooms happens more frequently.
8091	Customer is not happy with the way their emergency repair was handled.	To prevent recurrence the process of allocating works, communication and feedback is being reviewed to implement improvements.

8093	Customer is dissatisfied their domestic and trade waste was missed.	The Commercial Waste team will ensure that any future changes to collection dates are communicated to trade customers well in advance and by email where address is provided.
8099	Customer has complained that the Council have not enforced blue badge holders using the disabled bay.	The Council is looking into providing additional disabled parking signage and is in the process of obtaining quotes.
8143 & 8147	Customer is not happy because they are receiving invoices regarding their deceased father.	Additional checks have now been added to the account cancellation process to prevent invoices being sent on cancelled accounts.
8173	Customer has complained regarding the Income Management Assistants attitude and approach.	Going forward, staff will ensure that if a call needs to be terminated, the caller is clearly informed of the reason and given a warning before the call ends.
8210	Customer has concerns about antisocial behaviour following Extreme Wheel's events.	Extreme Wheels sessions have been cancelled until Easter holidays given the seriousness of antisocial behaviour experienced following the event at local premises.
8246	Customer has complained regarding a tenant recharge following their tenancy termination.	In the future, the Repairs Admin team will liaise with the Finance department to ensure that a cancellation invoice is sent from either department.
BDC820380688	Customer has complained regarding the overgrown communal garden.	The Street Scene Co-ordinator has added a shrubbed area of the communal garden to their maintenance schedules to ensure work is carried out annually.

2.3 CCC Annual Summary for 2025/26

The following tables provide a summary of performance for compliments, comments and complaints for 2025/26, with comparative data from previous years.

Volume and Performance

Volume by type	2025/26 Total	2024/25 Total	2023/24 Total	2022/23 Total
Compliments	265	268	203	160
Comments	58	33	33	24
M.P. enquiries	46	46	213	235
Informal Complaints (S1)	N/A removed from April 2024	N/A removed from April 2024	265	311
Formal Complaints Stage 1 from April 2024	262	302	103	116
Internal Review Complaints Stage 2 from April 2024	36	57	27	27
Total	667	706	844	873
% Comments acknowledged within standard (target 5 working days)	100%	100%	100%	100%
% Stage 1 responded to within standard (target 100%)	99%	99%	98%	88%
Average response in days (target 10 working days)	5	5	9	10
% Stage 2 responded to within standard (target 100%)	100%	98%	100%	92%
Average response in days (target 20 working days)	12	13	12	18

When comparing 2025/26 to the previous year 2024/25, the following is noted:

- An increase in comments
- A decrease in stage 1 complaints
- A decrease in stage 2 complaints
- Within % target for acknowledgements and full responses to stage 2 complaints.
- Slight decrease in average working days response times

The above would appear to indicate that the Council has a robust complaints policy, as recommended by the Local Government & Social Care Ombudsman and the Housing Ombudsman Service.

Following review of the Citizens Survey in Autumn of 2025 and comments from our residents around 'Making a Complaint', we have raised the profile for our residents to have easier access to 'how to make a complaint' via the Councils website and Self Service. We will also be focusing on providing clearer updates on progress and faster responses where possible.

2.4 Compliments, Comments and Complaints Policy Housing Ombudsman Review

Following the Housing Ombudsman's review of the Council's Compliments, Comments and Complaints Policy, the Council have made several changes to the Policy in line with recommendations. All changes are noted within Appendix 3.

3. Reasons for Recommendation

3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints and approve the CCC Policy changes following recommendations by the Housing Ombudsman.

4 Alternative Options and Reasons for Rejection

4.1 None

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints
2. That the Customer Services Scrutiny Committee approve the CCC Policy changes following recommendations by the Housing Ombudsman.

Approved by Councillor M Dooley, Portfolio holder for Health & Wellbeing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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 Ombudsman and the Housing Ombudsman if complaints are not handled well. In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

On behalf of the Section 151 Officer

Legal (including Data Protection) Yes No

Details:

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing 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

Staffing Yes No

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Head of Paid Service

Equality and Diversity Impact and Consultation Yes No

Details:

Not applicable as the report is to keep Elected Members informed.

On behalf of the Information, Engagement and Performance Manager

Environment Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. *(Please speak to Richard Winter, Climate Change Officer, for advice)*

Details:

Any complaints linked to environmental issues are dealt with in line with our policies.

DECISION INFORMATION

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

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 customer.

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

Promoting equality and diversity and supporting vulnerable and disadvantaged people.

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Service Standards monitoring 01/04/25 to 31/03/26
2.	Compliments, Comments and Complaints: A. Compliments by department 01/01/26 to 31/03/26 and annual summary B. Comments by department 01/01/26 to 31/03/26 and annual summary C. Stage 1 complaints 01/01/26 to 31/03/26 and annual summary D. M.P Enquiries 01/01/26 to 31/03/26 and annual summary E. Stage 2 complaints 01/01/26 to 31/03/26 and annual summary F. Ombudsman complaints 01/01/26 to 31/03/26
3.	Housing Ombudsman Policy Review & changes made to Compliments, Comments and Complaints Policy.
4	Compliments, Comments and Complaints Policy April 2026

Background Papers

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

None

DECEMBER 2024

APPENDIX 1 – Customer Service Standards Monitoring 01/04/25 – 31/03/26

Key Customer Service Standards - Performance Monitoring - 2025/26													
Period					E-mail Standards			Live Chat		Written Complaints			
	No. of Incoming Calls Answered - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails Contact Centres & Revenues	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days (Contact Centres)	No. of Live Chats answered Contact Centres	% of Live Chats Answered within 20 seconds - Contact Centres	No. of Complaints Received (Stage One)	% Responded to within 10 Working Days	No. of M.P. Enquiries Received	% Responded to within 10 Working Days
Target		75%	70%	80%		100%	100%		90%		100%		100%
April to June	17,426	75%	78%	91%	12,706	100%	99.70%	580	89%	59	97%	10	100%
Quarter 1 Cumulative	17,426	75%	78%	91%	12,706	100%	99.7%	580	89%	59	97%	10	100%
July to September	18,499	77%	88%	90%	12,360	100%	99.9%	557	99%	76	100%	12	100%
Quarter 2 Cumulative	35,925	76%	83%	91%	25,066	100%	99.8%	1137	94%	135	99%	22	100%
October to December	16,022	81%	88%	90%	12,715	100%	99.7%	533	87%	57	100%	12	92%
Quarter 3 Cumulative	51,947	78%	85%	90%	37,781	100%	99.8%	1,670	92%	192	99%	34	97%
January to March	18,412	77%	81%	89%	15,471	100%	99.7%	765	82%	70	98%	12	100%
Quarter 4 Cumulative	70,359	78%	84%	90%	53,252	100%	99.8%	2,435	89%	262	99%	46	98%

Appendix 2 (A) Compliments by Department 01/01/26 – 31/03/26

Please note that some compliments were for 2 or more departments.

Q4 Compliments 2025/26					
MONTH	No. of reports per parish	PARISH	Compliment Header	Service Area	Numbers Per Department
Jan-26	1	Shirebrook	The customer complimented the Advisor and the Councillor on being polite, eloquent, informative and calming.	Corporate Governance	1
	1	Clowne	The tenant wanted to thank the Customer Advisor and all the Contact Centre staff for their help with completing a housing application.	Customer Services	2
	1	Shirebrook	The customer complimented the Advisor and the Councillor on being polite, eloquent, informative and calming.		
	1	Blackwell	Customer complimented the Gas Operative for being mild, friendly, patient and considerate.	Dragonfly	4
	1	Bolsover	Customer complimented the Drainage Operative teams work and attitude.		
	1	Creswell	Customer passed on their thanks for the improvements at one of the Council's Independent Living schemes. They were very impressed with the standard of work carried out and feel it is much improved, and they are very grateful.		
	1	Shirebrook	Customer is complimenting how polite the Repairs Operative was who came to do the electrical testing.		
	1	Unknown	Complimented the Disabled Facilities Grant process for being very efficient and thanked all the Officers involved who have been caring, kind and thoughtful of the customer's needs. Officers have been understanding, had good communication and the customer is very appreciative.	Environmental Health	1
	4	Unknown	The customer commented that various member of the housing team had been amazing with their support. They were helpful and friendly and sensitive to the customer's situation.	Housing	4
The customer thanked the Housing Allocations Assistant for all they had done and felt they had been a star.					

			The Housing Strategy & Development Officer has been complimented on for their input, research and knowledge during a project.		
			The tenant complimented the Allocations Officers for being absolutely exceptional, professional and kind.		
	1	Out of Area - Chesterfield	The customer wanted to thank the Leisure and Go Active team for everything they do for the Trust. They feel the centre is brilliant and caters for all their needs. Staff are brilliant with them and always helpful and polite.	Leisure	1
	1	Unknown	Customer wanted to thank the Senior Revenues Officer for being such a great help.	Revenues	1
	1	Bolsover	Customer would like to thank the Grounds Maintenance team for completing a requested litter pick.	Street Scene	2
	1	Clowne	Customer wanted to thank the Grounds Maintenance team for adding a tree to the list for a crown reduction.		
Total compliments for January 2026. Split by department					16
Total compliments for January 2026.					15
Feb-26	1	Barlborough	Customer complimented the Customer Advisor who was very nice during their conversation.	Customer Services	9
	1	Clowne	The customer wanted to thank the Customer Advisor for their help and the quick response from Environmental Health Officer.		
	1	Creswell	The customer would like to thank the Customer Advisor for their good service. They clearly explained the new information regarding the food waste bins and provided them with a link for additional information.		
	1	South Normanton	The customer complimented the Customer Advisor for being very helpful and advised they found the live chat a great way to get assistance.		
	1	Unknown	The Tenant Engagement Officer wanted to say a big thank you to the Meet and Greet Receptionist for their help at a very busy event, they helped it run very smoothly and they are a star.		
	4	Whitwell	The customer thanked the Customer Advisor who completed a housing application with them for being outstanding, professional, helpful in explaining the process in full and understanding their needs.		

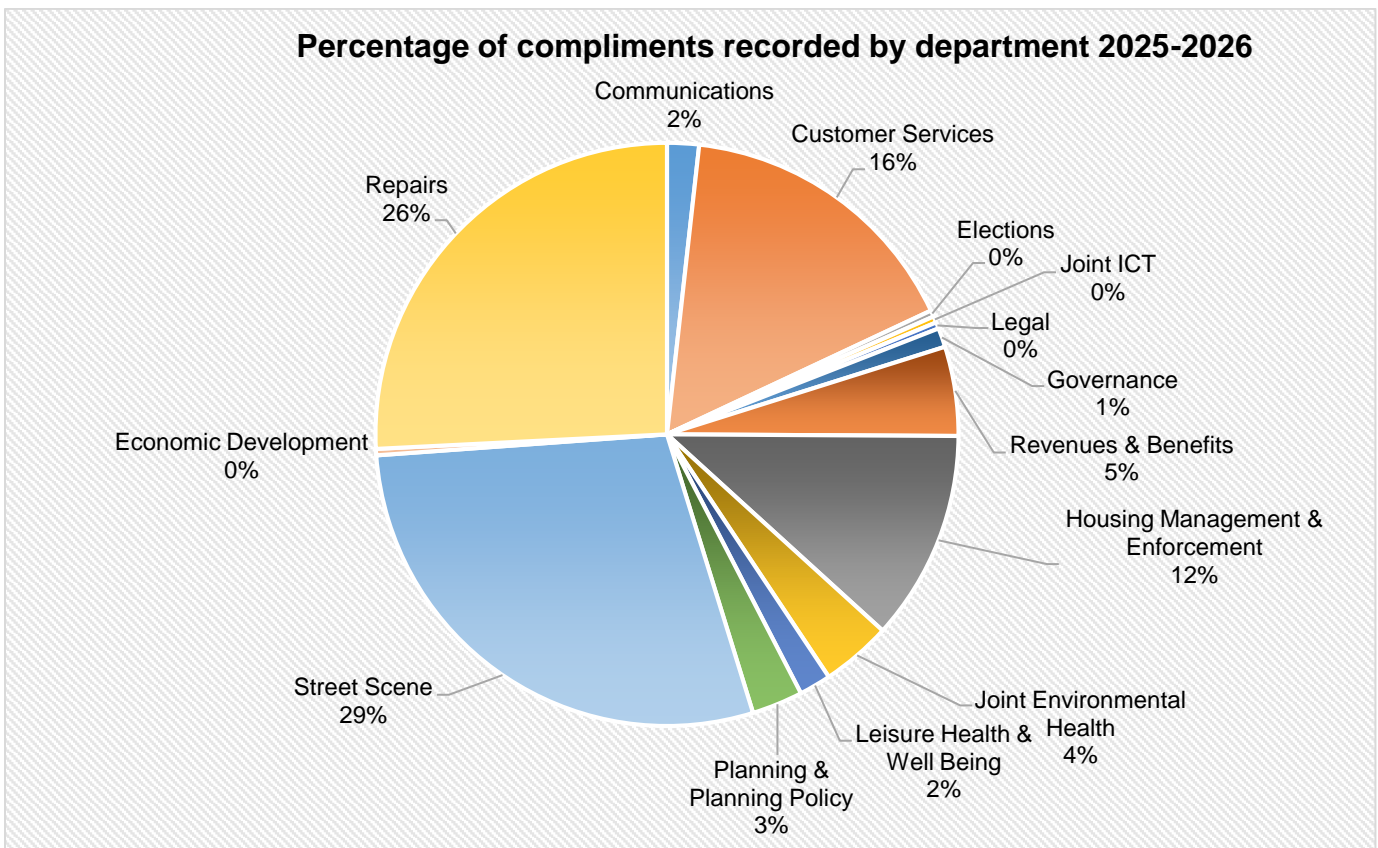
			<p>The customer thanked the Customer Advisor for being wonderful, helping them immensely and being sympathetic to their needs. They felt the Advisor went above and beyond their role and want to thank them for the outstanding customer care.</p>		
			<p>The customer wanted to thank the Customer Advisor and the Grounds Maintenance team for doing an amazing job in removing a massive tree. They were very polite and professional and they are very grateful.</p>		
			<p>The customer said that every time they contact the Contact Centre the Customer Advisors are so friendly and very helpful. It is refreshing as they use to be in London where everything is online and it is difficult to contact regarding anything.</p>		
	3	Creswell	<p>The customer wanted to thank the Repairs Team for coming back to fix the light fitting, this was very helpful.</p>		
			<p>The customer wanted to pass on how nice and good the Plumber was who attended to a recent repair at their property.</p>		
			<p>The customer wanted to pass on that the Repair Operatives were very clean, tidy, friendly and professional.</p>		
	2	Shirebrook	<p>Customer thanked the Operative for the work they had completed, they stated they have done an excellent job, gone above and beyond and they were highly satisfied.</p>	Dragonfly	6
			<p>Customer was really impressed with the Repair Operative who fit their radiator. They were professional, moved furniture around, wore plastic shoe coverings, covered the floor and cleaned up after themselves. The customer also complimented all other Repair Operatives who had attended their property as they have always provided good service.</p>		
	1	Tibshelf	<p>The customer has complimented the Repair Operative for being very professional, explaining everything, tidying up after the work and being very respectful.</p>		
	1	Bolsover	<p>The customer wanted to thank the Officer for helping them, they are very grateful, happy and proud. They thanked them for everything they are doing and they are an absolute star.</p>	Environmental Health	2

	1	Clowne	The customer wanted to thank the Customer Advisor for their help and the quick response from Environmental Health Officer.		
	1	Pinxton	The customer has complimented the Housing Allocation Assistant and Housing Options Officer for being very helpful during a very stressful time.	Housing	3
	1	South Normanton	The customer complimented the Corporate Support Officer's telephone manner which made them feel at ease.		
	1	Unknown	Tenant wanted to thanked the Tenancy Engagement Officer for their help, they felt it was lovely to meet them and that they are such a nice person.		
	1	Clowne	The customer has advised they feel the Wellness Hub is a fantastic facility, the members of the group are welcoming and friendly, the equipment is easy to use and the staff are excellent.		
	1	Creswell	Customer complimented the Refuse Crew for how neatly the bins were returned.	Street Scene	6
	1	Doe Lea	The customer thanked the Grounds Maintenance team for cleaning the path, it was much appreciated.		
	1	Shirebrook	The customer wanted to thank and express their gratitude to the Refuse Crew for emptying both bins.		
	1	Unknown	The customer complimented the Grounds Maintenance Operative for being honest, conscientious and proud of their work.		
	2	Whitwell	The customer wanted to thank the Customer Advisor and the Grounds Maintenance team for doing an amazing job in removing a massive tree. They were very polite and professional and they are very grateful.		
			The customer wanted to say thank you to the Grounds Maintenance team for how quickly and thoroughly they have actioned their request. It has made a huge difference already.		
Total compliments for February 2026. Split by department					27
Total compliments for February 2026.					25
Mar-26	1	Bolsover	The customer has thanked the Customer Advisor for making their enquiry really easy and pleasant and for being very helpful and doing a great job.	Customer Services	6

	1	Creswell	The customer wanted to thank the Customer Advisor for the sorting their relative's green bin collection that had been missed. They were very pleased with the service.		
	1	Newton	The customer wanted to compliment the Customer Advisor for being cheerful and helpful.		
	1	Stony Houghton	The customer thanked the Customer Advisor for their support when completing a housing application who was very kind and understanding and made the appointment a nice and pleasant experience. They also commented the Advisor put them at ease and listened to them. They were very grateful for their assistance.		
	2	Unknown	The customer thanked the Customer Advisor for their kindness, concern and the empathy during a difficult situation.		
			The customer complimented and thanked the Complaints team for the complaint acknowledgement provided advising it was very thorough and captures all their points.		
	1	Creswell	The customer wanted to pass on that the Repairs Operative that attended was lovely, polite, well-mannered and funny.	Dragonfly	2
	1	Whitwell	The customer complimented the Repair Operatives for how polite, professional, clean and tidy they were and wanted to say thank you.		
	2	Blackwell	The customer has complimented the Warden at their independent living facility for being excellent and efficient, having a nice manner, being ready to help with any problems, keeping the place running very well and all done with a smile. They also advised the Warden made life very interesting with craft mornings and bingo etc.	Housing	4
			The customer has complimented that the Scheme Manager is fantastic and wanted to thank them for sorting the coffee machine.		
	1	Bolsover	The customer has thanked the Mobile Wardens for being lovely and wonderful.		

	2	South Normanton	The customer wanted to make the Council aware of the outstanding service received from both the Housing Options Officer and the Housing Allocations Officer. They have said the care and support received from both Officers has been nothing short of exceptional. The customer said the team members deserve recognition and reward for their outstanding service. They wanted to pass on their thanks and gratitude to the Officers.		
	1	Unknown	The customer has complimented and thanked the Senior Revenues Officer advising they are an absolute super star and a god send.	Revenues	1
	1	Clowne	The customer thanked the Refuse Operative for taking the food caddy down the side of their house and putting it with their other bins, they feel it is a fantastic service.	Street Scene	10
	2	Glapwell	The customer wanted to pass on their thanks to the Repairs Operative who saw them rushing to take their bin out as they forgot. The Repairs Operative saw them and took the bin from the end of their drive and even put it back from them. They cannot thank them enough and it a great service.		
			The customer would like to thank the Refuse Crew on their quick delivery of their green bin. They were very grateful for them reattempting it.		
	2	Langwith	The customer complimented the Grounds Maintenance team for doing a very good job in cutting back the trees. They have said the team worked incredibly hard and professional. They said the team worked very hard and were professional.		
			The customer said a big thank you to the co-ordinator and team, a great job done.		
	1	New Houghton	The customer wanted to say thank you to the Grounds Maintenance team who have done remarkable job clearing the fly tipping.		
	2	Shirebrook	The customer has complimented that whoever was driving the street cleansing vehicle, had done a good job.		
			The customer has complimented what a great job the Road Sweeper had done of sweeping the car park of an independent living site.		

	1	South Normanton	The customer has moved from another area and cannot believe how good of a service they are receiving - Litter picker, roadside grass cut, lovely hanging baskets and Christmas decorations to name but a few things.		
	1	Unknown	The Councillor wanted to express their appreciation for the excellent reaction to the broken tree branches that was blocking the footpath.		
Total compliments for March 2026. Split by department					23
Total compliments for March 2026					23
Total compliments for Q4 2025-2026. Split by department					66
Total compliments for Q4 2025-2026.					63



A - Compliments recorded by department 01/04/25 – 31/03/26		
Corporate Resources Directorate	Communications	5
	Customer Services	46
	Elections	1
	Joint ICT	1

	Legal	1
	Governance	3
	Revenues & Benefits	14
Community Services Directorate	Housing Management & Enforcement	33
	Joint Environmental Health	11
	Leisure Health & Well Being	5
	Planning & Planning Policy	8
	Street Scene	81
Dragonfly Development Ltd	Economic Development	1
	Repairs	73

Compliments Included:

Customer complimented the Customer Advisor who went above and beyond to help a resident feel comfortable and kept updated to ensure they had the best outcome. It is a pleasure speaking to the Customer Advisor who is very kind - they state they are an enormous asset to the Customer Services team.	Customer Services

Appendix 2 (B) Comments by Department 01/01/26 – 31/03/26

Please note that some comments were for 2 or more departments.

