

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Executive

Friday 12th June 2026

Contact: Alison Bluff
Senior Governance Officer
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Dear Councillor

EXECUTIVE

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday 22nd 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.

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 Wi-Fi or mobile data to make the video call or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

EXECUTIVE AGENDA

*Monday 22nd June 2026 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne*

Item No.		Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	5 - 11
	To consider the minutes of the last meeting held on 18 th May 2026	
	<u>NON KEY DECISIONS</u>	
5.	Communications Strategy 2026 - 2028	12 - 33
6.	2026 Data Protection Policy	34 - 50
7.	Adoption of the refreshed Strategic Asset Management Plan	51 - 74
8.	Council Plan Targets & KPI Performance Update - Jan to Mar 2026 (Q4)	75 - 146
9.	Appointments to Outside Bodies (Executive Functions)	147 - 153
	<u>KEY DECISIONS</u>	
10.	Contract award Replacement and Upgrade of Kitchens 2026-2031	154 - 157
11.	Contract award electrical maintenance, upgrade, inspection, and testing of void properties owned by Bolsover District Council	158 - 161

12. Regeneration Fund - Update on the former Co-op Foodstore 162 - 172

13. Exclusion of the public

To move:-

“That under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.” [The category of exempt information is stated after each item].

PART 2 - EXEMPT ITEMS

KEY DECISION

14. Pleasley Vale Business Park - to seek approval for a scheme of works to be procured 173 - 178
EXEMPT PARAGRAPHS 3 & 5

Agenda Item 4

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Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 18th May 2026 at 1000 hours.

PRESENT:-

Members:-

Councillor Jane Yates in the Chair

Councillors:- Mary Dooley, Donna Hales, Clive Moesby, Tom Munro, Jeanne Raspin and Phil Smith.

Officers:- Karen Hanson (Chief Executive), Theresa Fletcher (Section 151 Officer), Jim Fieldsend (Monitoring Officer), Steve Brunt (Strategic Director of Services), Ian Barber (Strategic Director Property, Construction & Assets), Sarah Kay (Interim Strategic Director Economic Growth), Victoria Dawson (Assistant Director Housing Management), and Alison Bluff (Senior Governance Officer).

Also in attendance at the meeting was Councillor Anne Clarke, Vice Chair of Climate Change and Communities Scrutiny Committee), and Coby Bunyan (Scrutiny Officer).

EX211-25/26. APOLOGIES

Apologies for absence were received on behalf of Councillor Rob Hiney-Saunders and John Ritchie.

EX212-25/26. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

EX213-25/26. DECLARATIONS OF INTEREST

There were no declarations of interest.

EX214-25/26. MINUTES – 13TH APRIL 2026

Moved by Councillor Tom Munro and seconded by Councillor Mary Dooley
RESOLVED that the Minutes of an Executive meeting held on 13th April 2026 be approved as a correct record.

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NON KEY DECISIONS

MATTERS REFERRED FROM SCRUTINY

EX215-25/26. PRE DECISION SCRUTINY: SPOTLIGHT REVIEW OF THE GMB UNION'S INFORMAL RECOGNITION APPLICATION – RECOMMENDATIONS OF THE CLIMATE CHANGE AND COMMUNITIES SCRUTINY COMMITTEE

Executive considered a detailed report, presented by Councillor Anne Clarke, which provided the findings, outcomes and recommendation of the Climate Change and Communities Scrutiny Committee (CCCSC) pre-decision scrutiny of the Review of the GMB Union's (General, Municipal, Boilermakers and Allied Trade Union) Informal Recognition application.

Further to an informal recognition application being made by the GMB to the Leader of the Council, a pre-decision scrutiny spotlight review was carried out by the Climate Change and Communities Scrutiny Committee during April 2026.

Appendix 1 to the report presented the Spotlight Review of GMB's Recognition Application with the recommendation in favour of their forthcoming formal application.

Members welcomed the decision.

Moved by Councillor Jane Yates and seconded by Councillor Donna Hales
RESOLVED that the pre-decision scrutiny recommendation be approved, and the formal application of GMB when received for recognition under Schedule A1 of the Trade Union and Labour Relations (Consolidation) Act 1992, be approved.

REASON FOR DECISION

Following the conclusion of pre-decision scrutiny spotlight review at the request of an Executive Member, it was recommended that the Executive approve the pre-decision scrutiny recommendation of approving the formal application when received under Schedule A1 of the Trade Union and Labour Relations (Consolidation) Act 1992, as the Committee deems it appropriate to add an additional Trade Union to strengthen the representation of Council employees.

OTHER OPTIONS CONSIDERED

There are no alternative options.

EX216-25/26. REQUEST FROM THE CLIMATE CHANGE AND COMMUNITIES SCRUTINY COMMITTEE FOR WITHDRAWAL OF RECOMMENDATION CCCSC 23-24 2.5 REVIEW OF THE COUNCIL'S ENERGY POLICY FOR LOCAL HOUSING

Executive considered a detailed report, presented by Councillor Anne Clarke, in relation to a request from the Climate Change and Communities Scrutiny Committee (CCCSC) to withdraw recommendation CCCSC 23-24 2.5; *“that the Council consolidates all existing policies, strategies and plans regarding EV charging stations for Bolsover District into*

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one clear document/ web page article dedicated to the topic of the Council's approach to EV charging points."

At its meeting held on 14th April 2026, CCCSC agreed to request the withdrawal of the recommendation as it was confirmed that responsibility sat with Derbyshire County Council (DCC) and not with the District Council.

Funding for new Electric Vehicle (EV) Chargers had to be bid for by the District Council as the funding was held by DCC. DCC also determined whether an EV Charger should be provided in a location, and if a resident in the District requested an EV charger fitted through or under a pavement, this was also a DCC function.

Policies, strategies and plans both present and future were determined by DCC which effectively meant the Council could not fulfil this recommendation.

The Communications Manager had delivered what was actionable within the functions of the Council and had published a webpage with a link to all the locations of EV charges in the District, which was hosted and managed by Zap Maps (a digital EV mapping platform).

Moved by Councillor Jeanne Raspin and seconded by Councillor Tom Munro
RESOLVED that recommendation CCCSC 23-24 2.5 be withdrawn for the reasons detailed above.

REASON FOR DECISION:

The responsibility for this was with DCC and therefore CCCSC 23-24 2.5 fell outside the functions of the District Council.

OTHER OPTIONS CONSIDERED:

Not to withdraw the recommendations – not recommended for the reasons detailed above.

KEY DECISIONS

EX217-25/26. BRIAR CLOSE, SHIREBROOK & HIGH STREET, TIBSHELF, RECONSTRUCTION FUNDING ARRANGEMENTS

Executive considered a detailed report, presented by the Portfolio Holder for Housing, which sought Members approval to reduce the level of Dragonfly Development Ltd (DDL) dividend to be returned to the Council arising from profit achieved during the 2024/25 financial year, so as to fund pre-construction works at Briar Close, Shirebrook and High Street, Tibshelf, to be completed before 30th September 2026. The Council's Shareholder Agreement provided facility for the Council to agree the distribution of profit (i.e. dividend) it received from the Dragonfly companies.

DDL was one of the Council's strategic vehicles in delivery of its Bolsover Homes pipeline ambitions by way of increasing its affordable social housing stock by 200 units within the Council's current strategic plan (The Future) 2024 to 2028.

During the 2024\25 financial year, DDL, realised a profit after tax of £1,898,495. This could be returned to the Council as a dividend as 100% shareholder of the Dragonfly group of companies.

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Briar Close, Shirebrook & High Street, Tibshelf sites, both had potential to develop approximately 30+ units, however, before these schemes could be further considered for delivery through the Bolsover Homes funding pipeline and submitted to Members for approval, viability of the schemes would need to be undertaken.

The Council's newly formed Projects and Construction Team had provided high level cost estimates for these two schemes, which showed that they were viable, provided that funding could be obtained from Homes England. The costs for pre-construction services for the two schemes at £488,500 excluding VAT was set out in the report.

If the Council wished to proceed with the sites, the next stage would be to commence pre-construction works so that planning permission could be obtained, and should any scheme be identified as non-viable at any of the stages, pre-construction work could be stopped at any RIBA stage with no further costs incurred.

Following the granting of planning permission, the Council could proceed towards starting on site using the approved designs to provide a more detailed estimate of costs and allowing confirmation of funding available from Homes England.

Moved by Councillor Phil Smith and seconded by Councillor Tom Munro

RESOLVED that 1) the reduction in the dividend receivable from Dragonfly Development Ltd (DDL) for the 2024\25 financial year, in the amount of £488,500 to allow pre-construction works at Briar Close, Shirebrook and High Street, Tibshelf, to be undertaken and paid for, be approved,

2) further reports be submitted to Executive and Council for Bolsover Homes funding pipeline, following detailed viability of the scheme being established.

REASON FOR DECISION:

To undertake pre-construction works, to assess viability of a scheme/s for inclusion in the Bolsover Homes pipeline, which would be subject to a further report to Council.

To enable the on-going pipeline of work for the Council's Construction team to be given the best chance of achieving the Council's vision of building 200 new homes by 2028, pre-construction work needs to start as soon as possible.

OTHER OPTIONS CONSIDERED:

Members could choose not to consider these pre-construction schemes for inclusion in the Bolsover Homes schemes; however, this would mean that much needed housing would not be developed, undermining the potential to meet the Council's current strategic plan target to increase the number of affordable social housing units by 200 during (The Future) 2024 to 2028 period.

EX218-25/26.

PURCHASE OF SECTION 106 PROPERTIES FROM FORGE HOMES LIMITED, PARK AVENUE, GLAPWELL

Executive considered a detailed report, presented by the Portfolio Holder for Housing, which sought Members recommendation to Council to amend the Capital Programme to include the purchase of six properties for affordable rent within the Housing Revenue Account. The report also sought approval to delegate authority to the

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Assistant Director Housing Management to agree the purchase subject to funding being available.

Forge Homes Ltd, were building 49 properties at Park Avenue, Glapwell, including five affordable semi-detached houses as a S106 planning condition. The report sought the purchase of six properties for affordable rent from Forge Homes - five at affordable rent and one at market rate. If approved, the properties would be added to existing Council stock within the Housing Revenue Account and be funded using Right to Buy Receipts.

The combined purchase price of these properties was £900K (excluding fees and SDLT). Assuming the rents for these properties were set in line with the affordable rent levels (80% of market rent) the scheme would break even after one year if 1-4-1 receipts were used. As the scheme broke even in year one it would not add any additional costs to the HRA revenue budgets.

Moved by Councillor Phil Smith and seconded by Councillor Tom Munro

RESOLVED that 1) Council be recommended to add the scheme to the Capital programme and to purchase six properties at Park Avenue, Glapwell for affordable rent within the Housing Revenue Account,

2) subject to Council approval of the financing, the Assistant Director of Housing Management, is given delegated powers to approve the purchase of the properties from Forge Homes Limited.

REASON FOR DECISION:

That the proposal offered value for money, met local housing need, and increased the Council's housing stock. Therefore, the Council should proceed with this purchase.

OTHER OPTIONS CONSIDERED:

To not purchase the properties had been rejected as the properties would fulfil a housing need in the area. This housing mix best supported that identified housing need.

EX219-25/26.

EXTENSION OF EXISTING AGREEMENT WITH DERBYSHIRE BUILDING CONTROL PARTNERSHIP (DBCP)

Executive considered a detailed report, presented by the Portfolio Holder for Growth, which sought approval to extend an existing services agreement with Derbyshire Building Control Partnership Limited (DBCP) for the provision of building control services for a further period to 31st March 2029, and to agree service charge and funding arrangements. The extension would maintain service continuity, provide value for money, and support the Council's statutory obligations.

The Council was a shareholder in DBCP, which delivered building control services on behalf of participating local authorities. The Council originally entered into a services agreement on 1st June 2017, with an initial term of three years. This agreement had been extended on a number of occasions.

For the period 1st April 2026 to 31st March 2029, the annual service charge payable by the Council would be £54,500 plus VAT, which ensured the cost remained the same as the current arrangement for a longer period. Officers considered this to represent a reasonable cost for the continued delivery of the service.

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The Extension Agreement also formalised arrangements for the collection and administration of Levy Funding; including collection of Levy Funding by the Company and payment to the relevant Government Department via an independent bank account and the DELTA system; separate reporting arrangements for each participating authority; and allocation of 100% of New Burdens Funding received by each Authority to the Company.

Moved by Councillor Tom Munro and seconded by Councillor Phil Smith

RESOLVED that 1) the extension of the Services Agreement with Derbyshire Building Control Partnership Limited to 31st March 2029; be approved,

2) the revised service charge of £54,500 per annum plus VAT for the period 1st April 2026 to 31st March 2029; be approved, and

3) the Strategic Director of Property, Construction and Assets, in consultation with the Monitoring Officer and Section 151 Officer, be authorised to enter into and complete the Extension Agreement on behalf of the Council.

REASON FOR DECISION:

The partnership model had provided resilience within a competitive Building Control market and had enabled the Council to continue to meet its statutory responsibilities efficiently and effectively. Failure to approve the extension could result in service disruption, loss of expertise and reduced resilience in a statutory function. Extending the agreement mitigated these risks by maintaining an established and effective partnership arrangement.

These provisions ensure clarity, transparency, and regulatory compliance across all partner authorities.

OTHER OPTIONS CONSIDERED:

To not extend the Services Agreement - This could require the Council to identify and implement an alternative service delivery model, from 2027, such as bringing the service back in-house or undertaking a fresh procurement exercise. Officers considered this to present increased financial, operational, and reputational risk and therefore did not recommend this option.

EX220-25/26.

CONTRACT AWARD SURVEYING, REPAIR AND REPLACEMENT EXTERNAL DOORS AND WINDOWS

Executive considered a detailed report, presented by the Portfolio Holder for Housing, which sought Members approval to enter a four year contract with Swinstead Enterprises Ltd (Trading as Evendine Utilities), for surveying, repair and replacement external doors and windows.

The existing contract for the replacement and repair of doors came to an end in July 2025. The Capital Projects Team operating as part of Property Services, Dragonfly Management (Bolsover) Ltd, working with the Council's procurement team commenced a re-tender exercise on 22nd April 2025. Unfortunately, the tender exercise had to be reissued which led to a delay in identifying a preferred bidder.

The successful bidder, Swinstead Enterprises Ltd (Trading as Evendine Utilities), was the incumbent contractor and had been operating under a new contract arrangement since 5th

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January 2026. The contract was a four year contract based on 2 years plus 1, plus 1 year extension, with a total value of £240,000.

Procurement of the contract had commenced under Dragonfly, however, at the point the contract was awarded, a decision had been made for Dragonfly to return in house, and it was agreed with the successful bidder that the contract would be in Bolsover District Council's name. The Council's Procurement Team had been involved throughout and were satisfied a legal compliant procurement exercise had been followed. In addition, the Legal Team had been involved including drafting the JCT contract.

Moved by Councillor Phil Smith and seconded by Councillor Donna Hales

RESOLVED that the contract for 4 years to Swinstead Enterprises Ltd (Trading as Evendine Utilities) for the provision of Surveying, Repair and Replacement, External Doors and Windows, be approved.

REASON FOR DECISION:

Swinstead Enterprises Ltd (Trading as Evendine Utilities) were identified as the successful bidder through a legal compliant procurement exercise. They had been operating under contract terms and conditions since 5th January 2026, and the arrangements required formalising by way of a JCT contract.

OTHER OPTIONS CONSIDERED:

None, as Swinstead Enterprises Ltd (Trading as Evendine Utilities.) were identified as the best supplier through an agreed procurement exercise.

The meeting concluded at 1025 hours.



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 22nd June 2026

Communications Strategy 2026 - 2028

Report of the Leader of the Council, Councillor Jane Yates

Classification	This report is Public
Contact Officer	Communications, Marketing and Design Manager

PURPOSE/SUMMARY OF REPORT

For Executive to consider and approve the adoption of the Communications Strategy 2026 to 2028

REPORT DETAILS

1. Background

1.1 Bolsover District Council currently has no Communications Strategy. This was identified by the Communications, Marketing and Design Manager as a necessary document especially with the upcoming Local Government Reorganisation.

2. Details of Proposal or Information

2.1 The Communications Strategy outlines how the work of the Communications, Marketing and Design team will support the strategic priorities of Bolsover District Council. The underlying principle of all communications is to be open and transparent. There are six core principles that underpin the strategy; Values; Clear, consistent and honest; open and transparent; targeted, relevant and timely; accessible; Insight led. The ‘voice’ of the Council’s communications should be straightforward, formal, authoritative in most cases and use Plain English. The Council speaks to a large range of audiences including residents, staff, councillors, tenants, the media, businesses, voluntary groups, MPs, other public sector organisations and visitors. The Council will use a range of communications methods including the press, website, social media, e-newsletters, InTouch (resident magazine), Bolsover Homes (Tenant magazine), video and photo content, digital screens, intranet, internal emails, posters.

2.2 The Communications strategy outlines five aims for the Communications, Marketing and Design team to work towards: 1) Improve internal engagement; 2) Strengthen trust and transparency; 3) Enhance digital and social media communications; 4) Support corporate priorities by celebrating work that meets those goals; 5) Strengthen insight, evaluation and data-driven decision making.

3. Reasons for Recommendation

- 3.1 This strategy is considered necessary to ensure consistent and accessible communications are produced by Bolsover District Council both internally and externally.

4. Alternative Options and Reasons for Rejection

- 4.1 No alternative options are proposed.

RECOMMENDATION(S)

That Executive approve the Communications Strategy.

Approved by Councillor Jane Yates, Portfolio Holder for Communications

IMPLICATIONS

A. Finance and Risk Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None arising directly from this report.
On behalf of the Section 151 Officer
B. Legal (including Data Protection) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Details: The Council should ensure that publicity complies with all applicable statutory provisions, including the Code of Recommended Practice on Local Authority Publicity 2011.
On behalf of the Solicitor to the Council
C. Staffing Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: None arising from this report
On behalf of the Head of Paid Service
D. Environment Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details:

E. Equality and Diversity	
<p><i>You can assess the impact by considering whether the equality evidence indicates potential differential impact on each protected characteristic group or provides an opportunity to improve equality in an area.</i></p> <p><i>We ask colleagues to do an Equality Impact Assessment (EIA) when refreshing policies/guidance/plans or creating new ones.</i></p> <p>Have you considered equality impacts in relation to the topic of this report?</p> <p>If this is a new or refresh of a policy, guidance or plan, have you carried out an EIA?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>

DECISION INFORMATION

<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 below thresholds: -</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
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<p><input checked="" type="checkbox"/> If the decision is a key decision, please indicate which threshold applies:</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>(a) <input type="checkbox"/> (b) <input type="checkbox"/></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></p> <p>Please state below which wards are affected or tick All if all wards are affected:</p>	<p>All <input type="checkbox"/></p>

<p>All key decisions are subject to Scrutiny call-in unless the call-in period is to be waived, however, exemption from call-in is only with the agreement of the Monitoring Officer.</p> <p>Is this Key Decision subject to Scrutiny Call-In? (leave blank if not a key decision)</p> <p>If No, has the Monitoring Officer agreed?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>
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Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader <input checked="" type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/> Details: -	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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Links to Council Ambition: Customers, Economy, Environment, Housing
The strategy links to the council ambitions by aiming to celebrate the work of the council in relation to the ambitions.

DOCUMENT INFORMATION

Appendix No	Title
1	Communications Strategy 2026 to 2028

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

May 2026



Communications Strategy 2026 to 2028



*The **Communications Strategy** will outline how the work of the Communications, Marketing and Design team will support the strategic priorities of Bolsover District Council.*

Bolsover District Council's priorities are:

Customers:

Providing excellent and accessible services.

This includes:

- working with partners
- promoting equality and diversity
- modernisation of services
- supporting and involving vulnerable and disadvantaged people
- improving health, wellbeing and increasing participation in sport, leisure and social activities

Economy:

Drive growth, promote the district and be business and visitor friendly.

This includes:

- support enterprise, innovation, jobs and skills
- unlock regeneration and development potential of long-term vacant land and buildings
- ensure financial sustainability, increase revenue streams, achieve best value, make best use of our assets
- promote the district, work with partners to increase and support the cultural and tourism sector
- maximise our influence and opportunities within EMCCA to ensure our citizens have the opportunity to develop key skills and access opportunities to work well
- help create a strong, sustainable local economy

Environment:

Protect the quality of life for residents and businesses, meet environmental challenges and increase biodiversity.

This includes:

- collectively lead the way in moving from fossil to fusion and play our part in achieving our national ambition to achieve net zero by 2050
- reduce our carbon footprint whilst supporting and encouraging residents and businesses to do the same
- increasing recycling
- enhancing biodiversity across the district
- working with stakeholders, regional and local partnerships to deliver shared strategies and priorities that support the local environment
- ensure all areas of the district are places people want to live, feel safe and are proud to live in

Housing

Deliver social and private sector housing growth

- enable housing growth by increasing the supply, quality, and range of housing to meet need
- building more, good quality, affordable housing and being a decent landlord
- preventing and responding to homelessness through early intervention and personalised solutions
- maintaining and improving property and management standards
- ensure living conditions contribute to better health outcomes for all

Core principles

The underlying principle of all communications in the council, for all audiences, is to be open and transparent.

All communications must adhere to the Code of Recommended Practice on Local Authority Publicity (appendix 1). There must be a consistent and strategic approach to communications across the council, using best practice.

The following core principles complement the above and underpin the communications strategy:

Values

Values – to be credible, Bolsover District Council's values must be reflected in our communications, both in their visual style and in the way we deliver our messages.

Clear, consistent and honest – ensuring communications is in language that is free from jargon and easy to understand. Where technical terms are needed, we will fully explain them.

**Clear,
consistent
and honest**

Open and transparent

Open and transparent – making information as widely available as possible. All residents and stakeholders should be able to easily find relevant information about the council and how it is making a difference to their quality of life, in turn enabling them to better understand, assess and contribute to our work.

Targeted, relevant and timely – recognising the need to tailor communications for, and targeting, specific audiences.

**Targeted,
relevant and
timely**

Accessible

Accessible – communications should be accessible for all, reflecting the diverse needs and preferences of our audiences.

Insight led – effectively using previous evaluations, industry best practice, behavioural science and intelligence so that communications and engagement activity and the wider council resources can be effectively targeted and subsequently evaluated.

Insight led



Our voice

It is vital that we interact with people, internally and externally in a straightforward and honest way.

Plain English should be used, jargon should be avoided, and we should ensure we communicate in a way that is easy to understand. Acronyms should not be used unless they are explained the first time they are used and then repeated as an acronym.

We should also ensure we are listening to what residents say and are open to feedback.

All Council communications should be written in an appropriate style for the medium they are being published on.

For most communications it is appropriate to use a formal, authoritative tone. This can ease for social media channels and internal messaging.

We refer to the Council in the third person e.g. 'BDC has taken action'... As opposed to 'We have taken action'.

Press releases will be written in a journalistic style, adhering to the grammatic rules thereof.

Our audience

The council's audience will typically include:

- Residents
- Tenants
- Bolsover District Council staff and councillors
- Hard-to-reach groups
- Visitor attractions
- The media
- MPs
- Voluntary groups and organisations
- The business community
- Visitors and those who work in the area
- Other public sector organisations (EMCCA, police, fire etc.)





Communications methods

The council will ensure it remains transparent by producing accessible, relevant and timely communications.

There are multiple channels available for the council to use to communicate, and the most appropriate channels will be used for whichever audience is needing to be reached.

Currently communication methods used are:

- Press releases
- Website
- Social media
- E-newsletters
- InTouch (quarterly magazine)
- Bolsover Homes (twice yearly housing magazine)
- Video and photographic content
- Digital screens

Internal channels include:

- Intranet
- Internal emails
- Print



The Press

The media plays an important role in shaping perceptions of the council.

The ever-changing nature of journalism means the press will pursue a range of different stories.

It is important to build a working relationship with local reporters where possible and ensure the council's side of the story is told accurately.