Q4 Comments 2025/26					
MONTH	No. of reports per parish	PARISH	Comment Header	Service Area	Numbers Per Department

Jan-26	1	Shirebrook	Customer suggested the glass be removed from the interview room as it feels like an interrogation room.	Customer Services	1
	1	Clowne	Customer suggested that the Council implement a system/rota where gutters are cleared or checked regularly rather than waiting for leaks to appear.	Dragonfly	3
	1	Out of Area - Staveley	Customer suggested there should be parent and child bays at The Arc in Clowne.		
	1	Shirebrook	Customer suggested the glass be removed from the interview room as it feels like an interrogation room.		
	1	Shirebrook	Customer suggested the glass be removed from the interview room as it feels like an interrogation room.	Health & Safety	1
	1	Pinxton	Customer has made a comment regarding registry of death changes and implications this has on tenancy terminations.	Housing	1
	1	Out of Area - Staveley	Customer suggested there should be parent and child bays.	Leisure	1
Total comments for January 2026. Split by department					7
Total comments for January 2026.					4
Feb-26	1	Tibshelf	The customer thought it would save time and money and if the Contractors already at the property fitted the new radiator instead of a Council Operative at a later appointment. The customer reported that the Repairs Co-ordinator refused this, but then approved the Contractor's to fit a bathroom light that required replacement.	Dragonfly	1
	1	Shirebrook	Customer has concerns about the cleanliness of the Leisure changing room toilets and feels they need to be cleaned as soon as possible and regularly.	Leisure	1
	1	Bolsover	Customer does not feel that general waste being collected every 2 weeks is sufficient or adequate for a family of 4 with a child who fills the black bin within a couple of days and would like to discuss this with someone.	Street Scene	9

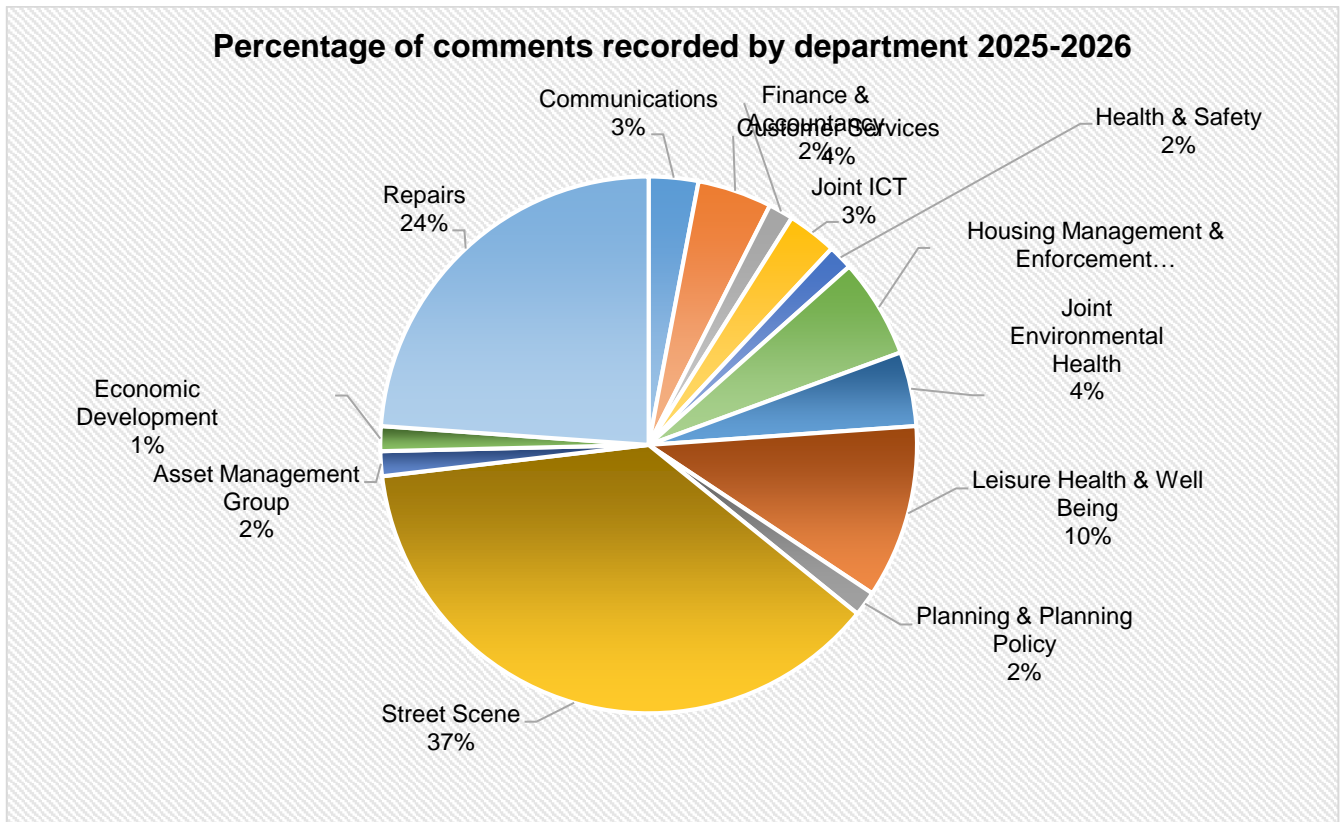
	1	Creswell	Customer has commented that they are not happy that the start date of the food waste collection has not been communicated correctly.
	1	Doe Lea	Customer has requested clarity regarding the food waste collection bins, including how it aligns with the existing waste management system, guidance for storage, rationale for its introduction, a breakdown of the schemes costs, strategic objectives, statutory requirements, anticipated environmental impact and projected long term cost efficiencies.
	2	Glapwell	Customer has commented that the start date and size of the new food waste bin should have been included on the leaflet.
			The customer would like to know where the food waste goes and if it is the same place as the green bin waste.
	2	Pinxton	The customer has commented that they feel it would have been better for the Council to agree with the supplier of the food waste bins if compostable bags were available for the size of the bin prior to buying. They have searched websites of all manufacturers of compostable bags and so far they have not found any that are suitable. They would like to be informed of a supplier to get them from.
			Customer has commented that the food waste starting collection date was not advised within the leaflet and needs to be communicated to residents.
	2	South Normanton	Customer has commented it would have been useful to have the start date of the food waste collections on the leaflet as not everyone has internet access.

			The customer has a query about what size liner to use for the food waste caddies. They also commented that the lock only engages when the handle is up which restricts where it can be stored.		
Total comments for February 2026. Split by department					11
Total comments for February 2026.					11
Mar-26	1	Blackwell	Customer commented to the Tenant Engagement Officer ' why have the Council not fitted grab rails as standard in wet rooms. They commented this should be fitted as standard on new builds for older persons accommodation so that properties are equipped as and when a tenant's health requires them.	Dragonfly	2
	1	Tibshelf	Customer suggested when replacing kitchens with a particular layout, the Council need to get tenant feedback and consider an alternative 'U' shape layout/relocating the cooker space.		
	1	Creswell	Customer wanted to share comments regarding the fly tipping policy. They can see why there is an ongoing problem with fly tipping and there is an element of apathy in the Council towards fly tipping.	Environmental Health	2
	1	New Houghton	Customer commented on article in the newspaper about fly tipping that no action has been taken on cameras.		
	1	Blackwell	Customer commented to the Tenant Engagement Officer ' why have the Council not fitted grab rails as standard in wet rooms. They commented this should be fitted as standard on new builds for older persons accommodation so that properties are equipped as and when a tenant's health requires them.	Housing	1

	1	Out of Area-Wollaton	The customer has commented on the unfortunate pond drain whilst BDC were carry out works. They suggest there are equal levels in the decision making. Why on earth councils don't engage fully with local organisation who lives and breathe these areas is beyond contemplation, seeing as now there has been a complaint, BDC are now working with the Wildlife Trust to mitigate the impact. They feel it would work better if the right people were involved the first time round.	Planning	1
	2	Clowne	Customer has commented that when the leaflet is reprinted for the food waste caddies it should include the following information: the Caddy is an initiative coming from national government and is to encourage recycling to avoid extra landfill use by vegetable etc waste. It does state that the waste will help generate power which is a good thing that will result from the recycling.	Street Scene	9
			Customer has commented that the Refuse department should offer a 2 monthly option for garden waste collection has they are not able to put their garden waste out every 2 weeks.		
	3	Creswell	Customer wanted to share comments regarding the fly tipping policy. They can see why there is an ongoing problem with fly tipping and there is an element of apathy in the Council towards fly tipping.		

		<p>Customer commented about the lack of information that was presented on the caddy leaflet especially that there was no commencement date. They didn't know when they were going to be emptied so is now presented with a bin that is full of food waste and it is starting to smell. They would like more information if this is going to present itself again.</p>
		<p>Customer has suggested for the Council to supply residents with indoor food waste caddies.</p>
1	New Houghton	<p>Customer commented on article in the newspaper about fly tipping that no action has been taken on cameras.</p>
1	South Normanton	<p>Customer did not want to get any one in trouble. But they wanted to make someone aware that they have observed the bin crew putting the batteries into the back of the wagon and they are concerned about the batteries causing explosions.</p>
1	Unknown	<p>Customer would like the Council to consider letting the public know when and where chemical spraying was occurring when the GM team are out doing weeding killing. To give them informed choice on if they would like to be not in the area at the time of the spraying.</p>
1	Whitwell	<p>Customer wanted to let us know that they have safety concerns regarding brown bins not being heavy enough to the stop them from being blown away onto roads when it windy weather. They asked the question if anyone carried out any tests. They think it an accident waiting to happen and the Council should think about it, before it is too late.</p>
Total comments for March 2026. Split by department		15
Total comments for March 2026.		12

Total comments for Q4 2025-2026. Split by department	33
Total comments for Q4 2025-2026.	27



A - Comments recorded by department 01/04/25 – 31/03/26		
Corporate Resources Directorate	Communications	2
	Customer Services	3
	Finance & Accountancy	1
	Joint ICT	2
	Health & Safety	1
Community Services Directorate	Housing Management & Enforcement	4
	Joint Environmental Health	3
	Leisure Health & Well Being	7
	Planning & Planning Policy	1
	Street Scene	25
Dragonfly Development Ltd	Asset Management Group	1
	Economic Development	1
	Repairs	16

APPENDIX 2 (C) – Stage 1 Complaints by department 01/01/26 – 31/03/26

Please note that some complaints were for 2 or more departments.

Q4 Stage 1 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-26	1	Creswell	Customer has concerns with the Customer Advisors manner during a telephone call.	Customer Services	1
	2	Bolsover	Son has complained regarding the handling of their mother's housing situation and housing repairs required.	Dragonfly	9
			Customer has alleged that a Council Contractor has stolen a sentimental ornament from their property.		
	1	Bramley Vale	Customer is not happy with the communication received regarding ongoing repairs.		
	1	Clowne	Customer has complained that the Council have not enforced blue badge holders using the disabled bays.		
	1	Creswell	Customer is not happy with the way their emergency repair was handled.		
	1	New Houghton	Customer has complained regarding damp in their property and requests to be re-allocated.		
	1	Shirebrook	Customer is not happy with the parking of Dragonfly vehicles on a building site.		
	1	Shuttlewood	Customer has complained regarding their daughter's housing application and mould at their property.		
	1	Unknown	Customer is not happy the ground works and trees work are yet to be completed.		

	2	Bolsover	Customer has complained about an Environmental Health Officer's attitude.	Environmental Health	2
			Customer is dissatisfied the Environmental Health Service have closed their disrepair case.		
	1	Bolsover	Son has complained regarding the handling of their mother's housing situation and housing repairs required.	Housing	5
	1	Creswell	Customer is not happy with the way their emergency repair was handled.		
	1	New Houghton	Customer has complained regarding damp in their property and requests to be re-allocated.		
	1	Shuttlewood	Customer has complained regarding their daughter's housing application and mould at their property.		
	1	Unknown	Customer is not happy with how their housing situation is being handled.		
	1	Clowne	Customer has complained that the Council have not enforced blue badge holders using the disabled bays.	Leisure	4
	3	Unknown	Customer has complained regarding the cleanliness of the pool changing rooms.		
			Customer has complained regarding their gym membership and payments taken.		
			Customer is dissatisfied with the state of the changing rooms on a recent visit to the Arc.		
	1	Pleasley	Customer is dissatisfied with the content of planning documents that were published.	Planning	2

	1	Unknown	Customer is dissatisfied with the content of planning documents that were published.		
	1	Creswell	Customer is not happy with the attitude of a Senior Benefits Officer.	Revenues	3
	1	Shirebrook	Customer is dissatisfied with the actions taken by the Revenues department and their treatment .		
	1	Unknown	Customer is dissatisfied with Business Rate team's communication and enforcement action taken.		
	2	Bolsover	Customers clinical waste collection has been missed on more than one occasion.		
			Customer has complained that the Customer Advisor did not warn them that replacement black bins are smaller.		
	1	Clowne	Customer is not happy with missed bin collections on the rural routes that seem to happen every year.	Street Scene	13
	1	Creswell	Customer bin collection is being missed on a regular basis.		
	1	New Bolsover	Customer is dissatisfied with information received regarding their missed bin.		
	3	Shirebrook	Customer has complained about the conduct of two Refuse Operatives.		
			Customer is not happy that the bindweed and tree have not been removed.		
			Customers bins are being missed on a regular occasion.		
	2	South Normanton	Customer is not happy that the Refuse Crew did not sweep up the rubbish spillage.		

			Customer has complained about the conduct of a Refuse Operative.		
	1	Tibshelf	Customer's bin collection is being missed on a regular basis.		
	1	Unknown	Customer is not happy the ground works and trees work are yet to be completed.		
	1	Whaley Thorns	Customer is dissatisfied their domestic and trade waste collections were missed.		
Total Stage 1 for January 2026. Split by department					39
Total Stage 1 for January 2026.					33
Feb-26	1	Creswell	Customer is dissatisfied with the service received from the Customer Advisor.	Customer Services	1
	1	Langwith Junction	Constituent has complained regarding black mould at their mother's property.	Dragonfly	3
	1	Pinxton	Customer is dissatisfied with the time taken to resolve their repair.		
	1	Tibshelf	Tenant is dissatisfied with recent repairs works and that there are outstanding repairs to be completed.		
	1	Bolsover	Customer is not happy because they are receiving invoices regarding their deceased father.	Finance	2
	1	Out of Area - North Wingfield	Customer is not happy because they are receiving invoices regarding their deceased father.		
	1	Bolsover	Customer is not happy because they are receiving invoices regarding their deceased father.	Housing	4
	1	Out of Area - North Wingfield	Customer is not happy because they are receiving invoices regarding their deceased father.		

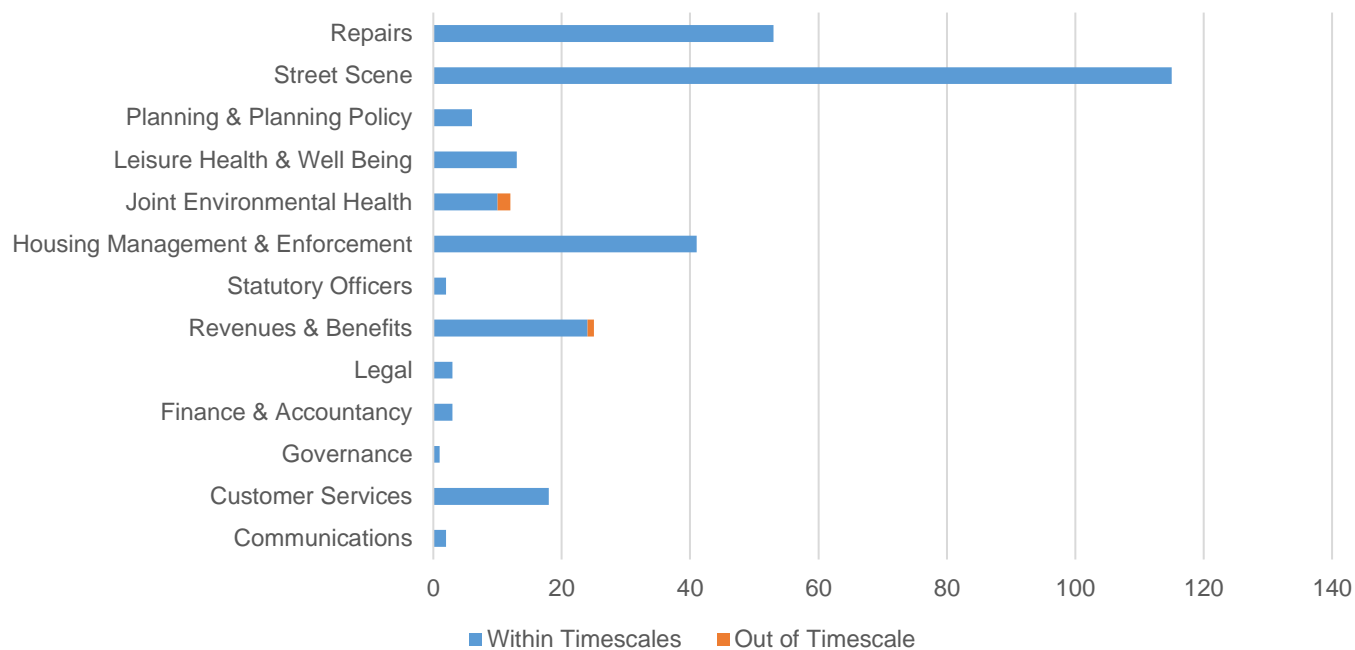
	1	Unknown	Customer has complained regarding their housing application.		
	1	Whitwell	Customer has complained regarding the Income Management Assistant's attitude and approach.		
	1	Unknown	Customer has complained regarding a safety issue during Go! Active's public swim sessions.	Leisure	1
	1	Pinxton	Customer is dissatisfied with the conduct of a Revenues Officer when requesting clarification on information.	Revenues	1
	1	Barlborough	Customer is dissatisfied they cannot have a larger capacity bin.	Street Scene	6
	1	Bolsover	Customer's bin has not been returned to its correct collection point.		
	2	Creswell	Customer is complaining that the Grounds Maintenance team are not taking enough action in regard to a fence.		
			Customer is dissatisfied that their bins have been missed and they have not been given the correct information.		
	1	Langwith Junction	Customers bin has been missed on collection day and on the mop up round.		
	1	Shirebrook	Customer is not happy the Grounds Maintenance team have not contacted them about overgrown trees on a Council property.		
Total Stage 1 for February 2026. Split by department					18
Total Stage 1 for February 2026.					16
Mar-26	1	South Normanton	Customer is not happy that no one had returned their call regarding the missed bin and what is in it to make it contaminated.	Customer Services	1

	1	Blackwell	Customer has complained regarding a tenant recharge following their tenancy termination.	Dragonfly	4
	1	Hilcote	Customer is dissatisfied with the response from the Repairs Co-ordinator and communication regarding the outstanding repairs on their property.		
	1	Pinxton	Customer is complaining on behalf of their son regarding the condition of the property and outstanding repairs.		
	1	Shirebrook	Customer has complained about the quality of repair provided.		
	1	Unknown	Customer has concerns about antisocial behaviour following Extreme Wheel's events.	Leisure	2
	1	Whitwell	Customer has complained regarding the attitude of a Lifeguard.		
	1	Bolsover	Customer feels that a planning development has been non-transparent and communication has been poor and contradictory.	Planning	1
	1	Barlborough	Customer is dissatisfied with an attachment of earning order.	Revenues	3
	1	Doe Lea	Customer is not happy regarding court fees been added to their Council Tax account.		
	1	Langwith	Customer is not happy with way their council tax bill has been handled.		
	1	Barlborough	Customer's bin is not being returned to correct location.	Street Scene	11
	6	Bolsover	Customers bin has been missed numerous times since they moved in. Customers bin has been missed and they are on the assisted list.		

		Customer is not happy that the Grounds maintenance team have not communicated what is happening with the remaining the conifer trees.	
		Customers bin has been missed and they are on the assisted list.	
		Customer is not happy with the conduct of a Refuse Operative.	
		Customer has complained regarding the overgrown communal garden.	
2	Glapwell	Customer is dissatisfied that collection date for food waste was not included in the leaflet.	
		Customer has complained that bins are being left blocking the pavement.	
1	Shuttlewood	Customer's bin has been missed; they are not happy with the conduct of a Refuse Operative.	
1	South Normanton	Customer is not happy that no one had returned their call regarding the missed bin and what is in it to make it contaminated.	
Total Stage 1 for March 2026. Split by department			22
Total Stage 1 for March 2026.			21

Total Stage 1 for Q4 2025-2026. Split by department			79
Total Stage 1 for Q4 2025-2026.			70

Number of Stage 1 Complaints within target by department 2025-2026



Stage 1 Complaints recorded by department 01/04/25 – 31/03/26			Answered Within Timescale	Answered Outside of Timescale
Corporate Resources Directorate	Communications	2	2	0
	Customer Services	18	18	0
	Governance	1	1	0
	Finance & Accountancy	3	3	0
	Legal	3	3	0
	Revenues & Benefits	25	24	1
	Statutory Officers	2	2	0
Community Services Directorate	Housing Management & Enforcement	41	41	0
	Joint Environmental Health	12	10	2
	Leisure Health & Well Being	13	13	0
	Planning & Planning Policy	6	6	0
	Street Scene	115	115	0
Dragonfly Development Ltd	Repairs	53	53	0

Appendix 2 (D) MP Enquiries by Department 01/01/26 – 31/03/26

Please note that some MP Enquiries were for 2 or more departments.

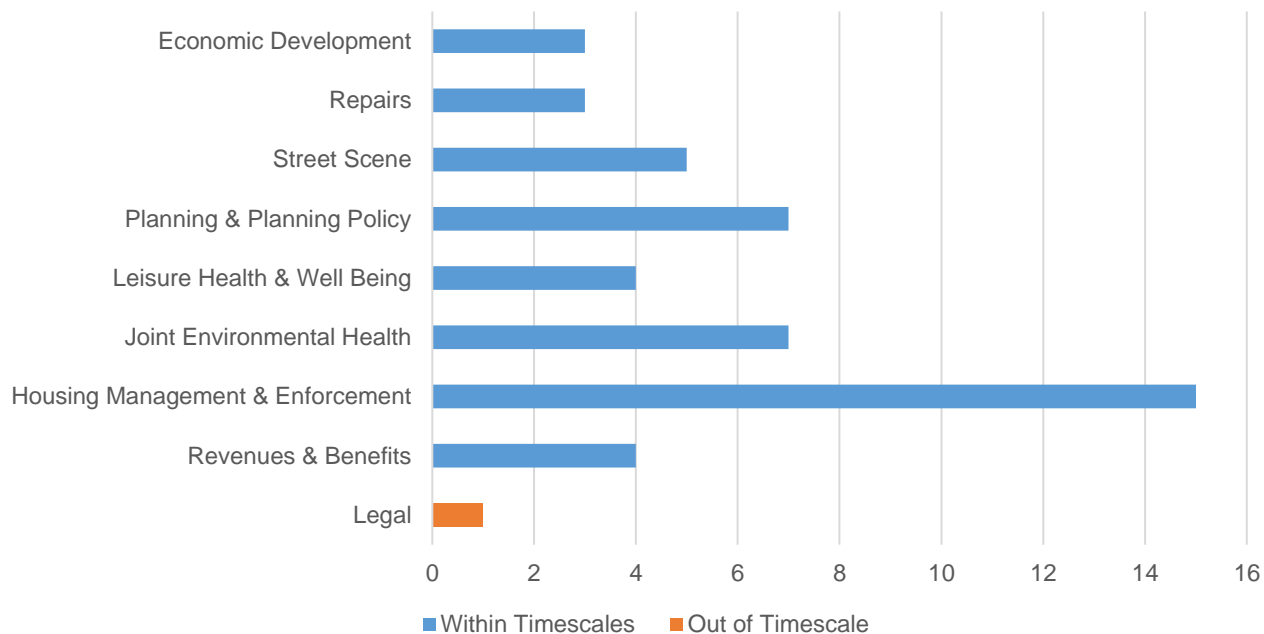
Q4 MP Enquiries 2025/26

MONTH	No. of reports per parish	PARISH	MP Enquiry Header	Service Area	Numbers Per Department
Jan-26	1	Glapwell	Customer is concerned about the amount of dog fouling on their street.	Environmental Health	2
	1	Unknown	General query concerning Disabled Facilities Grant.		
	1	Unknown	Customer has an enquiry regarding a piece of land which is being used by a property to dismantle cars for their business.	Licensing	1
	1	Unknown	Customer has an enquiry regarding a piece of land which is being used by a property to dismantle cars for their business.	Planning	1
	1	Hodthorpe	Customer is not happy with the size of their replacement bin.	Street Scene	1
Total M.P. Enquiries for January 2026. Split by department					5
Total M.P. Enquiries for January 2026.					4
Feb-26	1	Unknown	General query regarding clarification on the first aid requirements for small community events under Martyn's Law and the updated Purple Guide.	Environmental Health	1
	1	Creswell	Customer would like their housing application to be reviewed.	Housing	2
	1	Pinxton	Customer would like their circumstances to be taken fully in to account regarding their Housing application.		
Total M.P. Enquiries for February 2026. Split by department					3
Total M.P. Enquiries for February 2026.					3
Mar-26	1	Out of Area- Mansfield	Customer would like the sluice gate repaired on a local pond.	Business Growth	1
	1	Shuttlewood	Customer would like the council to review the condition of the property and appropriate action to resolve the mould problem.	Dragonfly	1
	1	Bolsover	Customer like their circumstances reconsider in relation to Welfare adaptations	Environmental Health	1

			and council house waiting list.		
	1	Bolsover	Customer like their circumstances reconsider in relation to Welfare adaptations and council house waiting list.	Housing	1
	1	Bolsover	Customer would like the Council to provide information regarding litter picking, antisocial behaviour and community projects.	Leisure	1
	1	Glapwell	Customer would like the Council to review their Council Tax account regarding a rebate dispute.	Revenues	1
	1	Bolsover	Customer would like the Council to provide information regarding litter picking, antisocial behaviour and community projects.	Street Scene	1
Total M.P. Enquiries for March 2026. Split by department					7
Total M.P. Enquiries for March 2026.					5

Total M.P. Enquiries for Q4 2025-2026. Split by department					15
Total M.P. Enquiries for Q4 2025-2026.					12

Number of M.P. enquiries within target by department 2024-2025



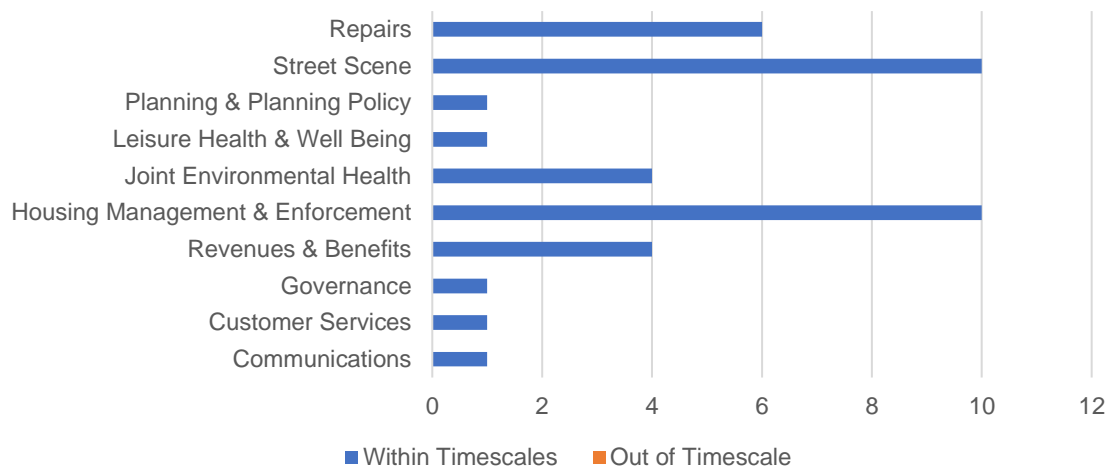
M.P. Enquiries recorded by department 01/04/25 – 31/03/26			Answered Within Timescale	Answered Outside of Timescale
Corporate Resources Directorate	Legal	2	0	1
	Revenues & Benefits	4	4	0
Community Services Directorate	Housing Management & Enforcement	15	15	0
	Joint Environmental Health	7	7	0
	Leisure Health & Well Being	4	4	0
	Planning & Planning Policy	7	7	0
	Street Scene	5	5	0
	Repairs	3	3	0
	Economic Development	3	3	0

Please note that some complaints were for 2 or more departments.

Q4 Stage 2 Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Jan-26	1	Pleasley	The customer has escalated their complaint regarding the content of planning documents that were published.	Planning	1
	1	Creswell	Customer has escalated their complaint regarding the attitude of a Senior Benefits Officer.	Revenues	1
	1	Bolsover	Customer has escalated their complaint regarding the Customer Advisor not warning them that replacement black bins are smaller.	Street Scene	2
	1	Hodthorpe	Customer has escalated their complaint regarding the way the Refuse Crew are returning their bins.		
Total Stage 2 for January 2026. Split by department					4
Total Stage 2 for January 2026.					4
Feb-26	2	Bolsover	Customer remains dissatisfied with the stage 1 response and feels it fails to adequately address key factual inaccuracies, policy contradictions, safeguarding considerations and risk impacts associated with their mother's age, health and vulnerability.	Dragonfly	3
			Customer remains dissatisfied with the stage 1 response and the Council's Contractor.		
	1	Shuttlewood	Customer is unhappy with the damp and mould in their daughter's property and the repairs and would like their housing application to be reconsidered.		

	1	Bolsover	Customer remains dissatisfied with the stage 1 response and feels it fails to adequately address key factual inaccuracies, policy contradictions, safeguarding considerations and risk impacts associated with their mother's age, health and vulnerability.	Housing	2
	1	Shuttlewood	Customer is unhappy with the damp and mould in their daughter's property and the repairs and would like their housing application to be reconsidered.		
	1	Shirebrook	Customer is dissatisfied with the information given in the stage 1 response and the Council's recollection of events.	Revenues	1
	1	Barlborough	Customer remains dissatisfied that they cannot have a larger capacity bin and that the Waste and Recycling Manager is unable to apply discretion to change the policy.	Street Scene	1
Total Stage 2 for February 2026. Split by department					7
Total Stage 2 for February 2026.					5
Mar-26	1	Pinxton	Customer remains not happy with the stage 1 response and the Officer's conduct.	Revenues	1
Total Stage 2 for March 2026. Split by department					1
Total Stage 2 for March 2026.					1
Total Stage 2 for Q4 2025-2026. Split by department					12
Total Stage 2 for Q4 2025-2026.					10

Number of Stage 2 Complaints within target by department 2025-2026



A - Stage 2 Complaints recorded by department 01/04/25 – 31/03/26			Answered Within Timescale	Answered Outside of Timescale
Corporate Resources Directorate	Communications	1	1	0
	Customer Services	1	1	0
	Governance	1	1	0
	Revenues & Benefits	4	4	0
Community Services Directorate	Housing Management & Enforcement	10	10	0
	Joint Environmental Health	4	4	0
	Leisure Health & Well Being	1	1	0
	Planning & Planning Policy	1	1	0
	Street Scene	10	10	0
Dragonfly Development Ltd	Repairs	6	6	0

Appendix

Please note that some complaints were for 2 or more departments.

Q4 Ombudsman Complaints 2025/26					
MONTH	No. of reports per parish	PARISH	Complaint Header	Service Area	Numbers Per Department
Total Ombudsman for January 2026. Split by department					0
Total Ombudsman for January 2026.					0
Feb-26	1	Out of Area - Doncaster	Customer has complained regarding their housing application banding appeal being rejected.	Housing	1
Total Ombudsman for February 2026. Split by department					1
Total Ombudsman for February 2026.					1
Mar-26	1	Langwith	Customer has complained regarding homelessness decision and information requested.	Housing	1
Total Ombudsman for March 2026. Split by department					1
Total Ombudsman for March 2026.					1

Total Ombudsman for Q4 2025-2026. Split by department					2
Total Ombudsman for Q4 2025-2026.					2

F – Ombudsman’s Summary 01/04/25 – 31/03/26	Ombudsman	Date Received	Departments Involved	Date Decision Letter Received	Ombudsman Decision
Customer has complained regarding their housing application banding appeal being rejected.	LGSCO	27/02/2026	Housing	N/A – not yet received	
59 Customer has complained regarding their homelessness decision and information requested.	LGSCO	02/02/26	Housing	N/A – not yet received	

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

Code Provision	Code Requirement	Commentary / Observations	Recommendations	Revisions
1.3	<p>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.</p>	<p>Points 3.2 & 4.7 of Bolsover District Council's complaints policy explains that residents do not have to use the word 'complaint' for it to be treated as such, any residents that express a dissatisfaction will be given a choice to make a complaint, and a complaint can be submitted via a third-party and it will be handled in line with the complaints policy.</p> <p>The landlord's complaints policy under 3.7 states, <i>"We reserve the right to deal with service requests initially before they are reported as complaints. Where a complaint is made following a service request the individual will be asked if they wish to then make a complaint"</i> does not fully align with this Code provision which confirms <i>"Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint."</i></p> <p>The landlord should consider amending 3.7 in the complaints policy to make it clearer that a resident will be given the choice to</p>	<p>Bolsover District Council should review its complaints policy to ensure it is clear that a resident will be given the choice to make a complaint when they express dissatisfaction.</p>	<p>Additions to 3.7:</p> <p><i>"A customer does not have to use the word 'complaint' for it to be treated as such and when expressing dissatisfaction with a council service will be given a choice to make a complaint. Customers are encouraged to get in touch with the Customer Services department who handle initial requests."</i></p> <p><i>"The Council will look to treat an initial request from a customer to put something right as a service request. For example, fly tipping, housing repairs, missed waste collections."</i></p> <p><i>"any customers who express dissatisfaction will</i></p>

make a complaint when they express dissatisfaction, as already supported in other areas of its policy.

be given the choice to make a complaint.”

Edits made to 4.8, out of scope point 8 to clarify examples of service requests.

1.5

61

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.

Point 3.7 of Bolsover District Council's complaints policy explains that the landlord reserves the right to deal with service requests initially before it can be reported as a complaint. Where a dissatisfaction is made following a service request, the resident will be asked if they wish to make a complaint. The landlord's complaints policy should be clearer that a complaint can be raised at any time when a resident expresses dissatisfaction with the response to their service request, even if the service request is ongoing. It should also be clear that any complaint raised will not stall or impact on actions (the service request) needed to address the immediate issues.

Bolsover District Council should review its complaints policy to ensure it is clear that a complaint can be raised at any time when a resident expresses dissatisfaction with the response to their service request, even if the service request is ongoing.

Bolsover District Council should review its complaints policy to ensure it is clear that any complaint raised will not stall or impact on actions (the service request) needed to address the immediate issues.

Additions to 3.7:

“Customers who are unhappy with how their service request is progressing can make a complaint at any time, without waiting for the issue to be resolved”

“Filing a complaint will not interrupt or slow down our handling of your service requests. We will continue to address urgent matters promptly, no matter if you have made a complaint.”

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.

Point 4.8 of Bolsover District Council's complaints policy lists the reasons a complaint may not be accepted through the complaint process.

Some of the exclusions are not considered fair and reasonable and the Council should consider the following when reviewing its exclusions:

The complaints policy should be clear that a complaint about the Council's decision or a rule of law it is applying will be accepted unless there is an alternative appeals process (such as the First Tier Tribunal for example). Often, a complaint is the best route for a resident to challenge a decision or whether a policy has been followed correctly so that this can be investigated and confirmed to the resident.

Complaints that include a named Officer should be investigated within the complaints process and additionally via its Human Resources department (HR) if necessary. The landlord may wish

Bolsover District Council should review its complaints policy to ensure the exclusions are fair and reasonable.

Alterations to 4.8:

Edits made to out of scope points 3, 4, 6 to confirm application when appeal routes or challenges are available outside the complaints process.

Removed out of scope point 11. Moved to 4.10 under 'Responses'.

to add that the outcome of any HR involvement will not be shared with the resident.

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.

Point 4.8 of Bolsover District Council's complaints policy explains that complaints must be accepted unless there are valid reasons not to do so. If the landlord decides to not accept a complaint, it will provide the resident with its reasoning. Each case is considered on its own merits. The landlord's complaints policy is not clear that if the landlord decides not to accept a complaint, the resident will be informed of their right to take the decision to the Ombudsman

Bolsover District Council should review its complaints policy to ensure it is clear that if the landlord decides not to accept a complaint, the resident will be informed of their right to take the decision to the Ombudsman.

Addition to 4.8:

“Should the Council decide not to accept a complaint, the complainant will be informed of their right to take this decision to the Ombudsman. Details of which will be provided within any out of scope correspondence.”

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5.8

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.

Bolsover District Council's complaints policy is not clear that when a complaint response for stage 1 and/or stage 2 complaints will fall outside of the extended timescales outlined in the Code, the landlord will agree suitable intervals with the resident for being updated on their complaint. The landlord's self-assessment references point 4.9 of its complaints policy as

Bolsover District Council should review its complaints policy to ensure it is clear that when a complaint response for stage 1 and/or stage 2 complaints will fall outside of the extended timescales outlined in the Code, the landlord

Addition to 4.9:

“The complainant will be informed of the expected timescale for a full response and suitable intervals will be agreed with the complainant for being updated on the complaint.”

		evidence for this provision, but the wording does not meet this provision.	will agree suitable intervals with the resident for being updated on their complaint.	
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.	Point 4.9 of Bolsover District Council's complaints policy explains that if an extension to the stage 1 complaint response is required, it must be no longer than 10 working days without good reason and the landlord will provide the resident with an explanation of the rationale for the extension decision. The landlord's complaints policy should be clearer that the landlord will inform the resident following any stage 1 complaint extension of the expected timescale for a full response.	Bolsover District Council should review its complaints policy to ensure it is clear that the landlord will inform the resident following any stage 1 complaint extension of the expected timescale for a full response.	Addition to 4.9: <i>"The complainant will be informed of the expected timescale for a full response and suitable intervals will be agreed with the complainant for being updated on the complaint."</i>
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.	Point 4.10 of Bolsover District Council's complaints policy explains that a stage 1 complaint response will outline to the resident how they can escalate their complaint to stage 2 if the complaint has not been resolved to the resident's satisfaction. The landlord's complaint policy should be clearer that a complaint will progress	Bolsover District Council should review its complaints policy to ensure it is clear that a complaint will progress directly to stage 2 if the resident remains unhappy with the stage 1 complaint response.	Addition to 4.9: <i>"If a customer remains unhappy with the investigation and/or the response the complaint will progress directly to Stage 2."</i>

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.	directly to stage 2 if the resident remains unhappy with the stage 1 complaint response. Bolsover District Council's self-assessment explains that this is stated in its complaint's procedure. There is nothing in the complaints policy that meets the requirements of this provision. The landlord should ensure this information is included in its complaints policy as well as its complaint procedure.	Bolsover District Council should review its complaints policy to ensure it explains that residents are not required to provide their reasons for requesting their complaint to be escalated to stage 2.	Addition to 4.9: <i>“Residents are not required to provide reasons for requesting their complaint to be escalated to Stage 2. However, the Council may seek additional clarification from the customer to ensure that all concerns are understood and can be investigated thoroughly.”</i>
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Compliments, Comments and Complaints Policy

April 2026

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

This document is available in a clear and accessible format for all residents. 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

CONTROL SHEET FOR Compliments, Comments and Complaints Policy

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Compliments, Comments and Complaints Policy
Current status – i.e., first draft, version 2 or final version	Final
Policy author	Customer Standards and Complaints Officer
Location of policy – i.e., L-drive, shared drive	Internet and Extranet
Member route for approval	Scrutiny Committee Executive
Cabinet Member (if applicable)	Portfolio Holder for Customer Services
Equality Impact Assessment approval date	31/10/2025
Partnership involvement (if applicable)	
Final policy approval route i.e. Executive/ Council /Planning Committee	Scrutiny Committee Executive & SLT Delegate decision
Date policy approved	April 2024 – updated April 2026
Date policy due for review (maximum three years)	01/04/2028
Date policy forwarded to include on Extranet and Internet if applicable to the public	01/04/2025

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1. Introduction

1.1 This policy reflects Bolsover District Council's (BDC) commitment to valuing compliments, comments and complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery using effective procedures and by creating a positive complaints culture and to conduct thorough, impartial and fair investigation of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

1.2 This policy is intended to represent a practical means by which BDC can demonstrate its determination to manage the compliments, comments and complaints process effectively for the benefit of the customer and BDC.

1.3 The policy is to enable Officers to work within the standards and criteria which will ensure a consistent approach for customers of the Council.

1.4 It is important that the policy is 'owned' by Elected Members as their role as leaders in the community brings them into frequent contact with residents who make compliments, comments and complaints to the Council.

1.5 The policy determines a standardised and centralised approach to handling complaints which follows the statutory requirements of the Local Government and Social Care Ombudsman (LGSCO) Complaints Handling Code and the Housing Ombudsman Complaints Handling Code 2024. The policy aims to help us respond to complaints effectively, fairly and quickly. Complaints are not viewed as negative feedback and are instead used to identify changes needed and drive service improvements. It demonstrates a clear escalation process and ensures that complaints are investigated by an Officer other than those involved in the original complaint, avoiding any conflicts of interest.

1.7 When considering this policy and procedure the Council will also have regard to other relevant policies and procedures operated by the Council which may include:

- Customer Service Code of Practice and Standards
- Policy and Procedure on the Management of Unreasonable Complaints or Customers
- Equality and Diversity Policy
- Physical aggressive customer behaviour – Violent Incident Report Form, for inclusion on the Employee Protection Register (EPR).

1.6 This policy sets out the framework for handling compliments, comments and complaints that:

- Sets out a definition for compliments, comments and complaints and service requests that can be clearly communicated to both customers and employees.
- Establishes clear minimum service standards that are capable of being monitored and reported.
- Is responsive to the needs of our customers.
- Is transparent, accessible and easy to understand for both employees and customers.
- Reflects best practice.
- Helps the Council to learn from customer feedback to improve services.

It does not include the operational aspects for handling compliments, comments and complaints, this will be covered in the supporting procedure.

2. Scope

2.1 This policy applies to all Council employees.

2.2 The policy applies to all customers of the Council, with the exception of:

- Derbyshire Building Control Partnership, covering Derbyshire.
- The Internal Audit Consortium hosted by Chesterfield Borough Council.

These organisations operate their own complaints policies and procedures.

Organisations contracted to provide any services, for example waste services, debt collection services, emergency repairs services etc., on behalf of the Council will be required to comply with this policy. This includes recording and responding to complaints, providing Council Officers with information as requested and providing assistance in connection with further investigations as appropriate. It will be the responsibility of each Manager to ensure that this is agreed as part of contractual arrangements and included in the contract.

Certain types of complaints fall outside the scope of this policy, these are listed under section 4.8.

3. Principles of the Policy

3.1 For the purpose of this policy the following definitions will be used:

A compliment is an expression of satisfaction concerning a function or service provided by the Council.
A comment is a suggestion or idea about how a function or service provided by the Council could be improved.
A complaint is 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.
A service request is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

3.2 Anyone who receives, requests or is affected by our services can make a compliment, comment or complaint. If a customer is unable or reluctant to make a complaint on their own, we will accept complaints brought by third parties as long as the customer has given their express personal consent. All satisfaction surveys give details on how an individual may complain.

3.3 The Council's approach to receiving compliments, comments and complaints is designed to be as inclusive as possible. Compliments, comments and complaints can be raised through multiple channels and with any member of staff. Although the policy has been developed to meet our statutory requirements, an Equality Impact Assessment has been carried out on the procedure, to ensure there are no barriers for anyone making a compliment, comment or complaint because of race, colour, ethnicity or national origins, religion and belief, gender, sexual orientation or marital status, disability or age. Customers who do not have English as a first

language may need help with interpretation and translation services, and other customers may have specific needs that we will seek to address to ensure easy access to the procedure. We will make reasonable adjustments to our service and provide appropriate support to those customers who require it, including providing a response to customers in the format they require, for instance, large print, audio recordings etc. Records are kept for any reasonable adjustments which have been agreed. For Housing related complaints, a record is also kept for any disabilities an individual has disclosed. All agreed reasonable adjustments are kept under active review.