Key points for effective management of media relations:

- Respond to journalists in full within a reasonable time
- Be helpful, polite and positive
- Never say 'no comment'
- Issue timely, relevant and well-written press releases
- Refer all hostile enquiries to the Customer Services Manager, Monitoring Officer or Chief Executive Officer
- Pre-empt potential stories arising from council agendas and minutes

Website

The council's website is a depository for all the council's documents and information. It is to be regularly updated and kept up-to-date.

Regular work is to take place to ensure accessibility compliance and software viability.

Social media

The council's current social media channels are:

- Facebook
- Instagram
- YouTube
- Bluesky
- LinkedIn

All channels are open to review and new channels may be started if deemed appropriate. Likewise, old channels can be deleted if necessary.

No Council social media channels should be created without the express permission of the CMD Manager. If channels are created for specific teams, the CMD team should be given access to those channels.

The main social media channels are the BDC corporate channels but there are also channels for Extreme Wheels, Go! Active and Bolsover UK (Place programme).

E-newsletters

The council uses a GovDelivery system to send a variety of e-newsletters to communicate to subscribers.

These topics can change at any point, but subscribers cannot be migrated from one e-newsletter to another.

The e-newsletters are used to send more specific information to people on narrower topics. There will be articles published via this medium that are not necessarily repeated elsewhere e.g. environmental awareness days.

InTouch

The InTouch magazine is a quarterly printed form of communication that is delivered to every household in the district.

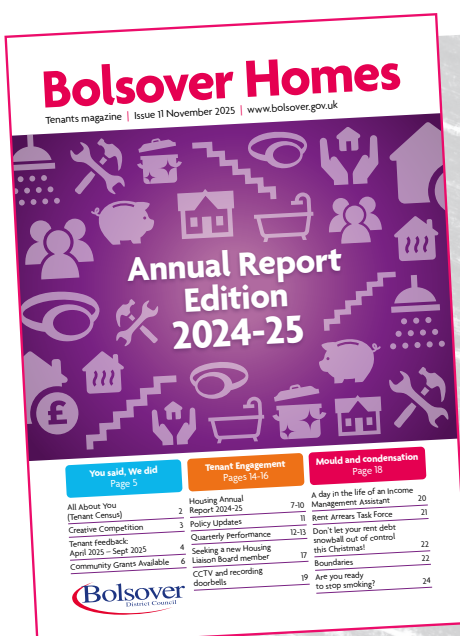
The magazine is uploaded onto the website in PDF format at the same time as delivery commences.

The content of InTouch reflects the news from the previous 3 months and compiled by the Communications, Marketing and Design Manger and agreed with the Council Leader.

A Leader's Column forms part of the magazine and should include the Leader's activities and a round-up of Council activities from the previous three months.



Bolsover Homes



This is a printed magazine delivered directly to the homes of Council tenants and the Council's Independent Living Schemes.

The content is created by the Housing team and is sent to the Communications team to rework as needed. The magazine is then designed by the CMD team.

Video and photo content

This is produced primarily by the Visual Content Producer but the Communications Officers and CMD Manager will also take part when needed.

Digital screens

The Council has digital display screens in the three of the four contact centres (Clowne, Bolsover, Shirebrook), as well as a large display at the entrance of The Arc and several around the Go! Active facility.

Some of these screens are video only and some are a mixture.

The content of the screens can be tailored to the placement of the screen. For example, the screen in Shirebrook might display a business advert for a Shirebrook business where the others do not.

It is free for businesses to display adverts on these screens. We are able to accommodate most local businesses on the screens and do this when requested by those businesses or groups.



Intranet

The intranet is an internal communications tool run by the CMD team. The CMD team should work with the Employee Engagement Officer to publicise personal achievements and milestones of staff.

Internal emails

These should be sent only when needed. Requests for internal emails can be refused and instead adding that request to the weekly bulletin.

Internal emails should only be sent when the matter is urgent or time specific.

The weekly bulletin is sent at 2pm every Friday and is a round-up of all Council news both internal and external. The author of these emails can add an informal element to these emails as appropriate e.g. a weekly quiz or 'did you know' section.

Posters

There are several areas within the offices where printed posters can be displayed. Posters should be designed in a professional manner and be on relevant topics only.

Aims

The next few years will be essential for Bolsover District Council as the move to a unitary authority draws closer.

The top five priorities for the Communications, Marketing and Design team are:

1. Improve internal engagement

Local Government Reorganisation will be unsettling for many and the high-level discussions taking place will need to be turned into user friendly, accessible articles.

- Build a clear and consistent flow of information using the corporate internal channels to help staff understand decisions and changes.
- Foster a culture where staff feel informed and involved
- Use a mix of channels to reach office-based and remote workers.
- Align internal messaging with external communications to ensure the organisation speaks with one voice.

2. Strengthen trust and transparency

The Council should be working to ensure that decisions are publicised in an even-handed manner.

- Communicate clearly and consistently about the Council's decisions and services.
- Use plain, jargon free language in accessible formats.
- Publish news updates in a timely manner

3. Enhance digital and social media communications

Social media is one of the council's strongest communications tools. The CMD team will be working to improve these channels.

- Fast and responsive, user-centred communications across all social media platforms
- Use data and analytics to understand what content works and what is getting engagement
- Ensure consistency across channels including brand identity

4. Support corporate priorities by celebrating work that meets those goals

All communications should align with the council's strategic priorities.

- Provide professional support to departments to ensure consistent messaging
- Develop campaigns to drive behaviour change e.g. recycling, community safety

5. Strengthen insight, evaluation and data-driven decision making

It is essential that communications is a data driven team, using analytics to improve the messages we send, and the way we send them.

- Build evaluation into all campaigns to measure impact, reach and effectiveness
- Use analytics from digital channels to understand trends
- Develop a culture where communications decisions are guided by data as well as professional judgement

31 March 2011

CODE OF RECOMMENDED PRACTICE ON LOCAL AUTHORITY PUBLICITY

1. I am directed by the Secretary of State for Communities and Local Government to draw the attention of your authority to the annexed code of recommended practice on local authority publicity, which has been issued under section 4 of the Local Government Act 1986. It comes into force on 31 March 2011. On the same date the codes of practice issued on 15 August 1988 (Department of the Environment circular 20/88) and 2 April 2001 (Department of the Environment, Transport and the Regions circular 06/2001) are withdrawn in relation to local authorities in England.
2. The code has been prepared following consultation with such associations of local authorities as appeared to the Secretary of State to be concerned and such local authorities with whom consultation appeared to the Secretary of State to be desirable. A draft of the code has been laid before, and approved by a resolution of, each House of Parliament.

Signed

Paul Rowsell

A senior civil servant in the Department for Communities and Local Government

The Chief Executive –
County Councils in England
District Councils in England
London Borough Councils
The Council of the Isles of Scilly
Parish Clerks of Parish Councils in
England
The Town Clerk, City of London

The Chief Officer of the –
Metropolitan Police Authority
Police authorities established under section 3 of the
Police Act 1996
The London Fire and Emergency Planning
Authority
The Broads Authority
National Parks Authorities
Joint authorities under Pt 4 of the Local
Government Act 1985
The Manchester Combined Authority

THE CODE OF RECOMMENDED PRACTICE ON LOCAL AUTHORITY PUBLICITY

Introduction

1. This code applies to all local authorities in England specified in section 6 of the Local Government Act 1986 and to other authorities in England which have that provision applied to them by other legislation. Where the term “local authorities” is used in this code it should be taken as referring to both those categories of authority. References to “the Act” are to the Local Government Act 1986.
2. Local authorities are required by section 4(1) of the Act to have regard to the contents of this code in coming to any decision on publicity. Section 6 of the Act defines publicity as “any communication in whatever form, addressed to the public at large or a section of the public”. The code therefore applies in relation to all decisions by local authorities relating to paid advertising and leaflet campaigns, publication of free newspapers and newsheets and maintenance of websites – including the hosting of material which is created by third parties.
3. Nothing in this code overrides the prohibition by section 2 of the Act on the publication by local authorities of material which in whole or in part appears to be designed to affect public support for a political party. Paragraphs 21 to 24 offer some guidance for local authorities on the management of publicity which may contain or have links to party political material.

Principles

4. Publicity by local authorities should:-
 - be lawful
 - be cost effective
 - be objective
 - be even-handed
 - be appropriate
 - have regard to equality and diversity
 - be issued with care during periods of heightened sensitivity

Lawfulness

5. Local authorities should ensure that publicity complies with all applicable statutory provisions. Paid-for advertising must comply with the Advertising Standards Authority’s Advertising Codes.

6. Part 3 of the Communications Act 2003 prohibits political advertising on television or radio. Local authorities must ensure that their publicity does not breach these restrictions.
7. Section 125 of the Political Parties, Elections and Referendums Act 2000 places a specific restriction on the publication by a local authority of material relating to a referendum under Part 7 of that Act, during the period of 28 days immediately before the referendum is held.
8. Regulation 5 of the Local Authorities (Conduct of Referendums) (England) Regulations 2007 (S.I. 2007/2089) prohibits local authorities from publishing material in the 28 days immediately before a referendum which expresses support for, or opposition to a particular answer to a referendum question relating to the constitutional arrangements of the authority.
9. Regulation 15 of the Local Authorities (Referendums, Petitions and Directions) (England) Regulations 2000 (S.I. 2000/2852) prohibits local authorities from incurring expenditure to publish material which appears designed to influence people in deciding whether or not to sign a petition relating to the constitutional arrangements of the authority, or to assist others to publish such material.

Cost effectiveness

10. In relation to all publicity, local authorities should be able to confirm that consideration has been given to the value for money that is being achieved, including taking into account any loss of potential revenue arising from the use of local authority-owned facilities to host authority publicity.
11. In some circumstances it will be difficult to quantify value for money, for example where the publicity promotes a local amenity which is free to use. In such a case authorities should be able to show that they have given thought to alternative means of promoting the amenity and satisfied themselves that the means of publicity chosen is the most appropriate.
12. If another public authority, such as central government, has issued publicity on a particular topic, local authorities should incur expenditure on issuing publicity on the same matter only if they consider that additional value is achieved by the duplication of that publicity. Additional value might be achieved if locally produced publicity gives a local context to national issues.
13. The purchase of advertising space should not be used as a method of subsidising voluntary, public or commercial organisations.
14. Local authorities should consider whether it is appropriate to seek advice from economic analysts, public relations experts or other sources of expert advice before embarking on a publicity campaign involving very large expenditure.

Objectivity

15. Local authorities should ensure that publicity relating to policies and proposals from central government is balanced and factually accurate. Such publicity may set out the local authority's views and reasons for holding those views, but should avoid anything likely to be perceived by readers as constituting a political statement, or being a commentary on contentious areas of public policy.
16. Any publicity describing the council's policies and aims should be as objective as possible, concentrating on the facts or explanation or both. Local authorities should not use public funds to mount publicity campaigns whose primary purpose is to persuade the public to hold a particular view on a question of policy. It is acceptable for local authority publicity to correct erroneous material which has been published by other parties, despite the fact that the material being corrected may have been published with the intention of influencing the public's opinions about the policies of the authority. Such publicity should seek to explain the facts in an objective manner.
17. Where paid-for advertising is used by local authorities, it should be clearly identified as being advertising. Paid-for advertising, including advertisements for the recruitment of staff, should not be used in any publication owned or controlled by a political party.
18. Advertisements for the recruitment of staff should reflect the tradition of political impartiality of local authority employees and should not (except in the case of advertisements relating to the appointment of staff pursuant to section 9 of the Local Government and Housing Act 1989 (assistants for political groups)) refer to any political activities or affiliations of candidates.

Even-handedness

19. Where local authority publicity addresses matters of political controversy it should seek to present the different positions in relation to the issue in question in a fair manner.
20. Other than in the circumstances described in paragraph 34 of this code, it is acceptable for local authorities to publicise the work done by individual members of the authority, and to present the views of those individuals on local issues. This might be appropriate, for example, when one councillor has been the "face" of a particular campaign. If views expressed by or attributed to individual councillors do not reflect the views of the local authority itself, such publicity should make this fact clear.
21. It is acceptable for local authorities to host publicity prepared by third parties – for example an authority may host a blog authored by members of the authority or a public forum on which members of the public may leave comments. Maintenance by a local authority of a website permitting the posting of material by third parties constitutes a continuing act of publication by that local authority which must accordingly have a system for moderating and removing any unacceptable material.

22. It is generally acceptable for local authorities to host publicity, such as a blog, which itself contains links to external sites over which the local authority has no control where the content of those sites would not itself comply with this code. This does not amount to giving assistance to any person for the publication of material which local authorities are not permitted to publish. However, particular care must be taken by local authorities during the period before elections and referendums to ensure that no breach of any legal restriction takes place. It may be necessary to suspend the hosting of material produced by third parties or public forums which contain links to impermissible material during such periods.
23. It is acceptable for publicity containing material prepared by third parties and hosted by local authorities to include logos of political parties or other organisations with which the third parties are associated.
24. It is acceptable for publicity produced or hosted by local authorities to include a logo associated with a particular member of the authority, such as a directly elected mayor, or leader of the authority. Publicity material produced by local authorities relating to a particular member must not seek to affect public support for that individual.
25. Where local authorities provide assistance to third parties to issue publicity they should ensure that the principles in this code are adhered to by the recipients of that assistance.

Appropriate use of publicity

26. Local authorities should not incur any expenditure in retaining the services of lobbyists for the purpose of the publication of any material designed to influence public officials, Members of Parliament, political parties or the Government to take a particular view on any issue.
27. Local authorities should not incur expenditure on providing stands or displays at conferences of political parties for the purpose of publicity designed to influence members of political parties to take a particular view on any issue.
28. Local authorities should not publish or incur expenditure in commissioning in hard copy or on any website, newsletters, newssheets or similar communications which seek to emulate commercial newspapers in style or content. Where local authorities do commission or publish newsletters, newssheets or similar communications, they should not issue them more frequently than quarterly, apart from parish councils which should not issue them more frequently than monthly. Such communications should not include material other than information for the public about the business, services and amenities of the council or other local service providers.
29. Publicity about local authorities and the services they provide should be freely available to anyone who wishes to receive such information in a format readily accessible and understandable by the person making the request or by any particular group for which services are provided.
30. All local authority publicity should clearly and unambiguously identify itself as a product of the local authority. Printed material, including any newsletters, newssheets or similar publications published by the local authority, should do this on the front page of the publication.

Equality and diversity etc

31. Publicity by local authorities may seek to influence (in accordance with the relevant law and in a way which they consider positive) the attitudes of local people or public behaviour in relation to matters of health, safety, crime prevention, race relations, equality, diversity and community issues.
32. Local authorities should consider how any publicity they issue can contribute to the promotion of any duties applicable to them in relation to the elimination of discrimination, the advancement of equality and the fostering of good relations.

Care during periods of heightened sensitivity

33. Local authorities should pay particular regard to the legislation governing publicity during the period of heightened sensitivity before elections and referendums – see paragraphs 7 to 9 of this code. It may be necessary to suspend the hosting of material produced by third parties, or to close public forums during this period to avoid breaching any legal restrictions.
34. During the period between the notice of an election and the election itself, local authorities should not publish any publicity on controversial issues or report views or proposals in such a way that identifies them with any individual members or groups of members. Publicity relating to individuals involved directly in the election should not be published by local authorities during this period unless expressly authorised by or under statute. It is permissible for local authorities to publish factual information which identifies the names, wards and parties of candidates at elections.
35. In general, local authorities should not issue any publicity which seeks to influence voters. However this general principle is subject to any statutory provision which authorises expenditure being incurred on the publication of material designed to influence the public as to whether to support or oppose a question put at a referendum. It is acceptable to publish material relating to the subject matter of a referendum, for example to correct any factual inaccuracies which have appeared in publicity produced by third parties, so long as this is even-handed and objective and does not support or oppose any of the options which are the subject of the vote.

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BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 22nd June 2026

2026 Data Protection Policy

Report of the Information & Engagement Manager

Classification	This report is Public
Contact Officer	Information & Engagement Manager

PURPOSE/SUMMARY OF REPORT

The purpose of this report is to provide the updated 2026 Data Protection Policy to the Executive for approval.

REPORT DETAILS

1. Background

1.1 Bolsover District Council takes the security and privacy of data seriously and is committed to being transparent about how we collect and use personal data and meet our data protection obligations. We are registered as a “data controller” with the Information Commissioner’s Office (ICO) (registration number: Z670917X) and it is our duty to comply with our legal obligations under the Data Protection Act 2018 (the Legislation), the UK GDPR (as amended by the Data (Use and Access) Act 2025), and in consideration of other regulations, information security standards and other good practice standards.

2. Details of Proposal or Information

2.1 This Policy sets out the Council’s commitment to data protection and individual rights in relation to personal data and sensitive personal data. It explains how the Council will hold and process personal information and explains individuals’ rights as a “data subject”.

2.2 This Policy applies to all employees, Councillors, contractors, apprentices, agency staff and unpaid volunteers and those on work experience. It covers personal data we collect and use on paper and electronically. It covers our corporate databases, network, video and photographs, voice recordings, CCTV, Body Worn Video (BWV) and mobile devices.

3. Reasons for Recommendation

3.1 The previous policy referenced outdated guidance and legislation. Without the proposed new Policy, staff would continue to rely on inaccurate or inconsistent materials, thereby reducing confidence in the Council’s policy framework and

undermining its ability to demonstrate compliance with accountability requirements. The proposed Data Protection Policy has been introduced to fully comply with up-to-date legal obligations.

3.2 The proposed Data Protection Policy outlines the levels of accountability for the Council's handling of personal information which includes:

- The Council's Chief Executive Officer who is accountable for providing the policies for employees to follow under the law to meet statutory requirements.
- The Council's Senior Information Risk Officer (SIRO) who is accountable for protecting the Council's information assets.
- The Council's Data Protection Officer who is required in law to ensure the Council complies with data protection legislation.

4 **Alternative Options and Reasons for Rejection**

4.1 No alternative options are proposed as the Policy is required to meet relevant regulations, legislation and guidance.

RECOMMENDATION(S)

1. The Council's Executive approves the attached Data Protection Policy for formal Executive approval and implementation.

Approved by Councillor Victoria Waplington, Chair of Customer Services Scrutiny Committee

IMPLICATIONS:

<u>Finance and Risk</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no direct financial implications arising from this report.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: The legal obligations are listed within the Policy. The Policy has been developed in line with the legal and regulatory requirements. Failure to discharge our responsibilities and obligations could result in compensation claims. Failure to comply with our duties under the DPA 2018 and the UK GDPR can potentially result in the ICO imposing substantial fines of up to £17.5 million, or 4% of the Council's annual turnover, whichever is higher.		
On behalf of the Solicitor to the Council		

Staffing Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Details: There are no staffing implications in the report arising from the proposed Data Protection Policy. Staff are aware of the updated Policy which was tabled at the Service Managers' Forum. Additionally, staff have undertaken recent (updated) Data Protection training as part of the Council's online training solution (SkillGate) during September 2025.	
On behalf of the Head of Paid Service	
Equality and Diversity, and Consultation Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Details: A consultation exercise was not required in devising the proposed Data Protection Policy which was compiled by the Council's Data Protection Officer (qualified GDPR Practitioner). An Equality Impact Assessment (EIA) was not required in devising the proposed Policy as no protected characteristic groups were identified as being impacted.	
On behalf of Consultation & Equalities Lead	
Environment 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: N/A	

DECISION INFORMATION:

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

Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If No/Yes, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i>	Yes <input type="checkbox"/> No <input checked="" 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
Customers: Providing excellent and accessible services. The Council takes the security and privacy of data seriously for its staff and customers. We are responsible for managing the information we hold, and we recognise that this information is important to all staff and service users. We aim to use personal information fairly, correctly and safely in line with the legal requirements.

DOCUMENT INFORMATION:

Appendix No	Title
1	Data Protection Policy

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



Data Protection Policy

2026

Final Draft

Last reviewed: April 2026 (Updated to reflect the Data (Use and Access) Act 2025)
Next review due: April 2028 (or sooner if there are significant changes to data protection legislation)

Policy Title: Data Protection Policy

Related Policies/Procedures:

Data Breach Management Policy	Data Protection Complaints Procedure
Redaction Policy	Guidance on the Data (Use and Access) Act 2025 amendments (June/July 2026)

Contact: Information & Engagement Team (GDPR@bolsover.gov.uk)

Freedom of Information: This Policy is suitable for release under the Freedom of Information Act 2000.

Equality Impact Assessment: This Policy has been assessed as having no impact on any protected group.

Last reviewed: April 2026 (updated to reflect the Data (Use and Access) Act 2025)

Version: 2.1

Status: Not published

Comments: This policy has been updated to ensure continued compliance with the UK GDPR (as amended by the Data (Use and Access) Act 2025), the Data Protection Act 2018, and all other relevant legislation.

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1. Summary

This policy sets out how the Council will comply with data protection legislation and protect the personal information of everyone who receives services from, or provides services to, the Council. It informs customers of their rights, and suppliers of their responsibilities. It shows how we comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, other regulations, information security standards and other good practice standards. The policy also reflects amendments introduced by the Data (Use and Access) Act 2025, which came into force on 5 February 2026.

2. Scope

This policy applies to all employees, Councillors, contractors, apprentices, agency staff and unpaid volunteers/those on work experience. It covers personal data we collect and use on paper and electronically. It covers our corporate databases, network and paper records. It covers video and photographs, voice recordings, CCTV, Body Worn Video (BWV) and mobile devices such as laptops, mobile phones and memory sticks. This policy also applies to all employees working within Elections although the post of Electoral Registration Officer is registered for the processing of elections data with the Information Commissioner's Office separately.

3. Accountability

Bolsover District Council is a data controller which means that it decides why and how personal data is processed. It is accountable for its handling of personal information.

Our *Chief Executive* is the person accountable for providing the policies for employees to follow under the law, so that we can carry out decisions of the Council in response to our statutory functions. The Data Protection Policy is part of our corporate information framework.

The *Senior Information Risk Officer* (SIRO) is the Director of Legal and Governance Services (Monitoring Officer) who is accountable for protecting the Council's information assets.

The *Data Protection Officer* is a position required in law to ensure the Council complies with data protection legislation.

Each *employee* and all *suppliers* are bound by a contractual duty of confidentiality.

The Council is registered with the *Information Commissioner's Office*, who is the independent regulator appointed by parliament to ensure compliance with data protection law.

The Council maintains a *Register of Processing Activities (ROPA)* otherwise known as an Information Asset Register of the personal information we are responsible for to ensure it is used according to the data protection principles.

All *Service Managers* are *Information Asset Owners (IAOs)* for the data processed by their service. They have responsibility for, and are held accountable for, the management of their Information Assets.

4. Definitions

The *UK General Data Protection Regulation* (UK GDPR) is the retained UK version of the General Data Protection Regulation (EU) 2016/679.

The *Data Protection Act 2018* is UK law which supplements UK GDPR

Personal information means any information relating to an identifiable **living** person. This means they can be identified from information such as a name, an address, an identification number (e.g. National Insurance number, NHS number or case reference number), location data, etc.

Special category data is data regarding an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data and biometric data (fingerprints, eye scans etc.), data concerning health or data concerning a person's sex life or sexual orientation. There are extra safeguards for special category data to ensure no one is discriminated against when it comes to receiving a service.

The *processing* of data means any operation performed on personal data, whether using a computer or manual filing system. It includes collection, use, and recording, storing, sending and deleting personal data.

Information Governance (IG) is the control of information, assessing its value, ensuring it is appropriately managed, accessible, accurate, processed lawfully, secure and disposed of when appropriate.

Many organisations use the *Government Security Classification Scheme* marking all documents as Official, Sensitive etc. The Council requires marking of documents and considers all information to be confidential and decisions regarding publication, sharing of data etc. are made on this basis, i.e. all data must be held securely unless a legitimate decision to share has been reached.