3.4 Complaints give us valuable information we can use to improve customer satisfaction. Our complaints handling procedure will enable us to address a customer's dissatisfaction and may also prevent the same problems that led to the complaint from happening again. For our staff, compliments, comments and complaints provide a first-hand account of the customer's view and experience and can highlight concerns we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.

3.5 The procedure supporting this policy will ensure that the Council is able to gain meaningful information from the analysis of issues raised through compliments, comments and complaints. Information for monitoring purposes will be monitored and reported to the appropriate Officer and Elected Member groups and customers on a regular basis.

3.6 The effectiveness of the policy and its application will be reviewed through internal and external satisfaction surveys and reported to the appropriate Officer and Elected Member groups. Liaison with other local authorities and the Ombudsman Services will help ensure that current best practice continues to be reflected within the policy and supporting procedures.

3.7 A customer does not have to use the word 'complaint' for it to be treated as such and when expressing dissatisfaction with a council service will be given a choice to make a complaint. Customers are encouraged to get in touch with the Customer Services department who handle initial requests.

The Council will look to treat an initial request from a customer to put something right as a service request. For example, fly tipping, housing repairs, missed waste collections. Customers who are unhappy with how their service request is progressing can make a complaint at any time, without waiting for the issue to be resolved and any customers who expresses dissatisfaction will be given the choice to make a complaint. Filing a complaint will not interrupt or slow down our handling of your service requests. We will continue to address urgent matters promptly, no matter if you have made a complaint.

4. Statement

FRAMEWORK FOR MANAGING COMPLIMENTS, COMMENTS AND COMPLAINTS

A form has been developed to capture compliments, comments and complaints, although they can also be submitted by other means.

COMPLIMENTS

A **compliment** is an expression of satisfaction concerning a function or service provided by the Council.

In addition to the form, customers may also make their compliment verbally or in writing by letter, e-mail or self-service via the Councils website at www.bolsover.gov.uk.

4.1 A central record of written compliments will be maintained by the Customer Standards and Complaints Officer (CSCO) for the management of compliments for monitoring purposes.

4.2 Whilst pleasing to receive, compliments will not receive an acknowledgement in writing. An electronic copy of the compliment will be forwarded by the CSCO to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.3 Information on written compliments will be reported on a regular basis for monitoring and review purposes.

The compliments handling process

Compliment	
Description	Satisfaction concerning a function or service provided by the Council verbally or in writing
Who by	A customer to any member of staff or Elected Member
Action	To be passed to the Customer Standards and Complaints Officer for the management of complaints for administration, monitoring and reporting purposes

COMMENTS

A **comment** is a suggestion or idea about how a function or service provided by the Council could be improved.

In addition to the form, customers may also make their comment verbally or in writing by letter, e-mail or self-service via the Councils website at www.bolsover.gov.uk

4.4 A central record of written comments will be maintained by the CSCO responsible for the management of complaints for monitoring purposes.

4.5 An electronic copy of the comment will be forwarded by the CSCO responsible for the management of complaints to the relevant departmental contact for their information and use, for example, team meetings, appraisals, service planning.

4.6 All written comments will receive a written acknowledgement within five working days thanking the customer and advising that their suggestion has been forwarded to the relevant department for their information and consideration. The department may choose to contact the customer further with feedback, if appropriate.

4.7 Information on written comments will be reported on a regular basis for monitoring and review purposes.

The comments handling process

Comment	
Description	A suggestion or idea about how a function or service provided by the Council could be improved
Who by	A customer to any member of staff
Action	To be passed to the Customer Standards and Complaints Officer responsible for the management of complaints for administration, monitoring and reporting purposes

COMPLAINTS

A **complaint** is 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.

An individual does not need to use the word 'complaint' for it to be treated as such. Where a resident expresses dissatisfaction the organisation will give them a choice to make a complaint.

Complaints must be accepted unless there are valid reasons not to do so. If we decide to not accept a complaint evidence and reasoning will be given and each case will be considered on its own merits. We will consider the individual circumstances of each complaint.

Complaints will be accepted if they are referred to us within 12 months of the issue occurring, or the individual becoming aware of the issue. We reserve the right to apply discretion to complaints made outside the time limit where there are good reasons to do so.

In addition to the form, customers may make their complaint verbally or in writing, by letter or email, self – service via the Councils website at www.bolsver.gov.uk

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Treatment by or attitude of a member of staff
- Disagreement with the way a decision has been administered, though not the decision itself, where the customer cannot use another procedure (for example an appeal) to resolve the matter.
- The organisation's failure to follow the appropriate administrative process.

4.8 Certain types of complaint fall outside of the scope of this policy and need to be dealt with through other mechanisms.

Should the Council decide not to accept a complaint, the complainant will be informed of their right to take this decision to the Ombudsman. Details of which will be provided within any out of scope correspondence.

Exclusions include:

- (1) Grievances by existing, or former, employees about their employment. These need to be referred to the Human Resources Department to consider under their policies and procedures.
- (2) Issues for which statutory appeal bodies or tribunals have been established, for example, The HM Courts & Tribunals Service (for Benefit appeals), The Planning Inspectorate (for Planning appeals).
- (3) Complaints that amount to a disagreement with the Council decision, rather than how it was administered, will be directed to the appropriate appeal or review process where one exists (e.g., the level of the Council Tax, allocating council properties in accordance with its policy).
- (4) Complaints regarding a decision made by the Council when exercising its regulatory powers (e.g., licensing, serving notices) or undertaking its statutory duties (e.g., making a decision on a homelessness claim) unless the complaint relates to the way the matter has been administered. Where the law provides a specific challenge or appeal route (Judicial Review for homelessness claims) the complainant will be directed to this process.
- (5) Matters, which are or could reasonably be expected to be the subject of court or tribunal proceedings.
- (6) Complaints that amount to a disagreement with or refusal to accept a rule of law which the Council is applying will be directed to the appropriate appeal or legal remedy (e.g. First-tier Tribunal).
- (7) Complaints about Elected Member's conduct. These are handled by the Monitoring Officer.
- (8) Complaints which amount to a request for service (e.g., noise nuisance, fly tipping, missed bin collections, neighbour disputes, noise complaints etc) will be classified as service requests, which is a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision. Unless it relates to how the Council is administering the request for service.
- (9) Complaints which constitute an allegation of fraud and/or corruption will need to be dealt with under the Whistle Blowers Policy, these are handled by the Monitoring Officer.
- (10) Complaints which constitute a hate incident will need to be dealt with under the procedures covering the reporting of hate incidents, please refer to the Council's Hate Crime and Incident Reporting and Guidance.
- (11) Dissatisfaction with the organisation's policy unless the matter relates to a personal injustice. Although the Council recognises that service users make complaints that are disagreements with local or national policies, matters which do not relate to a personal injustice will be dealt with as 'comments'.
- (12) Complaints which have been investigated and been through the complaints system fully.
- (13) Complaints which are being or have been dealt with by the Local Government & Social Care Ombudsman or Housing Ombudsman.

- (14) Complaints which amount to a petition. Whilst the Council welcomes petitions, these are handled by the Council's Governance Section under the Council's Petition Schemes.
- (15) Complaints about the conduct of an election, which is the responsibility of the Returning Officer, rather than an administrative function of the Council. District Council electoral registration will fall within scope of the policy. Complaints about these need to be assessed by the CSCO and the Monitoring Officer for relevant action.
- (16) Compensation claims. These are handled by the Council's Finance Department and the Council's Insurers, however complaints about how the claim has been handled by staff will fall within the scope of the policy.
- (17) The issue giving rise to the complaint occurred over twelve months ago or the complainant has been aware of the issue for over twelve months. The Council will consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.
- (18) 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.

4.9 The Council will adopt a two stage complaint process as follows:

Stage 1 – Response within 10 working days (maximum 10 day extension)
Stage 2 – Response within 20 working days (maximum 20 day extension)

MP Enquiries which meet the definition of a complaint, will be asked to confirm whether they wish to raise a complaint. MP's will be asked whether they wish to represent the complainant through the process (consent required) or if they are raising the concern on the individual's behalf. They can be copied into the response, if requested.

Both Stage 1 and Stage 2 complaints must be **acknowledged and logged within 5 working days** of the complaint being received. This acknowledgement will contain the 'complaint definition' where we will set out our understanding of the complaint, the outcomes we believe the individual is seeking. Clarification will be sought for any aspect of the complaint which is unclear and we will clarify and be clear on what aspects we are and are not responsible for.

Stage 1 complaints will be responded to within 10 working days from the date the complaint has been acknowledged. Stage 2 complaints will be responded to within 20 working days from the date the complaint has been acknowledged.

Extension to timescales are decided depending on the complexity of the complaint, individuals are informed of any extensions as well as an expected timescale for a response. Extensions must be no more than 10 working days for Stage 1 or 20 working days for Stage 2 without good reason and the reason(s) must be clearly explained to the individual. **The complainant will be informed of the expected timescale for a full response and suitable intervals will be agreed with the**

complainant for being updated on the complaint. When an individual is informed about an extension, they will be provided with the contact details of the relevant Ombudsman (LGSCO or HO).

If a customer remains unhappy with the investigation and/or the response the complaint will progress directly to Stage 2. Residents are not required to provide reasons for requesting their complaint to be escalated to Stage 2. However, the Council may seek additional clarification from the customer to ensure that all concerns are understood and can be investigated thoroughly.

An individual must escalate a complaint to Stage 2 within 20 working days of the Stage 1 response being sent. The Council will consider the individual circumstances of each complaint and apply discretion to complaints not escalated within this period where there are good reasons to do so.

4.10 The process, managed centrally by the CSCO, will provide a clear complaints system for both customers and employees. As well as providing clarity, it will ensure that all written complaints are handled by one department ensuring a consistent approach to customer service and efficient working practices through the removal of duplication e.g., customer sending in multiple letters regarding the same complaint and/or customer receiving more than one letter from the Council as their complaint related to more than one department.

The complaints handling process

The process aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. It provides two opportunities to resolve complaints internally:

- Stage 1
- Stage 2

Stage	Stage 1	Stage 2	Ombudsman
	Internal		External
Description	Initial complaint.	Complaint - for issues that have not been resolved at stage 1 or require an internal review stage 2 response . This may be a review on the adequacy of the stage 1 response as well as any new and relevant information not previously considered.	Written complaint to Ombudsman - for issues that remain unresolved by the Council.
Who by	By Departmental Managers or the Designated Officer for complaints within the Department (using the response template provided and a response to be sent to the complainant by the CSCO.	By the Departmental Manager or Assistant/Service Director and/or reviewed by an Assistant/Service Director or a Senior Officer. Complaints will not be responded to by	By the CSCO /Customer Service Manager and reviewed by the Assistant/Service Director.

		the same person who considered the complaint at Stage 1. Response to be sent by the CSCO.	
Action	A response given to the complainant addressing all the issues within the complaint within 10 working days . Maximum extension of 10 working days without good reason.	A written response* to be sent to the complainant addressing all the issues within the complaint within 20 working days . Maximum extension of 20 working days without good reason.	A written response to be sent to the Ombudsman addressing all the issues within the complaint within the Ombudsman's statutory timescale .

* Please note it is **mandatory** for responses to refer customers to the Local Government & Social Care Ombudsman/ Housing Ombudsman's Service for those wishing to escalate their complaint.

Responses

Complaint responses must be sent to the individual when the answer to the complaint is known and not when outstanding actions required to address the complaint are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the individual.

All points raised in the complaint definition must be raised in the response providing clear reasons for any decisions, referencing relevant policies, law and good practice where appropriate.

If additional complaints are raised during an 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 response has been issued, the new issues are unrelated to the issues being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.

Complaints naming officers need to be assessed by the CSCO for action and may be directed to the Human Resources (HR) Department to consider whether it needs to be dealt with under their procedures as well. The outcome of any HR involvement will not be shared with the complainant.

The following will be confirmed if a response is given in writing to the individuals at completion of each below stage:

- the complaint stage
- the complaint definition
- the decision of the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions; and
- details on how to escalate the matter to Stage 2 if the individual is not satisfied with the response (Stage 1) OR details of how to escalate the matter to the relevant ombudsman service (LGSCO/HO) if the individual remains dissatisfied (Stage 2).

Remedies for a complaint

4.11 There are two important reasons for having an effective complaints system – to provide a remedy and to improve services.

It is important to ascertain early on in the complaints process what outcome the customer is looking for i.e., what would be a suitable remedy. Whilst the proposed remedy may not always be reasonable and/or achievable it ensures that the Council knows early on what would be a satisfactory outcome for the customer. (This is included in the compliments, comments and complaints form).

Any remedy offered must reflect the impact on the individual as a result of any fault identified. Remedies must be clearly set out advising what will happen and by when, in agreement with the individual where appropriate. Any proposed remedy should be followed through to completion. Where a proposed remedy cannot be delivered, the individual will be informed of reasons for this, provided with details of any alternative remedy and reminded of their right to complaint to the Ombudsman.

Remedies can include:

- An apology which would normally be appropriate and adequate, but not in all circumstances. Other remedies will be considered where appropriate in addition to an apology.
- An explanation as to why a situation arose and to help the customer understand.
- An assurance that the same thing will not happen again (and monitored to make sure that it does not).
- Action that can be taken to put things right and where appropriate a change of procedure will be implemented to prevent further difficulties of a similar kind either for the individual customer or for customers generally. Any outstanding actions will be tracked and actioned promptly with appropriate updates provided to the individual.
- Financial compensation should always be an option, even though it may only be relevant in a few cases. Financial compensation should not be seen as an alternative to putting things right.
- Changing policies, procedures or practices.
- Reconsidering or changing a decision.

(1) The guiding principle must be that as far as possible the customer is put in the position that he/she would have been in had things not gone wrong.

(2) Customers need to know what remedies to a complaint are available and this is covered generally in publicity material for the compliments, comments and complaints system.

(3) Where a complaint is found to be justified after investigation, at either stage, the process which has caused the complaint needs to be reviewed by the relevant officer.

(4) For Stage 1 complaints a consideration of appropriate remedies will be requested from the relevant departmental contact as part of the complaint investigation process.

(5) For Stage 2 complaints a consideration of appropriate remedies will be undertaken by the Customer Service Manager or CSCO, with the relevant Assistant Director, or equivalent, with a recommendation to the Chief Executive Officer for approval.

(6) Section 92 of the Local Government Act 2000 confirms that Councils are empowered to remedy injustice arising from maladministration where the complaint is made only to the Council and not to the Local Government & Social Care Ombudsman.

(7) In cases where the Council's own investigations find maladministration and injustice, this will be reported in the annual report to the Executive and in cases where the Council's own investigations recommend a compensation payment as a remedy to a complaint then a report recommending this action will need to be taken to the Executive. Any financial recommendations requiring a decision will be made by the Monitoring Officer following consultation with the Head of Paid Service Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

The Role of the Ombudsman

4.12 The Local Government & Social Care Ombudsman (LGSCO) was created by Part III of the Local Government Act 1974 to provide independent, impartial and prompt investigation and resolution of complaints of injustice caused through maladministration. The Council is within the jurisdiction of the Commission for Local Administration, which is also known as the Local Government & Social Care Ombudsman.

4.13 Additionally, Bolsover District Council is within the jurisdiction of the Housing Ombudsman , which was set up by law on 1st April 2013 and which covers all housing associations and local authorities, The Housing Ombudsman considers complaints about leasehold services, moving to a property (transfer applications that are outside Housing Act 1996 Part 6), rent and service charges, occupancy rights, tenant behaviour and estate management.

4.14 This policy follows both the Housing Ombudsman Complaints Handling Code 2024 and the Local Government & Social Care Ombudsman (LGSCO) Complaints Handling Code 2024; parts of this policy follow the principals set out in these Codes. Both Ombudsman's have a duty to monitor our compliance with the code of practice it has issued. Where an Ombudsman finds an organisation has deviated from the complaint handling code in policy or practice it may use its powers to put matters right and ensure compliance with the complaint handling code. If an organisation does not comply with the complaint handling code it must provide a detailed explanation for non-compliance in its self-assessment. Section 5.5 sets out how the Ombudsman intends to monitor compliance of the complaint handling codes.

4.15 In most cases, before the LGSCO and Housing Ombudsman will investigate a complaint, the Council will be given an opportunity to respond to the complaint in accordance with its procedures and provide its final response.

4.16 Customers choosing to make a complaint to either Ombudsman, after going through the Council's complaint process, will be investigated as an 'ordinary' complaint. A copy of the complaint will also be sent to the CSCO. All correspondence to and from the LGSCO or Housing Ombudsman will be handled by the CSCO or the Customer Standards and Complaints Manager.

4.17 The Ombudsman will notify the Council in writing of its findings when it has concluded its investigation. Any financial recommendations requiring a decision will be made by the Monitoring Officer under delegated powers following consultation with the Head of Paid Service, the Leader and Deputy Leader up to a maximum of £5,000 per recommendation. A report for information will be presented to the Standards Committee annually. For amounts in excess of £5,000 a decision will be required by the Executive.

4.18 Where the Ombudsman records a decision of maladministration and/or injustice then the necessary arrangements will be made in accordance with the Ombudsman's instructions.

4.19 The Monitoring Officer has a duty to make a statutory report to the Executive annually in respect of maladministration where the Ombudsman has investigated and found maladministration and injustice on the part of the authority.

4.20 The definition of 'maladministration' is very wide and can include:

- Delay
- Incorrect action or failure to take any action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record-keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statements
- Inadequate liaison
- Inadequate consultation
- Broken promises

4.21 There is no fixed definition of injustice but it can include:

- Hurt feelings, distress, worry, or inconvenience
- Loss of right or amenity
- Not receiving a service
- Financial loss or unnecessary expense
- Time and trouble in pursuing a justified complaint

4.22 In cases of maladministration the Council should try to identify all those affected and offer a suitable remedy. There may be a few cases where identifying others who may have suffered would be such an enormous task that it would affect the Council's day-to-day operation or the Council's ability to put right a failure that was the main cause of the maladministration. In these cases, it would be better to improve the service and to stop the maladministration happening again.

4.23 The Council should always consider whether maladministration or failing to meet a standard has caused worry and distress to the service user and whether this needs to be taken into account when deciding on the right remedy. The Council should also provide a remedy if the complaint has been handled in a way that is itself maladministration.

4.24 Supporting procedures will explain fully the operational matters concerning complaints from the Ombudsman.

The Regulators Code and complaints about local authority regulatory services

4.25 The Regulators Code came into force on 6th April 2014. Local authorities and fire authorities are under a statutory duty to have regard to the Code in developing the principles and policies which guide their regulatory activities.

4.26 The Regulator's Code aims to improve the way regulation is delivered at the front line. It sets out a clear framework for transparent and accountable regulatory delivery and establishes clear principles for how local authorities should interact with those they are regulating. The Code is underpinned by the statutory principles of good regulation, which provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.

4.27 The Better Regulation Delivery Office (BRDO) and Local Government & Social Care Ombudsman are encouraging those delivering local regulatory services and managing corporate complaints to co-operate in ensuring their processes are transparent and easier for businesses. Guidelines in the Regulator's Code state that Regulators should:

- carry out their activities in a way that supports those they regulate to comply and grow.
- provide simple and straightforward ways to engage with those they regulate and hear their views.
- base their regulatory activities on risk.
- share information about compliance and risk.
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
- ensure that their approach to their regulatory activities is transparent.

Anonymous Complaints

4.28 Some customers may elect to remain anonymous when reporting complaints. For verbal complaint reporting (Stage 1) the employee dealing with the telephone call or face-to-face contact needs to explain the restrictions this may cause in trying to resolve the matter as we will be unable to provide feedback, provide a service or request further information at a later date.

4.29 Anonymous complaints received in writing (Stage 1) will be managed centrally by the CSCO and sent to the Departmental contact to administer.

5. Learning from Feedback, Training for Employees and Reporting to the Ombudsman

5.1 It is important that customers and other stakeholders are aware of the compliments, comments and complaints process and how to use it. Senior management will review the information gathered from complaints regularly and consider whether our services could be improved or internal policies and procedures updated.

We will:

- Use complaints data to identify the root cause of complaints.
- Take action to reduce the risk of recurrence.
- Record the details of corrective action in the complaints file, and
- Review complaints performance reports to improve service delivery.

Where we have identified the need for service improvement:

- The action needed to improve services must be authorised.
- An officer should be designated the 'owner' of the issue, with responsibility for ensuring the action is taken.
- A target date will be set for the action to be taken.
- The designated individual must follow up to ensure that the action is taken within the agreed timescale.
- Performance in the service area should be monitored to ensure that the issue has been resolved.
- We will ensure that staff learn from complaints.

5.2 Publicity and complaints performance information

- Poster for display in Council buildings
- Compliments, comments and complaints forms
- Council's publication
- Information on the Council's website
- Information in service booklets.

We will also report on our performance in handling complaints regularly and publish this information on the Council's website.

5.3 It is also essential that the Council knows whether the compliments, comments and complaints system, especially the complaints element, is working. The CSCO will undertake customer satisfaction surveys to establish the level of satisfaction.

5.4 It is also important that employees receive training regarding the procedure and ongoing training and development is available. Some people will need more support and employees will need to offer assistance in accordance with the Customer Service – Code of Practice and Standards. Maintaining confidentiality is important in complaints handling. It includes maintaining the customer's confidentiality and explaining to them the importance of confidentiality generally. We must always bear in mind Data Protection legislation/ General Data Protection Regulations, as well as internal policies on confidentiality and the use of customers' information.

5.5 Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge for the Housing Ombudsman, which must include:

- a) An annual self-assessment against the Housing Ombudsman Complaint Handling Code.
- b) A qualitative and quantitative analysis of the complaint handling performance.
- c) Any findings of non-compliance with this Code by the Ombudsman.
- d) Service improvements made as a result of learning from complaints.
- e) Any annual report about our performance from the Ombudsman.

- f) Any other relevant reports or publications produced by the Ombudsman in relation to our work.

The Annual Complaints Performance and Service Improvement Report will be reported to our governing body and published on the section of our website relating to complaints. The governing bodies response to the report will be published alongside this.

6. Responsibility for Implementation

The Assistant Director responsible for complaints management

6.1 The Assistant Director responsible for complaints management will oversee the implementation of this policy. The Assistant Director responsible for complaints management, with support from the Customer Service Manager who is responsible for establishing systems and procedures that support the implementation of this policy and for managing the compliments, comments and complaints system or the CSCO who is responsible for the administration of the compliments, comments and complaints system.

The Assistant Director responsible for complaints management will in some cases, where it is considered by SLT be given delegated powers to amend conditions associated with 'vexatiousness' if it is in the interest of the service and where prompt action may be required at short notice.

Assistant Directors / Service Directors

6.2 Responsible for reviewing Stage 2 complaints, they should be satisfied that the investigation is complete and the response addresses all aspects of the complaint.

The Monitoring Officer

6.3 The Monitoring Officer has overall responsibility for the policy and has a duty to make a statutory report periodically, at least once a year, to the relevant Standards Committee in respect of maladministration where the Local Government & Social Care Ombudsman has investigated and found maladministration and injustice on the part of the authority.

Senior Managers and Departmental Complaints Contacts:

6.4 Involved in the operational investigation and management of complaints handling. They may be responsible for preparing and signing decision letters or submitting information to the CSCO in complex or crosscutting cases), so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint.

Complaints Investigator:

6.5 The complaints investigator is responsible and accountable for the management of the investigation. This may be the CSCO or their representative and they will be involved in the investigation and in co-ordinating all aspects of the response to the customer. This will include

preparing a comprehensive written report, including details of any procedural changes in service delivery that could result in wider opportunities for learning across the organisation.

All staff:

6.6 A compliment, comment or complaint may be made to any member of staff within the organisation. All staff must be aware of the Compliments, Comments and Complaints Policy and procedure and how to refer complaints to the CSCO. They should also be aware of who they should refer a complaint to in case they are not able to personally handle the matter.

The Customer Standards and Complaints Officer/ Local Government & Social Care Ombudsman/ Housing Ombudsman:

6.7 The CSCO is also the Council's Link Officer for the Ombudsman. The Link Officer's role will include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on our behalf in response to investigations, and confirming and verifying that recommendations have been implemented.

Member Responsible for Complaints (MRC):

6.8 A member of the executive body appointed to have lead responsibility for complaints to support a positive complaint handling culture. The MRC is responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance.



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 15th June 2026

Tenant Engagement Strategy 2026-2029

Report of the Portfolio Holder for Housing

Report of the Assistant Director Housing

Classification	This report is Public
Contact Officer	a) Assistant Director – Housing Management b) Housing Strategy & Development Officer

PURPOSE/SUMMARY OF REPORT

To inform committee members of the proposed Tenant Engagement Strategy 2026 - 2029 following tenant consultation.

REPORT DETAILS

1. Background

- 1.1 The current Tenant Engagement Strategy 2023-2026 is now due for review. This report outlines the proposed refreshed strategy, summarises consultation to date, and enables formal consultation with scrutiny members prior to completion of the document and submission to Executive.
- 1.2 The Council is required to have a clear documented plan as to how it will engage with tenants to meet the required outcomes of the Transparency, Influence and Accountability Standard of the Consumer Standards:
 - Registered providers must take tenants’ views into account in their decision making about how landlord services are delivered and communicate how tenants’ views have been considered.
 - Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
 - Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.

- 1.3 Additionally, through delivery of the strategy and action plan, it is hoped this will further support improvement in tenant satisfaction for the perception tenant satisfaction measures.

2. Details of Proposal or Information

- 2.1 The Strategy sets out 4 clear objectives:

- Objective 1 – Ensure two-way information and communication
- Objective 2 – Provide accessible and varied ways to achieve meaningful engagement which adds value
- Objective 3 – Empower tenants to influence and scrutinise landlord services, strategies, and policies
- Objective 4 – Ensure tenants views are welcomed, respected and acted upon to drive continuous improvement

- 2.2 Following initial development work by officers, the proposed outline of the Tenant Engagement Strategy 2026-2029 was presented to the Housing Liaison Board (HLB) at its January 2026 meeting. Members of the Board approved the draft for further development and consultation.

- 2.3 Subsequent to the January 2026 HLB meeting, the draft Strategy was shared with tenants through Locality Group sessions to enable tenant review and to gather feedback. These sessions were face-to-face and held at community venues within each housing patch. An evening session was also offered but on this occasion no tenants wanted to join this offer. A verbal report on completion of the sessions was provided at the April HLB meeting.

- 2.4 During the sessions, discussions focused on:
- Tenant perceptions of good tenant engagement
 - The importance and value of tenant involvement
 - A brief overview of the history of tenant engagement at Bolsover
 - The proposed Tenant Engagement Strategy

Tenants were asked to identify which existing engagement activities should stop or continue and to suggest any new approaches they would like to see introduced. All tenant feedback and suggestions has been used to refine the Strategy and develop the Tenant Engagement Action Plan for 2026–2029.

- 2.5 The Housing Management service is also carrying out further tenant consultation via public survey which is available via the website and direct contact to all 'Check It Change It Champions' on our engaged tenants database. All responses will be considered before the final version of the Strategy is presented to Executive. A final draft Action Plan will also be incorporate as part of the Executive report, which will be based on the priorities and milestones outlined in the strategy document.

- 2.6 Once formally approved, the Strategy and Action Plan will be monitored on a six-monthly basis by the Housing Liaison Board. This will ensure it remains current, relevant and achievable and continues to meet the aims and objectives of the Council and its tenants.

3. Reasons for Recommendation

- 3.1 The Tenant Engagement Strategy is required to ensure that we can continue to meet the requirements set by the Regulator of Social Housing in the Consumer Standards.

4. Alternative Options and Reasons for Rejection

- 4.1 To not have a Tenant Engagement Strategy is rejected as it is a requirement for local authorities (under the Transparency, Influence and Accountability Standard of the Consumer Standards) to involve and engage their tenants and therefore to do nothing would place the authority at risk of challenge.

RECOMMENDATION(S)

1. That Scrutiny Members review the proposed objectives, priorities and milestones outlined within the Strategy and provide feedback, as necessary, as part of the consultation process.

Approved by Councillor P. Smith, Portfolio Holder for Housing

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no direct implications within the strategy. All proposed actions for delivery are contained within existing budget resources. Where new delivery requires additional funds, appropriate reports will be submitted to senior management/Executive to seek funding approval.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<p><u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Details: Adoption of a Tenant Engagement Strategy supports the Council to meet the requirements of the Regulator of Social Housing Consumer Standards.</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no staffing immediate staffing implications from the report. Delivery is contained within existing resources.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>

Equality and Diversity, and Consultation

Yes No

Details: As part of developing the Strategy a variety of methods have been used to gain tenant feedback on the proposals, and where possible co-producing milestones for delivery. All tenants have equal opportunity to engage with the Council as part of service design and development.

Environment Yes No

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

Details: Where possible officers have consulted using digital methods to reduce impact of travel and printing costs.

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

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

Links to Council Ambition: Customers, Economy, Environment, Housing
<p>Ambition: Customers Priorities:</p> <ul style="list-style-type: none"> ○ Improving the customer experience and removing barriers to accessing information and services ○ Continuous improvement to service delivery through innovation, modernisation and listening to customers <p>Ambition: Housing Priority:</p> <ul style="list-style-type: none"> ○ Building more, good quality, affordable housing, and being a decent landlord

DOCUMENT INFORMATION:

Appendix No	Title
1	Draft Tenant Engagement Strategy 2026-2029

Background Papers
<p>(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).</p>



Tenant Engagement Strategy

2026-2029

CONSULTATION DRAFT

**WORKING
TOGETHER TO
MAKE A DIFFERENCE**



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Foreword

Welcome to our refreshed Tenant Engagement Strategy. Over the life of the previous strategy, (2023–2026), we've made a number of improvements to how we listen to and involve tenants. This includes strengthening our tenant scrutiny work through our 'Challenge and Change' approach, creating more opportunities for you to have your say through Locality Group sessions and Independent Living Scheme Forums, and regularly reviewing our tenant newsletter, *Bolsover Homes*, to make sure it provides useful and relevant information.

In May 2024, we were one of the first housing providers to be inspected by the Regulator of Social Housing under the new Consumer Standards. Following this, we received a C2 grading.

Since then, we've been working on a range of improvements, especially around how we manage information and keep you informed. This includes updating our tenant records through the 'All About You' Tenant Census, and introducing clearer reports and posters so you can easily see how we are performing and how we handle complaints.

This strategy sets out our priorities for the next three years, including how we will continue to improve and adapt as we move towards new local structures through local government reorganisation.

Most importantly, you—our tenants—are at the heart of everything we do, and your voice will continue to shape how we improve our services.



Victoria Dawson
Assistant Director
Housing Management



Cllr. Phil Smith
Housing Executive
Member



What is Tenant Engagement?

Tenant engagement means giving tenants the opportunity to share their ideas, experiences and provide feedback on the services they receive. This is an opportunity to influence and shape service delivery. Engagement simply means tenants getting involved — in any way to suit you however big or small.

Why is Tenant Engagement Important?

Before making decisions or introducing changes, we need to understand what tenants want and how they feel about the services we provide. Listening is only the first step — true engagement means acting on what we hear.

Your involvement is essential for us to make changes that benefit our tenants and enables us to continually improve our services and achieve higher levels of tenant satisfaction.

Levels Of Engagement

There are four main levels of engagement with stakeholders, in this case our tenants:

Information – is the basis of good communication and strengthening Council-tenant relationships. We will keep you updated on decisions that matter, when they happen, how they are made, and what they mean for you, your home and community.

Consultation – is seeking tenants' views and ideas, considering those views, and providing feedback on how they have influenced decisions. We will make it clear, at the start of the process, what can and cannot be changed.

Involvement – is where tenants actively participate in decision-making, from the planning stage through to implementation. It is the most interactive form of engagement, giving tenants a stronger voice and greater influence over decisions and service delivery.

Collaboration – is the highest level of tenant engagement, where tenants play an active role in shaping and making strategic decisions. Their input is given equal weight alongside other factors. This includes contributing ideas, sharing feedback, and participating at Housing Liaison Board/committee that influence policies and service delivery. By collaborating, tenants help ensure that decisions reflect the needs and priorities of the communities they live in.



What will being involved achieve?

Our involved tenants have made a significant positive impact for all our tenants, because of their work to date. This has included:

- Working with Councillors and staff to review, create and make changes to policies.
- Being involved in Challenge Days and Locality Groups to review Comments, Compliments and Complaints processes, as well as the repairs service and repair priorities.
- Setting and monitoring standards for empty properties before re-letting.
- Helping to produce twice yearly newsletter for tenants called 'Bolsover Homes'.

Our primary aim is to ensure tenants feel empowered to share their views and experiences on our services and trust that their feedback genuinely shapes decisions about their homes and communities. We will ensure that tenants who want to be involved will receive appropriate support and

training to be able to actively and confidently participate. Building trust is essential as tenants are unlikely to engage if they believe their voices go unheard.



Why do we need a Tenant Engagement Strategy?

The requirement for the Council to have a clear approach to how it will work with tenants is defined at both a national level in regulations and at a local level in Council strategies.

A Tenant Engagement Strategy allows us to plan effectively, establish clear goals, and it serves as a guide to help us deliver the services you need and expect.

This strategy is designed with you in mind – our tenants and future tenants. Your feedback drives the changes and improvements we make. To uphold our commitment, our teams will actively listen, communicate clearly, and engage you at every stage of their work.

Regulator for Social Housing Consumer Standards

The Social Housing (Regulation) Act 2023 introduced significant changes to the Social Housing Sector.

It was introduced to improve the quality of social housing for tenants by tightening the regulations imposed on the social housing sector. As a result of the Act, the Regulator published a new set of consumer standards. The four standards became effective from 1st April 2024, and all Registered Providers are expected to meet these:

1. The Safety and Quality Standard
2. The Transparency, Influence and Accountability Standard
3. The Neighbourhood and Community Standard
4. The Tenancy Standard

The Transparency, Influence and Accountability Standard clearly states that landlords must be open with tenants and treat them with fairness and respect so they can access services, raise complaints, influence decisions and hold them to account. The standard has six required outcomes:

- **Fairness and respect** – Registered providers must treat tenants and prospective tenants with fairness and respect.
- **Diverse needs** – In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.



- **Engagement with tenants** – Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.
- **Information about landlord services** – Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
- **Performance information** – Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
- **Complaints** – Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

The Regulator for Social Housing is currently consulting on proposed changes to the **Transparency, Influence and Accountability Standard** and **Consumer Standards Code of Practice**.

The proposed changes were published on 9th December with consultation running until 3rd March 2026. These changes are largely with regards to integrating recently published legislation and directions on government policies to the code. There are 3 areas:

- Social Tenant Access to Information Requirements (STAIRs)
- Competence and conduct requirements
- A new electrical safety checks Tenant Satisfaction Measure (TSM).

Officers have met and reviewed these and feel that they do reflect Governments expectations and that we will be able to collate the required TSM for electrical safety checks as we report this to the Regulator quarterly already.



Bolsover District Council Corporate Plan

Within our Corporate Plan 'Bolsover District: The Future 2024-2028', we have five priority areas for delivery within our Housing aim. One of the five directly affects our role as a landlord, and within that how we engage with our tenants:

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

Bolsover District Council Housing Strategy 2024-2029

Our current Housing Strategy identifies four priorities for delivery. Priority 1 – Providing Good Quality Housing – encompasses our actions as a landlord including our desire to have a clear framework for how we engage with and involve tenants in service design and delivery.



Our Vision

To create an inclusive, transparent, and accountable housing service where tenants have meaningful influence over decisions, shaping strategies, policies and services, which matter to tenants and are responsive to diverse needs. We will work in partnership with tenants to build trust, strengthen communities, and drive continuous improvement.

Strategic Objectives

We recognise that effective tenant engagement is fundamental to delivering excellent housing services and meeting the regulatory standards. This strategy aims to embed engagement into every aspect of our work. We believe engagement is strongest when its visible, diverse, enables influence and leads to fair and equitable outcomes for tenants.

We will achieve this through the following strategic objectives:

- **Objective 1** – Ensure two-way information and communication
- **Objective 2** – Provide accessible and varied ways to achieve meaningful engagement which adds value
- **Objective 3** – Empower tenants to influence and scrutinise landlord services, strategies, and policies
- **Objective 4** – Ensure tenants views are welcomed, respected and acted upon to drive continuous improvement

The subsequent pages outline our priorities under each of the objectives.

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Objective 1 – Ensure two-way information and communication

Priorities

- 1.1** Publish clear and accessible information about our services, standards, and performance so tenants can hold us to account.
- 1.2** Make tenant engagement a core responsibility across all housing services, ensuring officers, contactors, and partners understand and uphold this commitment.
- 1.3** Publish regular performance reports and “tenant-friendly” summaries, co-designed with tenants.



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Key Milestones	What will this look like for tenants?
Ensure contractor contracts require a set % feedback from jobs completed (potentially minimum 10%)	Job completion surveys at point of completion or via email/text/QR code
Inclusion of Contractor performance alongside internal performance reports	Greater transparency on service quality.
Expansion of contact with Check It Change It Champions	More opportunities for you to have your say and influence how services are delivered, with at least four surveys a year and correspondence each quarter.
Tenant Engagement Officer (TEO) attendance at wider community events	Attendance at local Polish/community events with other Council staff Mobile/outreach service via a dedicated community van Joint engagement with Contact Centre Outreach
Embed and promote our Housing Service standards	Clear processes to challenge service delivery, through a range of communication methods.
Publication of quarterly performance posters	Tenant-friendly summaries of our day-to-day delivery co-produced with tenants
Launch of our Tenant Portal	A one-stop tool for tenants to manage their tenancy

Objective 3 – Empower tenants to influence and scrutinise landlord services, strategies, and policies

Priorities

- 3.1 Support tenant-led scrutiny to enable change and recommendations for service improvements.
- 3.2 Provide tenants with coaching, and training to build confidence and skills for effective scrutiny.
- 3.3 Ensure we provide tenants with the information needed to fully participate in meetings and activities.
- 3.4 Co-production: Working with tenants to develop and deliver services, rather than officers deciding for them.



Key Milestones	What will this look like for tenants?
<p>Ensure delivery of at least one Challenge and Change review per year</p>	<p>Opportunity to directly evaluate service delivery and make recommendations for change based on the evidence presented</p>
<p>Ongoing monitoring system for Challenge and Change review recommendations</p>	<p>News updates on service changes following tenant recommendations</p>
<p>Develop a core training programme for both new and existing involved tenants, building on learning from TPAS</p>	<p>Tenants have confidence to engage in both informal and formal activities</p>
<p>Enable tenants to have ongoing influence over content of meeting agendas and style of reports.</p>	<p>Joint Tenant/Councillor approval of report recommendations at Housing Liaison Board. Tenant influence over report content/layout and additional briefings where required to ensure the information is clear and accessible.</p>
<p>Regularly consult with our involved Tenant Database and Check it Change It Champions – including useability/readability checks on core tenant communications</p>	<p>Improved quality of information from Housing service, directly influenced by tenant feedback</p>

Objective 4 – Ensure tenants views are welcomed, respected and acted upon to drive continuous improvement

Priorities

- 4.1 Gather feedback through multiple accessible channels (e.g. surveys, forums, complaints analysis)
- 4.2 Communicate how tenants' views have shaped and improved strategies, services and policies, and influenced decisions.
- 4.3 Analyse trends in complaints and satisfaction data to identify areas for improvement.
- 4.4 Ongoing review of existing communications to tenants across the entirety of the service.

<p>Key Milestones</p> <p>Increase analysis of complaints data/trends to enable larger scale changes in delivery, where required.</p> <p>Create regular programme of surveys to Check It Change It Champions.</p> <p>Further develop tenant feedback following meetings/service reviews to ensure process of tenant engagement and tenant's experience is continually reviewed.</p> <p>Development of regular customer survey/ feedback process for Lifeline (joint with health providers)</p>	<p>What will this look like for tenants?</p> <p>Regular articles in Bolsover Homes newsletter on service improvements and reasons for compliments and complaint.</p> <p>Regular articles outlining what 'you said' and what 'we did'.</p> <p>Tenants will be able to review documents/ policies and core communications with feedback captured through surveys.</p> <p>Tenants are regularly asked to share their experience of working with the Council to ensure opportunities remain meaningful and accessible, where tenants can add value.</p> <p>Lifeline customers are able to shape service delivery and improvements as part of delivering an accredited service.</p>
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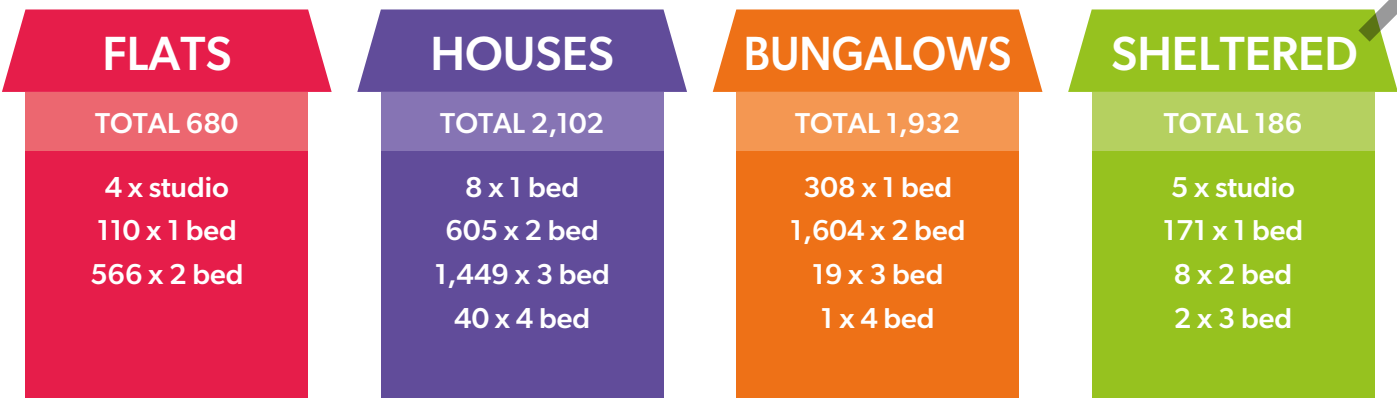
Knowing our tenants

The Bolsover District is predominantly rural, with four market towns of Bolsover, Clowne, Shirebrook and South Normanton.

- We own 4,900 homes (as at 31/03/26) plus a further 127 that are occupied by leaseholders.
- 46.9% of the housing stock is designated for older persons.
- 77.5% of tenants are satisfied that we listen to their views and act upon them.
- 86.8% of tenants are satisfied the we treat them fairly and with respect.



CONSULTATION DRAFT



*Updated Mar 2026

It's "All About You"

As your landlord, it's important for us to have an up-to-date understanding of your household and personal circumstances.

We recognise that health and personal situations can change over time, so it's essential that our tenancy records remain accurate. Keeping your details up to date helps us better understand your needs and identify any support or assistance that may be appropriate. As part of this, we also ask that you tell us your preferred method of contact, including how you would like to contact us and how you would like the Council to contact you. This helps ensure we communicate with you in the

way that works best for you. We're pleased to let you know that more than 50% of our tenants have already completed the All About You form. If you haven't had the opportunity to do so yet, we would appreciate it if you could provide your current household details. All information you share will be stored securely on your tenancy record in line with data protection regulations. Your details will not be shared with other council departments or any third parties.