5. Data Protection and Human Rights

Under the Human Rights Act 1998, everyone has the right to respect for their private and family life, their home and their correspondence. This includes respect for your private and confidential information, particularly when storing and sharing data.

This right can be limited in certain circumstances, but any limitation must balance the competing interests of an individual and of the community.

Any limitation must be covered by law and be necessary and proportionate for one or more of the following aims:

- public safety or the country's economic wellbeing
- prevention of disorder or crime
- protecting health or morals
- protecting other people's rights and freedoms
- national security.

The right to privacy must often be balanced against the right to free expression. Public figures do not necessarily enjoy the same privacy as others. For example, in some cases the public interest might justify publishing information about senior officers or Councillors even if it would otherwise interfere with their right to privacy.

6. Data Protection Principles

The Council is required to comply with the data protection principles when processing personal data. These principles are set out in the UK GDPR and have been incorporated into the Data Protection Act 2018. The six principles state that personal data must be:

- Processed lawfully, fairly and in a transparent way
- Collected for a specific purpose
- Adequate, relevant and limited to what's necessary
- Kept up to date and data is accurate
- Kept for only as long as necessary
- Protected with appropriate security.

7. Lawful Basis for Processing Personal Data

There are different lawful reasons for processing personal data and special category data. The Council must have at least one lawful basis for processing *personal information* and at least one lawful basis for processing *special category data*.

The seven lawful bases for processing personal data are:

1. The data subject has given clear consent to the processing of his or her personal data for one or more specific purposes
2. Processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering a contract
3. Processing is necessary for compliance with a legal obligation to which the controller is subject
4. Processing is necessary to protect the vital interests of the data subject or of another natural person
5. Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
6. Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, particularly where the data subject is a child.
7. Processing is necessary for the purposes of a recognised legitimate interest pursued by the controller or by a third party (new lawful basis introduced by the Data (Use and Access) Act 2025 and set out in Article 6(1)(ea) UK GDPR). This basis does not require a separate balancing test against the rights and freedoms of the data subject. It applies only to the specific public-interest purposes listed in Annex 1 to the UK GDPR, for example: prevention or detection of crime, safeguarding vulnerable individuals, responding to emergencies, national security, or disclosing data to public authorities exercising their public tasks.

The Council will document its reliance on any recognised legitimate interest in the Register of Processing Activities (RoPA).

Processing of **special category data** is prohibited unless one of the legal reasons in the list below apply:

1. The data subject has given explicit consent to the processing of their personal data for one or more specified purposes, except where domestic law provides that the prohibition referred to above may not be lifted by the data subject.
2. Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment, social security or social protection law as authorised by domestic law, and subject to appropriate safeguards for the fundamental rights and the interests of the data subject.
3. Processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent.
4. Processing is carried out in the course of its legitimate activities with appropriate safeguards by a foundation, association or any other not-for-profit body with a political, philosophical, religious or trade union aim and on condition that the processing relates solely to the members or to former members of the body or to persons who have regular contact with it in connection with its purposes and that the personal data are not disclosed outside that body without the consent of the data subjects.
5. Processing relates to personal data which are manifestly made public by the data subject.
6. Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.
7. Processing is necessary for reasons of substantial public interest, based on domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.
8. Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services based on domestic law or pursuant to contract with a health professional and subject to certain conditions and safeguards.
9. Processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices, on the basis of domestic law which provides for suitable and specific measures to safeguard the rights and freedoms of the data subject, in particular professional secrecy.
10. Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) (as supplemented by section 19 of the 2018 Act) based on domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

The Council must always demonstrate it processes information with safeguards in place to protect the fundamental rights and interests of the individual.

As the Council provides statutory services, we do not often rely on consent as the lawful basis (of those listed above) to process data. However, where we do, we must ensure that consent is freely given, it is not a precondition of a service, a record is kept of consent, and people can withdraw consent.

8. Duty of Confidentiality

Data processed by the Council is also subject to the common law duty of confidentiality. This means that information that has been given to a member of staff or a Councillor by an individual should not be used or disclosed further, except as originally understood by that individual, with their permission or where certain statutory functions need to be met. Please note that the duty of confidentiality continues after a person is deceased even when the data protection legislation would no longer apply.

Our staff and Councillors are subject to a Code of Conduct relating to confidentiality.

9. Information about Criminal Offences

The processing of information about criminal allegations, convictions or offences by the Council is in accordance with our legal obligations and because we have legal authority in certain areas such as preventing fly-tipping or upholding food hygiene and licensing of pubs and clubs.

10. Surveillance

The Council operates CCTV public safety. Body Worn Video (BWV) cameras are also used for a variety of purposes and are an effective way of reducing crime and protecting public safety. We operate under a Code of Practice prescribed by the Information Commissioner's Office (ICO).

The Council uses the Regulation of Investigatory Powers Act 2000 (RIPA) to conduct covert surveillance involving directed surveillance or the use of a covert human intelligence source (CHIS). The Council complies with the Codes of Practice that are overseen by the Investigatory Powers Commissioner's Office (IPCO). This is only for matters that the Council has responsibility for, and for directed surveillance must either involve a criminal offence which we are trying to prevent or detect, which is punishable by a maximum of at least 6 months imprisonment or would constitute an offence involving sale of tobacco and alcohol to underage children. The surveillance must be authorised by a magistrate.

The Council's Standards Committee receives a yearly report and monitors the use of such powers. We are also inspected by the IPCO.

11. Recording of Meetings

The Data Protection Act does not prevent members of the public recording meetings or conversations with a member of staff within a private meeting area or their home (including meeting rooms at Council premises). A member of the public is not a data controller for the purposes of the Act if they only use the recording for their own domestic purposes. For example, they may want to record a meeting to remind them what has been said, so they don't need to take notes and can fully engage in the meeting etc. Although this can feel intrusive, it is not a breach of staff's right to privacy as only professional matters will be discussed. However, if the recording is then published or used for other purposes, this processing may fall within the remit of the Data Protection Act.

If a member of the public wants to record a meeting, they should be advised that they can only do so for their own personal use and cannot publish the information or make it available via social media. If they ignore this advice, they should be asked to remove the information from the website/social media site. If they don't remove it, representation can be made to the provider to remove the content. Seek advice from the Council's legal services in such cases. If a member of staff records a meeting or conversation, this will be covered by the Act as it is made for professional purposes.

Members of the public cannot record, film or take photographs in open areas of our public buildings as we have a duty of care to customers accessing services. We offer a wide range of services in many Council buildings which means we may have vulnerable customers visiting us, including those with mental health conditions and customers fleeing domestic abuse. Therefore, it is vitally important that we provide a safe and secure place for them while they receive our help and support.

In a public building our customers should feel confident that they can enter and access services without being subject to recording or photographs.

For guidance about filming or taking photographs at a public Council meeting, please ask the [Governance Team](#) for their protocol.

12. Automated Processing

The Council may use automated decision-making (ADM), including solely automated decision-making that produces legal or similarly significant effects on individuals, where permitted under the UK GDPR (as amended by the Data (Use and Access) Act 2025). The amended rules provide greater flexibility for ADM while maintaining appropriate safeguards, particularly where special category data is involved. Where the Council relies on ADM that produces legal or similarly significant effects, we will:

- inform the individual
- provide simple ways for them to request human intervention, express their point of view, or contest the decision
- carry out regular checks to ensure our systems are working as intended; and
- apply appropriate safeguards, including technical and organisational measures to protect rights and freedoms.

The Council will not use solely automated decision-making based on special category data unless one of the Article 9 conditions and explicit safeguards apply.

13. Privacy Notices

The Council provides privacy notices, which are statements to individuals about how we will use their personal data. The information includes our purposes for processing their personal data, retention periods for that personal data, and who it will be shared with. This information can be found on the Council's website, and individuals are referred to it at the time we collect their personal data from them. Where we obtain personal data from other sources, we provide individuals with privacy information within a reasonable period of obtaining the data and no later than one month. Privacy notices will be kept under regular review and updated to reflect the new recognised lawful basis (legitimate interests) and any other amendments introduced by the Data (Use and Access) Act 2025.

14. Individual Rights

Individuals whose data is processed by the Council have several rights in law. These are set out in the [Individual Rights Procedure](#).

When a staff member/Council employee submits a Subject Access Request (SAR), the Council's HR service will administer this (retrieve, redact and disclose the necessary information) within one calendar month.

When a member of the public submits a SAR, the Council's Information & Engagement team will administer this (retrieve, redact and disclose the necessary information) within one calendar month.

The Council will disclose the requested information electronically as a matter of course unless otherwise agreed with the requestor, who may only be able to access the information by post.

From 19 June 2026, individuals will also have a new statutory right to complain directly to the Council about how their personal data has been processed. The Council will maintain a clear, accessible complaints process (including an electronic complaints form where practicable), acknowledge complaints within 30 days, and investigate without undue delay. Full details will be published on the Council's website and incorporated into the Individual Rights Procedure.

15. Information Sharing

The Council believes that the duty to share information can be as important as the duty to protect information. We have Information Sharing Agreements setting out the principles of information sharing with partners, such as DCC, NEDDC, the police, Department of Work and Pensions, etc. and these set out what data is being shared, how it is transferred and for what purpose it is shared.

16. Transfers of Data Outside the UK

Most of our processing occurs in the UK or countries covered by UK adequacy decisions. When personal data is transferred to third countries or international organisations, the Council will ensure the transfer is lawful under Chapter V of the UK GDPR (as amended).

We will apply the statutory data protection test (as updated by the Data (Use and Access) Act 2025) and complete a Transfer Risk Assessment (TRA) where required. Transfers will only proceed where an adequacy decision is in place, appropriate safeguards (such as the UK International Data Transfer Agreement or binding corporate rules) are implemented, or a relevant exception applies. The Council maintains records of all international transfers in line with our accountability obligations.

17. Privacy by Design / Data Protection Impact Assessments

The Council is committed to a privacy by design approach to building new systems and updating procedures for processing personal data. This means that we consider the risks to individual's privacy prior to the introduction of a new system or process. We use Data Protection Impact Assessments (DPIAs) to assess this risk when we introduce new technology or changes to the processing of personal data. The assessment identifies the risk to privacy from the customer's perspective and what steps can be taken to reduce this wherever possible whilst providing a service to the customer. Services introducing

new processing are responsible for ensuring that a DPIA is completed and is sent to the GDPR Team at GDPR@bolsover.gov.uk.

When conducting Privacy by Design activities or DPIAs, the Council will give particular consideration to children's higher protection matters (as required by the Data (Use and Access) Act 2025) where services are likely to be used by children. This includes assessing age-appropriate design and ensuring children's rights and freedoms are prioritised.

18. Contracts

Where the Council has a contractual relationship with another organisation or individual, we will ensure we are clear about the contractor's role, responsibilities and accountability in relation to personal information.

19. Information Security

The Council has both technical and operational measures in place to ensure that information is held and used securely. Guidance on how to use ICT equipment and what is considered as acceptable use is shared during staff induction and is also available by emailing the [Service Desk](#).

Access to Information: All users with access to our data are authenticated and provided with a unique user ID. Access to information and systems will be based on access required for each individual role. Service areas will provide justification for the access requirements and management will authorise. Access to a system only authorises you to access records required for work purposes. You are not entitled to 'browse' records or look at files not relevant to your work.

Email: The Council's email system uses a security protocol that encrypts email for privacy which prevents unauthorised access of email when it's in transit over internet connections and by default, our email security system always tries to use a secure connection when sending email. The Council's standard retention policy for emails in Microsoft 365 is two years, after which emails are automatically deleted in line with our data minimisation obligations under Article 5(1)(e) UK GDPR.

Clear desk procedure: The Council operates a clear desk procedure. All information must be securely stored at the end of the working day and must not be accessible by anyone not authorised to access it. Filing cabinets are kept securely with restricted access.

Locking screens: When leaving their desks, staff must ensure they lock their screen so that information cannot be accessed inappropriately. Staff are aware of pressing 'windows key+L' to lock their screen as and when necessary, including when working at home so that family members or visitors cannot see their screen.

When working anywhere out of the office, staff must ensure their screen cannot be seen by other people.

Handling paper documents: Paper documents containing sensitive information must only be seen by authorised individuals. Keep these documents secure by storing them in fixed or portable lockers. When taking paper documents off-site ensure they are in your direct possession or line of sight, ideally in a locked case. Only take the minimum necessary to complete your business purpose. Ideally staff should scan documents such as registers, etc. and once safely saved on the restricted drive, they should shred or confidentially dispose of paper documents.

Malevolent Emails/Phishing: Email is an essential business tool. However, it is equally useful for criminals to gain unauthorised access to Council systems, information and passwords. Be especially vigilant for emails not addressed to you specifically, containing links navigating you to another website, or having attachments that you don't recognise. If you are suspicious of an email or mistakenly click on a link, it is essential you log this with the Service Desk straightaway.

Passwords: Contact ICT to provide guidance on setting a strong password if required.

Storing Electronic Information: Electronic information must only be stored on the Council network or on systems previously authorised by ICT.

Retention and Disposal: Information should be kept no longer than necessary in accordance with statutory or best practice retention periods. When information has reached the end of its retention period it should be disposed of in accordance with the Council's Retention & Disposal Schedule.

20. Data Protection Breaches

The Council tries hard to prevent information breaches, but when these occur, there is an incident reporting and investigation procedure. Where a breach is a risk to the rights and freedoms of anyone, it will be reported to the Information Commissioner's Office within 72 hours.

When information is accessed or disclosed inappropriately or any equipment or information is lost, the incident must be reported to GDPR@bolsover.gov.uk and the ServiceDesk.

Further information on how to report an incident/breach can be found in the Council's Data Breach Management policy.

The Information & Engagement team and ICT will investigate and take appropriate mitigation measures.

21. Human Resources

New members of staff and Councillors must complete the online data protection training when they receive their ICT equipment. All staff must complete the training every two years. It is the responsibility of managers to ensure this happens and that staff have adequate understanding of their data protection responsibilities.

All employee contracts make it clear that a breach of policy can lead to disciplinary action. Where staff have access to sensitive data additional safeguards may be implemented to provide a higher level of security, e.g. DBS checks for staff working directly with vulnerable adults or children.

22. Data Protection Officer

The Council has appointed a Data Protection Officer as required by law. Their role is to ensure the compliance of the Council with data protection law. The Data Protection Officer can be contacted by emailing GDPR@bolsover.gov.uk.

23. Compliance

Compliance with this Policy is monitored by the Senior Information Risk Officer (SIRO) supported by the Council's Data Protection Officer. Regular internal audits and reporting to senior leadership will be conducted to ensure ongoing adherence.

24. References

- Data (Use and Access) Act 2025: <https://www.legislation.gov.uk/ukpga/2025/18/contents>
- UK GDPR is the retained EU law version of the General Data Protection Regulation (EU) 2016/679
- Data Protection Act 2018: <https://www.legislation.gov.uk/ukpga/2018/12/contents>
- Information Commissioner's Office: www.ico.org.uk.
- ICO Guidance on Recognised Legitimate Interest: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/a-guide-to-lawful-basis/recognised-legitimate-interest/>

25. Related Policies and Procedures

This Data Protection Policy should be read with:

- ✓ Bolsover District Council's guidance on the Data (Use and Access) Act 2025 amendments (to be published following full implementation – June/July 2026)
- ✓ Data Breach Management Policy
- ✓ Redaction Policy
- ✓ Data Protection Complaints Procedure

27. Policy Review

This Policy will be reviewed every two years or sooner if required by changes in legislation, ICO guidance or operational needs.

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 the Council with [Sign Solutions](#) or call into one of our Contact Centres.

Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888) - a free phone service

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



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 22nd June 2026

Adoption of the refreshed Strategic Asset Management Plan

Report of the Portfolio Holder for Growth

Classification	This report is Public
Contact Officer	Head of Property Services

PURPOSE/SUMMARY OF REPORT

To present to Executive the proposed refreshed Strategic Asset Management Plan (SAMP) and seek approval for its adoption. The updated Plan is attached at **Appendix 1** for consideration.

REPORT DETAILS

1. Background

- 1.1 A recent audit identified the need to refresh the Council’s Strategic Asset Management Plan (SAMP) to ensure corporate assets are managed efficiently and deliver best value.
- 1.2 The refreshed SAMP (2026–2031) sets out a clear five-year framework for managing the Council’s corporate land and building assets, aligned to the Council Plan and focused on supporting service delivery, economic growth, and environmental sustainability.
- 1.3 The Plan adopts a structured approach based on defined principles, clear objectives, a prioritised action plan, and ongoing performance monitoring to ensure continuous improvement and informed decision-making.
- 1.4 It also establishes clear asset categories and management approaches to support effective maintenance, investment, rationalisation, and long-term planning across the estate.
- 1.5 Overall, the SAMP provides the governance, processes and data framework needed to manage the Council’s assets in a sustainable, efficient and strategic way.

2. Details of Proposal or Information

- 2.1 Following consultation with members and officers, it is proposed that Executive adopt the attached SAMP, which reflects changes and improvements requested.

3. Reasons for Recommendation

- 3.1 To address the audit requirements of the recent Asset Management Audit.
- 3.2 To ensure that corporate assets are identified and managed in the most economical way.
- 3.3 To clearly set out the Council's assets, its rational and processes for effective management and an action plan to track progress.

4. Alternative Options and Reasons for Rejection

- 4.1 Do Nothing: This is rejected as it would fail to address the recent audit findings.

RECOMMENDATION(S)

That Executive approve and adopt the attached Strategic Asset Management Plan (SAMP).

Approved by Councillor Tom Munro, Portfolio Holder for Growth

IMPLICATIONS

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

B. Legal (including Data Protection) Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Details: It is good governance practice for a Local Authority to have an up to date Strategic Asset Management Plan.
On behalf of the Solicitor to the Council

C. Staffing Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Details: At Council on 20 th May, (Minute No. CL34 -26/27 refers), Members approved the creation and budget for a full-time Corporate Property Asset Manager post following job evaluation; and gave delegated authority to the Chief Executive to agree the grade of the post following completion of the job evaluation process.
On behalf of the Head of Paid Service

D. Environment Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<i>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. (Please speak to the Climate Change Officer for advice)</i>
Details: The Climate Change Officer has been consulted and has input into the action plan.

E. Equality and Diversity	
<p><i>You can assess the impact by considering whether the equality evidence indicates potential differential impact on each protected characteristic group or provides an opportunity to improve equality in an area.</i></p> <p><i>We ask colleagues to do an Equality Impact Assessment (EIA) when refreshing policies/guidance/plans or creating new ones.</i></p> <p>Have you considered equality impacts in relation to the topic of this report?</p> <p>If this is a new or refresh of a policy, guidance or plan, have you carried out an EIA?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>

DECISION INFORMATION

<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 below thresholds: -</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
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<p><input checked="" type="checkbox"/> If the decision is a key decision, please indicate which threshold applies:</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>(a) <input type="checkbox"/> (b) <input type="checkbox"/></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></p> <p>Please state below which wards are affected or tick All if all wards are affected:</p>	<p>All <input type="checkbox"/></p>

<p>All key decisions are subject to Scrutiny call-in unless the call-in period is to be waived, however, exemption from call-in is only with the agreement of the Monitoring Officer.</p> <p>Is this Key Decision subject to Scrutiny Call-In? (leave blank if not a key decision)</p> <p>If No, has the Monitoring Officer agreed?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>
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Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i> Leader <input checked="" type="checkbox"/> Deputy Leader <input checked="" type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/> Details: -	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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Links to Council Ambition: Customers, Economy, Environment, Housing
<p>Customers by providing excellent and accessible corporate buildings, continuously improving service delivery through innovation, modernisation and listening to customers.</p> <p>Economy by making the best use of our assets through identifying optimal lifecycle investment costs and timelines and asset rationalisation opportunities.</p> <p>Environment by being able to identify environmentally optimal parts for refurbishment and new builds wherever possible, reducing our carbon footprint.</p>

DOCUMENT INFORMATION

Appendix No	Title
1	Strategic Asset Management Plan

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

May 2026



Bolsover District Council
Strategic Asset
Management Plan
(Corporate Land and Buildings)
2026 - 2031

Contents

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Delivery and Action Plan	14
Policy and regulation context	20

Equalities Statement

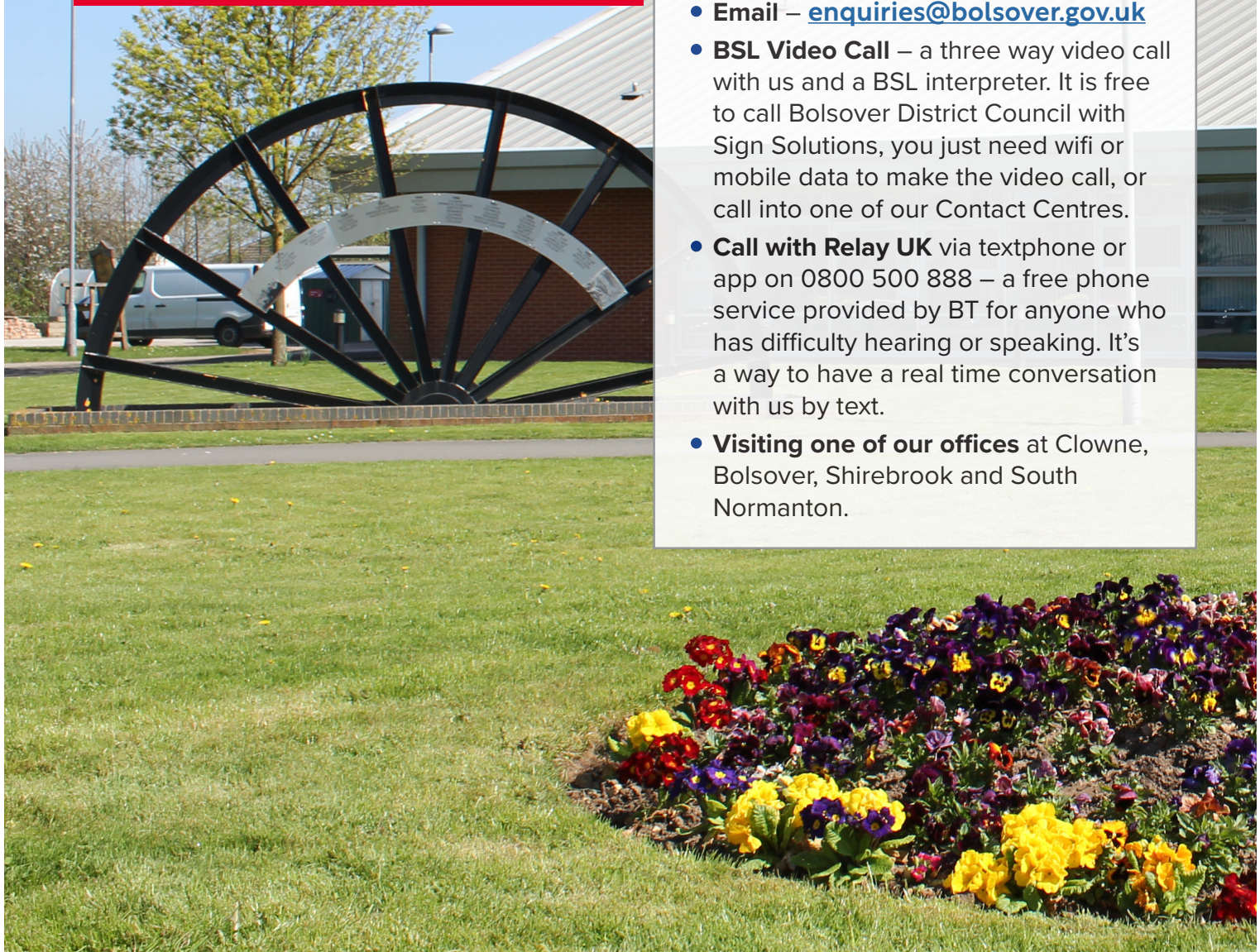
Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

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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- **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.