Scan this QR code to complete the form online or visit [selfservice.bolsover.gov.uk/service/Tenant_Census](https://bolsover.gov.uk/service/Tenant_Census)



How will we keep tenants informed?

We keep tenants informed through a variety of ways, some of which are listed below.

- **Annual Report** – provides an overview on how we are performing and information relating to tenant satisfaction on all aspects of the housing service. It also includes financial information and allows tenants to see how we are spending income from rents.
- **Bolsover Homes Newsletter** – we will produce a minimum of two editions annually giving tenants the option to have the copies sent via post or by email. A copy will also be made available on our website.
- **Digital communication via Council website and Social Media** – we will continue to post housing service information and general Council information on our website and signpost tenants to it through social media. Follow our X, Facebook and Instagram accounts.
- **Housing Drop-In** – An opportunity for you to drop in at your Contact Centre or local community venue, have a drink and a chat with housing officers. These run across all four areas and are held approximately every eight weeks.
- **Individual letters** – for important information affecting all tenants, such as the annual rent increase consultation or changes in tenancy agreements, we will send individual letters.
- **Joint Networking Events** – These take place with neighbouring Districts and provide opportunities for you to meet with other tenants and officers and learn about housing services.
- **'Tea with Tenants'** – An opportunity for you to drop in at a local community venue, have a drink and a chat with officers from a variety of services. These sessions include staff from local health and care services and other partner agencies.
- **Tenant Portal** (*In Development) – Coming soon...The Portal will be a fantastic new digital way that tenants can access information about their tenancy account.



How can you be involved?

We wish to offer multiple engagement opportunities to encourage tenants to be involved in a way which suits their availability. The information below is a summary of the different ways you can be involved and an indication of the time commitment.

Consultation

Tenants involved at this level can choose between at-home involvement or in-person. For the in-person sessions you would need to be comfortable speaking in front of others in small group settings. Sometimes these meetings/events could be held in-person or online, as required, and could be daytime or early evening to enable attendance. Stakeholders at this level present a moderate to high interest in our services, however, a low to moderate influence.

- **Challenge Days** – A one off event that will focus on a particular topic. Previous challenge days have included - appointments for repairs, empty properties, welfare adaptations, choice-based lettings, anti-social behaviour, environmental works. Time commitment two hours, once or twice a year.
- **Independent Living Scheme Forums** – These forums are held at each scheme with a number of tenant representatives. It is an opportunity to allow independent living scheme tenants and housing services to work in partnership, to discuss services you receive and identify areas for improvement. Time commitment – one hourly meeting, four times a year.
- **Check It Change It Champions** – Being part of this team, you could suggest and/or review articles for our Tenants Newsletter (Bolsover Homes). We may send leaflets and documents we want to review and ask that you check these are clear and ask for your suggestions on what to include. Time commitment as and when it suits you.
- **Tenant Database** – This is our list of tenants who have registered to be involved. We will ask you to complete surveys or comment on a specific service area in which you are interested in, from the comfort of your own home. We can contact you by text, post, email or telephone. Time commitment as much or as little as you like.

- **Estate Walkabouts** (*In Development) – Tenants are encouraged to attend estate inspections. It is an opportunity to meet officers and dates are published in advance in the tenant's newsletter (Bolsover Homes), on our website and Facebook. Time commitment as much or as little as you like.

Formal Involvement

Tenants involved at this level need to be comfortable speaking in front of others in small group settings. Sometimes these meetings/events could be held in-person or online, as required, and could be daytime or early evening to enable attendance. Stakeholders at this level have a high level of interest and a moderate to high level of influence, they are seen as partners rather than mere recipients of information and are given the opportunity to provide input and influence the outcome.

- **Repairs Action Network Team (RANT)** - This group focuses on the housing repairs service. Supported by the Tenant Engagement Officer and Housing Repairs Managers, the group reviews performance of key areas such as day-to-day repairs, the re-letting of empty properties, and planning for future works. Time commitment – two-hourly meetings, held four times a year. Tenants involved receive information in advance so they can prepare for the meeting.
- **Locality Groups** – Represent your community on a wide range of issues. Time commitment – two hours, meeting twice a year.
- **Tenant Inspectors** (*In Development) – We are planning to introduce new tenant inspectors who can report issues in their communities, monitor the standard of communal grounds maintenance, report untidy gardens and fly tipping. Time commitment – ongoing throughout the year.



Collaboration

Tenants involved at this level need to be comfortable speaking in front of others in small group settings. You will be in situations where you can question officers/Councillors on service delivery and directly shape services. You will have sight of official documents and reports, so should feel comfortable reading larger documents. You will receive training and support on how to understand the information being provided. Stakeholders at this level have with high levels of interest, commitment and influence in services. They are active partners in decision-making, and their input is given equal weight alongside other factors.

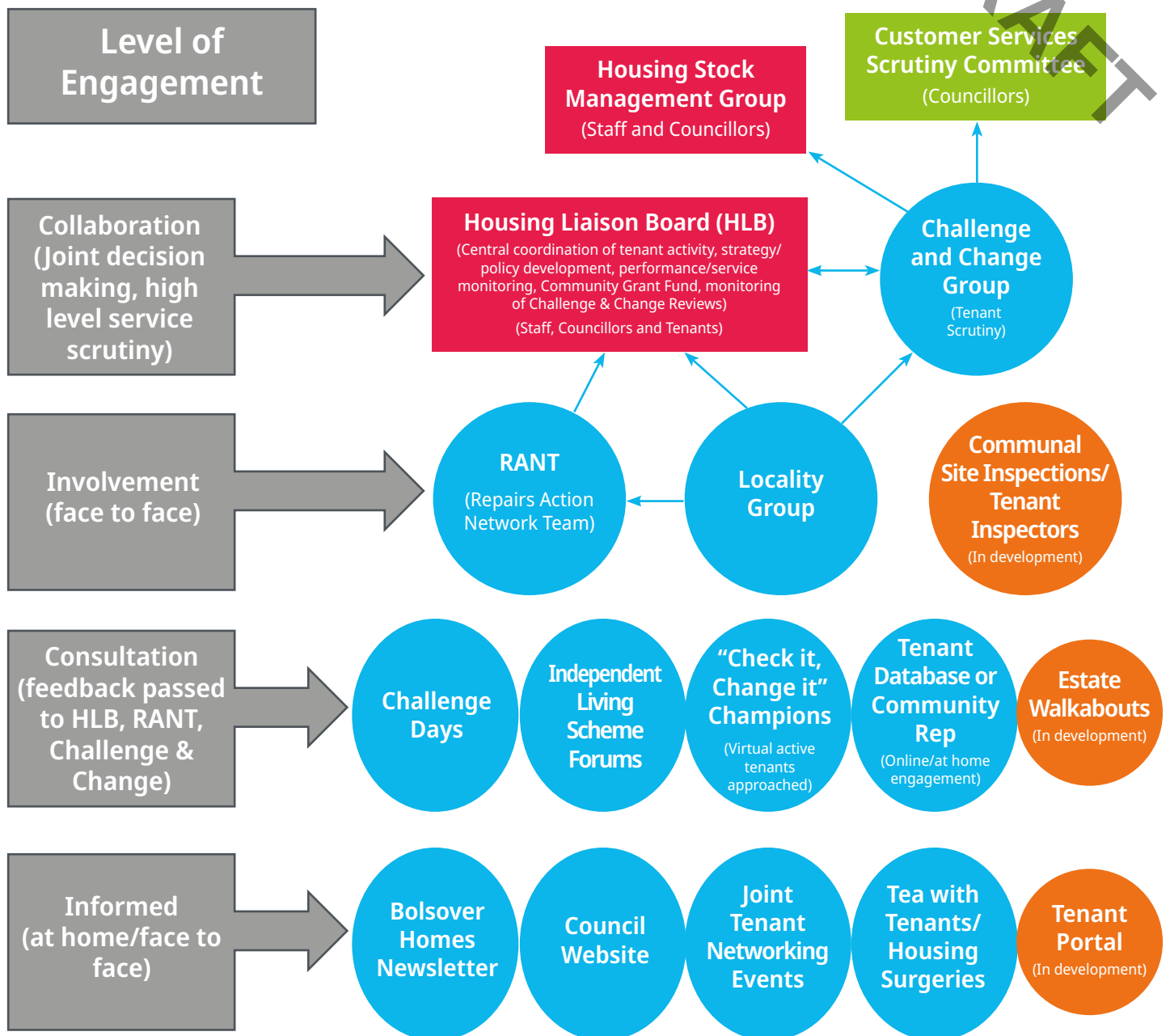
- **Housing Liaison Board** – This is our most formal option for tenant involvement. Tenants work alongside senior managers and Councillors to monitor service delivery, review performance and complaints data, ensure tenant engagement is

in line with legislative requirements, and review proposed policy/strategy changes prior to formal Council approval. Tenants involved receive information in advance so they can prepare for the meeting. Time commitment – a two-hourly meeting, four times per year, plus meeting preparation/reading.

- **Challenge and Change** – The aim is for tenants to carry out a range of in-depth investigations of our housing related services and use their findings to challenge and shape the housing service. Each review will be carried out by a small number of tenants who have signed up to this work area. Time commitment – two-hourly meeting every 6-8 weeks for the duration of the review. This opportunity for involvement requires the most time commitment and would require reading/reviewing information outside of the meetings occasionally.



Tenant Engagement & Governance Structure



Why get involved?

As a tenant or leaseholder, you have first-hand experience of our services. By getting involved and sharing your views on what you think works well, or where you think we can improve, we are able to improve our services for everyone.

Benefits

- Give your feedback and views on the services you receive
- Help us better understand the needs of tenants and leaseholders
- Be actively involved in shaping our services
- Make your area a better place to live
- Be involved at a level to suit you
- Add it to your CV – it shows skills and experience and volunteering commitment
- Meet new people, make new friends

Support available

- You will receive support and relevant training
- We provide suitable/accessible venues to hold meetings, at a variety of different times and provide refreshments.
- We provide transport to attend training courses and sector conferences.

We recognise that tenant involvement requires commitment from tenants and that there are barriers which may prevent tenants from being involved including transport cost, family commitments and training. We wish to overcome these barriers to ensure we have participation from all parts of our communities.

We will reimburse all reasonable out of pocket expenses incurred by tenants when attending events and meetings relating to their involvement activities.

Sign up to join our Tenant Database:

<https://selfservice.bolsover.gov.uk/service/Opportunities To Help Shape Our Housing Service>



We're THE ENGAGEMENT EXPERTS **tpas** Members

Tpas is a membership organisation, dedicated to bringing tenants and landlords together to find solutions to improve services, save money and bring lasting change to communities.



As Tpas members, it means our tenants, staff, board members, and councillors, can access a range of services to help you become more involved in shaping the services we offer.

Find out more by scanning the QR code →



Monitoring Arrangements and Action Plan

Monitoring the Tenant Engagement Strategy

The Action Plan supporting this Strategy will be monitored on a six-monthly basis by the Housing Liaison Board. Further additional summaries of progress will be included as part of the wider regular service updates to Executive.

Key indicators of success will include:

- The number of engaged tenants
- The number of engagements held across the different tiers
- The number of Challenge and Change recommendations successfully implemented.
- The number of TSMs meeting or exceeding the national average

Reviewing the Tenant Engagement Strategy

The Strategy will be reviewed every year as part of

monitoring delivery of the Action Plan, with a full review and revision after three years.

This Strategy covers the lifespan of the current Corporate Plan and Housing Strategy and takes the Council beyond the expected local government reorganisation. As and when the Council is re-inspected by the Regulator of Social Housing the Strategy and Action Plan will require a mini review to take account of Regulator recommendations.





Equalities

We are committed to the creation of a fairer district for everyone.

We are committed to providing excellent services shaped by an understanding of the needs of different people and ensuring that how we deliver services promotes equality and challenges inequality. We will continue to work to understand our communities and to work effectively to reduce and eliminate all forms of discrimination, advance equality and foster good relations between all groups in society.

Equalities Statement

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

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

Access for All statement

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- **Phone - 01246 242424**
- **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.



BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 15th June 2026

Bolsover Tenants Challenge and Change Group – Review of Anti-Social Behaviour Service

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Assistant Director – Housing Management

PURPOSE/SUMMARY OF REPORT

- To inform Scrutiny of the completion of the recent review by Bolsover Tenants Challenge and Change Group.

REPORT DETAILS

1. Background

- 1.1 As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure (Appendix 1).
- 1.2 The review has taken place between August 2025 and April 2026, across seven meetings.
- 1.3 Tenants were supported by the Tenant Engagement Officer, Jane Calladine; the Housing Services Manager, Deborah Whallett and the Community Safety and Enforcement Manager, Matt Liddy.

2. Details of Proposal or Information

- 2.1 The tenants chose to review the Anti-Social Behaviour (ASB) Service (provided by Housing Management and Community Safety and Enforcement). The review undertaken by the Group enabled tenants to examine how effectively the Council is performing within this service area.
- 2.2 As there is extensive legislation governing ASB, the group focused the review on the information available to tenants and the internal ASB processes.

- 2.3 As part of the review tenants spoke to two officers.
- 2.4 Tenants have reviewed the incident reporting diaries, ASB Policy, satisfaction data and standard correspondence.
- 2.5 The tenants have agreed recommendations across four areas (see section 6 Appendix 2):
- Clarification of information provided to tenants on ASB. This will include what is categorised as ASB, ways to report, who to report to, timescales, and how the case will be handled.
 - Clarification of procedure and processes for dealing with ASB, including support provided. This will include clarification of responsibilities between ASB officers and the Housing Department and how cases are assigned.
 - Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
 - Develop an ASB service standard for Housing tenants as part of the wider agreement of service standards.
- 2.5 Attached at Appendix 2 is the final report from the review for Members information.

3. Reasons for Recommendation

- 3.1 In order to ensure good communication between the Member and Tenant Scrutiny functions, it is essential that Members are informed of completed reviews and their recommendations. This will ensure there is no duplication of review by Members into the same service area, allowing time for tenant recommendations to be implemented.

4 Alternative Options and Reasons for Rejection

- 4.1 Members could choose not to be informed of the work completed via tenant scrutiny, but this creates a risk of duplication of review work.

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Anti-Social Behaviour service

Approved by Councillor Smith, Portfolio Holder for Housing

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Details: Most of the recommendations can be accommodated within existing budgets. Recommendation 2.4 requires further investigation and will be subject to a separate report should the need for additional resources be identified.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<p><u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no legal implications from the recommendations.</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no implications.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>
<p><u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <i>(Please speak to the Equality and Diversity Officer for advice)</i></p> <p>Details: The recommendation to introduce alternative methods of loaning electronic devices to be used for recording evidence of ASB will help ensure that tenants with literacy difficulties or learning disabilities are able to report incidents effectively.</p> <p>The recommendation to provide an audio-supported film on the Council’s website will improve accessibility for tenants with literacy difficulties or learning disabilities, enabling them to better understand the support available and the actions that can be taken to address ASB.</p>
<p><u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <i>(Please speak to the Climate Change Officer for advice)</i></p> <p>Details: The recommendation to provide an audio-supported film should reduce the impact on paper usage.</p>

DECISION INFORMATION:

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

The Tenant Engagement Strategy and our objectives link to the following corporate aims:

- Customers: Providing excellent and accessible services
- Housing: Delivering social and private sector housing growth

DOCUMENT INFORMATION:

Appendix No	Title
1	Tenant Engagement and Governance Structure
2	Bolsover Tenants Challenge and Change Group – Review of Anti-Social Behaviour Service

Background Papers

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

DECEMBER 2024

Bolsover Tenants Challenge and Change Group



Review of Anti-Social Behaviour August 2025-March 2026

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community. The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

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- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

Background image of Bolsover Tenants Challenge and Change Group front cover showing a magnifying glass over a red house - includes the Bolsover Council logo, and Tenant Approved logo.

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List Of Abbreviations

ABC	Acceptable Behaviour Contract
ASB	Anti-Social Behaviour
BDC	Bolsover District Council
CBO	Criminal Behaviour Order
CSE	Community Safety and Enforcement
CR	Community Ranger
ECINS	Early Case Intervention and Management System
FPN	Fixed Penalty Notice
HLB	Housing Liaison Board
OOH	Out of Hours
TMO	Tenancy Management Officers
TSM	Tenant Satisfaction Measures

1. Introduction

The Bolsover Challenge and Change Group discussed potential areas for investigation and selected Anti-Social Behaviour (ASB) as the service area for review. This service is delivered by Housing Management and Community Safety and Enforcement. The review undertaken by the Group enabled tenants to examine how effectively the Council is performing within this service area.

2. Reason for the review

The Challenge and Change Group, and other tenants who have registered to be involved, were consulted on the service area for review. There were a limited number of responses. From those returned, repairs and ASB received the majority votes. At Housing Liaison Board (HLB) on 22 April 2025 it was agreed that ASB be reviewed.

Given the extensive legislation governing ASB, the Group agreed to focus the review on the information available to tenants and the internal ASB processes.

The intention of this review was to gain a better understanding of how ASB is managed, issues of concern to tenants, and to make recommendations for improvements, if and where applicable.

Review Objectives

1. Clarification of information provided to tenants on ASB. This will include what is categorised as ASB, ways to report, who to report to, timescales, and how the case will be handled.
2. Clarification of procedure and processes for dealing with ASB, including support provided. This will include clarification of responsibilities between Community Safety and Enforcement ASB officers and the Housing Department and how cases are assigned.
3. Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
4. Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.

3. The Challenge and Change Working Group

The following tenants were involved in this review working group:

- Steven Bramley
- Angela Sharpe
- Heather Fretwell
- Kathleen Blair
- Andrew Washbourne
- John Wright
- Tracey Wright
- Antoni McRae
- Elma McRae

The group were assisted by:

- Jane Calladine, Tenant Engagement Officer
- Deborah Whallett, Housing Services Manager
- Matt Liddy, Community Safety and Enforcement Manager

4. The Investigation

Research for the review included a desktop review, analysis of performance data, and a question-and-answer session with managers.

Desk Top Review – Documents reviewed

Document Title	How it was reviewed
Bolsover District Council Anti-Social Behaviour Policy	Discussed at meeting 04.08.25. Hard copy provided.
Bolsover District Council Tenancy Agreement	Provided a hard copy with relevant clauses highlighted 20.08.25. This document discussed within meeting on 15.09.25.
City of Lincoln Council Risk Assessment	Document discussed within meeting 15.09.25.
Incident Diaries	Bolsover District Council, Derbyshire Dales District Council, Derbyshire Constabulary, North East Derbyshire and Derby City Council ASB incident Reporting documents discussed within meeting on 15.09.25.
Standard letter Tenancy	09.02.26 & a hard copy provided 12.03.26 and reviewed within meeting on 30.03.26.
Standard Letters -all	Hard copies provided 12.03.26 and reviewed within meeting on 30.03.26
Draft ASB Procedure	Discussed within meeting on 08.02.26 and 30.03.26.
Equality Impact Assessment	Discussed within meeting on 08.02.26

The group also viewed the ASB information, including a film, on Chesterfield Borough Council website.

Performance Data

Type of Data	How it was reviewed
Satisfaction Data from Tenant Satisfaction Measures 23/24 and 24/25	Was given at the meeting on 08.02.26 and 30.03.26
Data of number of cases compared to other landlords of similar stock type.	Was given at the meeting on 08.02.26 and 30.03.26
Data of number of cases compared to other neighbouring authorities/geographical	Was given at the meeting on 08.02.26 and 30.03.26

5. The Review Process – Our evidence and questions to officers

Service response to Tenant queries

The tenant group attended one meeting with officers.

The tenant group wanted clarification on the whole service from officers, so requested responses to a series of questions to fully understand what service is provided to tenants suffering/reporting ASB. This enabled tenants to get a better understanding of service provision. The table below summarises the range of questions.

	Objective 1	Clarification of information provided to tenants on ASB
	Tenants Question	Council's Response
1	What ways can ASB be reported?	<ul style="list-style-type: none"> • Telephone general council number • Online via self-service • Out of hours (OOH) • Telephone the general Council number or OOH number 01246 242295. • To a nominated email address (if there is an open case already) • In person at a contact centre • Email
2	When reporting ASB, do the Customer Services	Yes. Some of the ASB scripts have recently been reviewed. The Community Safety and Enforcement Manager confirmed should a Customer Services

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	Objective 1	Clarification of information provided to tenants on ASB
	Tenants Question	Council's Response
	(CS) scripts direct to where/ who/how a case is assigned? Do the scripts advice certain types of ASB need reporting to the police?	Advisor be unsure who to assign a case to, they have the option to speak with a manager for advice/decision.

	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
1	Once ASB is reported to Bolsover District Council what happens? Is there a clear step-by-step process for officers to follow?	There is no step-by-step process for some types of ASB. Each case is different and will require an individual approach and response. ASB crosses all tenures- private tenants, council tenants and owner occupiers.
2	Does the Council have a procedure for dealing with different types of ASB? Does this provide clear guidelines to assign a case to the Housing Team or the CSE ASB Team?	There is an ASB Policy but not a procedure. The Council are developing an ASB procedure, and this is being drafted. Community Safety and Enforcement were previously within the Housing Department and worked alongside Tenancy Management Officers (TMO). Community Safety and Enforcement are now under a different directorate and work from a different office to the Housing Department.
3	Who deals with ASB with different perpetrators- Tenant, private tenant, owner occupiers or person living with them?	Most commonly cases are sent in the first instance to the Community Rangers (CR). CR are generally first point of contact on low level ASB, like noise complaints. CR will assess the case and if they are unable to resolve they will pass onto the CSE ASB Team or TMO's. General guide: <ul style="list-style-type: none"> • TMO will deal with a tenant causing ASB • CSE ASB Officers usually deal with more complex, high-risk cases and wider community ASB.