Foreword

Bolsover District Council (BDC) is committed to creating a future where our children can grow up and thrive, where there are good quality, highly paid jobs available, where there are cultural and social activities to enjoy, where urban meets rural and the built environment complements the natural environment. Our Strategic Asset Management Plan (SAMP) deals with land and buildings and as such is a crucial tool in achieving that commitment.

We hold three types of corporate land and building assets: Our operational assets enable service delivery. Our investment assets play a vital role by providing flexible and affordable workspace for start ups and expanding businesses. Our strategic assets are held to meet long term plans.

The success of this strategy hinges on collaboration and a shared commitment. We

will work closely with residents, businesses, and other stakeholders to ensure that our land and buildings serve the needs of our district in the best possible way.

Environmental responsibility is a core value at BDC. We are dedicated to operating in a sustainable manner, ensuring our assets are managed with energy efficiency and reduced carbon footprints in mind.

This SAMP is a dynamic document, evolving alongside our Council Plan and policies to reflect the ever-changing needs of our communities and the environment.

Together, through the strategic use of our assets, we can shape a brighter future for the new unitary authority area – a future that is prosperous, sustainable, and offers a high quality of life for all.



Cllr Tom Munro
Portfolio Holder for Growth



Ian Barber
Strategic Director of
Construction, Property
and Assets

Executive Summary

Bolsover District Council (BDC) is committed to getting the best outcomes for residents, businesses and visitors by strategically managing its corporate assets. These assets include buildings, leisure facilities, parks, and land, and all play a vital role in supporting council aims and delivering services to our communities.

This SAMP is aligned to the Council Plan – “the Future”. It outlines a five-year plan for optimising how we use our corporate (non housing) land and building assets, ensuring they are sustainable in the long term, and minimising any risks associated with them.

The SAMP will take the form of a 4-stage process. The 4 stages are:

Stage 1 - Principles

We will adopt a number of key principles – we will be asset informed, service enabling, place based, make the best use of resources, deliver to sector standards, be digitally enabled, sustainability focused and adopt a life cycle approach.

Stage 2 - Objectives

Our objectives are clear – we will develop a comprehensive information system on the asset base, deliver a fit for purpose estate, ensure statutory compliance, support regeneration and business growth, increase income, maximise partnering opportunities,

increase biodiversity & reduce unsustainable energy consumption, and have sound governance around all decisions.

Stage 3- Delivery and Action Plan

We will have a clear well mapped out action plan – we will identify and prioritise necessary actions and have achievable timescales for delivery so that we address our objectives set out in the plan.

Stage 4 - Monitor and Evaluate Performance

We will regularly monitor and evaluate the performance of the asset management function - a number of measures will be introduced to determine this and continual measurement will also help us to identify any areas for improvement.

Throughout the plan we will work closely with and engage with stakeholders including residents, businesses, tourists and community groups, as we develop and implement our strategic asset management strategy. This will help to ensure that the strategy meets the needs of the community. The expected outcome of the SAMP will be that we manage our assets in a sustainable and efficient manner, delivering the best possible value for money for residents, businesses and other stakeholders.

Our Council Plan at a glance...



Customers

Providing excellent and accessible services.



Economy

Driving growth, promoting the district and being business and visitor friendly.



Environment

Protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity.



Housing

Delivering social and private sector housing growth.

Our Vision

Our vision is to maximise our influence and opportunities within the East Midlands Combined County Authority to drive the continued delivery of excellent services, maximise local aspirations and drive economic prosperity for Bolsover District.

Our Values are :

We:

- will show respect, honesty, care, and compassion in everything we do
- will challenge ourselves and change for the better
- will be open and transparent
- are proud and passionate about what we do
- will continue to work as a team and with partners to provide quality services.



Our Assets

Our corporate land and building assets play a very important part in everything we do at BDC and the strategic management of them is vital to the success of the Council.

All assets can be broadly categorised as follows;

- **Operational** – held and needed for continued service delivery and use.
- **Investment** – held for income generation/ capital appreciation or to support business growth.
- **Strategic** – no current active use but being held for some long term strategic goal or vision.

If it is not any of the above then is it **Surplus** and disposal should be considered to generate a capital receipt or reduce future liabilities.

Operational (land and property)

The general strategy for operational assets is to ensure they are well maintained, meeting the expectations of customers, residents, users and staff alike. A rolling 5-year stock condition survey programme supported by a well planned capital programme is a key element to achieving this.

The public sector is under significant pressure to reduce operational cost. This is likely to impact on public service delivery across the district. The Council should at all times be open to and actively pursuing effective co-location of public services. There are good examples from recent years, Clowne – The Arc, Shirebrook Town Hall and Bolsover Contract Centre, however, this will be more important to protect from the loss of public services in the future. One way of protecting services will be through Local Government Reorganisation (LGR) which in the East Midlands is set to merge BDC with other Derbyshire councils into a new unitary authority.

The new unitary authority will require

consolidation of property portfolios, Facilities Management contracts, and asset data. It will trigger comprehensive reviews of estate ownership (freehold/leasehold), potential disposal of redundant sites, and the harmonisation of disparate management systems. This, together with the pace of digitisation and technological advances will constantly change the demands of how we use our assets in the short, medium and long term. Corporate assets will require more frequent review than in previous asset management strategies which could result in more frequent renovation, co-location, disposal and acquisition to support service delivery.

Investment Assets

The Council's investment assets empower small enterprises to flourish, lead to the creation of jobs and contribute to the economic vibrancy of our district.

These assets have generated a significant revenue income stream for many years that has supported the Council's wider financial position and helped fund services and support the local economy.

The age and condition of parts of the current investment stock, has been identified as at strategic risk requiring a review of budget allocation.

Over the period of this SAMP, a clear direction and future strategy needs to be developed and adopted by the Council to ensure long-term income generation and / or business growth and / or disposal.

Strategic Assets

Any corporate land and buildings that may be required for future service delivery such as for employment, recreation, tourism and regeneration will be considered for retention using the principles in this SAMP.

Any housing land will be strategically managed through the Housing Strategy. At a national, regional and local level, the need for affordable housing is significant and this is further demonstrated in the Council's Housing Strategy. One of the major bottlenecks to housing supply is land release and availability.

Any corporate, non operational, housing development land that the Council owns will be identified through this SAMP but will be considered through the Housing Strategy.

Surplus Assets

Any land asset that has little or no value in supporting the Council's strategic aims should be considered for disposal, in line with the Acquisitions and Disposal Policy, generating (small) capital receipts and reducing long-term costs and liability.



Our Assets in numbers



Strategic Asset Management Plan - 2026/27 to 2030/31

Purpose

The purpose of the SAMP is to set out the Council's direction for their corporate land and buildings asset base for the next 5 years. This plan framework will allow for the effective and efficient management of the Council's diverse asset base, whilst demonstrating excellent service delivery and value for money (VfM).

The SAMP will provide the appropriate processes and governance arrangements to ensure that these assets are best managed to support the Council in its corporate priorities for the district, its communities, businesses and residents.

Having a sound SAMP is vital in ensuring that assets are managed in a structured way, whilst providing flexibility within the context of public

sector and the ever changing LA environment.

This SAMP covers the period 2026/7 to 2030/31 to ensure effective delivery of the Council's priorities over the short and medium and term. However, any actions that are implemented will be designed to ensure that assets are sustainable for the long term.

Given the plan covers a 5-year period, it is proposed that it will be reviewed annually (or more frequently if required) to ensure that it still aligns with the Council's priorities, including any revisions to the Council Plan as well as any directives in relation to the Local Government Re-organisation.



Vision

The Council Plan - "The Future", vision is to maximise our influence and opportunities within the East Midlands Combined County Authority to drive the continued delivery of excellent services, maximise local aspirations and drive economic prosperity for Bolsover District. The vision for this strategy is:

BDC's public estate will become a well-managed estate, where all corporate land and property assets support the delivery of the Council's key priorities in the Council Plan whilst being sustainable in terms of the Local Government Re-organisation proposals.

We want our buildings and public spaces to be positive places where people feel comfortable, welcome, and know they will have a good customer experience. We want to regenerate and develop our land assets, where necessary, to deliver sustainable communities with regards to housing, employment, recreation and the environment.

Effective management of our diverse portfolio will enable optimal delivery of services for our residents, communities and other stakeholders.

Consideration will be given to reduce running and maintenance costs from a combination of asset rationalisation and efficiencies, whilst maximising the commercial opportunities within the estate. Good examples already exist. The Council has already introduced new ways of working, bringing in a combination of home-based, office-based, and site-based working. Studies carried out across some departments have shown that this has not impacted productivity. The resulting surplus office space has been used to collocate with partners which has produced additional income for the Council. To respond to changing operational property requirements ongoing review and regular monitoring of the office accommodation portfolio will be required.

As services progress their transformation reviews and continue to reimagine their delivery models it may lead to further asset review across other land and building types. This strategy allows for review when changes occur. It also ensures that the scale of the Council's property portfolio is proportionate to the resources available.



SAMP Principles, Objectives and Tracking

The following principles will be adopted in the plan. The objectives set out to meet these principles are described together with the monitoring that will be taken place to ensure they continue to direct asset management in line with the principles. The prioritised dynamic Action Plan designed to meet current delivery needs is shown in Table 1. How each action will be monitored is also set out in Table 1.

Principle 1 – Corporate Landlord

Adopting a Corporate Landlord model is essential to centralising all estate-related budgets, decision-making and activities. This approach ensures a consistent, transparent, and equitable method of managing the Council's asset portfolio.

Objective 1

- Develop a digitised, centralised, and comprehensive understanding of the Council's asset portfolio, including compliance, condition, value, use, and risk. Asset information must be accurate, current, and fit for purpose to support informed decision-making. This dataset will align with and feed into the Council's Finance-managed Asset Register.
- Establish a member-led Corporate Asset Management Group to provide strategic oversight and governance.

Tracking Measures 1

- Once created, annually review the single centralised asset register (General Fund) of all land/ property assets with an asset value over £10,000 to ensure that it holds all relevant data.

Principle 2 – Maintenance-Informed Decision Making

Asset-related decisions should be informed by a clear understanding of ongoing maintenance

requirements, ensuring that assets remain safe, compliant, and fit for purpose.

Objective 2

Implement effective asset management practices that support timely, cost-effective maintenance and improvement of assets, ensuring the estate remains, compliant, efficient, resilient, and aligned with service needs now and in the future.

Tracking Measures 2

Annually monitor compliance and maintenance costs and update the operational risk register. Monitor asset condition on a 5 yearly rolling programme.

Principle 3 – Service-Enabling

Council assets exist to support the delivery of high-quality services and improved outcomes for residents. A service-enabled approach ensures that assets are suitable and aligned with operational requirements.

Objective 3

Ensure asset management practices enable decisions that support and enhance service delivery, ensuring assets remain fit for purpose and responsive to changing service demands.

Tracking Measures 3

Annual review of each asset from a service delivery point of view to enable hold, repurpose or dispose decisions.

Principle 4 – Place-Based Approach

Council assets are located across towns, villages, and rural areas within the district. A place-based approach ensures that assets within each locality are considered

collectively to maximise their contribution to community needs and local priorities.

Objective 4

Maximise opportunities for collaboration with key stakeholders and partners, including through the One Public Estate (OPE) programme. Support regeneration, economic growth, and the enhancement of leisure and cultural activities to strengthen Bolsover District as a destination of choice.

Tracking Measures 4

Annual review of each asset from a place-based point of view to enable hold, repurpose or dispose decisions.

Principle 5 – Maximise value from the Council's investment assets

The SAMP provides a framework for maximising the value of the Council's investment assets and ensuring that future investment or disinvestment decisions are strategically informed.

Objective 5

Optimise long-term income generation and capital growth from commercial and non-operational assets, including through strategic acquisitions, disposals, and portfolio management.

Tracking Measures 5

Annual review of each asset from an investment value-based point of view to enable hold, repurpose or dispose decisions.

Principle 6 – Deliver Asset Management to Sector Standards and in line with EMCCA region councils

Assets will be managed in accordance with recognised sector standards to ensure consistency, compliance, and professional excellence.

Objective 6

Apply Royal Institution of Chartered Surveyors (RICS) guidelines for Strategic Public Sector Asset Management to strengthen data-driven decision-making and ensure alignment with organisational objectives and best practice. Make decisions in line with the vision for the new unitary authority.

Tracking Measures 6

Benchmark asset management and seek to harmonise processes and purchasing decisions in line with other authorities in the EMCCA region.





Principle 7 – Sustainability

Assets will be managed in a way that supports environmental, social, and economic sustainability. This includes reducing unsustainable energy consumption, improving energy efficiency, and maximising social and economic value.

Objective 7

Increase biodiversity, reduce unsustainable energy consumption and pollution associated with Council assets, and incorporate social and economic value considerations into asset-related decisions, including where appropriate the monetisation of social and economic value impacts.

Tracking Measures 7

Report on initiatives to and be monitored by the Council's Climate Resilience Group in respect of relevant asset upgrade decisions. Report on initiatives to and be monitored by

the Council's Business Growth team in relation to social and economic value impacts of relevant asset decisions.

Principle 8 – Lifecycle Approach

Each asset progresses through a lifecycle comprising: plan, acquire, use, maintain, and dispose. Managing assets through this 5 stage lifecycle ensures long-term value and effective stewardship.

Objective 8

Align asset management practices with the full lifecycle of each asset, ensuring decisions at every stage are strategic, evidence-based, and aligned with organisational priorities.

Tracking Measures 8

Carry out annual lifecycle assessment of each asset and report this to the Corporate Asset Management Group.

Delivery and Action Plan

SAMP Objective	Action	Description	General Fund	Target Completion Date
1, 2, 6	Asset Inventory & Data Management	Complete a comprehensive inventory of all council assets (Title, Plans, Maintenance History, warranties, etc.)	X	December 2026
		Develop a standardised data collection process for asset condition assessments	X	December 2026
		Implement an Asset Management System for storing and managing asset data	X	December 2026
1,2,3,6	Condition Assessment & Prioritisation	Conduct condition assessments of all critical assets (based on risk & impact)	X	December 2026
		Develop a risk-based asset prioritisation framework	X	December 2026
		Create a 5-year maintenance plan for prioritised assets	X	December 2026
		Review Capital Programme against maintenance plan to ensure budget remains suitable.	X	October 2026

Lead Officer (BDC)	Other Services Included	Resources Required	Key Projects	Performance Measures
Corporate Asset Manager/Head of Property Services	Commercial Property Leisure Engineers Legal	Officer time		100% of assets documented in files
Corporate Asset Manager/Head of Property Services	Facilities Management (FM) Capital Projects (CP)	Training sessions, external advice		Consistent and accurate condition data for all assets
Corporate Asset Manager/Head of Property Services	Information and Communication Technology team (ICT) FM CP	Officer time, external advice, ICT Budget, staff training	Identify a suitable Asset Management system	System functional and data populated on shared electronic platform
Corporate Asset Manager/Head of Property Services	CP FM	Officer time, External consultants, budget		80% of critical assets assessed. Undertake the survey of highest risk, then resolve any issues. Move to medium risk and so on. (Buildings, closed church yards, bridges, retaining walls, etc)
Corporate Asset Manager/Head of Property Services	Senior Leadership Team (SLT) Health & Safety (H&S)	Officer time,		Clear prioritisation, agreed by Risk Management Group, based on risk & impact
Corporate Asset Manager/Head of Property Services	Finance Commercial Property Leisure Streetscene Engineers Legal	Officer time, condition data		Affordable plan for maintaining key assets
Corporate Asset Manager/Head of Property Services	Finance FM SLT	Officer time		Monitoring of Budget allocated to deliver the annual maintenance plan.

SAMP Objective	Action	Description	General Fund	Target Completion Date
1,2,4,5,6,7	Investment & Optimisation	Develop a capital investment plan aligned with asset needs and council priorities.	X	December 2026
		Explore opportunities for land/ asset rationalisation (sell, lease, share). Exclude development land.	X	December 2026
		Implement sustainable practices in asset management (energy efficiency, green infrastructure, adapting our buildings to the climate change we are starting to face).	X	December 2026
2	Performance Monitoring & Reporting	Establish key performance indicators (KPIs) for asset management	X	September 2026
		Develop a system for regular monitoring and reporting on asset performance	X	December 2026
		Commercial property portfolio annual review to recommend actions to maintain and grow income.	X	August 2026
		Conduct annual reviews of the Asset Management Plan and action plan	X	December 2026

Lead Officer (BDC)	Other Services Included	Resources Required	Key Projects	Performance Measures
Corporate Asset Manager/Head of Property Services	Commercial Property Finance Procurement	Budget Professional advice: <ul style="list-style-type: none"> • Architect • Cost Consultancy • Project Management • Mechanical & Electrical Consultancy 	Pleasley Vale Business Park (PVBP) Arc Improvements	Affordable programme of capital investments to support council objectives
Corporate Asset Manager/Head of Property Services	FM CP Leisure Finance Legal	Commercial Agent One Public Estate (OPE) Local Government Re-organisation (LGR)	PVBP	Increased asset utilisation, financial efficiency, reduce liabilities.
Climate Officer	Asset Management (AM) FM Engineers	Sustainability expertise, grant funding	Portland PV programme for the Arc/ Riverside	Reduction in environmental impact and operating costs
Corporate Asset Manager/Head of Property Services	Performance Team	Council Plan, Service Plans, officer time.		Meaningful KPIs aligned with action plan goals
Corporate Asset Manager/Head of Property Services		Officer time		Regular transparency and accountability. Annual report to Asset Management Group (AMG), monthly compliance reporting to SLT/AMG.
Corporate Asset Manager/Head of Property Services	Facilities Commercial team	Officer time, consultancy support		
Head of Property Services/ Corporate Asset Manager		Officer time		Plan remains relevant and adapts to changing needs

SAMP Objective	Action	Description	General Fund	Target Completion Date
1,2,3,6,7,8	Regeneration and retrofit existing assets to improve energy efficiency and affordability.	Implement programs to upgrade aging assets, focusing on energy-saving measures (e.g. insulation, solar panels) and reducing rents for tenants or running costs.	X	Ongoing
		Where assets are beyond life or not cost effective for retrofit, consider alternative options.	X	Ongoing
1,3,4,7	Implement green infrastructure projects in public spaces and council buildings.	Enable tree planting across the district on Council land and partners.	X	Ongoing
		Create pollinator areas and sustainable landscaping practices in parks and open spaces.	X	July 2026
1,3,7	Conduct energy audits (DECs & EPCs) of all council assets and consider energy efficiency upgrades.	Identify energy-saving opportunities (e.g., Light Emitting Diode (LED) lighting, Heating, Ventilation and Air Conditioning improvements) and prioritise upgrades based on cost-effectiveness.	X	Ongoing
8	Deliver sustainable building practices	Where affordable and achievable, deliver high fabric standards, use low-carbon heating and 'zero-carbon ready' developments like renewable energy installations in new developments and refurbishments.	X	Ongoing

Lead Officer (BDC)	Other Services Included	Resources Required	Key Projects	Performance Measures
Corporate Asset Manager/Head of Property Services	Climate Change FM	Funding, contractors, energy efficiency expertise	<ul style="list-style-type: none"> External Wall Insulation Programme Commercial sites - Green Technologies Arc/Riverside solar panel installation. 	Reduced energy consumption, improved tenant comfort, affordability increase
Corporate Asset Manager/Head of Property Services		Technical expertise (Feasibility/viability), funding support	<ul style="list-style-type: none"> PVBP 	Increased asset utilisation, financial efficiency, reduce liabilities.
Planning Policy	Planning Policy CP	Landscaping specialists, funding for materials, volunteer engagement	<ul style="list-style-type: none"> Woodland planting PVBP Mill ponds desilting PVBP Dam wall re-inforcements 	Increased green space coverage, improved biodiversity indicators, community participation
Streetscene Manager		Landscape architect		
Corporate Asset Manager/Head of Property Services	FM AM Climate	Energy auditors, contractors, funding for upgrades		Reduced energy consumption, carbon footprint reduction, financial savings, fit for purpose and 'lettable' assets.
Strategic Director of Property, Construction & Assets		Professional advice, budget		Increased adoption of sustainable practices, renewable energy generation increase through policy review

Policy and regulation context

There are a number of laws and regulations that directly impact the Council's SAMP, these include:

Laws / Regulations	Date	Summary
Landlord & Tenant Act	1954	Governs security of tenure for commercial tenants; affects lease renewals and estate strategy.
Local Government Act (Sections 123-127)	1972	Sets rules for acquisition and disposal of land, including requirement for best consideration.
Health and Safety at Work Act	1974	Requires that buildings are safe for staff and the public.
Environmental Protection Act	1990	Governs waste, contamination, and statutory nuisance affecting land holdings.
Local Government Act	2003	Sets rules for borrowing, investment, and financial prudence in managing property assets.
Regulatory reform (Fire Safety) Order	2005	Fire Risk Assessments must be fully documented
Control of Asbestos Regulations	2012	Requires the identification and manage asbestos in buildings.
MEES Amendments (Commercial Properties)	2023	Landlords cannot continue to let substandard commercial property (below EPC E).
Procurement Act	2023	Governs procurement of construction, maintenance, and property services.
Building Regulations Part L	Various	Sets minimum energy-efficiency standards for new buildings and major refurbishments.
CIPFA Asset Management Guidance	Various	Professional best practice for valuation, maintenance, disposals, and governance.

26-2277



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 22nd June 2026

Council Plan Targets & KPI Performance Update – Jan to Mar 2026 (Q4)

Report of the Portfolio Holder for Corporate Performance & Governance

Classification	This report is Public
Contact Officer	Major Projects and Programme Manager Programme & Projects Officer

PURPOSE/SUMMARY OF REPORT

To report the 2025/26 Quarter 4 outturns for Council Plan targets 2024-2028

Out of the 33 'live' targets:-

- 5 (15%) achieved
- 1 (3%) achieved behind target date
- 24 (73%) targets are on track
- 1 (3%) not on track
- 2 (6%) extended

Out of the 93 'live' key performance indicators (which now include the ones previously reported separately, under 'Dragonfly'):-

- 74 (80%) indicators have a positive outturn
- 5 (5%) indicators have a negative outturn
- 14 (15%) indicators are within target

REPORT DETAILS

1. Background

1.1 The attached appendices contain the performance outturns as of 31st March 2026.

2. Details of Proposal or Information

2.1 Executive are requested to approve that Q1 reporting be paused to allow the Mid Term Review to be undertaken,

2.2 That Q1 reporting be reported retrospectively together with Q2, when the updated KPIs, Service Plans and new Power BI Dashboard, will be live.

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

2.4 Our Customers – Providing excellent and accessible services

- 8 targets in total – 1 Achieved, 7 on track.

Out of the 38 performance indicators:

- 28 (74%) have a positive outturn
- 3 (8%) have a negative outturn
- 7 (18%) are within target

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

- 8 targets in total – 3 achieved, 5 on track

Out of the 9 performance indicators:

- 8 (89%) have a positive outturn
- 1 (11%) is within target

2.6 Our Economy – by driving growth, promoting the District and being business and visitor friendly

- 7 targets in total. 3 on track; 2 extended

(no performance indicators)

2.7 Our Housing – by delivering social and private sector housing growth

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

Out of the 46 performance indicators (which now include the ‘ex Dragonfly’ ones):

- 38 (83%) have a positive outturn
- 6 (13%) are within target
- 2 (4%) have a negative outturn

3. Reasons for Recommendation

3.1 This is an information report to keep Members informed of progress against the Council Plan 2024-2028 noting progress and any areas of concern.

4 Alternative Options and Reasons for Rejection

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

RECOMMENDATION(S)

1. That quarterly outturns against the Council Plan 2024-2028 targets be noted.
2. That Q1 reporting be paused to allow the Mid Term Review to be undertaken,
3. That Q1 reporting be reported retrospectively together with Q2, when the updated KPIs, Service Plans and new Power BI Dashboard, will be live.