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
		The Council have close working relationship with the police, who will inform the Council of areas within the district where there are issues, they need support with. Planning enforcement can be involved e.g. licencing issues; Environmental Health can also take action for statutory nuisance under Environmental protection Act 1990.
4	Do we assign a named officer to each case?	Yes
5	Are cases ever reassigned, if so under what circumstances? If so, what reasons would a case be re-assigned?	Only when an officer dealing with an active case is on leave, or long-term absence. it may need to be passed to another officer.
6	Is each case risk assessed?	In some cases, yes, where victim/perpetrator is vulnerable/ is a repeat victim of ASB/live in an area prone to ASB. It is essential that the Council are aware of a tenant's vulnerabilities so they can be fully supported. The Council use Derbyshire Victim First process. Higher risk cases will be recorded on ECINS, which is a central record base shared by partner agencies for a joined-up approach. The Council undertake an Equality Impact Assessment (EIA) before taking any action to understand a perpetrators vulnerability and capacity. The Council will work to try and get the perpetrator support to stop ASB.
7	How are records kept of telephone calls/interviews?	The Housing Team use an IT system called OPEN, with a central record management system. Notes are added. If necessary, a high-risk case will also be added by TMO on CSE record as an incident report for a one-off incident. If ongoing high risk ASB a case will be opened on the multi-agency system ECINS.
8	Is there an action plan agreed with tenant? Is this put	There is no step-by-step action plan. In the early stages we cannot be sure how a case will develop.

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
	in writing and the victim signs this?	Under Anti-Social Behaviour, Crime and Policing Act 2014 there is a requirement that we keep victims updated, e.g. if we have applied for an injunction, or closure order. A verbal agreement will be made with the tenant, notes kept, agreement made detailing when we will be back in contact.
9	Is there a system used to monitor a ASB case?	No. Presently we monitor manually via supervision. Managers review caseloads of TMO and ASB Officers. We are looking at introducing Central Record Monitoring where a case will be centrally logged so that the whole record of the case will be in one place.
10	Are the ASB diaries available to complete electronically e.g. QR code?	No, but officers thought this is a good idea. The officers will look into this.
11	Do we have other ways for tenants to complete diary records where tenants have vulnerabilities and cannot complete themselves?	An officer can speak with the victim and manually record the details for the tenant. If using noise app we must notify the perpetrator first. (sometimes this can stop the issue). An officer can visit to help set up the noise app and show how to use. The app has GPS to show where the recording has taken place. The noise app is useful evidence for justification for getting Environmental Health noise monitoring equipment which has continuous recording.
12	What support do Bolsover District Council offer to victim/perpetrator? Is regular contact made so the victim feels supported? How often?	Yes, support is offered, dependant on the case. A victim can be supported by: <ul style="list-style-type: none"> • regular contact from Bolsover District Council officer. • Derbyshire Victim Service funded by the Police and Crime Commissioners Office.
13	How is information shared between partners, e.g. Police?	Tasking Meetings- Bolsover District Council were the first authority to set up joint meetings with the Police, Youth Services and Fire service. This has been held up as good practice. Meetings held and issues shared every fortnight. Officers attending include TMO, Parenting Officer, ASB Officers, Community Rangers (CR). Higher risk cases are recorded on ECINS.

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
14	What types of ASB do Community Rangers deal with?	Generally, CR's role is supportive. For example, attending to boiler breakdowns, community support work. For ASB: A CR will usually be the first to respond to a report of ASB and deal with all types of ASB. Each cover a specific geographical area and know a lot of individuals/youths, build up community relationships, and if not known to them they wear body cams which can be used to identify a perpetrator.
15	Do you have a satisfaction survey for ASB? If not, why not? If yes can a copy be provided?	We no longer have a satisfaction survey, due to the anonymous nature of the surveys, very little information of value or use came from this activity. We are considering a survey asking specific questions about action taken rather than satisfaction levels.

	Objective 3	Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
	Tenants Question	Council's Response
1	What action can be taken? Do we use all these options?	Warning letters Home Visits Breach of Tenancy- Possession Order Acceptable Behaviour Contract (ABC), particularly useful for under 18's causing ASB* Mediation Civil injunction to do or stop a behaviour/action Closure Orders Community Protection Warnings Community Protection Notices Fixed Penalty Notices Public Space Protection Orders Criminal Behaviour Orders

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	Objective 3	Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
	Tenants Question	Council's Response
		<p>These tools can be used in conjunction with Housing legislation for tenancy breaches which put a tenancy at risk.</p> <p><i>*The Council do not generally issue ABC's today. This is due to change in trends on the type of ASB being committed where ABC's may not be the most practical tool available. The tool used more now is a Community Protection Warning (CPW).</i></p>
2	What powers do the Rangers have?	<p>Rangers can:</p> <ul style="list-style-type: none"> • patrol hot spot areas (which can act as a deterrent) • act as a witness- they are not Police so will risk assess any danger • enforce Public Space Protection Orders • issue Fixed Penalty Notices (FPNS) for fly tipping, dog fouling • issue Community Protection Warnings • issue Community Protection Orders. <p>Our CRs each cover a specific geographical area and know a lot of people/youths, build up community relationships, and if not known to them they wear body cams which can be used to identify a perpetrator.</p>

	Objective 4	Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.
	Tenants Question	Council's Response
1	<p>Can you provide data on number of ASB active cases:</p> <p>By team</p> <p>By type of ASB</p> <p>How many include Police involvement/joint working</p> <p>Number of closed cases and reason for closure</p>	<p>This information is not available as no central record management system.</p> <p>We are working towards introducing a system that could provide this information.</p> <p>There is a reporting requirement which we meet by reporting TSM figures and collect specific information.</p> <p>Police will provide us with figures of ASB and we can use this data to target resources.</p>

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	Objective 4	Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.
	Tenants Question	Council's Response
	Is this data reported anywhere?	

6. Findings and recommendations

The table below summarises the key findings and recommendations for improvement. The Group highlighted that no written correspondence is currently issued to victims of ASB, which they believe should be addressed.

Additionally, the Group noted that many of the proposed recommendations would provide benefits not only to council tenants but to other residents across Bolsover District Council. During the review process, the Group were not provided with service costings. However, they acknowledged that at least one recommendation will require additional resources and therefore have financial implications. The Group recognises that any associated costs will need to be carefully considered and approved by senior management.

Objective 1: Clarification of information provided to tenants on ASB

	Recommendation	Reason	Officer Comments
1.1	Improve accessibility on finding ASB information on the website- e.g. A-Z nothing under A for ASB.	The group searched the Bolsover District Council website for information. Using the search option A and typing Anti-Social Behaviour in the search bar provided no information. ASB is found under C for Crime and Emergencies and provides limited information.	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.
1.2	Enhance the Council website to provide clearer and more comprehensive ASB information, including guidance on what does and does not constitute ASB, the process followed once a report is made, the range of actions or remedies available, and the support offered to victims.	This recommendation aims to ensure that victims of ASB have access to clear, consistent, and accessible information. By improving guidance on what constitutes ASB, how it can be reported, and what happens after a report is made, victims will better understand the process and what to expect. Publishing this information on the website will improve transparency, help manage expectations, and clearly explain the support available to victims. This increased clarity is intended to encourage timely and appropriate reporting,	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.

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	Recommendation	Reason	Officer Comments
		reduce misunderstandings, and strengthen tenant confidence in the Council's approach to addressing ASB.	
1.3	Add all other ways to report ASB to website	The ASB webpage currently directs tenants solely to the self-serve reporting option. Expanding the page will promote all available reporting methods, allowing tenants to choose the option that best suits their individual needs/preferences. In addition, out-of-hours reporting options will be clearly signposted and promoted for urgent ASB incidents when the Council offices are closed.	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.
1.4	Include an ASB option on the self-serve homepage	To enable tenants to quickly find and report ASB without navigating multiple self-serve options.	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.

Tenants also agreed to the recommendation set out below, however the Service believe that accessibility of the policy is already considered and that the document is compatible with audio playback. As such the recommendation will not be taken forward at this time.

	Recommendation	Reason	Officer Comments
1.5	To produce an information film on the website	Providing an easy-to-understand information film on the Council's website would help provide a better understanding of ASB. This could present complex information in a clear, accessible, and engaging way. The video could explain what	<u>Housing Management Service</u> This is a good idea for CSE to progress.

	Recommendation	Reason	Officer Comments
		does and does not constitute ASB, how to report concerns, the steps the Council may take, and the support available, using plain language and visual examples. This approach would be particularly beneficial for tenants who may find written information difficult to access, including those with language barriers, disabilities, or limited ability to engage with detailed documents. Improving understanding in this way is intended to encourage timely and appropriate reporting, reduce confusion or unrealistic expectations, and help tenants feel more informed, supported, and confident in how ASB issues will be managed. The group indicated that the film should use illustrated or animated graphics rather than real people. The group suggested a link to this film be placed on the updated ASB information page.	<u>Community Safety and Enforcement</u> Prefer to refer tenants to the ASB policy. In terms of access to the policy in an audio format, we do check policy documents for accessibility to ensure compatibility with audio playback on compatible devices in line with council policy.

The Group recommended that the Council’s and tenants’ obligations and responsibilities in relation to ASB should be fully explained during new tenant sign-up appointments. During the course of the review, officers confirmed that this information is already provided at sign-up. In addition, tenants are reminded of their tenancy conditions, including expectations relating to ASB, during new tenancy visits.

Objective 2: Clarification of procedure and processes for dealing with ASB, including support provided.

	Recommendation	Reason	Officer Comments
2.1	Introduce an acknowledgement letter when an ASB case is opened	Introducing an acknowledgement letter will provide reassurance to victims that their concerns have been received, understood, and are being taken seriously. The acknowledgement letter gives	<u>Housing Management Service</u> Agree with this recommendation

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	Recommendation	Reason	Officer Comments
		officers an opportunity to clearly summarise the issues raised, demonstrate that they have accurately understood the victim's situation, and set out the agreed next steps. This early communication helps manage expectations. It can also help build trust between the victim and officers, reduce uncertainty and repeat contact, and contribute to higher levels of confidence and satisfaction on how ASB cases are managed.	and will need to review and approve the letter. <u>Community Safety and Enforcement</u> This would be good practice to do and would reassure the victim. Also not too resource intensive. What constitutes a case would need to be clarified.
2.2	Amend text on incident diaries to correct teams/job roles	The document is out of date.	<u>Community Safety and Enforcement</u> The current versions are still serviceable whilst we have stocks of these. These can be tidied up with amendments when we renew our stock.
2.3	Once a case is opened provide a choice of paper copy incident diaries and on-line completion of diaries/QR code.	Online diaries would remove postal delays. It will make it easier and more convenient for victims to record incidents as they occur. This will enable timely and accurate reporting, reducing the risk of incidents being forgotten or details being missed. Online diary completion can improve accessibility for some victims and allows information to be submitted in a format that suits them. In	<u>Community Safety and Enforcement</u> This is a good idea and needs further exploration.

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	Recommendation	Reason	Officer Comments
		addition, receiving diary updates electronically can support more efficient case management for officers, enabling quicker review of evidence and earlier intervention where appropriate, ultimately helping to improve outcomes for both victims and the wider community.	
2.4	That the timescale to respond to ASB reports is changed in the ASB policy from 10 days to 5 days	The group felt any victim of ASB would expect to be contacted sooner than 10 days. Reducing the response timescale from 10 days to 5 days will help victims feel that their concerns are being taken seriously. Faster initial contact can provide reassurance, reduce anxiety, and improve trust in the Council's handling of ASB. This may lead to increase satisfaction with the ASB service and demonstrates a clear commitment by the Council to support tenants affected by ASB. This timescale is consistent with those adopted by other local authorities, with benchmarking showing that the City of Lincoln Council, Newark and Sherwood District Council and Chesterfield Borough Council operate a five-day response time.	<u>Community Safety and Enforcement</u> For the initial response this would not be a problem. A full detailed response may take longer.
2.5	No case should be automatically closed if no incident diaries/ evidence received after one month. Contact should be made first to check situation.	Closing an ASB case assumes that the behaviour has ceased; however, non-return of incident diaries does not necessarily mean the issue is resolved. The review group felt that additional checks and support should be provided before case closure to explore whether there are underlying reasons for a lack of evidence of ongoing incidents. These may include fear of reprisals, the resident feeling too intimidated to continue reporting, periods of illness or absence, difficulties completing diaries, or unidentified	<u>Community Safety and Enforcement</u> Where a risk and vulnerability assessment (RAVA) indicates a Medium or High Risk of Harm and/or that disengagement is likely due to an identified vulnerability,

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	Recommendation	Reason	Officer Comments
		vulnerabilities. Providing further support at this stage would help ensure cases are not closed prematurely and that victims receive appropriate assistance.	follow up contact will be attempted before a case is closed.
2.6	That a formal ASB case closure letter be introduced, clearly explaining the reasons for closure, outlining further actions the victim can take if issues persist, and providing information on the Community Trigger (Case Review) and the Council's complaints process. The process should also include proactive follow-up contact within three months of case closure to ensure the resident's situation remains satisfactory and to offer any additional support if required.	This would clearly explain why the case has been closed and outline the further steps available to the victim should the ASB re-occur. The group also felt strongly that follow-up contact should be made in every case within three months of closure, to check that the situation remains resolved and that the resident is managing well.	<u>Community Safety and Enforcement</u> The ASB policy is currently being reviewed and this will be considered.

The review identified that there is currently no formal procedure in place for managing Anti-Social Behaviour. During the review, the Group were informed that a formal procedure is already in development. Had this work not been underway, the Group would have recommended that a formal ASB procedure be introduced.

Tenants also identified a further recommendation under this objective which will not be taken forward, as set out in the table below.

	Recommendation	Reason	Officer Comments
2.7	That the Council explore alternative methods for residents to record incidents of ASB in addition to written incident diaries. This should include the provision of loan	Providing alternatives to written diaries will make ASB reporting more accessible for victims with literacy difficulties, disabilities, language barriers, or those who find written records challenging or distressing. Alternative recording methods can be less	<u>Housing Management Service</u> Further exploration needed but

	Recommendation	Reason	Officer Comments
	equipment such as Dictaphones, smartphones or tablets, and the use of the noise app.	time-consuming and emotionally demanding than maintaining detailed written diaries, particularly in prolonged or distressing cases. Audio, video and noise-recording apps can capture incidents in real time, reducing reliance on memory and improving the quality and accuracy of reported incidents. Offering practical tools demonstrates that the Council is responsive to residents' needs, which may encourage more people to report ASB. The group are aware that the equipment will need to be restricted for use of the noise app/verbal note taking.	good idea in principle. <u>Community Safety and Enforcement</u> Whilst alternative methods are important, provision of equipment to take advantage of these options is not feasible, particularly given requirements of a local authority to ensure suitable device security and control.

Objective 3: Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.

The Group confirmed through the question and answer session with officers, that the full range of available powers and tools is consistently considered. The most appropriate option is selected for each individual case. As a result, no further recommendations are required.

Objective 4: Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.

	Recommendation	Reason	Officer Comments
4.1	Introduce an ASB service standard.	Introducing an ASB service standard will clearly set out what tenants can expect from the Council when they report ASB. The tenant group has drafted a suggested ASB service standard (see appendix 2).	<u>Housing Management Service</u> Recommendation agreed.

	Recommendation	Reason	Officer Comments
			<p><u>Community Safety and Enforcement</u></p> <p>Service Standards are currently being developed.</p>
4.2	Develop an ASB survey to capture data on how each ASB case has been managed	A survey would measure service effectiveness and consistency, improve understanding of each tenant’s experience, identify areas for improvement, help shape future ASB policy, service standards, training, and resources. The group would like to be involved in developing a survey with officers.	<p><u>Housing Management Service</u></p> <p>Agree that a survey needs to be developed and the results provided to the Regulator of Social Housing.</p> <p><u>Community Safety and Enforcement</u></p> <p>This is something the Regulator of Social Housing is keen for us to develop.</p>
4.3	Invite tenant victims from closed ASB cases to a one-off review meeting with officers to gather feedback on current processes.	Feedback from a one-off review, alongside survey data, can be used to evaluate the service and drive improvements.	<p><u>Community Safety and Enforcement</u></p> <p>This option is available through existing processes and may not be suitable for all cases.</p>

Miscellaneous Recommendation

During the review tenants also identified a miscellaneous recommendation as listed below in the table. Due to other revisions that have already taken place to the Rangers service, senior officers believe a change of uniform is not beneficial and this recommendation will not be taken forward. The Rangers service covers the whole District, not just tenants, and as such wider considerations have equal weight to tenants’ recommendations.

5	Recommendation	Reason	Officer Comments
5.1	The Community Rangers' uniform be revised to appear less military like/officious.	The group has expressed that the current uniform design resembles that of army or police personnel. It is recommended that a new uniform be considered to ensure the CR appear more approachable and that their attire better reflects their supportive role within the wider community. A grey uniform was suggested.	<p><u>Community Safety and Enforcement</u></p> <p>The uniform will remain as is and there will be no changes. The rangers carry out multiple different duties, and they are required to be seen as 'capable guardians' across the wider community. The uniform enables this approach and will not be changed. The uniform has been considered for impact and the term enforcement has now been removed from the job title of the rangers and the service has been rebranded to take account of this. New vehicles are on order which won't have enforcement on the livery. This should go some way to resolving the issues raised in this point.</p>

7. Next Steps

The Challenge and Change Group welcome consideration of this report by senior management and Scrutiny Councillors. The report includes recommendations and an outline action plan which can be developed further, to aid implementation of the recommendations. We welcome further discussion with Housing Liaison Board once this report has been considered.

Appendix 1: Tenancy Agreement

The following clauses in the Tenancy Agreement relate to ASB.

6. Nuisance and Anti-Social behaviour

6.1 You must act reasonably and have consideration for your neighbours. We will not tolerate anti-social behaviour, harassment, or domestic abuse and we will take firm action to deal with those carrying out this unacceptable behaviour.

6.2 As a tenant you will be held responsible for any form of unacceptable behaviour carried out by you, your family, and any other people living at your home, and friends or visitors to your home. You will also be held responsible if you incite, instruct, allow or encourage anyone to act for you.

6.3 You must make sure that you, your family, any other people living at your home, friends or visitors to your home do not:

- a. Cause, or behave in such a way as is likely to cause, harassment, alarm, distress, a nuisance, an annoyance, or disturbance to anyone within Bolsover District, including people in the locality of your Property and other tenants or residents, either directly or indirectly. This includes, but is not limited to, any direct or indirect communication by letter, telephone, text message, email or social media (such as Facebook or Twitter).
- b. Cause or behave in such a way as is likely to cause harassment, alarm, distress, a nuisance, annoyance, or disturbance to anyone within Bolsover District including people in the locality of your Property, because of colour, race, ethnic origin, sexuality, disability, health, age, religion, culture, immigration status, gender, or for any other reason.
- c. Engage in conduct which is detrimental to vulnerable individuals or groups of individuals including, but not limited to, the elderly, those with physical or mental health disabilities, or children.
- d. Be violent or abusive, either physically or emotionally, towards anyone else in the locality.
- e. Make threats, harass, be violent or abusive towards any Council employee, any contractor or anyone working on our behalf, any consultant or Councillor by any means either directly or indirectly, by letter, telephone, text message, email or social media (such as Facebook or Twitter) or any other electronic messaging service. This includes when you telephone or visit any Council office or office of Bolsover District Council, if you are visited at your home, or in any other situation.
- f. Use your home or neighbourhood for any activity which is unlawful including, but not limited to drug dealing, drug production, use of illegal drugs, storing stolen goods or contraband, benefit fraud, obtaining goods fraudulently, for sexual offences, or for the storage or keeping of illegal guns or other weapons. This clause applies irrespective of whether there is a prosecution and/or conviction of a criminal offence.

- g. Engage in any form of domestic abuse, including but not limited to coercive or controlling behaviour, physical, sexual, financial or emotional abuse. Such behaviour is unacceptable and will not be tolerated regardless of gender or sexuality.

Drugs, knives and other serious incidents

6.4 Neither you, nor anyone residing in or visiting your home, may do any of the following when in your home or in the neighbourhood:

- a. possess, use, store, keep, or produce drugs
- b. supply or offer to supply drugs to another person
- c. possess drugs with the intention of supplying them to another person
- d. possess, use, store, or keep knives or other weapons, other than for domestic use
- e. possess knives, implements or other weapons with the intention of supplying them to another person, other than for domestic use.

6.5 We will always consider applying for possession of your home (which would end your tenancy) if there is a breach of any part of this condition, and/or if you or a person residing in or visiting your home:

- a. is convicted of an offence of carrying an article with a blade or a point or an offensive weapon in a public place without lawful authority or reasonable excuse in the locality of your home
- b. is convicted of an offence of unlawfully and intentionally threatening another person with an offensive weapon or bladed article in a public place in the locality of your home
- c. is convicted of any firearms offence or imitation firearms offence
- d. is convicted of an offence of perverting the course of justice
- e. does co-operate with the police without good cause, if you have evidence of drug, gun or knife crime
- f. commit any offence relating to the Modern Slavery Act 2015
- g. does engage in any tenancy related support or referrals for support following any breaches of your tenancy agreement or attend any tenancy related support programmes following any breaches of your tenancy agreement
- h. is responsible for triggering any of the conditions as set out in Section 84A Housing Act 1985, enabling possession to be sought (Absolute Ground for Possession)
- i. Possession proceedings will be issued using an appropriate legal route and in all cases, you should seek independent legal advice.

6.6 You must inform the Council if you have a firearms licence and are keeping a registered firearm at the Property.

Appendix 2: Anti-Social Behaviour Service Standard

We will:

- Provide multiple ways for you to report Anti-Social behaviour.
- Take your concerns seriously and work with you to reduce the impact of the issue.
- Assess the level of risk of every report we receive.
- Respond within 10 working days and agree an initial action plan with you.
- Allocate a named officer to manage your case, keep you updated, and provide support, including working with other partner agencies such as the police when necessary.
- Use the full range of tools and powers available, including legal action against perpetrators.
- Only close a case once actions are completed, or when evidence thresholds cannot be met. We will explain decisions, provide a closure letter, and signpost further options (including Case Review or the complaints process).

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee 15th of June 2026

Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures – Post-Scrutiny Monitoring (2nd Interim Report)

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	The Scrutiny Officer – Coby Bunyan

PURPOSE/SUMMARY OF REPORT

- To present the Interim Report assessing progress against the recommendations to date for the Review of Security Arrangements at The Arc: Policies, Protocols and Procedures
-

REPORT DETAILS

1. Background

- 1.1 The Customer Services Scrutiny Committee and Local Growth Scrutiny Committees agreed to undertake a joint review of security arrangements at The Arc, focussing on the policies, protocols and procedures in place and to examine how security for staff, public and Members can be improved as part of the 2024-25 Work Programme.
- 1.2 This review was initiated in response to growing concerns about the security of The Arc, its vulnerability to incidents of anti-social behaviour and potential critical risks that could threaten the safety of staff, Elected Members and the public.
- 1.3 With a focus on improving the safety, resilience and preparedness of The Arc, this review aimed to identify existing weaknesses, explore legislative compliance and make recommendations that will ensure the building remains a safe environment for all users.

2. Details of Proposal or Information

- 2.1 The Joint Committee have put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc.
- 2.2 This report acknowledges progress to date by Officers implementing the recommendations.

2.3 To date **SIX** out eleven recommendations have been achieved, **FIVE** are on track and will hopefully be completed within the original target date and **Zero** have been extended.

2.4 The five targets achieved are CSSC23-24 2.1, CSSC/LGSC 24-25 2.3, CSSC/LGSC 24-25 2.6, CSSC/LGSC 24-25 2.7, CSSC/LGSC 24-25 2.8 and CSSC/LGSC 24-25 2.10. The remaining five targets are currently on track.

3. Reasons for Recommendation

3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.

3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.

3.3 Members must review progress on the approved recommendations. A progress report is submitted at six and twelve months' intervals, with any exceptions to expected delivery highlighted.

4 Alternative Options and Reasons for Rejection

4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations.

4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

RECOMMENDATION(S)

1. That Scrutiny Members note the progress against the review recommendations.

2. That Scrutiny Members acknowledge any exceptions to delivery and clarify the additional action required by the service.

3. That Scrutiny Members make its report and findings public, in accordance with Part 4.5.17(4) of the Council's Constitution.

4. That Officers continue to implement the recommendations and submit a further report in six months' time highlighting progress and any exceptions to delivery.

Approved by Councillor Clive Moesby, Portfolio Holder for Resources

IMPLICATIONS:

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<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no immediate financial implications arising directly from the recommendations of this report. However, several recommendations suggest that the Council may need to consider future investment. As such, it should be noted that potential funding may be required at a later stage, depending on how the recommendations are implemented—particularly recommendations 2.5, 2.6, 2.7, and 2.10, as outlined in the attached report within the appendices.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<p><u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added/amended these powers.</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no staffing implications from this report, however it should be noted that several recommendations in the attached report including 2.10 and 2.11 have implications regarding staff training.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>
<p><u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: N/A</p>
<p><u>Environment</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Details: N/A</p>

DECISION INFORMATION:

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

<p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>All <input type="checkbox"/></p>
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<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p> Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/> </p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>The review supports the Corporate Ambition of 'Customers'.</p>

DOCUMENT INFORMATION:

Appendix No	Title
1	Appendix 1 - Executive Response to Review of Security Arrangements at The Arc: Policies, Protocols and Procedures
2	Appendix 2 - Post Scrutiny Monitoring Report - Review of Security Arrangements at The Arc: Policies, Protocols and Procedures

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

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW			
Title of Review:	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures		
Timescale of Review:	July 2024 – May 2025	Post-Monitoring Period:	18 months commencing July 2025. Interim report December-February 2026.
Date agreed by Scrutiny:	July 2025	Date agreed by Executive:	July 2025

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC23-24 2.1 145	That the Council introduce a clear security responsibility framework: appoint a senior officer responsible for security at The Arc, tasked with overseeing the development, implementation and regular updates of security policies; assign a portfolio holder from the Cabinet to be responsible for security, as part of their remit.	To establish clear accountability and responsibility for a key area of the Council's functionality.	Dec 2025 (6 months)	Assistant Director of Streetscene, Community Safety and Enforcement (AD for SSCS&E)	Staff resources	The AD for SSCS&E has agreed to assume this responsibility. The Joint Committee, relevant portfolio holders and several senior officers held a meeting on 28 th April to discuss which executive portfolio would be most appropriate. The Joint Committee and Exec Members agreed on the Portfolio Holder for Resources.	Recommendation Approved.
CSSC/LGSC24-25 2.2	That the Council develops a comprehensive security policy for The Arc that addresses ASB, emergency situations and the safety of staff,	Improve security and safety arrangements at The Arc.	Dec 2026 (18 months)	AD for SSCS&E in collaboration with: Assistant Director of Health and Leisure;	Staff resources	This policy could include guidelines on managing potential security issues such as terrorist threats, riots and physical altercations and other security	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
146	Elected Members and customers.			Health and Safety Manager; Emergency Planning Officer; Facilities Management Team		related policies and procedures all in one comprehensive document. The Health and Safety Manager is currently developing an Invacuation Procedure for The Arc. The Emergency Planning Officer is encouraging greater use of Resilience Direct. Other policies and reviews such as the Accommodation Review are being developed. This is starting foundation of an overarching comprehensive Security Policy.	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						for incidents, designating personnel responsible for communication with authorities.	
CSSC/LGSC24-25 2.4 148	That the Council ensure security procedures are regularly reviewed, updated and tested.	Improve overall security and safety at The Arc.	June 2026 (12 months)	AD for SSCS&E in collaboration with: The Facilities Management Team; Health and Safety Manager; Emergency Planning Officer; Assistant Director of Health and Leisure	Staff resources	The AD for SSCS&E agrees that the Council should establish a routine review process for security protocols, ensuring they remain relevant and effective, especially in light of developing legislation such as Martyn's Law. Reviews should test responses to various emergencies. The Senior Leadership Team (SLT) undertook security training and practice, simulating a security incident at	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
149						<p>The Arc in February 2025.</p> <p>It is essential these systems are regularly reviewed, updated and tested – this would require a collaborative multi-departmental effort involving SLT and managers.</p>	
CSSC/LGSC24-25 2.5	That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.	Improve safety and security at The Arc.	June 2026 (12 months)	AD for SSCS&E in collaboration with: Director of Strategic Services; The Facilities Management Team; Assistant Director of Health and Leisure	Financial funding / Staff resources	<p>As this would require specific funding and further research into a pragmatic plan that could be put together, the AD for SSCS&E in charge of CCTV will evaluate what steps need to be taken and decide on a plan to move forward.</p> <p>In March/April 2025, the Council installed a new AV system with cameras in the</p>	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
150						Council Chamber to record committee meetings. This addition, along with updates to governance procedures, provides an extra layer of security by monitoring meetings that may experience disruptions that could escalate to security incidents.	
CSSC/LGSC24-25 2.6	That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation.	To improve security at The Arc and ensure the safety of all staff by mitigating future crisis situations.	June 2026 (12 months)	AD for SCS&E in collaboration with: Director of Strategic Services; Chief Executive Officer	Financial Funding	The AD will be considering methods of perimeter security. Further professional advice is provided on Protect UK. The Chief Executive has also emphasised the importance of not allowing cars to park directly in front of the building entrance	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						and noted that this issue should be taken into consideration.	
CSSC/LGSC24-25 2.7 151	That the Council addresses security arrangements for committee meetings held at The Arc.	By setting clear guidelines for respectful conduct, the Council can maintain a safe, orderly and productive environment for all participants.	Dec 2025 (6 months)	AD for SSCS&E in collaboration with: Governance and Civic Manager	Financial funding / Staff resources	The Governance Manager procured a new AV system for the Council Chamber which will help monitor incidents (installed March 2025); Governance has also purchased a rope barrier (with code of conduct signs attached) to separate the public gallery from Elected Members. Each chair in the gallery now has a laminated code of conduct card to remind the public of respectful behaviour during meetings. Further suggestions from Members include:	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
152						<p>asking the public to sign an ‘I agree...’ statement before being admitted to Council meetings; including the code of conduct signs on the TV screens in the Chamber or on a big/clear notice board; training for Chairs on how to handle threatening situations in meetings.</p> <p>These arrangements aim to maintain a safe, respectful and orderly environment for statutory committee meetings, supporting democratic continuity and safety for Elected Members and staff.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
<p>CSSC/LGSC24-25 2.8</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">153</p>	<p>That the Council conduct a security audit with a Counter Terrorism Security Advisor.</p>	<p>Improve security at The Arc. Ensure the safety of all staff by mitigating future crisis situations.</p>	<p>Achieved</p>	<p>AD for SCS&E in collaboration with: Scrutiny Officer</p>	<p>Staff resources</p>	<p>The AD for SCS&E arranged for a CTSA to attend The Arc during February 2025.</p> <p>The Council has now engaged a counter-terrorism security expert to identify potential vulnerabilities at The Arc.</p> <p>The SLT received training with the CTSA on security protocols at The Arc, including a simulated security incident and response.</p> <p>The AD for SCS&E received sensitive verbal feedback from the CTSA that will not be detailed in this report for security reasons.</p>	<p>Recommendation Approved.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC/LGSC24-25 2.9 154	That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes.	Enhanced Staff Preparedness and Confidence Improved Emergency Response Efficiency Increased Safety for Staff and the Public	June 2026 (12 months)	Health and Safety Manager in collaboration with: Emergency Planning Officer, The Facilities Management Team, Assistant Director of Health and Leisure, AD for SSCS&E	Staff Resources	Staff should be trained in evacuation procedures for bomb threats and terrorism. Drills should be conducted to ensure preparedness and procedures should cover all potential emergency scenarios, including lockdowns and attacks. SLT have received training on Resilience Direct and drill training on handling a critical situation (Feb 2025). The invacuation procedure is currently being developed. All staff have received Terrorist Response Training as well as	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Run, Hide, Tell Training during 2024.	
<p>CSSC/LGSC24-25 2.10</p> <p>155</p>	<p>That the Council provide staff training for conflict management and emergency situations (particularly operational staff and front-of-house staff) and continue to regularly provide training on security related issues to staff and Elected Members.</p>	<p>Improved Staff Preparedness.</p> <p>Enhanced Workplace Safety.</p> <p>Reduced Risk of Escalation.</p> <p>Increased Response Efficiency.</p> <p>A safer, more efficient workplace.</p>	<p>June 2026 (12 months)</p>	<p>AD for SCS&E in Collaboration with: Emergency Planning Officer, Employee Engagement Officer</p>	<p>Financial funding / Staff resources</p>	<p>The Council should provide mandatory and regular training for essential staff on conflict de-escalation, emergency evacuation and effective use of panic alarms. This is advised and supported by the Emergency Planning Officer.</p> <p>This will lead to a safer, more efficient workplace where staff are fully trained to handle emergencies and conflicts, reducing risk and promoting a secure environment for both staff and the public.</p>	<p>Recommendation Approved.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
156						<p>SLT have received training on Resilience Direct and drill training on handling a critical situation (Feb 2025).</p> <p>Members received a Security Briefing and Counter Terrorism training from the Derbyshire Constabulary in March 2025.</p>	
CSSC/LGSC24-25 2.11	<p>That the Council review and update Panic Button procedures and provide SIA training for appropriate members of staff (such as the Leisure Duty Managers and the Enforcement Officers).</p>	<p>Ensure The Arc will always have a trained member of staff on-site to safely remove any member of the public who may be causing a physical or verbal disturbance – key to 2.3.</p>	<p>June 2026 (12 months)</p>	<p>AD for SSCS&E in collaboration with: Director of Health and Leisure</p>	<p>Funding / Staff Resources</p>	<p>This was suggested by the AD for SSCS&E as a more efficient and less expensive alternative to an on-site security guard team. The Assistant Director of Leisure, Health and Wellbeing agrees this training would be beneficial and supports this decision.</p>	<p>Recommendation Approved.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Evaluate the current panic button system and provide Leisure Managers with formal training in handling security incidents.	

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures					
Timescale of Review:	July 2024 – May 2025		Post-Monitoring Period:	18 months commencing July 2025. Interim report December-February 2026.		
Date agreed by Scrutiny:	July 2025		Date agreed by Executive:	July 2025		
Total No. of Recommendations and Sub Recommendations	Achieved	6	On track	5	Extended	0
	Achieved (Behind target)	0	Overdue	0	Alert	0

Key Achievements:

- Work is underway to finalise security procedures in conjunction with colleagues from different departments of BDC.
- Community Safety is taking a lead on the security arrangements to align to key priorities and obtain partnership support where required.
- Discussions with key agencies have taken place to inform policies and procedures.

Reasons for non-implementation of Recommendations:

- . None to note

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PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 2.1 159	That the Council introduce a clear security responsibility framework: appoint a senior officer responsible for security at The Arc, tasked with overseeing the development, implementation and regular updates of security policies; assign a portfolio holder from the Cabinet to be responsible for security, as part of their remit.	To establish clear accountability and responsibility for a key area of the Council's functionality.	Dec 2025 (6 months)		Achieved	Staff resources	<u>FIRST INTERIM REPORT</u> This is completed, the Assistant Director (Street Scene, Community Safety & Enforcement) has overall responsibility however this is delegated to the Community Safety Officer to oversee the process and look at improvements around security in conjunction with key agencies. Cllr Clive Moesby has been assigned the cabinet member
CSSC/LGS C24-25 2.2	That the Council develops a comprehensive security policy for The Arc that	Improve security and safety arrangements at The Arc.	Dec 2026 (18 months)		On track	Staff resources	<u>FIRST INTERIM REPORT</u> A policy is being created for this, and it is in two parts. Work is underway

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
160	addresses ASB, emergency situations and the safety of staff, Elected Members and customers.						however due to the nature of the policy this is not to be documented publicly. <u>SECOND INTERIM REPORT</u> One part of this policy has been created in conjunction with the H&S Team. There will be a single, final version created in accordance with the target dates.
CSSC/LGS C24-25 2.3	That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc.	Ensure that individuals know their roles and responsibilities and how to respond in a security emergency.	Dec 2025 (6 months)		Achieved	Staff resources	<u>FIRST INTERIM REPORT</u> There has been an exercise taken place which has resulted in an action plan, not to be published based on its content however clear roles and responsibilities have been outlined as a result. This has resulted in a secondary piece of work taking place in relation to other security elements again, not to be made publicly available.
CSSC/LGS C24-25 2.4	That the Council ensure security	Improve overall security and	June 2026		On track	Staff resources	<u>FIRST INTERIM REPORT</u>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
161	procedures are regularly reviewed, updated and tested.	safety at The Arc.	(12 months)				Initial exercises carried out and will be on a regular basis in conjunction, risk management systems are in place and close liaison with business continuity/emergency planning colleagues <u>SECOND INTERIM REPORT</u> Exercises and tests have been carried out with action plans being created as a result. The actions are being worked through.
CSSC/LGS C24-25 2.5	That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.	Improve safety and security at The Arc.	June 2026 (12 months)		On track	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u> CCTV and overall security is being considered as part of this and other policies being created as a result. Detail on this will not be documented due to the nature however options are being appraised to improve CCTV systems at the Arc. Other locations have already had increased coverage since the start of this review.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							<u>SECOND INTERIM REPORT</u> The CCTV project is now scoped and being worked through with the Facilities Management Team, prices will be obtained for the works in the coming weeks.
CSSC/LGS G24-25 2.6 62	That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation.	To improve security at The Arc and ensure the safety of all staff by mitigating future crisis situations.	June 2026 (12 months)		Achieved	Financial Funding	<u>FIRST INTERIM REPORT</u> External advice has been sought on this matter, this can be classed as completed at this stage however the update will not contain safety critical information.
CSSC/LGS C24-25 2.7	That the Council addresses security arrangements for committee meetings held at The Arc.	By setting clear guidelines for respectful conduct, the Council can maintain a safe, orderly and productive environment for all participants.	Dec 2025 (6 months)		Achieved	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u> Arrangements to set boundaries within the Council Chamber/Committee room are in place. Again, these are not to be documented however Governance and other service areas have implemented a selection of methods to address these arrangements.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
163 CSSC/LGS C24-25 2.8	That the Council conduct a security audit with a Counter Terrorism Security Advisor.	Improve security at The Arc. Ensure the safety of all staff by mitigating future crisis situations.	Achieved	February 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>This Recommendation was achieved during the course of the review in Spring 2025.</p> <p>The Assistant Director for SSCS&E met with a CTA which influenced the direction of the outcomes of this review.</p>
CSSC/LGS C24-25 2.9	That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes.	<p>Enhanced Staff Preparedness and Confidence</p> <p>Improved Emergency Response Efficiency</p> <p>Increased Safety for Staff and the Public</p>	June 2026 (12 months)		On track	Staff Resources	<p><u>FIRST INTERIM REPORT</u></p> <p>Invacuation and emergency procedures in final stages and will be shared with members in due course.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>The Policy for this has been created by the Health and Safety Team, this will be communicated in due course with relevant staff.</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC/LGS C24-25 2.10 164	That the Council provide staff training for conflict management and emergency situations (particularly operational staff and front-of-house staff) and continue to regularly provide training on security related issues to staff and Elected Members.	Improved Staff Preparedness. Enhanced Workplace Safety. Reduced Risk of Escalation. Increased Response Efficiency. A safer, more efficient workplace.	June 2026 (12 months)		Achieved	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u> A conflict management trainer course is schedule to take place in February 2026. This course has the capacity for six pupils. Directors and Senior Managers will be selected to undertake the training. With the intention that once trained in conflict management and how to deliver conflict management training, there role will be to train employees within their department in conflict management training. <u>SECOND INTERIM REPORT</u> This action is now complete. 6 staff from different service areas have been trained in 'train the trainer conflict management' which allows them to roll out conflict management training to their relevant

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							service area or elected members.
105 65 SSC/LGS C24-25 2.11	That the Council review and update Panic Button procedures and provide SIA training for appropriate members of staff (such as the Leisure Duty Managers and the Enforcement Officers).	Ensure The Arc will always have a trained member of staff on-site to safely remove any member of the public who may be causing a physical or verbal disturbance – key to 2.3.	June 2026 (12 months)		On track	Funding / Staff Resources	<u>FIRST INTERIM REPORT</u> This is ongoing and being explored, pricing button <u>SECOND INTERIM REPORT</u> This project is sitting with the Facilities Management Team and prices being sought.

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on the 15th of June 2026

Customer Services Scrutiny Committee Work Programme 2026/27

Report of the Scrutiny Officer

Classification	This report is Public
Contact Officer	Scrutiny Officer, Coby Bunyan

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2026/27.

REPORT DETAILS

1. Background

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2026/27 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny Officer should they have any queries regarding future meetings.
- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.

- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

2. Background Details of Proposal or Information

- 2.1 Attached at Appendix 1 is the meeting schedule for 2026/27 and the proposed agenda items for approval/amendment.

3. Reasons for Recommendation

- 3.1 This report sets the formal Committee Work Programme for 2026/27, and the issues identified for review.
- 3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council’s Constitution requires each Scrutiny Committee to set an annual work plan.

4 Alternative Options and Reasons for Rejection

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

RECOMMENDATION(S)

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

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: None from this report.</p>		
<p>On behalf of the Section 151 Officer</p>		

<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.
On behalf of the Solicitor to the Council

<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None from this report.
On behalf of the Head of Paid Service

<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None from this report.

<u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.
Details: None from this report.

DECISION INFORMATION:

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

District Wards Significantly Affected:

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

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

All

Is the decision subject to Call-In?

(Only Key Decisions are subject to Call-In)

Yes No

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

Yes No

Consultation carried out:

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

Yes No

Leader Deputy Leader Executive SLT
Relevant Service Manager Members Public
Other

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

All

DOCUMENT INFORMATION:

Appendix No	Title
1.	Customer Services Scrutiny Committee Work Programme 2026/27

Background Papers

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

Customer Services Scrutiny Committee

Work Programme 2026/27

Formal Items – Report Key

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

Date of Meeting	Items for Agenda		Lead Officer
Monday, 15th of June 2026 170	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2026/27 – 1 st January 2026 to 31 st March 2025 and Annual Summary	Customer Services, Standards and Complaints Manager
		Revised Tenant Engagement Strategy	Assistant Director of Housing; Housing Strategy and Development Officer
		Challenge and Change review	Tenant Liaison and Part Officer
		Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Second Interim Report)	Scrutiny Officer
		Agreement of Work Programme 2026/27	Scrutiny Officer
	Part B – Informal	Review work	Scrutiny Officer
Monday, 28th of September 2026	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2026/27– 1 st April 2026 to 30 th June 2026	Customer Services, Standards and Complaints Manager
		Private Sector Housing Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Strategy and Development Officer
		Homelessness and Rough Sleeping Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Options Manager
		Renewal of Mobility Scooter Policy	Housing Services Manager; Housing Strategy and Development Officer

Appendix 1

Date of Meeting	Items for Agenda		Lead Officer
		Renewal of Communal Area Management Policy for Council Owned Residential Properties	Housing Services Manager; Housing Strategy and Development Officer
		Review TBC	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
Monday, 07th of December 2026	Part A – Formal	Review work	Customer Services, Standards and Complaints Manager
		Customer Service Standards and Compliments, Comments and Complaints 2026/27 – 1st July 2026 to 30th September 2026	TBC
		Housing Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Strategy and Development Officer
		Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Final Interim Report)	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
Monday, 22nd of March 2027	Part A – Formal	Review work	Customer Services, Standards and Complaints Manager
		Customer Service Standards and Compliments, Comments and Complaints Report 2026/27 – 1st October 2026 to 31st December 2026	Scrutiny Officer
		Review TBC	Scrutiny Officer
		Review TBC	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
		Review work	

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