Approved by Councillor Donna Hales, Portfolio Holder for Corporate Performance and Governance

IMPLICATIONS:

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

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: n/a

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

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

Yes No

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

(a) (b)

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

(a) (b)

District Wards Significantly Affected:

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

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

All

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	Performance Summary for Our Customers
2	Performance Summary for Our Environment
3	Performance Summary for Our Economy
4	Performance Summary for Our Housing
5	KPI Summary for Dragonfly

Background Papers

(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).

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

08

Target Status	Usage
Not Started	The target has yet to be started, but is well within the date for completion
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	<ul style="list-style-type: none"> The target is six months off the intended completion date, and the required outcome may not be achieved To flag annual indicators within a council plan period that may not be met. To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at SLT.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Status	Q4 1/1/26 – 31/3/26 inc.	Target Date
CUS.01 - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On Track	<p>L Botham - 32 surveys completed during this quarter. 59% either Very Satisfied or Satisfied with the service received via Customer Services through Live Chat or Email contact. Of the 25% who stated they were dissatisfied or very dissatisfied and requested further contact 8 customers were contacted to discuss the issue further.</p> <ol style="list-style-type: none"> A number of surveys received requesting follow up calls in relation to Refuse queries. These required a call to refuse and provide them with more information, and this resulted in the customer query being resolved Another survey a resident provided more information which allowed Refuse to attempt to resolve the issue and gave a clearer outcome to the resident which was not established on the initial contact 	Fri-31-Mar-28

Appendix 1

		<p>3. More information required on the waiting times for an allotment. This also prompted a review of the 'live chat/email template to include additional information.</p> <p>4. 2 'comments' logged following information received on the survey which have been shared with the service area – Streetscene (Refuse)</p> <p>Cumulative figures to 31/3/26 - Total of 151 surveys completed with 70% being Very Satisfied or Satisfied.</p>	
<p>CUS.02 - Ensure we achieve a score of 90% or above (Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027</p>	<p>On Track</p>	<p>Q1 – Content – 99%, accessibility – 99%, marketing 99%, user experience – 90%</p> <p>The lower score on user experience is due to the web vitals score dropping 18.5% This includes issues such as low load speed. The main issue is the homepage which is taking an average of 11.1 seconds to load.</p> <p>Q2 – Content – 98%, accessibility – 98%, marketing – 100%, user experience – 85%</p> <p>An overall drop with the most notable being the user experience which has dropped below 90%. Comms will work on this to improve the score and bring it back up to 90%</p> <p>Q3 – Content – 98%, accessibility – 98%, marketing - 99%, user experience – 91%</p> <p>Consistent results with an increase on user experience.</p> <p>Q4 – Content – 97%, accessibility – 97%, marketing – user experience – 88%</p> <p>Slight drop in user experience will be picked up on by the team but largely consistent</p>	<p>Fri-31- Dec-27</p>
<p>CUS.03 - Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report</p>	<p>On Track</p>	<p>Q4 Delivery during this period has concentrated on strengthening inclusion, access to services, skills awareness, community cohesion and early intervention for residents and priority groups.</p> <p>Customer Access, Support & Inclusion</p>	<p>Fri-31- Mar-28</p>

in respect of cross cutting themes (skills, aspiration, health, and local rail offer)

- Provided culturally sensitive 1-to-1 support to residents across the district, including bereavement, financial pressures, pensions, housing disputes and employment-related issues.
- Delivered effective service navigation and signposting to key partners (Citizens Advice, ACAS, Derbyshire Law Centre, Derbyshire Unemployed Workers Centre), improving access to advice and early resolution.
- Worked with Adult Social Care to support communication and increase awareness of Personal Assistant arrangements, enabling residents to make informed care choices.
- Strengthened engagement with asylum seekers and refugees through partnership work with the Bolsover Community Safety Partnership, including development of a new inclusion form to improve understanding of UK behaviours, expectations and social norms.
- Produced and distributed 20 bilingual welcome packs (English / Standard Modern Arabic) for asylum seekers in SERCO accommodation, improving access to essential local services and support.

Health, Wellbeing & Community Safety

- Partnered with Public Health professionals to co-deliver the GPPB Stop Smoking Project with the Polish community, using surveys and focus groups to improve reach and cultural relevance.
- Collected workforce intelligence from employers on migrant worker numbers, supporting evidence based planning and service targeting.

Skills, Aspiration & Community Engagement

- Delivered a highly successful Career Day on the Robin Hood Line with students from Bolsover School:
 - Hands-on learning through train simulation and customer service activities

- Direct engagement with rail professionals across Operations, Engineering, Marketing, Careers & Apprenticeships and Community teams
- Improved awareness of career pathways linked to local infrastructure and the wider economy
- Strong participation and engagement outcomes for young people.
- Organised a Community Links Day at Sports Direct (Shirebrook), connecting employees with 19 service providers, improving awareness and access to local support.

Community Cohesion, Place & Pride

- Supported community integration through preparation for Bolsover Unity Day (2 May 2026), promoting participation between migrant and non-migrant residents.
- Supported digital inclusion through delivery of the DCC Digital Essentials Project, working directly with Polish and Romanian community groups.
- Provided capacity building support to the Polish Community Group and Romanian Association in Shirebrook in preparation for their AGMs.
- Progressed the Creswell Junior School Art Project, with artist-led development completed and painting of the Creswell–Elmton Road wall and underpass scheduled to start shortly, contributing to local pride and placemaking.

Early Intervention & Prevention

- Achieved successful early housing intervention in Shirebrook, preventing homelessness for a Polish resident through advocacy, mediation with an estate agent and support to secure alternative accommodation.

		<p>Funding & Sustainability</p> <ul style="list-style-type: none"> Secured new funding opportunities from EMR and CrossCountry, creating capacity to sustain and expand community rail-based engagement activity aligned with CUS03 outcomes. <p>Governance & Forward Planning</p> <ul style="list-style-type: none"> Key upcoming milestones supporting continued delivery: <ul style="list-style-type: none"> Music Train Project Planning – Delivery 11 May, 10:00–14:30 Robin Hood Line CRP AGM Planning – Delivery 26 May, Kirkby-in-Ashfield, 10:00–12:00 Annual report in final draft, with amendments underway prior to circulation. 	
<p>CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually</p>	<p>On track</p>	<p>Q 4 25/26: Corporate Equalities objectives continue to be met.</p> <ul style="list-style-type: none"> The following diversity day was marked during the applicable timeframe: <ul style="list-style-type: none"> International Women's Day 2026 (Kellie set a quiz for staff participation) Equalities (mandatory training) was rolled out on 23/03/26 after Kellie and Laura C tailored the provision on SkillGate to meet corporate requirements. Content included EDI, Hate Crime and Equality Impact Assessments (EIAs). Kellie continues to support service managers with their EIAs. Kellie continues to provide equalities advice to colleagues across the authority relating to corporate equality matters. RARs continue to be processed for residents who've requested improved accessibility to the information they receive from the Council. <p>KB (08/04/26)</p>	<p>Wed-31-Mar-27</p>
<p>CUS.05 - Explore running a residents' satisfaction survey to gain resident feedback on place-</p>	<p>Achieved</p>	<p>As agreed at the Exec Board 1/12/2025, this Target's end date has been amended back to 31/3/25 and the status changed to 'Achieved'. KB 30/10/25</p> <p>We plan to run an Autumn 2026 Citizens' Survey, where the following topics will be considered for inclusion:</p> <ul style="list-style-type: none"> Domestic Waste Collection 	<p>Mon-31-Mar-25</p>

based services and priorities for improvement		-Town Centres <i>*Other service area submission/s will also be considered in addition to the above</i>	
CUS.06 - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active Clubs, Active Interventions and Active Leisure)	On track	For the fourth quarter of 2025/26 we have attracted the following to activities/interventions:- Active Schools - 7154 Active Clubs - 34 Active Holidays - 651 Active Interventions - 3849 Active Communities - 1737 Active Leisure (facility-based activity) - 90633 Events, Learning & Other activities - 15 Total for Qtr 4 – 104,098; giving a cumulative total for the year of 446,229	Fri-31-Mar-28
CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.	On track	190 clients were processed through the exercise referral programme during the third quarter of 2025/26, taking the YTD total to 677.	Fri-31-Mar-28
CUS.08 - Improve employee engagement and feedback to enable	On Track	Performance note (03/02/25 KD) - target date changed to March 2026 to reflect the milestones within the control sheet. Also confirmed that a new occupational health provider has been secured in Q3 2024/25 ahead of the target date of March 2025.	Mon-31-Mar-26

<p>the Council to develop a fully inclusive People Strategy by March 2026</p>		<p>Now that an Employee Survey has been completed, the Council's People Strategy will be developed and LGR can be factored in.</p> <p>Update Q1 25/26 - The first draft has been revised and is back with the Council's Communications service.</p> <p>2 further policies (Maternity Policy and Harassment and Bullying Policy) have been reviewed and where necessary updated. SLT and Trade Unions have been consulted. Awaiting sign off via Delegated Decision. Update Q1 25/26 - Both Policies have now been approved via Delegated Decision. An additional policy on 'Preventing Sexual Harassment' has been devised and approved at Council following consultation with the Trade Unions at UECC.</p> <p>Update Q2 25/26. People Strategy Draft no.3 is with the Communications Team. It is hoped this will result in the final draft to be consulted on via UECC before Council approval.</p> <p>The 2025 Employee Awards are close to being finalised, with voting having ended on 31/10/25.</p> <p>Update Q3 25/26. People Strategy draft to be submitted to SLT, Service Managers, our Trade Union partners and ultimately to be approved by Council ready for launch in April 2026.</p> <p>Update Q4 25/26. People Strategy now approved including new Values and Behaviours. The strategy is due to be in planned roadshows in April and May 2026.</p>	
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Supporting Key Performance Indicators

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

Customer Services

CSP 01. % Calls answered within 20 seconds

Quarter	Value	Target	Status	Commentary
Q4 25/26	77.00%	75.00%	Green	Q4 Jan to Mar 18,975 calls recvd and 18,412 calls answered, Calls answered within 20s 77% which is above target of 75%. Overall YTD target achieved 78% (revert back to 80% 2026/27)
Q3/25/26	81.00%	75.00%	Green	
Q2/25/26	77.00%	75.00%	Green	
Q1/25/26	75.00%	75.00%	Green	
Q4/24/25	79.00%	80.00%	Yellow	

CSP 02. % of Abandoned Calls - Negative Target

Quarter	Value	Target	Status	Commentary - Negative Target
Q4/25/26	2.00%	3.00%	Green	18,412 calls answered 2% (358) calls abandoned and within target of 3%. Overall YTD target achieved 2%
Q3/25/26	2.00%	3.00%	Green	
Q2/25/26	2.00%	3.00%	Green	
Q1/25/26	2.00%	3.00%	Green	
Q4/24/25	2.00%	3.00%	Green	

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

Quarter	Value	Target	Status	Commentary - Negative Target
Q4/25/26	32	30	Yellow	Q4 Jan to Mar average wait time 32 seconds for calls to be answered - outside of target of 30s. YTD achieved 31s – just outside of target.
Q3/25/26	26	30	Green	

Q2/25/26	31	30	Yellow	
Q1/25/26	35	30	Red	
Q4/24/25	30	30	Green	

CSP 04. % of emails answered within 8 working days

88

Quarter	Value	Target	Status	Commentary
Q4/25/26	99.70%	100%	Yellow	Q4 Jan to Mar 8328 emails received with 8307 answered within 8 working days – 99.7% (21 out of time, Repairs, Env H, Planning, Streetscene having the majority of late responses) Overall total 2025/26 99.8% emails responded to within 8 working days
Q3/25/26	99.90%	100%	Yellow	6560 emails rec'd and 6554 answered within 8 working days (6 out of time, Repairs, Housing & P&E provided responses outside the standard of 8 working days)
Q2/25/26	99.90%	100%	Yellow	
Q1/25/26	99.70%	100%	Yellow	
Q4/24/25	99.70%	100%	Yellow	

CSP 05. % of Live Chats answered within 20secs

Quarter	Value	Target	Status	Commentary
Q4/25/26	82.00%	90%	Yellow	791 chats received with 765 answered (97%). Of these, 82% answered within 20s. Overall YTD 86% chats answered within 20s.
Q3/25/26	87.00%	90%	Yellow	
Q2/25/26	99.00%	90%	Green	
Q1/25/26	89.00%	90%	Yellow	
Q4/24/25	89.00%	90%	Yellow	

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

88

Annual	Value	Target	Status	Commentary
25/26	100%	100%		Face to face monitoring carried out w/c 17.11.25. During this week, 572 customers visited Contact Centres and the Meet & Greet desk. 100% were seen within 20 mins, with an av wait time of 1.2 min per customer. Majority of enquires via face to face – housing benefits, C Tax, StreetScene and requests for repairs and the highest footfall recorded at Shirebrook Contact Centre. Future face to face monitoring dates – 11/5/26 & 9/11/26
24/25	99%	100%		Additional monitoring carried out 13/05/25 99.5% seen within 20mins. Future Face to Face monitoring dates 11.11.25 , 11.05.26 & 09.11.26

CSP 07. % of External Satisfaction (Realtime)

Quarter	Value	Target	Status	Commentary
Q4/25/26	59.00%	85%		<p>32 completed during this quarter. 59% either Very Satisfied or Satisfied with the service received via Customer Services through Live Chat or Email contact. Of the 25% who stated they were dissatisfied or very dissatisfied and requested further contact 8 customers were contacted to discuss the issue further.</p> <ol style="list-style-type: none"> 1. A number of surveys received requesting follow up calls in relation to Refuse queries. These required a call to refuse and provide them with more information, and this resulted in the customer query been resolved 2. Another survey a resident provided more information which allowed Refuse to attempt to resolve the issue and gave a clearer outcome to the resident which was not established on the initial contact 3. More information required on the waiting times for an allotment. This also prompted a review of the 'live chat/email template to include additional information. 4. 2 'comments' logged following information received on the survey which have been shared with the service area – Streetscene (Refuse)
Q3/25/26	58.00%	85%		
Q2/25/26	70.00%	85%		
Q1/25/26	83.00%	85%		

Q4/24/25	69.00%	85%	
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CSP 08. % Calls answered within 20secs (Corporate) – REMOVED 4.2025

CSP 09. % of Abandoned Calls (Corporate) - REMOVED 4.2025

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

06

Quarter	Value	Target	Status	Commentary
Q4/25/26	98.00%	100%		70 Stage 1 complaints received. 98% answered within 10 working days, average working day response 5 days. 1 complaint received out of time (Revenues) , The majority of complaints received were for Streetscene (24), Repairs (13) and Housing (9) general themes around missed bins , officer conduct, communication issues & damp and mould issues.
Q3/25/26	100.00%	100%		
Q2/25/26	100.00%	100%		
Q1/25/26	97.00%	100%		
Q4/24/25	100.00%	100%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%		10 Stage 2 complaints received. 100% answered within 20 working days, average working day response 13 days. Streetcene recvd (3) Housing & Repairs (3) Planning (1) and Revenues (3) no specific themes identified
Q3/25/26	100%	100%		

Q2/25/26	100%	100%	Green	
Q1/25/26	100%	100%	Green	
Q4/24/25	94%	100%	Yellow	

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

91

Quarter	Value	Target	Status	Commentary
Q4/25/26	99%	100%	Yellow	79 out of the 80 stage 1 and stage 2 complaints acknowledged within timescale (email complaint was forwarded to CCCAdmin out of time from the dept)
Q3/25/26	100%	100%	Green	
Q2/25/26	100%	100%	Green	
Q1/25/26	100%	100%	Green	
Q4/24/25	97%	100%	Yellow	

Financial Services

FIN 01. % Sundry Debtors arrears collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26	83.0%	90%	Yellow	We are pleased that this is an increase of 7.6% from Q4 last year. Work continues to encourage direct debit payments as a preventative measure for arrears, as well as liaising with customers and departments to recover debts in good time. There are also a number of active instalments in place which account for 25% of the outstanding prior year arrears.
Q3/25/26	81.1%	85%	Yellow	
Q2/25/26	80.1%	80%	Green	
Q1/25/26	63.2%	75%	Red	
Q4/24/25	75.4%	90%	Red	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	99.49%	98%		2350 invoices rec'd of which 2338 paid within 30 days. YTD – total of 7037 invoices rec'd, of which 7002 (99.5%) paid within 30 days
Q3/25/26	99.46%	98%		
Q2/25/26	99.40%	98%		
Q1/25/26	99.70%	98%		
Q4/24/25	99.30%	98%		

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Human Resources

HR01 Days sickness per full time employee

Quarter	Value	MAX CAP	Status	Commentary
Q4/25/26	2.27	2.1		The overall average days lost due to sickness in Quarter 4 was 2.27 days, this is the lowest Quarter 4 over the last four years.
Q3/25/26	3.31	2.1		
Q2/25/26	3.11	2.1		
Q1/25/26	2.80	2.1		
Q4/24/25	2.80	2.1		

ICT

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	91.00%	80%		
Q3/25/26	88.00%	80%		
Q2/25/26	90.20%	80%		

Q1/25/26	89.70%	80%	■
Q4/24/25	89.70%	80%	■

IT 02/11 - Incidents and service requests fixed at first point of contact (quarterly)				
Quarter	Value	Target	Status	Commentary
Q4/25/26	75.00%	40%	■	
Q3/25/26	56.00%	40%	■	
Q2/25/26	63.20%	40%	■	
Q1/25/26	57.00%	40%	■	
Q4/24/25	57.00%	40%	■	

Leisure

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	190	125	■	The programme has attracted 677 clients for the year, exceeding the 500 target
Q3/25/26	206	125	■	
Q2/25/26	119	125	■	below quarterly target but still ahead at cumulative 6m figure (281 vs 250)
Q1/25/26	162	125	■	
Q4/24/25	92	125	■	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	158	63	■	
Q3/25/26	115	63	■	
Q2/25/26	81	63	■	
Q1/25/26	104	63	■	
Q4/24/25	126	63	■	

Information & Engagement

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

Quarter	Value	Target	Status	Commentary
Q4 25/26	100%	90%		34 received - none late (Cumulative 134 rec'd - none late)
Q3/25/26	100.00%	90%		
Q2/25/26	100.00%	90%		
Q1/25/26	100.00%	90%		

CP 03 – No of data breaches

Quarter	Value	CAP	Status	Commentary
Q4 25/26	9	12		During Q4, 9 data breaches were recorded: 2 by EH, 2 by R&B, 1 by Governance, 1 by HR/Payroll, 1 by Housing, 1 by Legal, 1 at Pleasley Vale. Out of the 9 reported, 1 was paid compensation and 1 was reported to the ICO.
Q3/25/26	9	12		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	.100.00%	95%		Out of 206 FOIs and 93 EIRs received, none were late.
Q3/25/26	100.00%	95%		
Q2/25/26	100.00%	95%		
Q1/25/26	98.85%	95%		
Q4/24/25	98.00%	95%		

Planning

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100.00%	80%		Q4 - 16 applications determined. All within stat. determination period (100%).
Q3/25/26	90.00%	80%		
Q2/25/26	100.00%	80%		
Q1/25/26	82.00%	80%		
Q4/24/25	93.00%	80%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100.00%	70%		No major applications determined during the quarter.
Q3/25/26	100.00%	70%		
Q2/25/26	100.00%	70%		
Q1/25/26	100.00%	70%		
Q4/24/25	100.00%	70%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100.00%	80%		20 applications determined. All within stat. determination period (70%) or within the national target deadline.
Q3/25/26	100%	80%		
Q2/25/26	100.00%	80%		
Q1/25/26	100.00%	80%		
Q4/24/25	100.00%	80%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	80%		37 applications determined. All within stat. determination period (73%) or within the national target deadline.
Q3/25/26	100%	80%		
Q2/25/26	100%	80%		
Q1/25/26	100%	80%		
Q4/24/25	97%	80%		

Revenues & Benefits

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	28.26%	27.00%		
Q3/25/26	21.05%	20.00%		
Q2/25/26	16.45%	15.00%		
Q1/25/26	9.22%	8.00%		

Q4/24/25	26.60%	27.00%	
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RS 02 % NNDR arrears collected (Quarterly) (profiled target)

Quarter	Value	Target	Status	Commentary
Q4/25/26	53.79%	65.00%		whilst % target not met £1.1m collected off arrears
Q3/25/26	46.47%	40.00%		
Q2/25/26	47.10%	30.00%		
Q1/25/26	37.99%	20.00%		
Q4/24/25	59.80%	65.00%		

RS 03 % Council Tax Collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26	97.37%	96.5%		
Q3/25/26	95.34%	96.50%		whilst target not met there has been an improvement on % collected in Q3 24/25.
Q2/25/26	95.93%	96.50%		
Q1/25/26	96.61%	96.50%		
Q4/24/25	96.97%	96.50%		

RS 04 % Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26	99.22%	98.50%		
Q3/25/26	93.91%	98.50%		
Q2/25/26	93.06%	98.50%		
Q1/25/26	96.98%	98.50%		
Q4/24/25	98.15%	98.50%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.26%	8.00%	Green	
Q3/25/26	8.19%	8.00%	Yellow	
Q2/25/26	5.08%	8.00%	Green	
Q1/25/26	4.14%	8.00%	Green	
Q4/24/25	4.50%	8.00%	Green	

∞ **RS06 % Recovery of overpayments excluding from ongoing HB (Quarterly)**

Quarter	Value	Target	Status	Commentary
Q4/25/26	141.85%	20.00%	Green	
Q3/25/26	29.98%	20.00%	Green	
Q2/25/26	39.06%	20.00%	Green	
Q1/25/26	59.33%	20.00%	Green	
Q4/24/25	36.65%	20.00%	Green	

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.44%	8%	Green	
Q3/25/26	1.50%	8%	Green	
Q2/25/26	1.71%	8%	Green	
Q1/25/26	5.22%	8%	Green	
Q4/24/25	1.50%	8%	Green	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	80.75%	70.00%	Green	

Q3/25/26	88.22%	70.00%	
Q2/25/26	87.96%	70.00%	
Q1/25/26	78.31%	70.00%	
Q4/24/25	87.50%	70.00%	

RS 09 % Telephone Abandonment : Benefits - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	1.31%	3.0%		
Q3/25/26	1.09%	3.0%		
Q2/25/26	0.78%	3.0%		
Q1/25/26	1.22%	3.0%		
Q4/24/25	0.90%	3.0%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	88.62%	80.0%		
Q3/25/26	90.38%	80.0%		
Q2/25/26	90.13%	80.0%		
Q1/25/26	90.89%	80.0%		
Q4/24/25	94.50%	80.0%		

RS 11 % HB overpayment arrears collected

Quarter	Value	Target	Status	Commentary
Q4/25/26	11.56%	15.00%		<p>Target not met but over £133k recovered off prior year arrears. Housing Benefit overpayments typically arise where claimants do not promptly notify the Benefits Section of changes in their circumstances (e.g. changes in income, capital or household composition). As a result, payments continue at an incorrect rate until the change is identified.</p> <p>This KPI specifically relates to overpayments created prior to 1 April 2025.</p>

A significant number of working-age Housing Benefit claims have been migrated to Universal Credit during 2025/26, with Working age Housing Benefit planned to close on 30th June 2026 following the completion of the 'Move to Universal Credit programme'.

This transition has had a direct and significant impact on recovery performance. The most effective recovery method—deductions from ongoing Housing Benefit—has largely been removed.

Although recovery can be pursued through Universal Credit, Housing Benefit overpayments are assigned a low priority (levels 16–19) within the Department for Work and Pensions' deduction hierarchy, which significantly limits both the rate and consistency of recovery.

In addition, the current cost of living pressures have materially affected customers' ability to repay debts. Despite regular engagement with debtors, it has become increasingly difficult to agree repayment arrangements at levels that would substantially reduce outstanding debt balances.

In 2025/26, £133,690 of Housing Benefit overpayment debt was recovered, achieving a recovery rate of 11.56% against a target of 15%.

While this is below target, performance must be viewed in the context of the following factors (largely outside the Council's control):

- Removal of the most effective recovery method (direct HB deductions)
- Universal Credit deduction rules restricting recovery levels
- A shrinking caseload due to migration
- Cost of living pressures reducing customers' ability to repay

Consideration was given to reduce the target. However, at the time the target was set, the timing and pace of migration to Universal Credit were uncertain, and it was therefore reasonable to consider that the target may still be achievable.

Also, most of the overpayments created before 1st April 2025 are in respect of working-age claimants. These customers are generally less likely to engage and arrange immediate or significant repayment arrangements, unlike the pension-age claimants. Although not measurable, some customers choose not to engage with repayment arrangements. Going forward, Housing Benefit overpayments will mainly be in respect of pension-age claimants (working-age HB can only now be paid in respect of temporary or supported accommodation) and, therefore, it is anticipated that recovery rates will improve. The option to recover from on-going Housing Benefit is also available for this debt, whilst ever entitlement remains.

Taking the above factors into account, many of which are outside of the Council's control, a recovery rate of 11.56% represents a reasonable and credible level of performance.

				The service has continued to actively pursue recovery through all available channels, maintain regular engagement with debtors, and maximise recovery within the constraints of national policy and wider economic conditions. Feedback from the Department for Work and Pensions indicates that this level of recovery is consistent with expectations under the current circumstances.
Q3/25/26	8.48%	10.00%		
Q2/25/26	6.04%	7.50%		
Q1/25/26	3.19%	5.00%		
Q4/24/25	15.00%	15.00%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.57	10		
Q3/25/26	3.29	10		
Q2/25/26	4.07	10		
Q1/25/26	4.41	10		
Q4/24/25	3.65	10		

Communications

Develop email marketing system and increase subscribers by 5% year on year from a baseline of 36,000 (Annual)

Annual	Value	Target	Status	Commentary
2025/2026	38,567	37,800		reduced from last year but still hitting the target
2024/2025	39,312	36,000		

Elections

ELEC 01. Annual Canvass Return - Electoral Register published on 1st December (Annual)

Annual	Value	Target	Status	Commentary
2025/2026	85	85		
2024/2025	85	85		

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

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Target Status	Usage
Not Started	The target has yet to be started, but is well within the date for completion
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	<ul style="list-style-type: none"> The target is six months off the intended completion date and the required outcome may not be achieved To flag annual indicators within a council plan period that may not be met. To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at SLT.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Status	Q4 1/1/26 – 31/3/26 inc.	Target Date
ENV.01 - Update the Carbon Reduction plan to deliver Net Zero 2050	On Track	<p>Q1 2025 – 2026 (Update 20250801)</p> <p>This is ongoing. The Climate Service has undergone an internal BDC Audit with a number of recommendations, including the development of a Carbon Plan. The Climate Change Officer is working with Audit to develop a framework of delivery.</p>	Fri-31-Mar-28

Appendix 2

		<p>The updated Carbon plan will follow the nine recommendations of the Climate Change and Communities Scrutiny Committee.</p> <p><u>Q2 2025-2026 (Update 20251015)</u></p> <p>Following Internal Audit recommendations and report to Climate Change and Communities Scrutiny Committee, the following actions are being undertaken:-</p> <ol style="list-style-type: none"> 1. While a new carbon plan is being developed Bolsover District Council will follow the nine recommendations outlined by the Climate Change and Communities Scrutiny Committee. 2. A new BDC Climate Resilience Group will be established to lead on Internal Climate Change Activity. The BDC Climate Resilience Group will manage and be accountable for the development and management of a new Carbon Reduction Plan. 3. Updates will be provided in early 2026 <p><u>Q3 2025-2026 (Update 20251015) -</u></p> <ul style="list-style-type: none"> • The first meeting of the Climate Change Resilience Group (Internal) will meet Monday 2 Feb 2026. • ToR, goals and objectives for the Climate Change Resilience Group with Council Environment Portfolio Holder. • As part of the first meeting of CCRG departments / sections will be asked to submit projects proposals to feed into a Climate Action plan to cover 2026-2027. • Updates will be provided on Tuesday 3 February and SLT where appropriate <p><u>Q4 2025-2026 (Update 20260330)</u></p> <p>Climate Change Resilience Group (Internal) meet monthly to help develop a Climate Change Action Plan.</p>	
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		<p>Updates have been provided to SLT and Audit Team on progress.</p> <p>Bolsover Partnership has been supported to restart Carbon Thematic group (HENZ Group) which will engage a range of external stakeholders which will contribute to Carbon Reduction measures beyond the councils' actions / plans.</p> <p><u>Development Plan</u></p> <ul style="list-style-type: none"> • Departments Identify Current & Potential Carbon Reduction Projects (Completed) • Identification of Principals / Vision (Ongoing) • Identification of Actions by Service Area for Action Plan (April/May 2026) 	
<p>ENV.02 - Increase the combined recycling and composting rate to meet government's 65% target by 2035.</p>	<p>Achieved</p>	<p>\1. Review domestic household customer recycling service requirements to meet government's 'Simpler Recycling' collection core-material set by 31st March 2026.</p> <p>Q3 Update (9.1.25) the Council's kerbside (burgundy bin) recycling collection service meets the Simpler Recycling core material set requirements. <u>Item 1 is now complete.</u></p> <p>2. Review commercial waste customer recycling service requirements to meet governments 'Simpler Recycling' collection core-material set by 31st March 2025.</p> <p>Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. <u>Item 2 action is now complete.</u></p>	<p>Sat-31-Mar-35</p>

		<p>3. Procure replacement kerbside recycling (burgundy bin) collection vehicles to meet government's 'Simpler Recycling' requirements. 31.1.24.</p> <p>Q3 Update (9.1.25) Vehicles delivered early December 2024 and now deployed within service delivery operations. <u>Item 3 is now complete.</u></p> <p>4. Extend commercial waste customer recycling service to meet all relevant customer's 'Simpler Recycling' collection requirements by 31st March 2025. 31.3.25.</p> <p>Q4 Update (25.3.25) the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. <u>Item 4 is now complete.</u></p> <p>5. Review recycling service customer educational information sources and platforms to increase recycling awareness and participation on an ongoing basis throughout period of the Service Plan period.</p> <p>Q4 Update (31/03/2026) - Food Waste collection service has now started operating and this will see an increase the recycling across the district Recycling campaigns are ongoing, all year round every year so this action is complete however will continue at all times. <u>Item complete</u></p> <p>6. Review domestic household customer recycling service delivery costs arising from notification of EPR</p>	
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		<p>(Extended Producer Responsibility) payments coming into effect from 1st April 2026.</p> <p>Q4 Update (25.3.25) Cost of recycling collections are now predominantly met by EPR payments received from the Government's Simpler Recycling Scheme Administrator. Future payments may vary to reflect changes in the Council's recyclable waste stream volumes; in particular, arising from DRS (Deposit & Return Scheme) removing items such as drinks containers from kerbside collections; at which point, the Council may have need to review its collection systems following introduction of DRS October 2027.</p> <p>Item 6 is complete in the interim period of kerbside recycling collection scheme being reviewed</p>	
ENV.03 - Implement Government Waste Consistency requirements for commercial waste by ending March 2025	Withdrawn	Actions for ENV.03 are reported under ENV.02 due to duplication arising from both targets.	Mon-31-Mar-25
ENV.04 - Introduce separate weekly collection of food waste by ending March 2026.	Achieved	<p>1. Report to Council seeking approval to establish capital budget to meet procurement of food waste collection vehicles and kerbside caddy containers for all District households. Council approval granted 22nd May 2024.</p> <p>Q1 Update (June24) capital funding secured. Item 1 is complete.</p> <p>2. Undertake procurement (subject to Council approval) of food waste collection vehicles and kerbside caddy contains, seeking delivery by November 2025.</p> <p>Q4 24/25 Update (25.3.25) Chassis manufactured with anticipated delivery to body builder April 2025 and final build and vehicle delivery to the Council November 2025.</p> <p>Q1 25/26 Update (30.6.25) Vehicle chassis delivered to body builder for production.</p>	Mon-31-Mar-25

		<p>Q2 25/26 Update (15.10.25) Food Waste collection vehicles to be delivered mid November onwards. Report submitted to Exec/Council for the additional requirements of Food Waste such as recruitment of staff and this has now been agreed to recruit appropriate staff for bin deliveries followed by further staff for the rounds once understanding of the Government funding has been established late December 25.</p> <p>Item 2 is complete</p> <p>3. Review commercial waste customer collection arrangement to undertake separate collection of food waste from businesses from 1st April 2025; in particular, businesses which are not Micro-Enterprises, which by definition of the Financial Conduct Authority (FSA) (i) employ fewer than 10 persons and (b) have a turnover or annual balance sheet not exceeding €2 million (£1.71million).</p> <p>Q4 24/25 Update (25.3.25) the Council's commercial waste collection rates have been reviewed and now include rates for food waste collection from 1.4.25.</p> <p>Item 3 is complete</p> <p>4. Serve notice on North East Derbyshire District Council in the cessation of their use of Bolsover District Council's Riverside Depot for the parking and operation of their Southern waste collection and street cleansing vehicles by not later than November 2025, to ensure capacity is available to meet Bolsover's increased vehicle (food waste) fleet requirements.</p> <p>Q1 25/26 Update (30.6.25) NEDDC submitted application to the Traffic Commissioner Office (TCO) to establish a new</p>	
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operating centre within their District boundary in anticipation of exiting Bolsover's Riverside Depot from November 2025.

Q2 Update (15.10.2025) NEDDC are on target to move their HGV fleet from Riverside Depot in November 2025 to Mill Lane.

Q3 Update (15/01/2025) NEDDC have now left Riverside Depot and moved all operations to Mill Lane. This includes all of the refuse vehicles and street cleansing teams that were at RD.

Q4 24/25 Update (25.3.25) Notice issued to NEDDC 21st August 2024 to exit Riverside Depot by November 2025.

Item 4 is complete

5. Submit a major change to the Traffic Commissioner's Office to increase the number of large goods vehicles contained in Bolsover District Council's fleet operator license, in anticipation of 7 new food waste collection vehicles. Application to Traffic Commissioner to be submitted by ending 31st March 2025.

Q1 25/26 Update (30.6.25) Application submitted to Traffic Commissioner Office (TCO) to increase headroom on the Council's fleet operator license to allow inclusion of 7 new food waste collection vehicles and awaiting outcome of the application.

Q2 25/26 Update (15.10.25) Application outcome has been determined and accepted, new Operator Licence provided by the Traffic Commissioner for 35 vehicles.

Item 5 is complete

6. Commence separate collection of food waste from businesses which are not Micro-Enterprises. Update as

per item 3 update arising from duplication of both target actions.

Q1 25/26 Update (30.6.25) these will be incorporated within wider food waste collection arrangements from 1st April 2026.

Item 6 is complete

7. Prepare a communication plan to promote introduction of separate weekly food waste collection to all District households from 1st April 2026.

Q1 25/26 Update (30.6.25) the Council's Communication Team is preparing media and publicity for introduction of food waste collection commencement.

Q2 25/26 Update (15.10.25) Communications are preparing food waste communication methods with plans to start promotions during QTR4 prior to introduction in April 2026

Q3 25/26 Update (15/01/26) Communications are preparing communications, plan is to provide a document in each food waste caddy that is delivered to each property. Within this will be a recruitment advert for waste collection operatives.

Q4 25/26 Update (31/03/2026)

Communications have continued and a plan has been developed to continue using social media and websites to publicise the work undertaken by the collection teams in order to increase recycling uptake.

Item 7 is completed.

8. Report to Council seeking approval to establish revenue budget to meet the ongoing operational cost of

undertaking separate weekly food waste collections from 1st April 2026 to all District households. To be undertaken following Government informing the Council of its new burdens revenue funding award.

Q4 24/25 Update (25.3.25) The Council has received Defra New Burdens Revenue funding to support delivery of food waste bins and project management arrangements. However, New Burdens Revenue funding to support future ongoing delivery of weekly food waste collections is now anticipated mid-point 2025.

Q1 25/26 Update (30.6.25) awaiting Defra confirmation of New Burdens Revenue funding to support ongoing delivery of weekly food waste collections and influence report to Council to establish service budget and increase to Waste Services Team staffing establishment to employ new collection staff.

Q2 25/26 Update (15.10.25) Still awaiting Defra's confirmation of New Burdens Funding, this is likely to be included in the Council's Mid Term Financial Settlement which will be announced late December. Report to Council has been presented and agreed to recruit 10 staff with current funding with the rest of the staff to be recruited once the funding has been agreed. Delegated decision authorised for Head of Paid Service in conjunction with Portfolio Holder to agree recruitment of additional staff once funding is known.

Q3 25/26 Update (15/01/2026) Following notification from Defra the report which was agreed by Council for food waste staffing has now been implemented and recruitment is currently underway to ensure all resource is in place for February to allow the delivery of caddies and round familiarisation in preparation for 31st March 2026.

Item 8 complete

9. Delivery of kerbside caddies to all District households between November 2025 and March 2026, utilising in-house waste services staff during winter suspension of green bin collections in anticipation of commencing separate weekly food waste collections from 1st April 2026. Anticipated delivery January, February and March 2026.

Q3 24/25 Update (9.1.25) Delivery of food waste caddy\bins to be undertaken early 2026 in anticipation of a 1st April 2026 service commencement date.

Q1 25/26 Update (30.6.25) as per Q3 update.

Q2 25/26 Update (15.10.25) as per Q1 24/25 update, plan to recruit staff to carry out the deliveries is currently in progress with adverts being created.

Q3 25/26 Update (15/01/2026) Due to recruitment delays resulting from the Defra funding announcement, deliveries will start to take place from the first week in February

Q4 25/26 Update (07/04/2026) - Mark Giles

All food waste caddies were delivered on time and to all residents by 2nd week of March 2026 in anticipation for collections starting 31st March 2026. **Item 9 is complete**

10. Commence separate weekly collection of from all District households. Update - Commencement will be arising from delivery of actions 1 to 9.

Q4 25/26 Update (07/04/2026) - Mark Giles

Food Waste Collections started 31st March 2026 with 30 tonnes of food waste being collected in the first week.




Item 10 is complete

ENV.05 - Carry out 155 targeted proactive littering dog fouling patrols per year	Achieved	<p>Q4 25/26 update (15/04/2026) - Laura Fox</p> <p>73 targeted patrols took place during the last quarter, meaning the shortfall during the year has been caught up. A total of 163 proactive patrols were carried out across the whole year, exceeding the annual target by 8.</p>	Fri-31-Mar-28
ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period	On track	<p>Q4 25/26 update (15/04/2026) - Laura Fox</p> <p>Fly tipping incidents have fallen 34% over the last five years from 2020/21 to 2024/25 and there has been a sustained year on year improvement. The baseline year for this corporate priority (2023/2024 out turn) was 14.9 incidents reported per 1,000 population. The 2024/2025 out turn data showed a 4% reduction on this baseline. Currently we are predicted to fall below 1,000 incidents which, based on the population data of 2024/2025 would be 11.9 incidents per 1,000 population and if achieved will be around 20% improvement on the baseline year.</p> <p>Q3 performance was 3.38 incidents per 1,000 population. Q4 data is not available until the next quarterly reporting.</p> <p>Incidents over the last 5 years were reported to DEFRA as follows:</p> <p>20/21: 1,823 incidents (22.4 per 1,000 population) 21/22: 1,476 incidents (18.3 per 1,000 population) 22/23: 1,348 incidents (16.5 per 1,000 population) 23/24: 1,232 incidents (14.9 per 1,000 population) 24/25: 1,202 incidents (14.3 per 1,000 population) 25/26 (predicted): 1,000 incidents (11.9 per 1,000 population)</p>	Fri-31-Mar-28

<p>ENV.07 - Achieve minimum quality standards of 60% for green spaces</p>	<p>On track</p>	<p>Q4 2025/26: Progress is still being made with audits of green spaces.</p> <p>Open space issues are now being discussed at the recently convened Climate Resilience Group.</p> <p>Several sites are being considered for 'relaxed mowing' and renaturing where a different management / maintenance regime would have significant benefits, primarily to enhance biodiversity whilst reducing maintenance costs.</p>	<p>Fri-31-Mar-28</p>
<p>ENV.08 - Annually monitor the condition of Local Wildlife Sites</p>	<p>On Track</p>	<p>Q4: DWT visited 12 sites during 2025/26, including 5 designated Local Wildlife Sites and 7 potential Local Wildlife Sites. The review of designated sites has seen minor revisions to the site boundaries that have removed 2.2 hectares from the designated area due to the land no longer being habitat of substantive value. This has seen the District's LWS extent reducing from 1,406.02 hectares to 1,403.82 hectares over the course of the year. Several of the 7 potential Local Wildlife Sites are being proposed for designation early in 2026/27 and this should see additions to the District's LWS extent increasing.</p> <p>Q3: DWT completing 2025/26 work and site survey reports being finalised.</p> <p>Q2: DWT work ongoing and site surveys for several sites underway.</p> <p>Q1: Service Level Agreement with Derbyshire Wildlife Trust has been reviewed and it remains fit for purpose and supports Council Plan delivery. DWT planned to undertake at least 12 condition surveys of existing and potential Local Wildlife Sites during 2025/26.</p>	<p>Sun-31-Jan-21</p>

<p>ENV.09 - Support developers and local organisations to deliver Biodiversity Net Gain across our urban and rural environments, realising future opportunities that support and deliver our Local Nature Recovery action plan.</p>	<p>On Track</p>	<p>Q4: Work to develop the BNG monitoring system ongoing and business case for bringing forward Council land for BNG delivery planned for completion by July 2026.</p> <p>Q3: BNG information gathering and monitoring forms an integral part of the decision-making process. First biodiversity gain plan condition discharge applications have now been received. Information to be recorded in a format that can be easily accessed and monitored.</p> <p>Q2: Ongoing through the statutory decision-making planning process. Monthly reports now being collated of habitat units affected by planning decisions, to facilitate environmental monitoring responsibilities.</p> <p>Q1: Work continues to secure BNG delivery through decision-making. A new Apprentice Planner is joining the Planning Policy team in Sep 2025, whose role will capture environmental monitoring responsibilities now that BNG is embedded in the planning process.</p>	<p>Fri-31-Mar-28</p>
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Supporting Key Performance Indicators

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

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	93.00%	90%	Green	Target achieved. Of the 1129 requests closed during the quarter, 1050 (93%) were resolved within the target time
Q3/25/26	92.00%	90%	Green	
Q2/25/26	92.00%	90%	Green	
Q1/25/26	92.00%	90%	Green	
Q4/24/25	91.00%	90%	Green	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%	Green	Of the 28 A-C premises inspection due in the quarter, none are outstanding.
Q3/25/26	100%	100%	Green	
Q2/25/26	95%	100%	Yellow	Previously reported at 95% but the 2 in question were within their 28 day 'grace period' – so could argue it was actually 100% and 'Green'.
Q1/25/26	100%	100%	Green	
Q4/24/25	100%	100%	Green	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%	Green	All 16 inspections due during the year have been completed before the end of 31/3/2026. The plan originally was to spread these out across the year however staff absence impacted in the first 3 quarters meaning the majority of the inspection work had to take place in Q4. The original target was 17 inspections, however one premises was made inactive during the year so the target was reduced to 16.

Q3/25/26	6%	100%		
Q2/25/26	0%	100%		
Q1/25/26	0%	100%		
Q4/24/25	100%	100%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%		Of the 4 inspections due 5 were carried out within target date and 1 was carried out within 2 weeks of being due. In total across the year 21 inspections were due, all of which were carried out.
Q3/25/26	100%	100%		All 9 inspections due were carried out within target date
Q2/25/26	100%	100%		
Q1/25/26	100%	100%		
Q4/24/25	100%	100%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	73	38		73 targeted patrols took place during the last quarter, meaning the shortfall during the year has been caught up. A total of 163 proactive patrols were carried out across the whole year, exceeding the annual target by 8
Q3/25/26	35	39		
Q2/25/26	29	39		
Q1/25/26	26	39		
Q4/24/25	2	38		

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

Quarter	Cumulative Value	Cumulative Target	Status	Commentary
Q4/25/26	16	15		5 patrols were carried out during the quarter, exceeding the target by 1. Overall the annual target was exceeded by 1
Q3/25/26	11	11		
Q2/25/26	7	7		
Q1/25/26	6	3		
Q4/24/25	9	4		

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Streetscene

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	67%	95%		3 incidents of hazardous fly tip experienced within this period of which 67% (2) were cleared within the 24hour (1 day) target. Reduced resource due to long-term staff sickness.
Q3/25/26	67%	95%		
Q2/25/26	100%	95%		
Q1/25/26	100%	95%		
Q4/24/25	100%	95%		

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	90%	95%		403 incidents of non-hazardous fly tips experienced within this period of which 90% were cleared within the 5 day target. This has been due a higher number of incidents to clear (eg 249 previous quarter), coinciding with long-term staff absence.
Q3/25/26	93%	95%		
Q2/25/26	93%	95%		
Q1/25/26	98%	95%		
Q4/24/25	94%	95%		

SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)

Quarter	Value	CAP	Status	Commentary
Q4/25/26	5%	12%		Q3 (2025\26) Streets and relevant land surveyed for detritus within this period, as measured by the LEQS (Local Environmental Quality Survey) methodology, found that 5% fell below category B standards and within the Council's (12%) target standard.
Q3/25/26	6%	12%		
Q2/25/26	11%	12%		
Q1/25/26	10%	12%		
Q4/24/25	5%	12%		

SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)

Quarter	Value	CAP	Status	Commentary
Q4/25/26	3%	14%		Streets and relevant land surveyed for weed growth within this period, as measured by the LEQS (Local Environmental Quality Survey) methodology, found that 3% fell below category B standards and within the Council's (14%) target standard.
Q3/25/26	0%	14%		

Q2/25/26	6%	14%		
Q1/25/26	4%	14%		
Q4/24/25	9%	14%		

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

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Target Status		Usage
	Not Started	The target has yet to be started, but is well within the date for completion
	On Track	The target is progressing well against the intended outcomes and intended date.
	Not on Track	<ul style="list-style-type: none"> • The target is six months off the intended completion date and the required outcome may not be achieved • To flag annual indicators within a council plan period that may not be met. • To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
	Achieved	The target has been successfully completed within the target date. Success to be celebrated.
	Extended	The date for completion of this target has been formally extended by a Director and/or Members.
	Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
	Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at SLT.
	Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
	Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Directorate	Status	Q4 1/1/26 – 31/3/26 inc.	Target Date
ECO.01 - Refresh our Business Growth Strategy to enable and empower Dragonfly to support the	Dragonfly	Extended	The draft has been received back from the Design Team and is undergoing a review to ensure the formatting and	Sep 2026

<p>Council to make best use of our assets, support growth in the local economy, attract inward investment to the district and maximise the district's share of potential funding streams from the Government and the East Midlands Combined County Authority</p>			<p>content is presented as intended with a view to then adopting the strategy.</p>	
<p>ECO.02 - Work with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets and grow the visitor economy, the number of tourists and the amount of tourism spending in the district by 2025.</p>	<p>Dragonfly</p>	<p>On Track</p>	<p>Achieved Dec 2025 and now ongoing. The Tourism and Place Manager is undertaking recruitment for the appointment of a Tourism and Place Officer to support the delivery of the Place Board action plan, activities supporting the place programme and narrative. there has been strong interest with 16 applicants applying for the role.</p> <p>The team has been working within this quarter on the development of a Town of Culture bid in response to a call from central Government for the new scheme, which commences in 2028. A working group was established to formulate the proposals, and there were a number of delivery and strategic partners involved: Old Bolsover Town Council; Derbyshire County Council; Junction Arts; Platform Thirty1; Opus Music CIC; First Art; Local Creative Project; KB Events; The Bolsover School; DEBP (Direct Education Business Partnership); Arts Derbyshire; Bolsover CVS; English Heritage: Bolsover Castle; National Trust: Hardwick Hall; Creswell Crags; Stainsby Festival; Pleasley Pit Trust; ; EMCCA; and, Visit Peak District and Derbyshire.</p>	<p>Dec 2025 Mar 2028</p>

			Preparations are also underway, working alongside the Inward Investment Team at DCC, for the UKRIIEF in May.	
ECO.03 - Work with partners to develop innovation and growth in our cultural and creative sectors through active support of an investment in a creative's network, cultural corridor, and maker's hub.	Dragonfly	On Track	Achieved by Dec 2025 and now ongoing programme. The appointment of Local to work alongside the council in formulating the Town of Culture bid is intended for form the basis of the district's cultural strategy. This will be developed alongside the action plan for the bid.	Dec 2025 Mar 2028
ECO.04 - Work with Higher Education and Further Education providers and other partners to develop post 16 provision within the district to enable and empower more of our local workforce to find better paid, skilled jobs.	Dragonfly	On Track	Work to establish the governance structures for the new Youth Action programme is underway, with the steering group scheduled to meet in April. The team are working with DEBP, BCVS, and partners to deliver a skills / apprenticeship event with the MP's office, connecting local residents with employers and being able to find out more about career pathways. the event date is to be confirmed, but the working group is meeting monthly.	Mon-31-Jan-28
ECO.05 - Secure investment in improvement of our existing business estate and delivery of new commercial space, including regeneration of Pleasley Mills, to	Dragonfly	On Track	P&D has commenced a major programme of river and millpond improvement works at Pleasley Vale to enhance biodiversity, restore historic water infrastructure and reduce flood risk for local businesses and residents.	Fri-31-Mar-28

<p>meet the needs of local business, encourage inward investment and support growth throughout the local economy.</p>			<p>Following the completion of Phase 1, Phase 2 of the project began in early February. This phase focuses on further environmental enhancements and the continued strengthening of water infrastructure. Planned activities include:</p> <ul style="list-style-type: none"> • Vegetation management and tree thinning around the watercourse • Desilting Mill Pond One and Mill Pond Two to increase water-holding capacity and restore lost biodiversity • Repairs to dam walls and historic culverts across the mill site • Repairs to riverbank walls along the River Meden • New aquatic planting and habitat creation • Upgrades to the water management system to help prevent future flooding <p>All works are being delivered with support from specialist ecologists and environmental contractors to ensure the highest environmental standards are met. The Council continues to work in partnership with the Environment Agency and has engaged Derbyshire Wildlife Trust, who are providing ongoing surveys, assessments and on-site presence to ensure wildlife is protected throughout Phase 2.</p> <p>Protec completed works to replace fire alarm system in communal areas in Mill 2.</p>	
<p>ECO.06 - Deliver a fully operational crematorium and manage this facility to generate income from 2026.</p>	<p>Dragonfly</p>	<p>Extended</p>	<p>During January, the Crematorium Manager and one of the Cremator technicians commenced in their role, with the second of the technicians joining the team in</p>	<p>Spring 2026</p>

			<p>February. In March, recruitment commenced for the remaining roles, including chef/catering, grounds and maintenance, chapel attendant, and administrative support.</p> <p>Works to the building is nearing completion, and the external landscaping has been started, with the resin laid to the pathways, and the final top surface of the carparking being laid.</p> <p>Works continue on the operational processes being established, including the financial, legal and legislative, health and safety, and systems / processes being set up in readiness for opening.</p>	
ECO.07 - Review procurement rules to meet public procurement regulations and social value requirements.	Governance, Legal Services and Monitoring Officer Directorate	On Track	Review of rules & processes is still underway	(not specified)

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

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

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Target Status	Usage
Not Started	The target has yet to be started, but is well within the date for completion
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	<ul style="list-style-type: none"> The target is six months off the intended completion date and the required outcome may not be achieved To flag annual indicators within a council plan period that may not be met. To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target date	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at SLT.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Directorate	Status	Q4 1/1/26 – 31/3/26 inc.	Target Date
1 - Prepare and adopt new Council Housing Strategy by October 2024	Services Directorate	Achieved (behind target date)		Wed-30-Oct-24
2 - Deliver 200 new homes through a new Bolsover Homes Programme by March 2028	Services Directorate	Not on track	<p>Q4 - As per quarter 2 update in terms of schemes. 2 further properties have been handed over at Woburn with the remaining properties to be handed by end July 26. Alder to be handed over Mid May.</p> <p>Q3 – As per Quarter 2 update in terms of schemes. Note Slight delay to Phase 2 Woburn House scheme, Alder Close still on track for April 2026. Mill Lane progressing and other sites been explored.</p> <p>Q2 - 20 bed Independent Living Scheme and 8 bungalows handed over July 2025. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. 38 dwellings on Mill Lane, Bolsover progressing</p> <p>Acquisition of 12 x 1 bed houses via s106 arrangements</p>	Fri-31-Mar-28

Appendix 4




			<p>Q1 - Dragonfly Development are on site at Woburn and this will deliver 45 units comprising bungalows, houses and a newly built independent living scheme. Phase 1 20 bed Independent Living Scheme and 8 bungalows due end July 2025 and on track. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. Further sites are being explored and will be presented in due course – including the potential for 38 dwellings on Mill Lane, Bolsover (which has not yet formally added to the new build programme).</p>	
<p>3 - Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p>Q4 (Jo Wilson) At close of the survey we have a total of 571 respondents which is above the required quota but less than last year. The TSM results for 25/26 will need to be weighted to take account of the higher responses from older persons. Prior to weighting the overall satisfaction is 87.9%. Initial analysis suggests that all 12 perception measures will have a higher outturn than last year. Both the complaints numbers and ASB cases are lower than the previous two years. All Management Measures with a target are exceeding performance, except Gas Safety which is 0.5% below target. One outturn is still being calculated.</p> <p>Q3 – (Jo Wilson) The 25/26 survey has commenced with over 500 responses so far, meaning we are almost at the required quota based on our stock size. Responses are currently significantly higher for tenants in our older persons stock which is not representative of our stock and creating inflated satisfaction levels. As such, it is likely that the final results will need to be weighted.</p> <p>Q2 – The 25/26 survey is being finalised and will be sent out in Q3.</p> <p>Q1 - the 2024/25 tenant perception survey has closed, we targeted all tenants and 681 responses were received, 9 removed as duplicates, 12 missing core data. This resulted in a 14.18% return.</p>	<p>Thu-31-Mar-08</p>

			<p>The final results were published on 30th June 2025. Overall satisfaction was 86%, this is very slightly less than 23/24 86.9% but significantly higher than the 23/24 national average of 71.3%</p> <p>All satisfaction levels were higher than the national average and save for satisfaction with the landlord's approach to complaints, was on par with last year's results.</p> <p>https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0</p>	
4 - Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.	Services Directorate	On Track	<p>Q4 We have increased frequency of meetings with RSH, and specific focus on a 1 regrade. Next meeting is 14th May. We have started our own in house stock condition surveys and the tenant census collection, to ensure we know our tenants and tailor our services is at 56%</p>	Fri-31-Mar-28
5 - Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.	Services Directorate	On Track	<p>Q4 – in house stock condition surveys have commenced, ongoing recruitment to strengthen the team and delivery. Going forward we will aim to undertake 1000 surveys per year.</p> <p>Q3 – Report to be taken to Council in March 2026 to approve future delivery of the Stock Condition Survey.</p> <p>Q2 – Officers are being trained to be able to deliver these in house, outstanding properties to be completed by March 2026 and a new rolling programme to commence April 2026, 1000 properties per year.</p> <p>Q1 – Stock Condition survey completed. 350 properties to be surveyed in 25/26. Options appraisal to be presented to Exec in October to look at long term plan for Stock Condition Surveys.</p>	Thu-30-Apr-26

6 - Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.	Services Directorate	On Track	Q4: Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target when it is compiled in April 2026	Fri-31-Mar-28
7 - Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs	Services Directorate	Achieved	Local Housing Needs study completed and reported to Members at LPIAG meeting in February 2025.	Sun-31-Mar-24
8 - Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.	Services Directorate	On Track	Q4: Work underway and initial relationship building with Registered Providers in Bolsover District stage due to be completed by June 2026. Work on developing model planning obligations pack planned for delivery by December 2026.	Fri-31-Mar-28
9 - Develop strategies to support the private rented sector in supporting the Council in its duties.	Services Directorate	On Track	<p>Q4 2025/26 Jo Wilson</p> <p>Internal staff training on the Renters Rights Act 2025 completed for Housing Options, Environmental Health and Housing Strategy staff. North Derbyshire Landlord Forum planned for April 2026 in conjunction with DASH/CB4YS and EMPO (East Midlands Property Owners). Year 1 of Warm Homes Local Grant delivered – 11 properties received grant funding for measures such as solar PV, ASHP, loft insulation and smart heating controls. Unfortunately, this delivery was owner occupier rather than private rented but delivery to that sector is planned for year 2 – there is currently low interest from landlords.</p> <p>Q3 2025/26</p> <p>Further briefing available now from DASH in relation to the implementation of the Renters Rights Act 2025. Additional</p>	Fri-31-Mar-28






			communication planned with local landlords/agents in advance of Phase 1 commencing in May 2026. Warm Homes: Local Grant progressing well for year 1 with properties receiving retrofit assessments and individual installation plans being created. (Jo Wilson)	
10 - Deliver the actions within the Council's Homelessness Strategy by December 2027	Services Directorate	On Track	<p>Q4 2025/26 (Michaela Jackson)</p> <ul style="list-style-type: none"> • Health Needs Audit being undertaken across the county until 30th April 2026. • Partnership work ongoing for Supported Housing Strategy creation including with EMCCA, Public Health and Housing partners. • Discussions with DHOG partners in relation to countywide RSI services ending and future provision of this service. • Updated training on homeless legislation provided to Housing Options Team to refresh knowledge. <p>Q3 2025/26</p> <ul style="list-style-type: none"> • Training provided on the new Renters Rights Act to be implemented from May 2026. • Research beginning into a Derbyshire wide temporary accommodation framework. • Representation by Bolsover District Council on behalf of Derbyshire homeless services at EMCCA meeting. 	Fri-31-Dec-27

Supporting Key Performance Indicators






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

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

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Quarter	Value	Target	Status	Commentary
Q4/25/26	96%	92%		
Q3/25/26	96%	92%		
Q2/25/26	94%	92%		
Q1/25/26	87%	92%		
Q4/24/25	94%	92%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.64%	3.50%		
Q3/25/26	2.43%	3.50%		
Q2/25/26	2.63%	3.50%		
Q1/25/26	2.34%	3.50%		
Q4/24/25	3.20%	3.50%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.25%	2%		As previous quarter we are currently working on a large write off for submission to Executive which will hopefully show at the end of quarter one. We are also in the process of revising the working procedures for both current and former arrears following the introduction of the revised Rent Collection Policy
Q3/25/26	2.11%	2%		
Q2/25/26	2.18%	2%		
Q1/25/26	2.33%	2%		
Q4/24/25	2.00%	2%		

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

Quarter	Value	CAP	Status	Commentary
Q4/25/26	3.46%	4%		
Q3/25/26	3.66%	4%		
Q2/25/26	4.58%	4%		
Q1/25/26	4.59%	4%		
Q4/24/25	4.00%	4%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	28	14		This figure includes the allocation of 2 long term ILS voids and a sensitive management allocation taking considerably longer. With these 3 properties removed the figure would be reduced to 15 days.

Q3/25/26	11	14	Green	
Q2/25/26	25	14	Red	
Q1/25/26	40	14	Red	
Q4/24/25	16	14	Red	

06. Homelessness successful prevention cases

Quarter	Value	Target	Status	Commentary
Q4/25/26	89%	75%	Green	Of 58 cases closed under prevention duties, 52 were successful housing outcomes. Totalling 89% of cases closed in Q4 that were successful prevention cases.
Q3/25/26	82%	75%	Green	
Q2/25/26	79%	75%	Green	
Q1/25/26	76%	75%	Green	
Q4/24/25	69%	75%	Yellow	

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07. Homelessness successful relief cases

Quarter	Value	Target	Status	Commentary
Q4/25/26	79%	45%	Green	Of 29 cases closed under relief duties, 23 were successful housing outcomes.
Q3/25/26	67%	45%	Green	
Q2/25/26	78%	45%	Green	
Q1/25/26	75%	45%	Green	
Q4/24/25	62%	45%	Green	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%	Green	18 stage one complaints all responded to in time
Q3/25/26	100%	100%	Green	
Q2/25/26	100%	100%	Green	
Q1/25/26	100%	100%	Green	
Q4/24/25	100%	100%	Green	

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

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%	Green	3 stage 2 complaints all responded to in time
Q3/25/26	100%	100%	Green	
Q2/25/26	100%	100%	Green	
Q1/25/26	100%	100%	Green	
Q4/24/25	80%	100%	Red	

10. Emergency Repairs completed within target timescale (TSM RP02)

Quarter	Value	Target	Status	Commentary
Q4 25/26	96.20%	90%	Green	
Q3 25/26	95.10%	90%	Green	
Q2 25/26	94.10%	90%	Green	
Q1 25/26	96.80%	90%	Green	
Q4 24/25	94.78%	90%	Green	

11. Non Urgent Repairs completed within target timescale (TSM RP02)

Quarter	Value	Target	Status	Commentary
Q4 25/26	92.30%	80%		
Q3 25/26	95.30%	80%		
Q2 25/26	91.70%	80%		
Q1 25/26	94.60%	80%		

12. Tenant satisfaction with repair

Quarter	Value	Target	Status	Commentary
Q4 25/26	99.40%	80%		
Q3 25/26	100.00%	80%		
Q2 25/26	99.70%	80%		
Q1 25/26	99.60%	80%		
Q4 24/25	99.40%	80%		

13. Minor Voids - Av No of days taken to complete works

Quarter	Value	CAP	Status	Commentary
Q4 25/26	31	30		
Q3 25/26		30		
Q2 25/26	0	30		
Q1 25/26	42	30		Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet. . Void classification updated and targets to be agreed within Housing, by 1/4/26, for the next financial year
Q4 24/25	38	30		

14. Major Voids - Av No of days taken to complete works

Quarter	Value	CAP	Status	Commentary
Q4 25/26	65	60		
Q3 25/26		60		
Q2 25/26	0	60		
Q1 25/26	97.65	60		Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet. . Void classification updated and targets to be agreed within Housing, by 1/4/26, for the next financial year
Q4 24/25	88	60		

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15. Solid Fuel Servicing % of Target completed

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	94.00%	100%		
Q4 24/25	100.00%	100%		

16. Gas Servicing % of Target completed

Quarter	Value	Target	Status	Commentary
Q4 25/26	99.50%	100%		
Q3 25/26	99.20%	100%		
Q2 25/26	99.30%	100%		
Q1 25/26	99.50%	100%		
Q4 24/25	99.48%	100%		

17. Revenue spend over financial year

Quarter	Value	Target	Status	Commentary
Q4 25/26	95.58%	100%		
Q3 25/26	71.70%	75%		
Q2 25/26	47.30%	50%		
Q1 25/26	25.00%	25%		
Q4 24/25	93.08%	100%		

Property Construction & Assets

1. Tenant satisfaction with standard of home improvement (capital programme) **KPI not 'live' yet**

Quarter	Value	Target	Status	Commentary
Q4 25/26		TBA		

2. % of properties non-decent? (TSM RP01) **KPI not 'live' yet**

Quarter	Value	Target	Status	Commentary
Q4 25/26	11.25%	TBA		This information is taken from the stock condition surveys that were carried out at each property. The percentage includes properties where tenants did not provide access to carry out the survey. (Approx 550 properties are non decent. Approx 330 were not surveyed due to no access and so had to be reported as non decent)

3. Number of properties made decent during reporting period **KPI not 'live' yet**

Quarter	Value	Target	Status	Commentary
Q4 25/26		TBA		

4. Domestic Compliance in ILS properties against Fire

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	97.70%	100%		
Q2 25/26	100,00%	100%		
Q1 25/26	100,00%	100%		

5. Domestic Compliance in ILS properties against Asbestos

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		

6. Domestic Compliance in ILS properties against Water Safety

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

7. Domestic Compliance in ILS properties for Lifts (TSM BS02-05)

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		

Q1 25/26	100.00%	100%	
Q4 24/25	100.00%	100%	

8 Capital Spend - Welfare Adaptions

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	86%	100%		

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9. Capital Spend - External Wall Insulation

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	96%	100%		

10. Capital Spend - Electrical Upgrades

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

11. Capital Spend - External Door Replacements

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	100.00%	100%	Green	
Q4 24/25	65%	100%	Red	

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12. Capital Spend - Heating

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	100.00%	100%	Green	
Q4 24/25	65%	100%	Red	

13. Capital Spend - Unforeseen works

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	100.00%	100%	Green	
Q4 24/25	8%	100%	Red	

14. Capital Spend - Kitchen Contract

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	73%	100%		

15. Capital Spend - Soffit & Facias

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Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

16. Capital Spend - Roof Replacement

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	92%	100%		

17. Capital Spend - Flat roof replacement

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	86%	100%		

18. Capital Spend - Bramley Vale

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Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	73%	100%		

19. Capital Spend - Void wet rooms

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	90%	100%		

20. Capital Spend - Safe & Warm scheme

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	88%	100%		

21. Domestic Blocked drains cleared within 24 working hours

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	90%		
Q3 25/26	100.00%	90%		
Q2 25/26	100.00%	90%		
Q1 25/26	93.00%	90%		
Q4 24/25	94%	90%		

22. Bolsover Homes Building Programme.

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	TBA		
Q3 25/26	100.00%	TBA		
Q2 25/26	100.00%	TBA		
Q1 25/26	100.00%	TBA		
Q4 24/25	100%	TBA		

23. Commercial Building Compliance in against Fire

Quarter	Value	Target	Status	Commentary
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Q4 25/26	100.00%	100%	
Q3 25/26	100.00%	100%	
Q2 25/26	100.00%	100%	
Q1 25/26	100.00%	100%	
Q4 24/25	100.00%	100%	

24. Commercial Building Compliance against Asbestos

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100%	100%		

25. Commercial Building Compliance against Water Safety

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	94%	100%		

26. Commercial Building Compliance against Lifts

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		

Q4 24/25	75%	100%	
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27. PAT testing to all equipment available for testing

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

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28. Facilities Management - Number of working days to respond: 1 day for urgent

Quarter	Value	Target	Status	Commentary
Q4 25/26	95.00%	100%		
Q3 25/26	88.00%	100%		
Q2 25/26	90.00%	100%		
Q1 25/26	88.00%	100%		
Q4 24/25	83%	100%		

29. Facilities Management - Number of working days to respond: 3 days non urgent

Quarter	Value	Target	Status	Commentary
Q4 25/26	95.00%	100%		
Q3 25/26	92.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	94.00%	100%		
Q4 24/25	78%	100%		

30. Facilities Management - Number of working days to respond: 10 days regular maintenance

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	88.00%	100%	Red	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	91.00%	100%	Yellow	
Q4 24/25	86%	100%	Red	

31. Engineering - Attend dangerous structures within 1 working day. when requested by DBCP

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	100.00%	100%	Green	
Q4 24/25	100.00%	100%	Green	

32. New Builds - Attend to defects and tenant operating queries within 2 working days

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	100.00%	100%	Green	
Q4 24/25	100.00%	100%	Green	

Bolsover District Council

Meeting of Executive on 22nd June 2026

Appointments to Outside Bodies (Executive Functions) 2026/27

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

Classification	This report is Public
Contact Officer	Director of Governance, Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To ensure the effective Executive representation of the Council on external organisations (Outside Bodies) (Executive Functions) for the 2026/27 Municipal Year as appointed, and feedback to the Executive of any issues of relevance/importance.

1. Background

- 1.1 The Leader of the Council determines the appointments for Executive Members to represent the Council on external organisations (Outside Bodies) (Executive Functions).

2. Details of Proposal or Information

- 2.1 The Leader's nominations of Executive Members to represent the Council on external organisations (Outside Bodies) (Executive Functions) is set out in Appendix 1 to this report.
- 2.2 The term of office for each appointment will be for the 2026/27 Municipal Year, unless otherwise specified by the Leader.

3. Reasons for Recommendation

- 3.1 To appoint representatives to ensure the effective representation of the Executive on external organisations (Outside Bodies) (Executive Functions) for the 2026/27 Municipal Year.

4. Alternative Options and Reasons for Rejection

- 4.1 Executive could choose not to appoint to the Outside Bodies; however, this is not recommended as it would fail to provide a representative of the Executive to these organisations.
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RECOMMENDATION(S)

That Executive receive the appointment of Executive Members to serve as representatives on the organisations (Outside Bodies) (Executive Functions) as attached at Appendix 1 to this report, for the 2026-27 Municipal Year.

Approved by Councillor Jane Yates, Leader of the Council

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Details: There are no financial or risk implications arising from this report. <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Details: There are no legal or data protection implications arising from this report. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Details: There are no human resource issues implications arising from this report. <p style="text-align: right;">On behalf of the Head of Paid Service</p>
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Details: N/A
<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: There are no environmental implications arising from this report.

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 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 type="checkbox"/></p> <p>Yes <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>

DOCUMENT INFORMATION:

Appendix No	Title
1	Appointments to Outside Bodies (Executive Functions) 2026/27

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

DECEMBER 2024

Appendix 1

APPOINTMENTS TO OUTSIDE BODIES 2026/27 (EXECUTIVE FUNCTIONS)

Organisation	2026/27 Representative(s)
Active Derbyshire Partners Group (1 representative)	Councillor Mary Dooley
AGE UK Derby and Derbyshire (formerly AGE Concern Chesterfield and District) (1 representative)	Councillor Mary Dooley Or Junior Cabinet Member Councillor Catherine Jeffery
Association of Public Service Excellence (APSE) (1 representatives)	Councillor Rob Hiney-Saunders Change to Cllr Jeanne Raspin
Bolsover Community Safety Partnership (1 representative)	Councillor Clive Moesby Or Junior Cabinet Member, Councillor Duncan Haywood
Bolsover Countryside Partnership (1 representative)	Councillor Jeanne Raspin
Bolsover Partnership Executive Board (2 representatives)	Councillor Donna Hales Councillor Mary Dooley
Bolsover Health & Wellbeing Partnership (1 representative)	Councillor Mary Dooley Or Junior Cabinet Member, Councillor Catherine Jeffery
Chesterfield Royal Hospital NHS Foundation Trust (1 representative)	Councillor Mary Dooley Or Junior Cabinet Member, Councillor Catherine Jeffery
Citizens Advice North East Derbyshire (1 representative & 1 sub)	Councillor Mary Dooley Junior Cabinet Member, Councillor Catherine Jeffery
Chesterfield and District Crematorium Joint Committee (2 representatives)	Councillor Mary Dooley Junior Cabinet Member, Councillor Catherine Jeffery

Organisation	2026/27 Representative(s)
DEFRA Rural & Farming Network (1 representative)	Councillor Jeanne Raspin
Derbyshire Health & Wellbeing Board (1 representative) One elected member holding a relevant Cabinet portfolio or committee chairperson from each district or borough council in Derbyshire	Councillor Mary Dooley
Derbyshire Law Centre (1 representative)	Councillor Phil Smith
Derbyshire Partnership Forum (1 representative & 1 sub)	Councillor Jane Yates Councillor Donna Hales (substitute)
Derbyshire Safer Communities Board (1 representative)	Councillor Clive Moesby
Derbyshire Unemployment Workers Centre (1 representative)	Councillor Mary Dooley Or Junior Cabinet Member Councillor Catherine Jeffery
District Councils Network (1 representative)	Councillor Jane Yates
D2 Strategic Leadership Board (1 representative & 1 sub)	Councillor Jane Yates Councillor Donna Hales (substitute)
East Midlands Mayoral Combined Authority	Leader: Councillor Jane Yates Deputy Leader (substitute): Councillor Donna Hales and Cllr John Ritchie (substitute)
East Midlands Councils – Executive Board Expressions of interest can be made to be a member of the following: <ul style="list-style-type: none"> ▪ Regional Employers’ Board ▪ Regional Migration Board 	No BDC appointment Leader of the Council will be represented by Councillor Tricia Gilby of Chesterfield Borough Council.

Organisation	2026/27 Representative(s)
Industrial Communities Alliance (1 representative & 1 sub)	Councillor Tom Munro Councillor John Ritchie Removed Cllr Rowan Clarke as previous Junior Cabinet Member for Growth
Integrated Care Partnership	Councillor Mary Dooley
Joint Board (2 representatives)	Councillor Jane Yates Councillor Donna Hales
Junction Arts (1 representative & 1 sub)	Councillor Mary Dooley Junior Cabinet Member, Councillor Catherine Jeffery (substitute)
LGA General Assembly (1 representative)	Councillor Jane Yates
Markham Vale Liaison Committee (1 representative)	Councillor Tom Munro
EMMCA COMMITTEES:	
Transport & Digital Connectivity Committee	Councillor Jane Yates (substitute)
Investment Committee	Councillor Jane Yates Councillor Clive Moesby (substitute)
Overview & Scrutiny Committee	Councillor Donna Hales (substitute) Councillor Tom Munro (substitute)

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 22nd June 2026

Contract award Replacement and Upgrade of Kitchens 2026-2031

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Contracts Administrator Strategic Director Property, Construction & Assets

PURPOSE/SUMMARY OF REPORT

To seek approval to enter a 5-year contract with Matthews & Tannert Ltd for the replacement of kitchens and associated works at tenanted and void properties.

REPORT DETAILS

1. Background

- 1.1 The existing contract for the replacement of kitchens, is to come to an end in August 2025.
- 1.2 Property Services, working with the Council’s Housing and Procurement team commenced a re-tender exercise on 6th March 2026.

2. Details of Proposal or Information

- 2.1 This report seeks approval to grant the replacement and upgrade of kitchens contract to Matthews & Tannert Ltd.
- 2.2 The successful bidder, also the incumbent contractor, has been operating under an extended contract arrangement from 1st April 2026, to cover the arising kitchen and void requirements. The term is a 5-year contract based on 1 year plus 2, plus 2 year extension basis, with a total value of £2.7m.
- 2.3 The Council’s Procurement Team have been involved throughout and have delivered a legal compliant procurement exercise culminating with an evaluation moderation session chaired by the Procurement Manager. In addition, the Legal Team are to be involved for the drafting of a JCT contract.

Reasons for Recommendation

- 3.1 Matthews & Tannert Ltd were identified as the successful tenderer through a legal compliant open procurement process.

4 **Alternative Options and Reasons for Rejection**

- 4.1 None, as Matthews & Tannert Ltd were identified as submitting the most advantageous tender through the agreed procurement exercise.

RECOMMENDATION(S)

That Executive approves the contract for 5 years to Matthews & Tannert Ltd for the replacement and upgrade of kitchens.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are sufficient funds within existing budgets to meet the contractual amount. <p style="text-align: right;">On behalf of the Section 151 Officer</p>		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: Matthews & Tannert Ltd were identified as the most advantageous tender through a procurement exercise. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no staffing implications rising directly from this report. <p style="text-align: right;">On behalf of the Head of Paid Service</p>		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		
<u>Environment</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. Details:		

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 checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input checked="" 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? <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 checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
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<p>Links to Council Ambition: Customers, Economy, Environment, Housing</p>
<p>Housing – Improving homes, raising quality standards and being a decent landlord.</p> <p>Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes.</p>

DOCUMENT INFORMATION:

Appendix No	Title

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

DECEMBER 2024



BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 22nd June 2026

Contract award electrical maintenance, upgrade, inspection, and testing of void properties owned by Bolsover District Council

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Assistant Director Housing

PURPOSE/SUMMARY OF REPORT

To seek approval to enter a 5-year contract for the electrical maintenance, upgrade, inspection, and testing of void properties owned by Bolsover District Council.

REPORT DETAILS

1. Background

- 1.1 The existing contract for the electrical work on Council residential dwellings has been amended creating a requirement to procure a contract specifically for the electrical maintenance, upgrade, inspection, and testing of void properties. This will ensure that we comply with all legal requirements with regards to testing and electrical safety in our homes and ensuring our properties are safe for our tenants.
- 1.2 Procurement of the contract has commenced with an anticipated contract start date of 27th July 2026.

2. Details of Proposal or Information

- 2.1 The contract will be for 5 years, (2 years+1+1+1) and represent a contract value of £1.4m over the term.
- 2.2 This report seeks approval to delegate to the Assistant Director Housing the authority to enter into contract for the electrical maintenance, upgrade, inspection, and testing of void properties to the successful bidder at the conclusion of the procurement exercise.
- 2.3 The Council's Procurement Team have been involved throughout and will ensure a legal, compliant procurement exercise is followed.

Reasons for Recommendation

3.1 It is a legal requirement to undertake electrical testing in all void properties; this contract allows for the associated work and will ensure our properties are safe for our tenants.

4 Alternative Options and Reasons for Rejection

4.1 None, as we need a contract to ensure that we meet all legal duties with regards to our properties being safe and fit for occupation.

RECOMMENDATION(S)

1. Executive approves the decision to award a 5-year contract (2+1+1+1) for the electrical maintenance, upgrade, inspection, and testing of void properties owned by Bolsover District Council.
2. Executive delegates authority to enter into the contract to the Assistant Director Housing in consultation with the Portfolio Holder for Housing.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are sufficient funds within existing budgets to meet the contractual amount. <p style="text-align: right;">On behalf of the Section 151 Officer</p>		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Details: The Council's procurement team are ensuring that a legal compliant procurement exercise is followed. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no staffing implications arising directly from this report. <p style="text-align: right;">On behalf of the Head of Paid Service</p>		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details:		

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:

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

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

Yes No

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

(a) (b)

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

(a) (b)

District Wards Significantly Affected:

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

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

All

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

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

Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for a

Environment - Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.

DOCUMENT INFORMATION:

Appendix No	Title

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).

N/a

DECEMBER 2024



BOLSOVER DISTRICT COUNCIL

MEETING OF THE EXECUTIVE ON 22nd JUNE 2026

**REGENERATION FUND – UPDATE ON THE FORMER BOLSOVER CO-OP
FOODSTORE**

REPORT OF THE PORTFOLIO HOLDER FOR GROWTH

Classification	This report is Public
Contact Officer	Head of Business Growth

PURPOSE/SUMMARY OF REPORT

To seek approval from the Executive for the repurposing of the former Co-Operative Food store in Bolsover, rather than the demolition option as set out in the Regeneration Fund Investment Plan.

REPORT DETAILS

1. Background

- 1.1 Bolsover district is experiencing significant health and social inequalities. Recent public health evidence highlights higher levels of deprivation, lower life expectancy, higher levels of children living in low-income families, higher digital exclusion risk, higher community need, higher youth unemployment and lower levels of qualifications compared with regional and national benchmarks.
- 1.2 The Public Health Locality Review identifies the need for a more tailored, preventative and community-based approach, with priorities including children and young people, mental health and wellbeing, healthy resilient communities, social connection, financial inclusion, healthy lifestyles and stronger community engagement.
- 1.3 Discussions are currently taking place with strategic health partners to best address the health needs of our local communities.
- 1.4 In addition, the Council recently commissioned Local Creative Project Ltd and Bauman Lyons Architects, funded through UKSPF at a value of £50,000, to explore how the former Co-op building and wider site at Town End could become a catalyst for cultural, social and economic renewal in the town centre. A feasibility report has been developed which presents the outcome of that work: a clear and evidence-led vision for a creative hub, documenting the case for why this form of cultural infrastructure can strengthen Bolsover’s identity and future resilience.

- 1.5 Across the UK and internationally, Creative Hubs are understood not as singular types of buildings but as an ecosystem of spaces that bring people together to create, learn, collaborate and access opportunities: hubs act as nurturing environments where people connect, share skills, access support and develop their creative, cultural or entrepreneurial practice.
- 1.6 In Bolsover, the term Creative Hub has been intentionally adopted as an inclusive label for a space that encourages creativity in all its forms. This encompasses a wide variety of activities and functions, including conversations and community gatherings, arts and cultural events, dedicated workspaces, social areas, and multi-use rooms designed for learning, skills development, digital making, health and wellbeing activities, and enterprise support.
- 1.7 The Creative Hub is envisioned as a civic asset that is accessible to all, aiming to nurture talent, foster confidence, strengthen community cohesion, and promote enterprise. Its purpose is not solely limited to cultural activities; instead, it serves as a practical and inclusive space that supports a diverse range of functions such as making and digital fabrication, learning and skills enhancement, cultural programming, community gatherings, enterprise development, wellbeing initiatives, and accessible workspace provision.
- 1.8 Bolsover is an Arts Council England Priority Place and is also listed by the Department for Culture, Media and Sport (DCMS) as a Culture Priority Place, strengthening the case for targeted cultural investment linked to health, skills, young people and regeneration.
- 1.9 Taking these two priorities into consideration, an emerging proposition has been presented to the Strategic Commissioning Board for the repurposing of the Bolsover Co-op building.
- 1.10 The Council have therefore been working to explore opportunities to shape the proposition and for the former Co-op building to become a Health and Creative Hub in the heart of Bolsover town centre.
- 1.11 This would position creativity as part of a wider health, wellbeing and neighbourhood support model. The Hub could combine a Health on the High Street offer with creative health activity, workshops, exhibitions, events, youth engagement, skills development and community support. It would place healthier lives, health provision and prevention at its core.

2 Reasons for the report

- 2.1 The work done to date, and the conversations with health, cultural, and skills partners demonstrate that Bolsover has both the strategic conditions and the local appetite to develop a flexible and multi-functional facility that reflects the town's people, heritage and ambitions. This is further supported by the recent consultation through both the engagement hub at 8 Cotton Street and Town of Culture Expression of Interest (EOI) development, as well as considering the engagement undertaken across partners, young people, community groups and Council teams. The feedback shows strong consensus that Bolsover needs centrally located, flexible and welcoming space providing; places for learning and making; opportunities for young people; engagement in health and wellbeing and

addressing challenges of the local community; and a visible cultural presence that brings activity, pride and footfall back into the town centre.

- 2.2 The proposal for a health and creative hub strongly aligns with the Bolsover Local Plan, national cultural policy, and regional investment frameworks. The Creative Hub element of the proposal supports the Local Plan's goals to revitalise the town centre, diversify activity, strengthen the visitor economy, promote skills and enterprise, and celebrate heritage and identity. Cultural infrastructure is increasingly recognised as central to high street renewal, with Arts Council England (ACE), the Local Government Association (LGA) and East Midlands Combined County Authority (EMCCA) emphasising culture as a driver of footfall, wellbeing, business confidence and economic resilience.
- 2.3 For ACE, the Hub aligns with Priority Place principles, demonstrating place-based partnership, community ownership, and a strategic commitment to cultural infrastructure. For EMCCA, it aligns with ambitions for inclusive growth, skills development (especially digital and creative skills), enterprise support and investment readiness.
- 2.4 The proposal ensures alignment with the Government's commitment to delivering its national programme of renewal with 3 principles for reform of: (i) joining up services around people's lives; (ii) stopping problems earlier; and (iii) giving more power to local areas in partnership with communities and civil society. In a letter to the Chief Executive Officer from the RT HON Steve Reed OBE MP, Secretary of State for Housing, Communities and Local Government, it sets out the drive for new Neighbourhood Health Centres, with the NHS publishing guidance to NHS regions and Integrated Commissioning Board's (ICB) that set out the strategic framework for how ICBs and NHS England regions, working with providers, should identify and develop Neighbourhood Health Centre schemes to support neighbourhood health.
- 2.5 The programme is still to be developed with partners, but could include:
 - creative health workshops, exhibitions, activities and events
 - social prescribing and non-clinical wellbeing activity
 - health advice, prevention, signposting and early intervention
 - young people's programmes focused on confidence, skills and progression
 - links to a potential government Youth Hub offer
 - creative and technical skills pathways
 - community-led activity supporting connection, belonging and resilience
 - partner services delivered in an accessible town centre setting.
- 2.6 The "Co-op Hub" would sit alongside complementary regeneration projects to create a more coherent town centre offer. These include:
 - 36/36a Market Place - proposed Creative Maker Spaces supporting making, creative enterprise, workshops and local production.
 - Bolsover Community Business Centre - supporting the community and voluntary sector and creating an improved community hub in the former White Swan public house.
 - Wider town centre regeneration activity focused on civic pride, footfall, services, skills and community infrastructure.

- 2.7 Together, these projects could create a connected ecosystem of spaces and services across Bolsover town centre: creative production, community support, health and wellbeing, skills development, enterprise and civic participation. **The aim is not to create a traditional cultural venue or a purely clinical health space, but a practical, welcoming high street hub where residents can access health services, support, take part in creative activity, build confidence, develop skills and connect with others.**

3 Reasons for Recommendation

- 3.1 As part of the £15m Regeneration Fund the investment plan approved by MHCLG sets out that the funding allocation of £1.9million for the Co-op in Bolsover will be used for the *“acquisition, demolition and site clearance of the former co-operative food store buildings and hard landscaping that currently have a negative impact on the townscape of the area. It will enable the reconfiguration of the site to create a new public boulevard and urban green space, unlocking the gateway in to and along Town End, through to the library, high street and onward to Bolsover Castle. This will align to the work being done through the Place Narrative programme and we think that there is an opportunity to look at a more comprehensive scheme in this area in the longer term, which could include cultural, leisure, and retail space, with the possibility of town centre living. However, in the short term, this is enabling the derelict site to be cleared and better utilised, reducing the ASB and negative perceptions of Bolsover as a vibrant tourism destination. Bolsover District Council will own and have responsibility for the upkeep and future development of the site following project completion”*.
- 3.2 Any change to the proposed activities within the investment plan were proposed by the Project Sponsor to the Council’s Strategic Commissioning Board. The change in project proposal has been considered by the SCB and a recommendation from its April meeting to bring a report to the June Executive meeting for a formal decision to amend to the scope of the investment plan for this particular site and retain the existing building for conversion.

4 Alternative Options and Reasons for Rejection

- 4.1 The Council could consider the alternative, and approved approach of demolition and site clearance of the building and use any remaining funds to develop architectural proposals for a redevelopment of the site, including the car park to the rear of the site. This would leave a large vacant and undeveloped site within the town centre, which could be disposed of or redeveloped by the Council.
- 4.2 Local Government Reorganisation (LGR) has been considered with the option of demolition. No commitment of funds to any redevelopment can likely be considered until the new unitary authority is formed, which will delay any redevelopment options for the site.

RECOMMENDATION(S)

1. To approve the change in project proposal from demolition of the building to the creation of a Health and Creative Hub.

2. That a further report be brought back to the Executive updating on progress and discussion with strategic partners and third-party funders.
3. That Executive delegate the approval of the business case for the Health and Creative Hub to the Section 151 Officer, in consultation with the Council's Strategic Commissioning Board.
4. That Executive delegate the acceptance of any third-party funding and/or match funding for delivering the Health and Creative Hub to the Section 151 Officer.

Approved by Councillor Tom Munro, Portfolio Holder for Growth

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: Covered throughout the report.		
		On behalf of the Section 151 Officer
<u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: The Council is able to use the Regeneration Fund for the revised proposal.		
		On behalf of the Solicitor to the Council
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no direct staffing implications arising from this report.		
		On behalf of the Head of Paid Service
<u>Environment</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: Repurposing the former Co-op building presents potential environmental benefits through the retention and reuse of the existing structure, reducing demolition waste, construction emissions and loss of embodied carbon. It also provides an opportunity to incorporate sustainable refurbishment measures and support a more sustainable town centre use through the effective reuse of a central site. These benefits should be balanced against the environmental advantages associated with the approved demolition proposal, particularly the creation of public green space, and reflected in the final design through appropriate landscaping, sustainable drainage and long-term building efficiency measures.		

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>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p>Leader <input checked="" type="checkbox"/> Deputy Leader <input checked="" type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input checked="" type="checkbox"/> Other <input type="checkbox"/></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input checked="" type="checkbox"/></p> <p>All <input type="checkbox"/></p> <p>Bolsover</p> <p>Yes <input checked="" type="checkbox"/> No <input 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
Economy, Environment

DOCUMENT INFORMATION:

Appendix No	Title
1	Correspondence from Secretary of State re: Neighbourhood Health Hubs
2	Letter to providers re Neighbourhood Health
Background Papers	
None.	



Ministry of Housing,
Communities &
Local Government

Rt Hon Steve Reed OBE MP
*Secretary of State for Housing, Communities
and Local Government*
2 Marsham Street
London
SW1P 4DF

24 April 2026

To: Council Leaders
CC: Chief Executives

Dear Leader,

Health on the High Street

The Government is engaged in a programme of national renewal, driven by an agenda the Chancellor set out last year with 3 principles for reform of: (i) joining up services around people's lives; (ii) stopping problems earlier; and (iii) giving more power to local areas in partnership with communities and civil society

People's lives don't follow the artificial boundaries of the different services that can impact them. Health is not separate from someone's work, from training for a new job, or from reliable public transport to get there.

The highest performing services in the public and private sectors have a strong focus on the needs of their users or customers.

This Government has committed to creating a Neighbourhood Health Service, with more care delivered in communities and services tailored to local people's needs. This will support a shift from crisis towards prevention, leading to better public health and savings for the public purse.

Local authorities have a key role to play in this shift. The Government can't create a system that works for people and places from Whitehall.

As well as improving health outcomes, this is an opportunity to revitalise our high streets and town centres. We all know high streets need to adapt and diversify, given the problems faced by in-person retail. High streets are at the heart of many communities and are usually served by public transport, parking, and amenities. This makes them natural locations for service provision.

There are numerous examples of best practice from across the country. The opening of the Community Diagnostic Centre in Barnsley's Glassworks shopping centre led to a 22% increase in breast screening attendance and a 24% drop in non-attendance. It also contributed to 55,000+ more town centre visits yielding £3.15m+ visitor spend per year.

This is an exciting opportunity to align health and wellbeing, and regeneration objectives, leading to healthier and more prosperous communities. We are writing to urge you to work with your Integrated Care Boards to develop plans that boost public health and support regeneration of high streets.

Neighbourhood Health Centres

On 16th April, the NHS published guidance to NHS regions and ICBs that set out the strategic framework for how ICBs and NHS England regions, working with providers, should identify and develop Neighbourhood Health Centre schemes to support neighbourhood health. The guidance also instructs ICBs and NHS England regions on the planning work now required to develop a coherent pipeline of NHC schemes. The guidance is available here: [NHS England » Neighbourhood health centre guidance for regions and integrated care boards](#)

Neighbourhood Health Centres will be seen as the place to go for most health needs in every community. They will not only bring historically hospital-based services, but may also offer services like debt advice, employment support and smoking cessation services to bring public services together under one roof. They will be open at a minimum from 8am to 8pm, 6 days a week.

We have committed to open 250 Neighbourhood Health Centres – upgrades and new builds, by 2035. At the autumn 2025 budget the Chancellor confirmed funding for 120 centres, with a mix of upgrades and new builds to open by 2030.

The majority of Neighbourhood Health Centres will maximise value for money by repurposing poorly used, existing NHS and public sector estate. We are also challenging ICBs to move out of some of our poorest estate that is not suitable for modern-day healthcare. This will free up funding to run more modern facilities and keep other estate in good condition.

Working with ICBs

To develop proposals for establishing Neighbourhood Health Centres, we expect ICBs to be conducting rapid engagement with key partners, including local authorities. We strongly encourage you to engage proactively with your ICB to ensure proposals take account of, and where possible align with, your local priorities on regeneration (including high streets), public health and economic development.

While all ICBs are required to submit proposals by **June 2026**, we recognise that schemes will come forward at different stages of readiness. Engagement with local authorities at this stage is therefore important both to inform the June pipeline and to help shape longer term neighbourhood health and estate decisions in future phases.

We suggest that you consider the following:

- a) Mapping vacant or/underused properties that could be suitable for delivering neighbourhood health services and align with your regeneration plans. While there is preference for publicly owned properties, highlighting opportunities to broker with cooperative private and third-sector partners.

- b) For local authority owned property, considering whether NHS tenants could be supported with favourable terms where affordable.
- c) Highlighting local authority facilities where co-location with NHS services may be possible, working through One Public Estate partnerships where appropriate.
- d) Proactively engaging ICBs to improve utilisation of NHS estates in town centres, considering opportunities for co-locating services.
- e) Assisting ICBs with convening key local stakeholders and support community engagement.
- f) Considering ways to remove planning barriers to neighbourhood health and include in emerging Local Plans.

We encourage you to work closely with your local ICBs to realise this potential. Our departments are on hand to support and help remove any barriers.

Yours sincerely,

A handwritten signature in dark ink that reads "Steve Reed". The signature is written in a cursive style with a horizontal line underneath the name.

RT HON STEVE REED OBE MP
Secretary of State for Housing, Communities and Local Government

5th May 2026

via Email

Dear Colleagues

Re: Neighbourhood Health Centres

In mid-April the Government published guidance documents regarding Neighbourhood Health Centres (NHCs) and design and performance specifications. The guidance asks ICBs, working with stakeholders and partners to develop a strategic pipeline of future Neighbourhood Health Centres.

Government has made a commitment to deliver 250 NHCs by 2035, including 120 by 2030. They are a core part of the Government's 10 Year Health Plan. NHCs are intended to become the main place people go for most health needs in their community, shifting care from hospitals into communities. They are designed to support a new neighbourhood health model focused on prevention, proactive care and integrated multidisciplinary working. They bring together GP practices with community health services, mental health support, diagnostics, adult social care and voluntary and community sector services.

The model aims to improve access to general practice, reduce fragmentation between services, shift activity out of acute hospitals, and address health inequalities by prioritising areas with lower healthy life expectancy. While neighbourhood health is not limited to a physical building, suitable estate is described as a critical enabler of system transformation.

There are a number of pre-requisites in the guidance:

- Centres must include on-site general practice and operate at scale (typically serving around 50,000 people). This could be challenging in parts of our geography due to the rurality and dispersed nature of some areas.
- Expected opening hours are at least 12 hours a day, 6 days a week.
- The programme prioritises upgrading and repurposing existing estate; most new builds will be delivered through a public–private partnership (PPP) model.

Across the three ICBs in our Cluster we recognise that there are a number of buildings that could already function as NHCs or could do so with modest investment.

Community hospitals, local authority facilities, One Public Estate sites and primary care buildings all offer opportunities to bring services together and create a more joined-up local offer. Furthermore, other initiatives such as local Get Britain Working plans and associated partnerships can support agreements around shared estates.

We have a pressing deadline to share our initial pipeline of sites with NHS England by the end of this month and so will be working rapidly to achieve that. It is important to note that this submission is our starting point for development and we will iterate our plans as more

detailed work is undertaken. Therefore, I will ask the Director of Commissioning of Place, and your neighbourhood lead to work with you to ensure that we reflect your ambition (recognising this is our first response and likely to change).

As we develop these pipelines we will want to work with you to secure your input into this important work. In particular we would welcome your input into:

- Potential location of neighbourhood health centres and any impact on existing GP practices, community hospitals or high streets.
- Use of public and civic buildings to deliver health services.
- Alignment with local regeneration, housing growth and transport plans.
- How neighbourhood health centres address health inequalities and access in deprived communities.
- Opportunities for NHCs to act as anchor institutions supporting local employment and regeneration.

The development of our proposals will be an iterative process as we will need to develop more detailed business cases for the pipeline schemes once they are given initial approval, but we are keen to receive your input and ideas at this early stage.

Please do reach out to me if you would like to be involved in the shaping of our plans

Yours faithfully



Maria Principle
Executive Director for Commissioning
NHS Derby and Derbyshire ICB
NHS Nottingham and Nottinghamshire ICB
NHS Lincolnshire ICB

Gemma Whysall
Fiona Callaghan
Victoria McGregor Riley
Angela Wright
Richard Eccles
Sarah Button
Caroline Goulding
Clive Newman
Nick Blake

Agenda Item 14

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted