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To: Chair & Members of the Housing
Liaison Board

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Monday, 20th July 2026

Dear Councillor,

HOUSING LIAISON BOARD

You are hereby summoned to attend a meeting of the Housing Liaison Board of the Bolsover District Council to be held in the Council Chamber 1, The Arc, Clowne on Tuesday, 28th July, 2026 at 10:30 hours.

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

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

Yours faithfully,

Solicitor to the Council & Monitoring Officer

Equalities Statement

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

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

Access for All statement

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HOUSING LIAISON BOARD AGENDA

***Tuesday, 28th July, 2026 at 10:30 hours taking place in the Council Chamber 1, The Arc,
Clowne***

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15.	Date of Next Meeting	

To take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

- Tuesday, 3rd November 2026

HOUSING LIAISON BOARD

Minutes of a meeting of the Housing Liaison Board of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Monday, 20th April 2026 at 10:30 hours.

PRESENT:-

Members:-

Councillor Vicky Waplington in the Chair

Tenants:- Mr. Steve Bramley, Mr. Kevin Kavaliunas, Mrs. Doreen Potts and Mrs. Angela Sharpe.

Officers:- Lesley Botham (Customer Service, Standards and Complaints Manager), Victoria Dawson (Assistant Director of Housing Management), Deborah Whallett (Housing Services Manager), Andy Clarke (Head of Property (Repairs and Maintenance), Jordan Kyle (Housing Performance Manager), Alice Willoughby (Customer Standards and Complaints Officer), Jo Wilson (Housing Strategy and Development Officer), Jane Calladine (Tenant Engagement Officer) and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting, observing, was Mr. Graham Scutt.

HLB42-25/26 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Phil Smith and Ashley Taylor, and Tenants Mrs. Janice Payne and Ms. Jackie Taylor.

HLB43-25/26 MINUTES

Moved by Mr. Steve Bramley and seconded by Mrs. Angela Sharpe

RESOLVED that the minutes of a meeting of the Housing Liaison Board held on 27th January 2026 be approved as a true and correct record.

HLB44-25/26 INSPECTION IMPROVEMENT PLAN

The Director of Housing Management provided a verbal update to the Group.

The Council was one of the first to be inspected under the new inspection regime and had received a C2 Grading (C1 the highest achievable, C4 the lowest).

The Council had recently met with the Regulator on 4th February 2026 to discuss each individual standard to meet.

The Director of Housing Management, Housing Services Manager and Head of Property (Repairs and Maintenance) had met to discuss the above and the Council's "C1 Journey", but meetings with officers on the ground and tenants would be additionally held.

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A session with tenants was proposed for before the Board's next meeting to discuss specific areas around available performance information and how to make it more accessible.

A Tenant voiced that the Council's website was not user friendly and proved hard to navigate. The Housing Services Manager noted that while the Housing Team had little say over the Council's main website, Housing's own pages were regularly updated / improved and should be reviewed on its own merits.

HLB45-25/26 TENANT SATISFACTION MEASURES

The Housing Strategy and Development Officer presented the report to the Board.

The Quarter 4 2025/26 data for the 10 Tenant Satisfaction Measures (TSMs) was attached at Appendix1.

Performance was generally on track and comparable to Quarter 4 2024/25.

The number of Anti-Social Behaviour (ASB) cases had been amended for Quarter 1 2025/26 and Quarter 2 2025/26 following a review of data – now lower than previously reported.

Complaint numbers were lower compared with the same period 2024/25, but as the Council's stock figure had decreased the rate would correlate.

Following a change to the data management system, the Council's compliance with the Decent Homes Standard was currently being calculated from revised stock quality analysis.

2025/26's survey had commenced 28th November 2025 – the Council required a minimum 536 valid responses to meet quota which it accomplished – the final figure was 571 valid responses.

The Council had sent 5,027 emails and posted 2,015 paper copies, but the profile responses received were not representative of the Council's stock / tenant profile – the Council would need to apply a weighted calculation to the final figures to generate representative data.

The data attached at Appendix 2 was the final unweighted data. Final analysis was taking place and it was reiterated the submission to the Regulator would be weighted due to the higher number of responses from those in the category 'Housing for older people'.

The Quarter 4 2025/26 data listed as pending was updated at the meeting (e.g., for BS01, "Gas safety checks", 20 properties could not be accessed resulting in a final figure of 99.5%). It was noted the other figures pending had met their targets.

For the TSMs TP01 – TP12 (that represented tenant satisfaction), these would need to be reviewed but would still meet targets.

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Moved by Mrs. Angela Sharpe and seconded by Mrs. Doreen Potts

RESOLVED that: 1) the performance for the Management Information Measures Quarter 4 2025/26 is reviewed and acknowledged (Appendix 1);

2) the approach for the 2025/26 survey be acknowledged; and,

3) the provisional performance for the Perception Measures 2025/26 is acknowledged (Appendix 2).

HLB46-25/26 CUSTOMER SERVICE COMPLIMENTS, COMMENTS AND COMPLAINTS AND STANDARDS HOUSING AND REPAIRS QUARTER 4 2025/26 & ANNUAL SUMMARY

The Customer Standards and Complaints Officer presented the report to the Board.

20 Compliments had been received in Quarter 4 2025/26 (1st January 2026 to 31st March 2026) – Housing Repairs and Maintenance) had received the most Compliments, followed by Housing Allocations.

As shown throughout 2025/26, whilst Housing Repairs and Maintenance had also featured under Complaints, a tenant's personal experience of the service appeared to influence their bias in their response to the Council.

Compliments for Housing Repairs and Maintenance involved:

- Friendly, polite and approachable behaviour from operatives;
- Professionalism consistently demonstrated;
- Operatives going above and beyond to support residents / delivering excellent work;
- Clear explanations and helpful communication;
- Clean and tidy working practices;
- Care taken with customers' homes and belongings; and,
- Positive experiences across multiple operatives and repairs.

Compliment themes for Housing Allocations included:

- Exceptional or outstanding service;
- Professionalism;
- Support provided during stressful or difficult situations; and,
- Kind, caring and supportive behaviour.

5 Comments had been received in the same period – 100% were acknowledged and passed to their respective department within the target time of 5 working days.

Comments were split equally between Housing Repairs and Maintenance, Property Services and Tenancy Management – no themes could be derived from this data.

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4 M.P. Enquiries had been received in the same period. It was believed information provided to the M.P.'s Office had led to a reduction in M.P. Enquiries overall as constituents were being appropriately advised of the action required (and dealt with) through other Council processes (i.e. as a service request / first enquiry).

Enquires were split equally between Housing Allocations, Housing Options, Housing Repairs and Maintenance, and Tenancy Management – no themes could be derived from this data.

18 Stage 1 Complaints were recorded in the same period, with 100% responded to within the Council's customer standard and the Housing Ombudsman Code of 10 working days

Housing Repairs and Maintenance had received the most Stage 1 Complaints, followed by Grounds Maintenance and Housing Allocations.

Complaint themes for Housing Repairs and Maintenance included:

- Dissatisfaction with repair work;
- Delays and outstanding repairs;
- Poor communication about repairs;
- Reports of damp and mould;
- Concerns about overall property condition.

For Housing Allocations, most Complaints related to the handling of housing cases / applications when instances of damp and mould were present. Grounds Maintenance themes included overgrown / poorly maintained areas and a lack of action to tackle issues.

3 Stage 2 Complaints were recorded in the same period, with all responded to within the Council's customer service standard and the Housing Ombudsman Code of 20 working days.

Most Stage 2 Complaints were for Housing Repairs and Maintenance, with the only themes derived related to damp and mould and housing applications to relocate.

No Ombudsman Complaints were reviewed during this period.

Service improvements included:

1. Going forward, staff would ensure that if a call needed to be terminated, the caller was clearly informed of the reason and was given a warning before the call ended;
2. In the future, the Repairs Admin team would liaise with the Finance department to ensure a cancellation invoice was sent from either department; and,
3. The Street Scene Co-ordinator had added a shrubbed area of the communal garden to their maintenance schedules to ensure work was carried out annually.

The Council would continue reviewing the data at the Department Service Reviews to explore themes and discuss any improvements which might not have been reported.

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Most Compliments were made via telephone, followed by post. Stage 1 Complaints were mostly made via email followed by telephone, while Stage 2 Complaints were only made via email.

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

It was found that tenants had submitted 100% of the Compliments, Comments, Complaints and M.P. Enquiries for Quarter 4 2025/26, with no submissions received from residents – a result from a change in reporting practice introduced at the start of 2025/26.

It was noted only tenancy-related cases would now be included to align the Council's reporting with Housing Ombudsman expectations – non-tenancy housing enquiries or wider resident contact would be counted in the dataset.

Quarter 4 2025/26 data showed a slight reduction in overall customer contact compared with Quarter 4 2024/25, with small decreases across all categories – overall the dataset indicated a stable pattern of engagement, with a marginally lower volume of customer interactions while maintaining consistent service trends.

Customer contact remained broadly consistent across all Quarters of 2025/26 – further details were provided in the report.

It was noted Quarter 4 2025/26 Compliment themes for Housing Repairs and Maintenance and Housing Allocations were consistent with Quarters 1 – 3 of 2025/26: professionalism, helpfulness, communication, and positive customer experience.

Complaint themes in Quarter 4 2025/26 were also consistent with Quarters 1 – 3 of 2025/26, particularly for Housing Repairs and Maintenance: delays, communication concerns, damp and mould, and repair quality.

Examples of Compliments and Complaints were detailed in the report.

The Board was additionally informed that on the 19th March 2026, the Council had received its first policy review from the Housing Ombudsman – 9 recommendations had been identified.

The Housing Ombudsman would review the Council's response to recommendations through the next annual submission deadline – 30th September 2026.

Examples included:

1. For the Policy to be clearer so that if the landlord decided not to accept a Complaint, the resident would be informed of their right to take the decision to the Ombudsman;
2. For the Policy to be clearer that when a Complaint response would fall outside of extended timescales, the landlord would agree suitable intervals with the resident for being updated on their complaint; and,
3. Ensure exclusions were fair and reasonable and consider additional wording around the outcome of HR involvement not being shared.

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A Tenant reiterated a recommendation from a previous meeting that different representative graphs be utilised to help identify trends between quarters and highlight circumstances such as Housing Repairs and Maintenance receiving both the most Compliments and Complaints (being a forward facing service). The Customer Service, Standards and Complaints Manager noted this could be reviewed. The Customer Standards and Complaints Officer informed the Senior Repairs Co-Ordinator had stated this might prove difficult but it continued further investigation.

Moved by Mr. Steve Bramley and seconded by Mr. Kevin Kavaliunas

RESOLVED that members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

The Customer Service, Standards and Complaints Manager and Customer Standards and Complaints Officer left the meeting at 11:03 hours.

HLB47-25/26 HOUSING KEY PERFORMANCE INDICATORS

The Housing Strategy and Development Officer presented the report to the Board.

The Council's Plan "The Future 2024 - 2028" had outlined the provision and delivery of essential key services.

The Council's Housing Service had developed a number of Key Performance Indicators (KPIs) that showed its contribution to these ambitions. Attached at Appendix 1 was a summary of current performance for 2025/26.

A significant amount of performance related information (Complaints information, the Tenant Satisfaction Measures, the Council's own KPIs, etc.) were produced by the Council's Housing Management Team – the Council wanted to ensure tenants were provided with useful and informative data to ensure accountability.

Following the recent refresh of the Council's website, a specific page for performance information had now been developed – [Our Service Performance](#).

Moving forward, the quarterly performance posters would be included in the [Bolsover Homes Newsletter Tenant Participation](#).

Apologies were expressed for some of the Quarter 4 2025/26 data that had been listed as pending at the time of writing the report. The available figures provided at the meeting included:

1. "Proportion of rent collected as a % of rent due in the financial year" – 96% (above target of 92%);
2. "Percentage of rent lost through LA dwellings becoming vacant (void rent low)" – 2.64% (better than target);
3. "Former tenants arrears as a % of rent due in the financial year" – 2.25% (better than target); and,
4. "Current tenants arrears as a % of rent due in the financial year" – 3.46% (better than target).

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The following data sets that were still pending included:

5. "Allocations – from Dragonfly handover to relet – 14 working days (average)";
10. "Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls"; and,
11. "95% falls responded to within 30 minutes".

Later in the meeting, a discussion was held on the performance poster for Contact Centres.

The current Tenant chosen indicators were still found to be meaningful and fit for purpose. However, the following amendments were agreed:

- "Engagement" would be replaced with "Empty Properties" to record rent loss due to vacant dwellings (and the percentage of empty properties at the end of each quarter); and,
- The Council would reword the total number of "Void Properties" to say total number of "Relet Properties".

Furthermore, a new addition on changes to rent collected would also be added.

Moved by Mr. Steve Bramley and seconded by Mrs. Angela Sharpe

RESOLVED that: 1) the performance documented in the attached reports is reviewed and acknowledged; and,

- 2) members review the figures in the Q3 and Q4 performance poster and the above changes made.

HLB48-25/26 COMMUNAL AREAS POLICY AND MOBILITY SCOOTER POLICY REVIEW

The Housing Services Manager provided a verbal update to the Group.

The Board was informed of the Mobility Scooter Policy (the 'Policy') was under review.

A successful meeting to discuss the Policy was held on 9th April 2026 with 6 tenants. Few changes had been made though it was felt tenants should receive more guidance on what was appropriate. Permissions had also been discussed.

For the Communal Areas Policy, it was noted some guidance would be needed on the new food waste caddies – some tenants were keeping these new bins outside their doors in Communal Areas.

HLB49-25/26 UPDATE ON THE TENANT ENGAGEMENT STRATEGY AND ACTION PLAN

The Tenant Engagement Officer presented the report to the Group.

HOUSING LIAISON BOARD

Details of the current Tenant Engagement Action Plan 2023–2026's progress was attached at Appendix 1 and a track-change document was available online.

Housing Service Standards had been developed and approved at the Board's July 2025 meeting– 3 further service standards had been developed (Anti-Social Behaviour, Domestic Abuse and Equality, and Diversity and Inclusion).

It was noted 4 locality group session had been arranged during March 2026 and April 2026. It was noted one had been held on an evening, though no tenants had attended.

A joint tenant event with Chesterfield Borough Council and North East Derbyshire District Council's affiliate Rykneld Homes would be held September 2026 – Tenants of the Board were more than welcome to attend.

The Board was informed the tenants in attendance at the inhouse training provided by Tpas on 26th March 2026 had rated the session as 100% excellent.

The proposed Tenant Engagement Strategy 2026-2029 (the 'Strategy') had been presented to the Board at its January 2026 meeting and the draft Strategy document was circulated at the meeting.

Following the January 2026 meeting, the draft Strategy was shared with tenants through Locality Group sessions to enable review and gather feedback.

Discussions at these sessions had focused on:

- Tenant perceptions of good tenant engagement;
- The importance and value of tenant involvement;
- A brief overview of the history of tenant engagement at Bolsover; and,
- The proposed Tenant Engagement Strategy.

Tenants were asked to identify which existing engagement activities should stop / continue and suggest any new approaches they would like to see introduced.

All tenant feedback and suggestions would be used to develop the Tenant Engagement Action Plan 2026–2029.

All responses would be considered before the final version of the Strategy was presented to the Customer Service Scrutiny Committee and Executive.

Moved by Mrs. Angela Sharpe and seconded by Mr. Kevin Kavaliunas

RESOLVED that: 1) progress against the action plan, as stated, is reviewed and members provide feedback on current activity; and

- 2) members of the Board note tenant feedback on the Proposed Tenant Engagement Strategy.

HLB50-25/26 COMMUNICATIONS

The Tenant Engagement Officer presented the report to the Group.

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The Regulator for Social Housing Consumer Standards had been updated with effect from 1st April 2024 and designed to protect tenants to ensure they received high quality services.

An easy read draft Tenancy Agreement was presented to the Group at its January 2026 meeting. It was a shorter, simplified version of the tenancy agreement with photographs which would assist tenants with additional needs, literacy issues and non-readers to understand the terms of their tenancy agreement (a Polish translated version would also be available).

The final version of the Easy Read Tenancy Agreement was attached at Appendix 1 (a Polish language version was being finished – the second main spoken language in the District).

The Board noted the prohibition on ponds could be updated for tenants to have water features.

Images had been tweaked or updated following tenant feedback – to help better explain what was permitted and what was not.

The Board had approved the introduction of Housing Service Standards at its July 2025 meeting and included:

- General;
- Rent Collection;
- Allocations;
- Tenancy Management;
- Repairs and Maintenance;
- Tenant Involvement;
- Managing your Estate;
- Compliment, Comments and Complaints;
- Performance;

and the Board had agreed 3 additional standards to be introduced:

- Anti-social Behaviour;
- Domestic Abuse; and,
- Equality, Diversity and Inclusion.

These had been drafted and a leaflet produced – attached at Appendix 2.

Some of the specific wording used was discussed.

An additional safe place for vulnerable tenants who sought assistance at Contact Centres could also be provided in circumstances of Domestic Abuse.

The Challenge and Change group were undertaking a review on Anti-Social Behaviour (ASB).

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The draft ASB service standard had been written by the Challenge and Change group – attached at Appendix 3 – and would need to be approved at Customer Services Scrutiny Committee on completion of the review.

Once approved the ASB service standard would be included in the Service Standards leaflet.

Moved by Mr. Kevin Kavaliunas and seconded by Mr. Steve Bramley

RESOLVED that: 1) members of the Board note the final version of the Easy Read Tenancy Agreement; and,

2) members of the Board confirm their agreement to the 3 additional service standards.

HLB51-25/26 BOLSOVER HOMES - TENANT MAGAZINE AND FUTURE AGENDA ITEMS

The Tenant Engagement Officer presented the report to the Group.

A priority of the current Tenant Engagement Strategy was to “*Publish and promote... [the Council's] tenant magazine and encourage tenants to become actively involved in its production*”.

This milestone had been reviewed to be able to involve tenants in the contents / style of the newsletter. To deliver this, a survey on the previous newsletter (issue 11) was created. In March 2026, the survey was sent to 50 tenants who had registered an interest in communications – 13 responses had been received with their findings detailed in the report.

A working group had been established to review and shape the design and content of future newsletter editions.

A new template had been developed and would include the following 8 main sections:

- Contents and Welcome – located on the inside cover, including a welcome article;
- Tenants Talk;
- Influence and Engagement;
- Performance;
- Safety and Quality;
- Newsround;
- Team Spotlight; and,
- Supporting You.

The articles for issue 12, which would be out in May 2026, were detailed in the attached Appendix 1.

It was aimed that a standard format and topics be adopted for future releases.

A tenant representative was also sought to join the working group and help shape and agree the content of future editions.

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It had been agreed to rename the publication to newsletter (from magazine) as this had been preferred by tenants.

Feedback had been received for void properties – if tenants left their properties in a tidy fashion, the Council would be able to bring them to a lettable standard more quickly.

A proposed topic was managing damp and mould under Safety and Quality.

The experience of tenants regarding external contractors was discussed.

Moved by Mr. Kevin Kavaliunas and seconded by Mrs. Angela Sharpe

RESOLVED that: 1) members of the Board review the contents of the report and comments received; and,

2) members of the Board review the contents of the report and comments received.

HLB52-25/26 DATE OF NEXT MEETING

The Board's next meeting was proposed to take place in Committee Room 1, The Arc, Clowne at 10:30 hours on:

- Tuesday, 28th July 2026.

The Chair thanked all those in attendance.

The meeting concluded at 12:23 hours.



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Bolsover District Council

Meeting of the Housing Liaison Board on 28th July 2026

Agenda Item 3: Regulator of Social Housing – Changes to the Consumer Standards

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report provides an update to tenants on the recent changes to the Regulator of Social Housings Consumer Standards.

Background

The regulator for Social Housings Consumer Standards were revised in April 2024.

The four standards include:

- **Safety and Quality Standard:** Requires landlords to keep homes and shared spaces safe, maintain the Decent Homes standard, and ensure timely, high-quality repairs.
- **Transparency, Influence and Accountability Standard:** Mandates open communication, respect, clear complaints processes, and the reporting of Tenant Satisfaction Measures (TSMs).
- **Neighbourhood and Community Standard:** Requires landlords to work with partners to tackle anti-social behaviour and support victims of domestic abuse.
- **Tenancy Standard:** Sets requirements for the fair allocation of homes, managing tenancies, and supporting tenants to sustain their tenancies.

There was a period of Consultation between 9th December 2025 and 3 March 2026, where a number of changes were proposed. The Board was made aware of these changes at the January 2026 meeting and responses were agreed and fed back as part of this consultation process.

The RSH has now published the outcome of the consultation on changes to the consumer standards. These Changes which are designed to strengthen accountability, improve services, and deliver better outcomes for tenants, will take effect from 1st October 2026.

Social Tenant Access to Information Requirements (STAIRs)

The Transparency, Influence and Accountability Standard has been updated to include the new Social Tenant Access to Information Requirements (STAIRs). This is to require Private Registered Providers to provide information to their tenants concerning the accommodation, facilities and services provided by them in connection with social housing. This brings in line with the Freedom of Information Act requirements that already apply to local authority landlords, as such we will not need to make any changes to what we do.

Tenant Satisfaction Measures

The Transparency, Influence and Accountability Standard has also been updated to reflect changes to the Tenant Satisfaction Measures (TSMs) to align with recent legislation. This is following a Direction being published which changes the powers the RSH will have to require providers to collect, process and report TSM data. Whilst the legal basis has been updated, the requirement for providers to report TSM performance has applied continuously since April 2023. We have always complied fully with these requirements.

There will be a new TSM requirement reflecting new electrical safety regulations for social landlords. Similar to the Gas Safety Check we report on, this will be asking us to provide the Proportion of homes for which all required electrical safety checks have been carried out.

Competence and Conduct Standard

A new standalone standard has been introduced which aims to professionalise the sector, improve service quality, and ensure tenants are treated with dignity and respect.

Registered providers must

- **Ensure staff competence:** all relevant staff must have the skills, knowledge, experience, and behaviours needed to deliver good quality housing services
- **Hold contractors to account:** providers must take steps to ensure staff employed by their service providers also meet the competence and conduct requirements
- **Adopt a written policy by 1st October 2026:** setting out how they will support learning and development, appraise performance, and address poor performance across their workforce
- **Embed a code of conduct by 1st October 2026:** adopt or develop a code for relevant staff, ensure it is understood and applied across the organisation, and keep it current

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- **Enable tenant influence:** give tenants meaningful opportunities to shape and scrutinise both the competence policy and the code of conduct, and make these accessible, up to date, and fit for purpose
- **Meet qualification requirements by 1st October 2029:** ensure senior housing managers and senior housing executives hold (or are working towards) an approved housing management qualification and take steps to ensure that service providers' relevant managers do likewise. (The qualification requirements will only apply in relation to services providers who provide a comprehensive social housing management service to the registered provider.)

In order to ensure compliance with these requirements we have been reviewing internal HR policies to ensure they would meet the requirement to have written policies, especially around appraisals and training. We have also reviewed the corporate code of conduct and feel a short housing officer addendum would be sufficient to meet the requirements.

We have also identified what officers will need to undertake mandatory training, and will be devising and training programme in the current months. The next agenda item will look at contractors and how we can ensure they meet these standards.

RECOMMENDATION(S)

1. That members of the Board note the updates to tenants on the recent changes to the Regulator of Social Housings Consumer Standards.

Links to Council Ambition: Customers, Economy, Environment and Housing
Ambition: Customers Priorities: ○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> ○ <i>Improving the customer experience and removing barriers to accessing information and services</i> ○ <i>Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people</i> Ambition: Housing Priority: ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i>

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

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
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DOCUMENT INFORMATION	
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Appendix No	Title



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Bolsover District Council

Meeting of the Housing Liaison Board on 28th July 2026

Agenda Item 4: Contractors

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report seeks the Boards comments on a proposed Contractor Code of Conduct and a Council Capital Works Tenant Satisfaction Questionnaire.

Background

The regulator for Social Housing Consumer Standard's applies to the Council as a Registered Provider. We do however have contractors we appoint who carry out work on our behalf.

It is clear within the standards that the Council must ensure that contractors are working to the same standard when undertaking work on behalf of the Council.

We have formal contracts which set out the services we are paying for, with agreed timescales for delivery and allows for performance monitoring. As well as regular contract monitoring meetings to ensure the contractor is performing as we require, the contract would allow for an escalation process if this was not the case. As part of the contract, we require evidence of Health and Safety Compliance, Safeguarding training, Asbestos awareness, insurance and a waste carrier licence if appropriate.

It is essential that contractors treat our tenants with fairness and respect, provide identification upon arrival, leave home's neat and tidy and keep tenants updated on what they are doing.

Under the Competence and Conduct Standard which will be in place from 1st October 2026, Registered Providers must maintain high professional standards across the workforce and have an employee Code of Conduct. We must also ensure that contractors meet these specific skills, knowledge, and conduct requirements when delivering housing services.

It is proposed that we formally adopt and issue a Code of Conduct for Contractors to ensure that we are compliant in this area. This would be issued to all contractors and be available to tenants, so they know what to expect, and how to raise concerns if they have them.

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At **Appendix 1 is a draft Code of Conduct for Contractors** for review and discussion.

We have a large capital programme in which we seek to maintain high-quality homes for our tenants and to meet Decent Homes Standards. These improvements are largely undertaken by contractors. We would like to gain feedback from tenants on the quality of the work undertaken as well as the behaviour of the contractors especially with regards to how they communicate with tenants and whether they treat tenants with fairness and respect.

This feedback is important to us as it helps drive service improvements

At **Appendix 2 is a draft Tenant Satisfaction Questionnaire** we would like to issue to all tenants after capital works have been completed.

RECOMMENDATION(S)

1. That members of the Board consider the proposed Code of Conduct for Contractors and draft Tenant Satisfaction Questionnaire and provide any comments, before we commence issuing these.

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

Ambition: Customers

Priorities:

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

Ambition: Housing

Priority:

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

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
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OFFICIAL

1.	Draft Contractor Code of Conduct
2	Draft Council Capital Programme – Customer Satisfaction Questionnaire

4.1 Management Information Measures as at 30.06.26

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2025/26 Outturn	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	2026/27 Outturn	2026/27 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	15.7						N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	4.0	2.2						N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%						100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%						100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	39.0						N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the	0.2	2.0	0.8						N/a

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24

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2025/26 Outturn	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	2026/27 Outturn	2026/27 Target (Council Target)
	landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes									
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	11.2%						3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	93.4%	85.38					80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	94.3%	95.37					90%
BS01	Gas safety checks	99.2%	99.5%	99.3%						100%
BS02	Fire safety checks	100%	100%	100%						100%
BS03	Asbestos safety checks	100%	100%	100%						100%
BS04	Water safety checks	69%	100%	100%						100%
BS05	Lift safety checks	84.5%	100%	100%						100%
BS06	Electrical safety checks	N/A	N/A							100%

Notes Q1:

- Stock figure as of 30.06.26 – 4909
- CH01 (1) – XXX out of XXX stage 1 complaints were from tenants. $XX/4909 \times 1000 = XXX$
- CH01 (2) – XXX out of XXX stage 2 complaints were from tenants. $XX/4909 \times 1000 =$
- CH02 (1 and 2) –

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- RP02 (1) – 2284 out of 2675 repairs completed in time – 85.38% (provisional pending receipt of invoices)
- RP02 (2) – 700 out of 734 repairs completed in time – 95.36% (provisional pending receipt of invoices)
- NM01 (1) – XXXX Anti-social behaviour cases related to tenants/tenancy. $XXX/4909 \times 1000 = XXXX$
- NM01 (2) – There were XXX ASB cases involving hate incidents. $XX/4909 \times 1000 =$
- BS01 – XXX out of XXX properties - XXX% XXX properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.
- BS06 – XXX out of XXX properties - XXX% XXX properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.

Tenancy Reference Number - _____

Council Capital Works – Tenant Satisfaction Questionnaire

Introduction

We want to make sure the major works we carry out in council homes are delivered to a high standard. Your feedback helps us understand what is working well and where we can improve. This survey should take only a few minutes to complete.

Privacy Statement

Your responses will be used by the Council to monitor and improve our capital works programme. We may share anonymised results with contractors and internal teams to help improve services. We will not share your personal information with third parties for marketing purposes. Your feedback will be stored securely in line with data protection legislation.

If you would like to know more about how we use your information, please contact the Council's Data Protection Officer at enquiries@bolsover.gov.uk or call 01246 242424.

Thank you for taking the time to provide feedback. Your responses help us improve how we deliver major works to council homes.

Please return to the Capital Projects Team in the free post envelope provided.

1. About the Works Completed

1.1 What type of work was carried out at your property? (Select all that apply)

Roof replacement	Windows and/or doors
Kitchen replacement	Bathroom replacement
Electrical rewiring	Heating system upgrade
Other (please specify):	

2. Communication from the Council

2.1 How satisfied were you with the information provided before the works began?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

2.2 How clearly did council officers explain the scope of the works and what to expect?

Very clearly / Clearly / Neutral / Unclearly / Very unclearly

2.3 How satisfied were you with communication during the works?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

2.4 Did you feel informed about any changes, delays, or issues?

Always / Most of the time / Sometimes / Rarely / Never

3. Contractor Performance and Communication

3.1 How satisfied were you with the professionalism of the contractor team?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

3.2 How satisfied were you with the contractor's communication?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

3.3 Did the contractors treat your home with respect?

Always / Most of the time / Sometimes / Rarely / Never

3.4 Were the contractors punctual and reliable?

Always / Most of the time / Sometimes / Rarely / Never

4. Quality of the Work

4.1 How satisfied are you with the quality of the completed work?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

4.2 Was the work completed within the expected timescale?

Yes / Mostly / No

4.3 If you reported any issues or defects, how satisfied were you with how they were handled?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied / N/A

5. Overall Experience

5.1 Overall, how satisfied are you with the capital works process?

Very satisfied / Satisfied / Neutral / Dissatisfied / Very dissatisfied

5.2 Do you feel the improvements have made a positive difference to your home?

Yes, definitely / Yes, somewhat / Not really / Not at all

6. Additional Comments

Please add any additional comments here

Would you like to be contacted directly about your feedback? YES / NO

If yes, please confirm your preferred contact information:

TEL: _____

EMAIL: _____



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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 5: Tenant Satisfaction Measures

Classification:	This report is Public
Report By:	Housing Strategy and Development Officer

Background

The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and are designed to help monitor how well landlords are doing at providing quality homes and services, and to understand how they can make improvements.

Revision to Tenant Satisfaction Measures from 1st April 2026

The government recently introduced The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025. These new regulations apply certain duties to carry out electrical safety checks to the social rented sector.

On 9 December 2025, the Regulator of Social Housing published a consultation on proposed changes to the Transparency, Influence and Accountability (TI&A) Standard and Consumer Standards Code of Practice (the Code), and on the introduction of an electrical safety checks Tenant Satisfaction Measure (TSM).

The purpose of the consultation was to seek views from social housing tenants, landlords, service providers and from other interested organisations across the sector, on the proposed introduction of a TSM covering electrical safety checks. The consultation closed on 3 March 2026.

Following consideration of the consultation responses, as of 11/06/26 the new TSM BS06 commenced for the 2026/27 collection period.

BS06 – Electrical safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required electrical safety checks have been carried out.
------------------------------------	--

**TSM
calculation**

A. Number of dwelling units owned for which all required electrical safety checks were carried out and recorded as at year end.

Divided by:

B. B. Number of dwelling units owned for which electrical safety checks were required to have been carried out as at year end.

Multiplied by 100

**Stock types
included**

Low-Cost Rental Accommodation and Low-Cost Home Ownership stock only (combined). For this TSM, this includes all such units that require electrical safety checks for the dwelling, and all such units served by communal or other relevant parts that require electrical safety checks

The Q1 report attached at Appendix 5.1 now includes TSM BS06.

Tenant Satisfaction Measures 2026/27 – Management Information Measures Q1 2026/27

Attached at Appendix 5.1 is the Q1 data for the 11 management measures. Performance is generally on track and comparable to Q1 last year.

Tenant Satisfaction Survey 2026/27

The Perception Survey for 2026/27 has not yet commenced, so data for the Perception Measures is not presented as part of this report.

Tenant Satisfaction Measures 2025/26 – Final Tenant Report

The data return for 2025/26 has now been submitted to the Regulator and is available on the Council website [Tenant Satisfaction Measures](#)

Alongside this we have produced the usual tenant-friendly versions which are on the website and presented at appendix 5.2.

RECOMMENDATION(S)

1. That the performance for the Management Information Measures Q1 2026/27 is reviewed and acknowledged (Appendix 5.1).
2. That the final data return for 2025/26 (Appendix 5.2) is reviewed and acknowledged.

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

Ambition: Housing

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

Target HOU03: 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.
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DOCUMENT INFORMATION

Appendix No	Title
5.1	TSMs Q4 2025/26 – Management Information Measures
5.2	TSMs 2025/26 – Final Tenant Summary

5.1 Management Information Measures as at 30.06.26

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2025/26 Outturn	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	2026/27 Outturn	2026/27 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	15.7	3.7					N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	4.0	2.2	0.2					N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%	100%					100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%	100%					100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	39.0	10.0					N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the	0.2	2.0	0.8	0.4					N/a

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TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2025/26 Outturn	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	2026/27 Outturn	2026/27 Target (Council Target)
	landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes									
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	11.2%	8.9%					3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	93.4%	85.4%*					80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	94.3%	95.4%*					90%
BS01	Gas safety checks	99.2%	99.5%	99.3%	99.7%					100%
BS02	Fire safety checks	100%	100%	100%	Pending					100%
BS03	Asbestos safety checks	100%	100%	100%	Pending					100%
BS04	Water safety checks	69%	100%	100%	100%					100%
BS05	Lift safety checks	84.5%	100%	100%	100%					100%
BS06	Electrical safety checks	N/A	N/A	N/A	98.6%					100%

Notes Q1:

- Stock figure as of 30.06.26 – 4909
- CH01 (1) – 18 out of 22 stage 1 complaints were from tenants. $18/4909 \times 1000 = 3.67$
- CH01 (2) – 1 out of 2 stage 2 complaints were from tenants. $1/4909 \times 1000 = 0.20$
- CH02 (1 and 2) – 100% of stage 1 and stage 2 complaints were processed in time.

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- RP02 (1) – 2284 out of 2675 repairs completed in time – 85.38% (**provisional pending receipt of invoices*)
- RP02 (2) – 700 out of 734 repairs completed in time – 95.36% (**provisional pending receipt of invoices*)
- NM01 (1) – 49 Anti-social behaviour cases related to tenants/tenancy. $49/4909 \times 1000 = 9.98$
- NM01 (2) – There were 2 ASB cases involving hate incidents. $2/4909 \times 1000 = 0.40$
- BS01 – 4646 out of 4654 properties – 99.74% 8 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.
- BS06 – 4838 out of 4909 properties – 98.55% 71 properties without a valid check of which 6 are void properties.

Tenant Satisfaction Measures (TSMs)

Summary Report 2025-2026

The Regulator of Social Housing requires all registered providers who own more than 1,000 dwellings to report on 22 tenant satisfaction measures on an annual basis. As a Council/Social landlord we own 4900 dwelling units, as of 31 March 2026. The following tables show how we performed during 2025/26.

Overall Satisfaction TP01

↑ **87.1%** National average 71.8%

↑ Exceeds national average/
local target met

↔ Just below national
average/local target

↓ Below national average/
local target

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

↓ **11.2%**

2025/2026 Target: 3%

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

↑ **93.4%**

2025/2026 Target: 80%

Satisfaction with repairs TP02

↑ **90.1%** National average 73.6%

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

↑ **94.3%**

2025/2026 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

↑ **88.3%** National average 69.5%

Satisfaction that the home is well maintained TP04

↑ **88.0%** National average 71.9%

Maintaining building safety

Gas safety checks BS01

↔ **99.3%**

2025/2026 Target: 100%

Fire safety checks BS02

↑ **100%**

2025/2026 Target: 100%

Asbestos safety checks BS03

↑ **100%**

2025/2026 Target: 100%

Water safety checks BS04

↑ **100%**

2025/2026 Target: 100%

Lift safety checks BS05

↑ **100%**

2025/2026 Target: 100%

Satisfaction that the home is safe TP05

↑ **88.3%** National average 77.6%

Tenant Satisfaction Measures (TSMs) Summary Report 2025/2026

Effective handling of complaints

Complaints relative to the size of the landlord:

**Number of stage one complaints per
1,000 homes CH01 (1)**
↑ **15.7** National average 53.5

**Number of stage two complaints per
1,000 homes CH01 (2)**
↑ **2.2** National average 8.3

Complaints responded to within Complaint Handling Code timescales:

**Proportion of stage one complaints
responded to within timescale CH02 (1)**
↑ **100%** 2025/2026 Target: 100%

**Proportion of stage two complaints
responded to within timescale CH02 (2)**
↑ **100%** 2025/2026 Target: 100%

Satisfaction with the landlord's approach to handling complaints TP09
↑ **54.7%** National average 35.5%

Respectful and helpful engagement

**Satisfaction that the
landlord listens to
tenant views and
acts upon them TP06**
↑ **71.2%**
National average 61.6%

**Satisfaction that the
landlord keeps tenants
informed about things
that matter to them
TP07**
↑ **77.5%**
National average 72.0%

**Agreement that
the landlord treats
tenants fairly and
with respect TP08**
↑ **86.8%**
National average 77.9%

Responsible neighbourhood management

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

**Number of anti-social behaviour
cases per 1,000 homes NM01 (1)**
↔ **39.0** National average 36.0

**Number of anti-social behaviour cases that
involve hate incidents per 1,000 homes NM01 (2)**
↔ **0.8** National average 0.7

**Satisfaction that
the landlord keeps
communal areas clean
and well maintained TP10**
↑ **76.2%** National average 66.7%

**Satisfaction that the
landlord makes a
positive contribution to
neighbourhoods TP11**
↑ **74.4%** National average 64.6%

**Satisfaction with the
landlord's approach to
handling anti-social
behaviour TP12**
↑ **73.2%** National average 59.5%



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Bolsover District Council

Meeting of the Housing Liaison Board on 28th July 2026

Agenda Item 5: Customer Service Compliments, Comments and Complaints and Standards

Report for Housing Services Quarter 1 – 1st April 2026 to 30th June 2026

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

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing Services.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to identify improvements within Housing Services.
 - To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st April 2026 to 30th June 2026.
-

REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Housing Services and Tenants aware of performance in relation to the effective management of complaints and identifying any improvements.

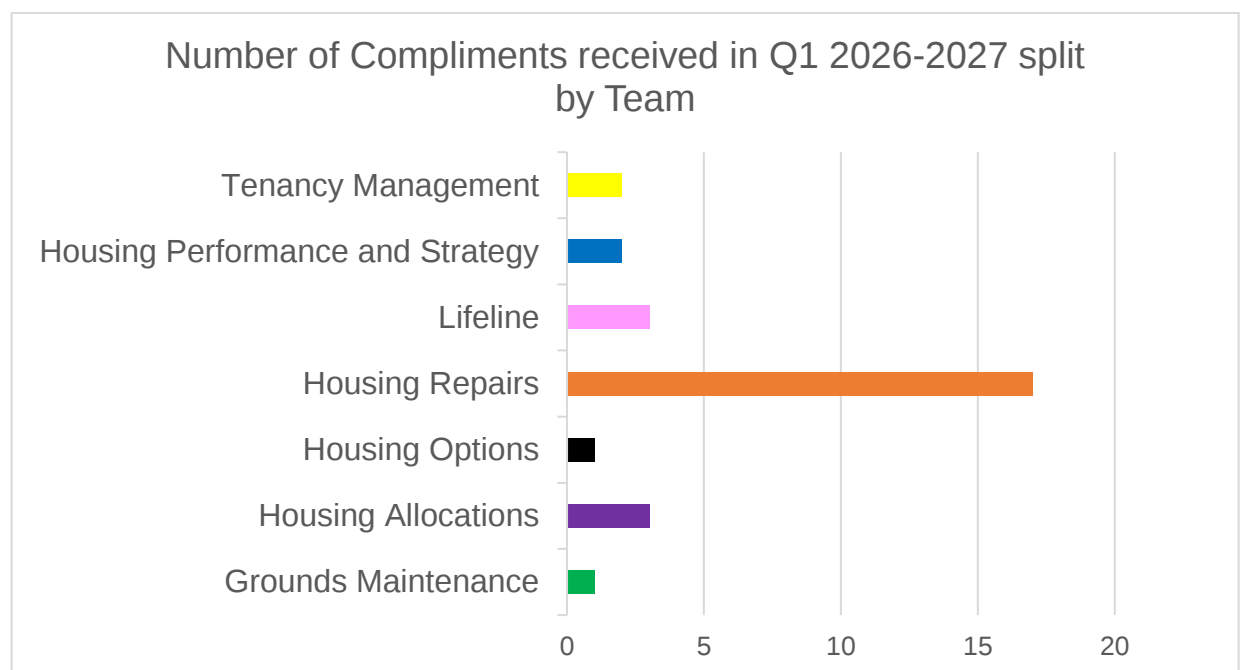
2. Details of Proposal or Information

2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q1 covered more than one service area, therefore when analysing the data by Housing teams these do not mirror the actual volume of contacts received.

Compliments

In total 27 compliments were received during the period 1st April 2026 to 30th June 2026. Compliments were received from customers who appreciated excellent service. The bar chart below shows the breakdown across the teams.

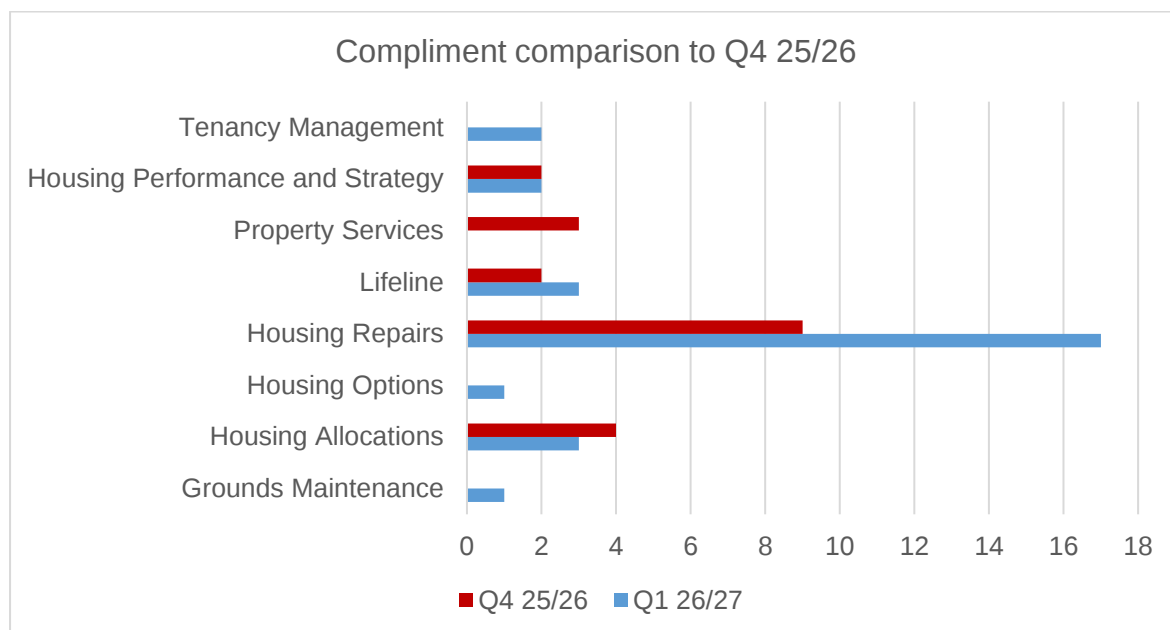


Analysis of compliments received during Q1 shows that Housing Repairs received the highest number, followed by Lifeline and Housing Allocations.

Compliments relating to Housing Repairs primarily recognised the professionalism, friendliness and quality of work delivered by Repair Operatives. Customers frequently described operatives as polite, helpful and efficient, with completed work praised for its high standard and cleanliness.

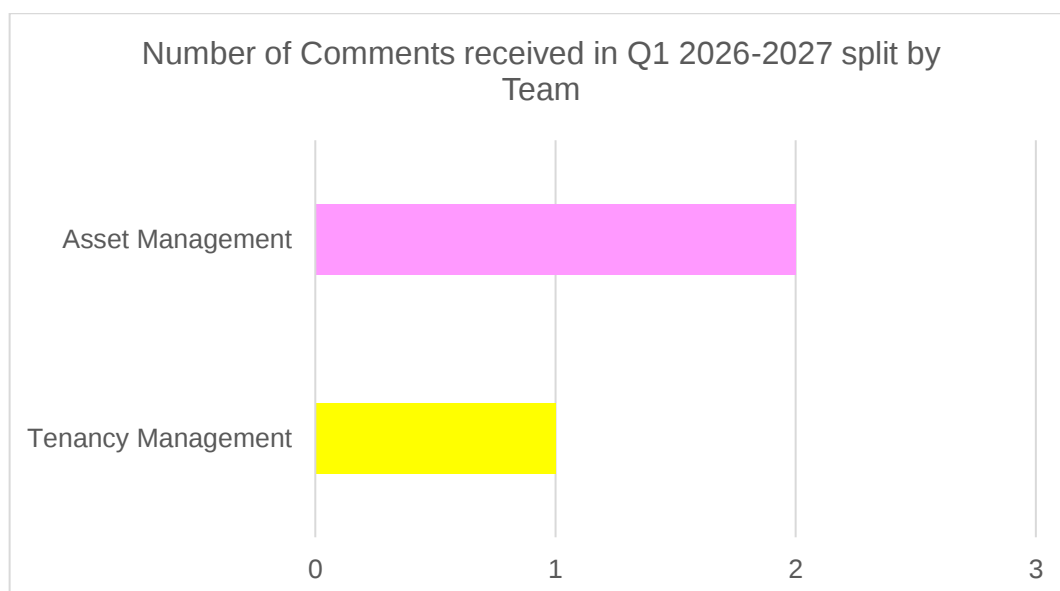
Compliments for Lifeline commonly highlighted Wardens' empathy, compassion and courteous approach, while those received for Housing Allocations praised the team's helpfulness and communication throughout the allocation process.

Compliment comparison to Q4 25-26



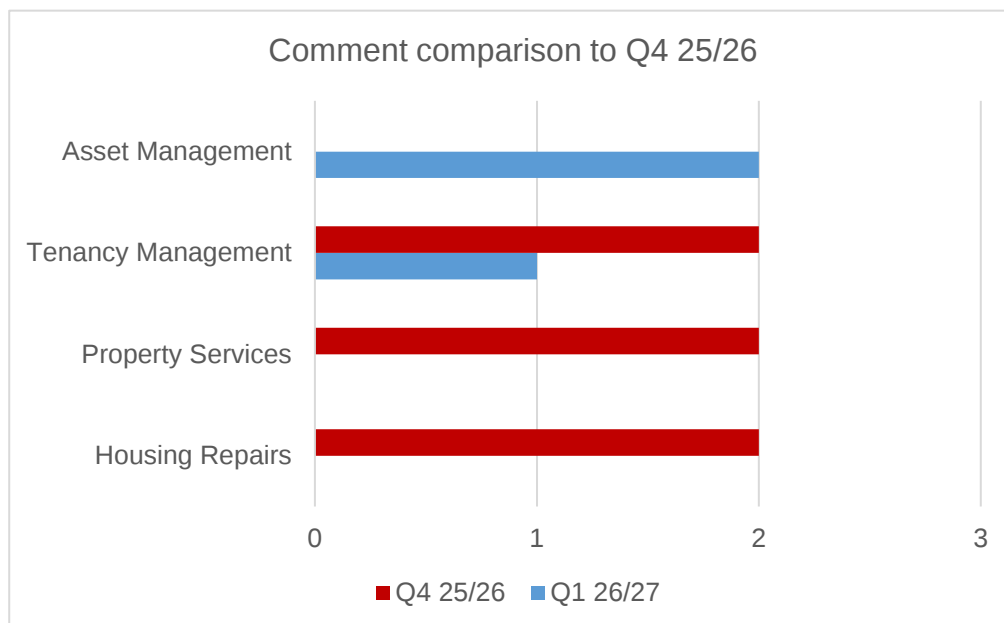
Comments

There were 3 comments received for the period 1st April 2026 to 30th June 2026 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



Of the three comments received during the quarter, two related to Asset Management. Due to the low volume of comments received, no meaningful themes could be identified. However, the comments raised matters relating to energy bills and communication during roofing works.

Compliment comparison to Q4 25-26



MP Enquiries

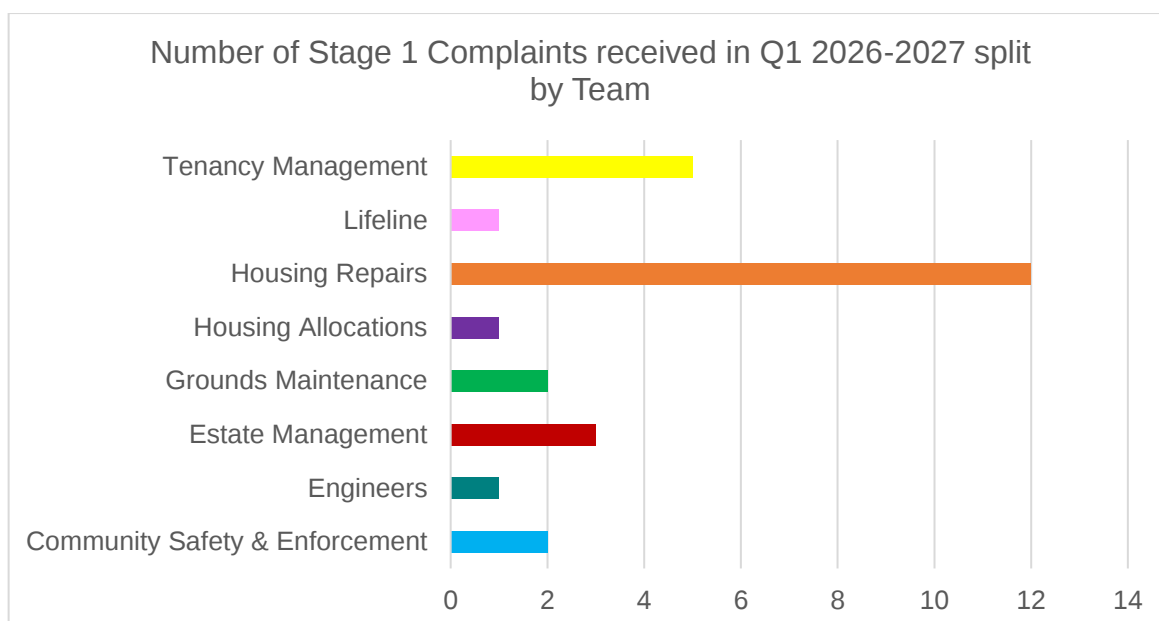
No M.P. Enquiries were received during 1st April 2026 to 30th June 2026.

This continues the trend of low enquiry volumes observed since early 2024. This may indicate that signposting constituents to the appropriate service and providing guidance on the Council's Complaints Policy is helping ensure enquiries are directed through the most appropriate channels at the earliest opportunity.

Complaints – Stage 1

In total 22 Stage 1 Complaints were recorded from the 1st April 2026 to 30th June 2026.

100% Stage 1 Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.



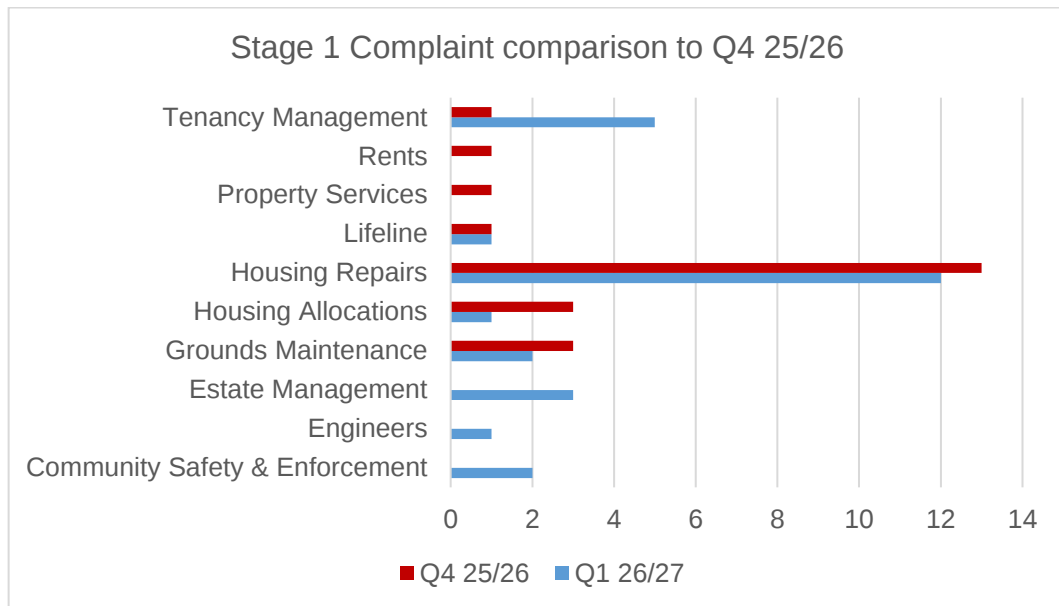
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Housing Repairs followed by Tenancy Management, then Estate Management.

When analysing the themes of Stage 1 complaints, the predominant issues related to repairs service delivery. Recurring themes included missed appointments, delays in completing repairs and concerns regarding the quality of repair work undertaken. Other complaints related to individual issues such as damp and mould, property damage and dissatisfaction with inspections.

Tenancy Management complaints primarily related to communication and the handling of customer enquiries, alongside dissatisfaction with tenancy-related decisions and neighbourhood management issues, including land and parking access concerns.

All 3 complaints for Estate Management related to dissatisfaction with how the sale of Council land was handled.

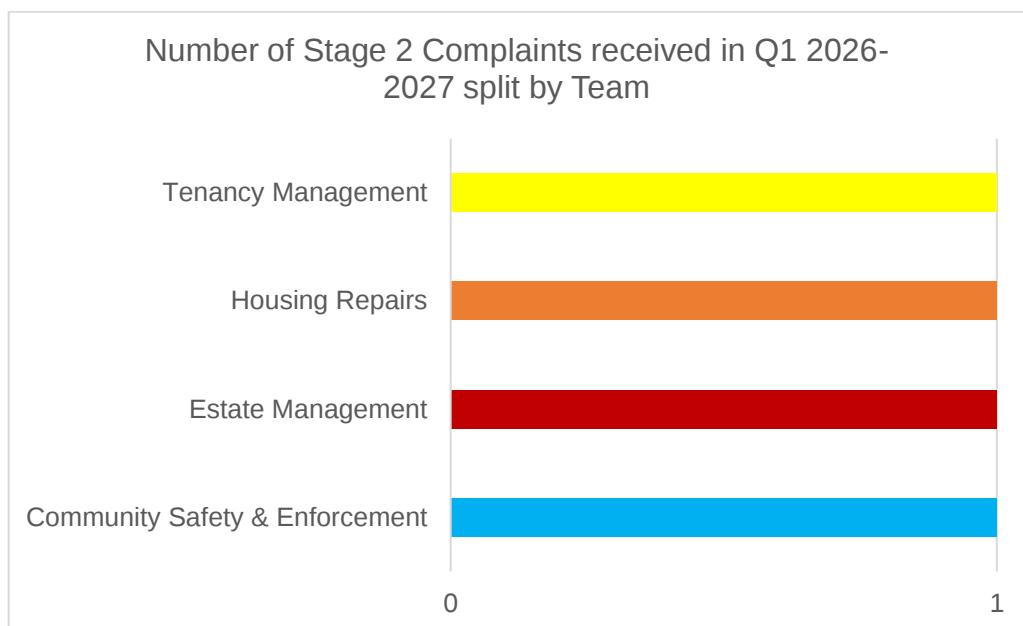
Stage 1 Complaint comparison to Q4 25-26



Complaints – Stage 2

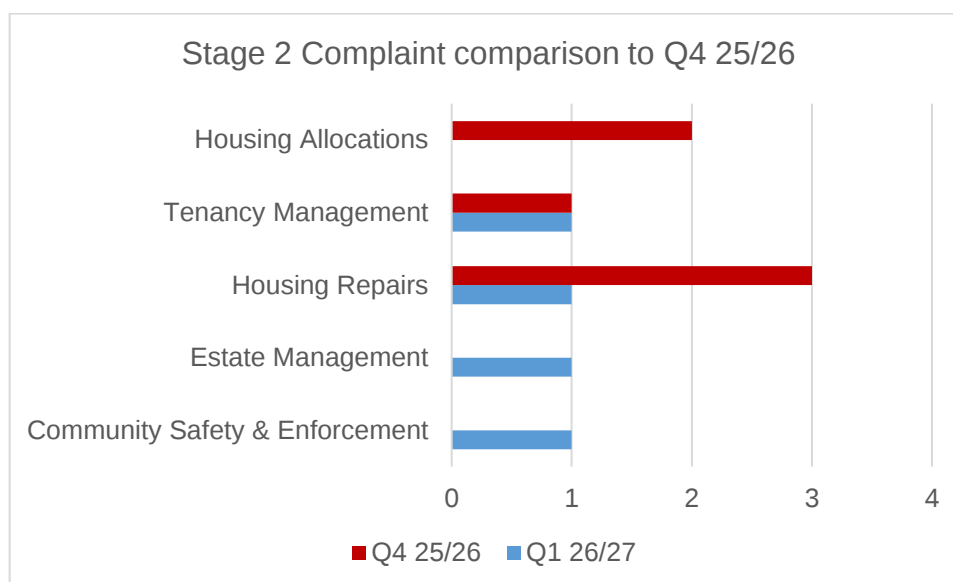
2 Stage 2 complaints were recorded, from the 1st April 2026 to 30th June 2026.

All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days up to the point of this data being submitted.



One complaint related to Estate Management, while the other covered Tenancy Management, Community Safety & Enforcement, and Housing Repairs. As only two complaints were received and they related to different service areas, no recurring themes were identified.

Stage 2 Complaint comparison to Q4 25-26



Ombudsman

The Housing Ombudsman (HO) reviewed 1 complaint during this period relating to Housing Allocations, Tenancy Management and Community Safety & Enforcement; however, a decision has not yet been made regarding this case. Information was provided to the HO on the 2nd June 2026.

Summary for Quarter 1 2026/27

	April	May	June	Total
Compliments	9	10	8	27
Comments	1	1	1	3
MP Enquiries	0	0	0	0
Stage 1 Complaints	7	4	11	22
Stage 2 Complaints	0	0	2	2

Complaints Feedback

During quarter 1, the following service improvements were implemented as a consequence of complaints.

1. Customer Advisors are to call through to Tenancy Management Officer in the future should any customer wish to make an appointment to return their tenancy keys.
2. The Senior Repairs Co-ordinator noted the need for clearer information gathering by the Central Control Operative and improved communication from and between the Central Control Team and the Repairs Planning Team regarding aerial related and out-of-hours reports.
3. Requested that the Repairs Planning Team ensure that tenants are contacted promptly to rearrange appointments that are cancelled due to equipment failure in the future.
4. The Council will now notify adjacent owners when land previously offered to them is being auctioned and will ensure that they clearly explain inclusion decisions within future consultations.
5. The Lifeline & Independent Living Manager has implemented a new monitoring and audit system of calls
6. Email templates have been updated to be clearer to the customer regarding routine appointments and a link has been added to the template to promote the Online Repairs Portal.
7. The Council acknowledged that auctioneers failed to inform them that a board could not be sited. The Council have now requested future notification if this is the case so nearby residents can be informed of auctions.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported.

Method of Contact

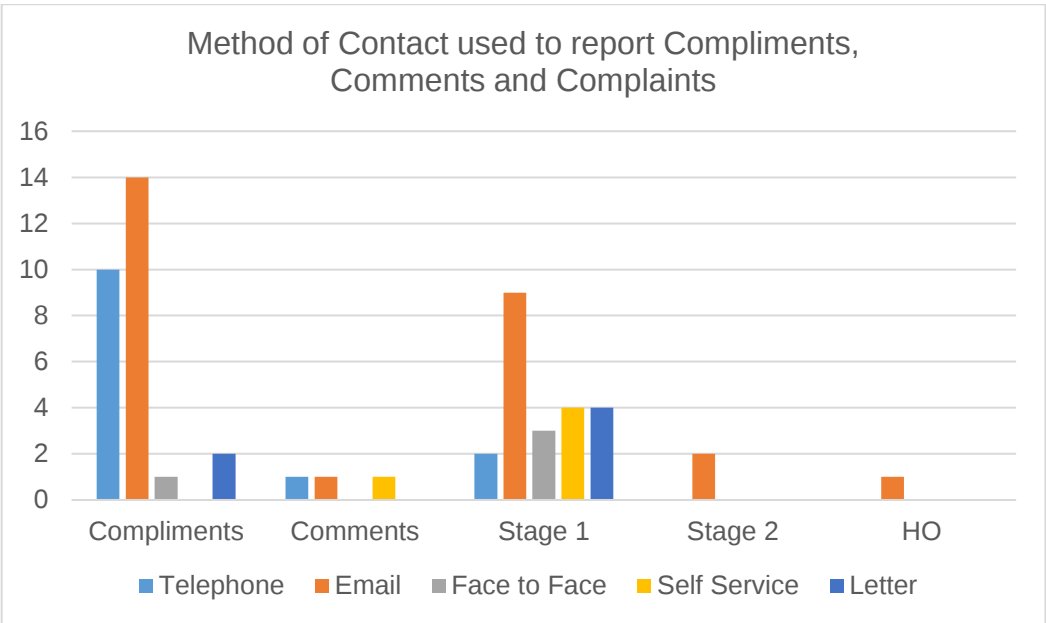
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

Email and telephone remained the most frequently used methods of contact, accounting for the majority of compliments, comments and complaints received.

Email was the preferred channel for compliments (14) and Stage 1 complaints (9), while telephone also generated a high number of compliments (10) and was used across comments and complaint stages.

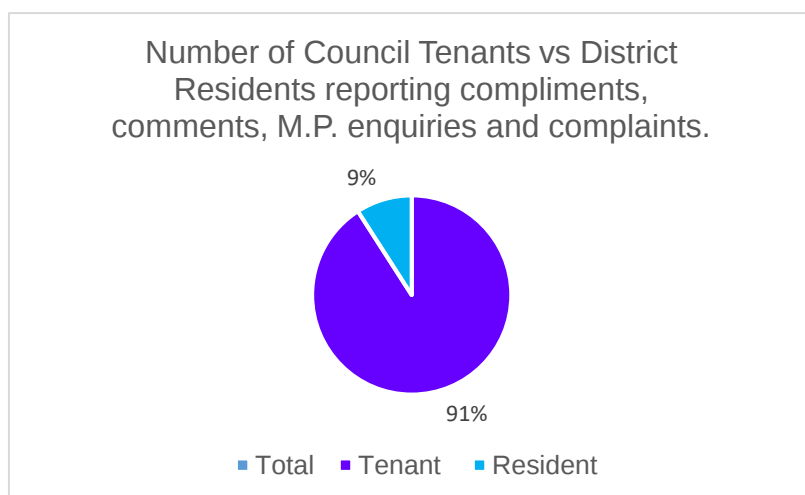
Face-to-face contact was used less frequently but accounted for three Stage 1 complaints. Self-service channels were primarily used for Stage 1 complaints (4), with one comment received through this route. Post correspondence remained a low-volume contact method, generating two compliments and four Stage 1 complaints.

Overall, the data indicates that customers continue to favour direct communication channels, particularly email and telephone, when providing feedback or raising concerns.



Tenants’ vs Residents

When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants made most of these reports compared to residents.



Comparison to previous quarter Q4 2025-2026

	Q1 26/27	Q4 25/26
Compliments	27	20
Comments	3	5
MP Enquiries	0	3
Stage 1 Complaints	22	18
Stage 2 Complaints	2	3
HO	1	0

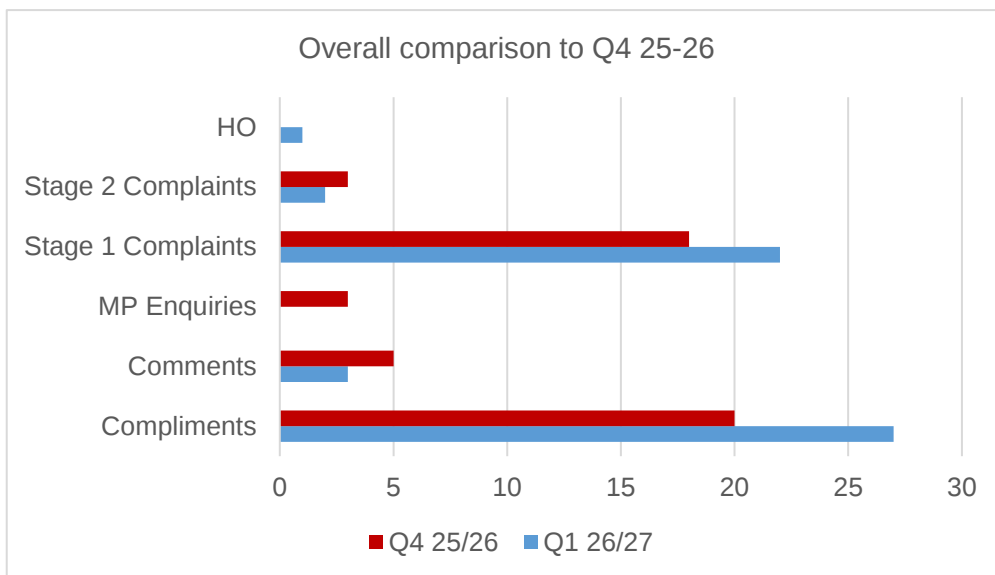
Compared with the previous quarter, the number of compliments increased from 20 to 27, reflecting a positive increase in customer satisfaction and recognition of services provided.

Stage 1 complaints also increased, rising from 18 in Quarter 4 to 22 in Quarter 1. However, Stage 2 complaints reduced slightly from 3 to 2, indicating that fewer complaints progressed beyond the initial stage of the complaints process.

The number of comments received decreased from 5 to 3, while no MP enquiries were received during Quarter 1, compared with 3 in the previous quarter. One case was received via the Housing Ombudsman, whereas no cases were recorded in Quarter 4.

Overall, customer contact levels remained similar to the previous quarter, with increases in both compliments and Stage 1 complaints balanced by reductions in comments, MP enquiries and Stage 2 complaints.

For method of contact, both quarters have shown a strong preference towards telephone and email. Both quarters showed that more tenant's were reporting compliments, comments and complaints compared to residents.



Compliments/complaints for Q1 included:

Compliments	Complaints
Customer has complimented the Warden Support Officers for being helpful, pleasant and friendly.	Customer has complained that the Repair Operatives did not complete the gutter clearing job raised during the appointment.
The customer wanted to thank the Repairs Operative that came and fitted the grab rails at their property. They said what a helpful, polite and friendly person and wanted to say what a great job they did.	Customer is dissatisfied with the quality of works by the Council's Contractor, that there is remaining works and other works as a result of the water damage.
Customer would like to compliment the Repairs Operative who attended the same day as their shower broke and fitted a new one. They wanted to say thank you for the fast response and it being sorted out, it was very much appreciated.	Customer is unhappy concerning the conduct of a Warden during a recent incident at an Independent Living Facility.

Compliments	Complaints
The customer complimented the Repairs Operative for explaining everything clearly to help them understand the situation, and said they are very grateful as this has helped them so much. The customer would like to thank them for their actions and for how lovely and caring they were.	Customer is unhappy with the lack of communication regarding access to parking and a Council property.
The customer has congratulated the Tenant Participation Team on the Newsletter. They think it was the most informative yet and wanted to say well done all.	Customer is unhappy with the handling of the sale of Council land.
Customer has complimented the Housing Tenancy Assistant and Housing Allocations Assistant for their helpfulness and availability during their tenancy visit. They have also complimented the Housing Options Officer who was amazing, very helpful, kept in touch every week and was easy to contact and talk to.	The customer is dissatisfied with the decision made regarding alterations at a neighbouring property as they do not think the Council have considered their issues when making the decision.
Customer wanted to give the Housing Allocations Officer a big thank you for their help with the customer's housing circumstances.	Customer has reported a Repairs Operative for parking dangerously.

RECOMMENDATION(S)

1. That members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

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

Ambition: Housing

Priorities: 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 all.
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
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OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 7: Housing Key Performance Indicators

Classification:	This report is Public
Report By:	Assistant Director of Housing

Background

In spring 2024, the Council launched its new Council Plan “The Future 2024-2028”. This describes the key role we play in supporting the District, through the provision and delivery of key services that are essential to everyday life. The plan also outlines our four main aims:

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Councils Ambitions. A summary of current performance is attached at Appendix 1.

Keeping Tenants informed of our performance

The Council’s Housing team produces a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own KPIs.

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

Attached at appendix 1 is a summary of Q1 performance against our service indicators for the year 2026/27.

Attached at appendix 2 is the list of revised KPIs for 2026 onwards. This reflects the combined list across the new Housing Service which combines Repairs and Asset Management functions. Elements of this have only recently been approved during July and consequently some data is not available for reporting at this stage. However, as part of the Q2 reports all KPIs will be reported on in full for both Q1 and Q2.

At appendix 3 is the Q1 performance poster for circulation in contact centres. Following the recent refresh of the Council's website, a specific page for performance information has now been developed [Our service performance](#).

Moving forward the quarterly performance posters are now included in the Bolsover Homes Newsletter [Tenant Participation](#).

RECOMMENDATION(S)

1. That the performance documented in the attached reports is reviewed and acknowledged.
2. That members of the Board note the revised set of KPIs for 2026/27 onwards, which will be reported on in full from Q2.
3. That members review the figures in the Q1 performance poster and raise any queries.

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

Ambition: Housing

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

Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
7.1	Housing Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2026/27)
7.2	Revised Housing Key Performance Indicators – Service Plan 2024-28
7.3	Q1 Performance Poster (to follow at meeting)

Housing Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2026/27)

Indicator No.	KPI Description	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	Annual Outturn 2026/27	Annual Target 2026/27	Status	Commentary
01	Proportion of rent collected as a % of rent due in the financial year	89.6%					92%		
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3.1%					3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.3%					2%		
04	Current tenants arrears as a % of rent due in the financial year	3.8%					4%		
05	Allocations – from Repairs handover to relet – 14 working days (average)						14		

Indicator No.	KPI Description	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	Annual Outturn 2026/27	Annual Target 2026/27	Status	Commentary
06	Homelessness successful prevention cases	74%					75%		
07	Homelessness successful relief cases	77.7%					45%		
08 52	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%					100%		
09	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%					100%		
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls						90%		

Indicator No.	KPI Description	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	Annual Outturn 2026/27	Annual Target 2026/27	Status	Commentary
11	95% falls responded to within 30 minutes						95%		

Revised Housing Key Performance Indicators – Service Plan 2024-28
For 2026 onwards

Indicator	Owner	KPI description	Target 26/27	Target 27/28	
KPI 01	Innovation and Rents	Proportion of rent collected as a % of rent due in the financial year	93%	93%	
KPI 02	Innovation and Rents	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3%	3%	
KPI 03	Innovation and Rents	Former tenants arrears as a % of rent due in the financial year.	2%	2%	
KPI 04	Innovation and Rents	Current tenants arrears as a % of rent due in the financial year	3%	3%	
KPI 05	Housing Allocations	Allocations – from voids handover to relet –	14 Calendar days	14 Calendar days	
KPI 06	Strategy and Performance	Standard Voids - Average time taken to complete works (working days) from receiving keys to handing back to Housing Management for reletting.	30 working days	30 working days	Standard Voids Defined as voids requiring refurbishment to BDC Lettable Standard.
KPI 07	Strategy and Performance	Modernisation voids - Average time taken to complete works (working days) from receiving keys to handing back to	60 working days	60 working days	Modernisation Void Defined as requires 3 or more complete components

Indicator	Owner	KPI description	Target 26/27	Target 27/28	
		Housing Management for reletting			
KPI 08	Repairs - Compliance	Gas appliance servicing	100%	100%	
KPI 09	Repairs - Compliance	Electrical servicing compliance	100%	100%	Requirement for service every 5 years.
KPI 10	Repairs	Repairs completed within target timescale provides for. 1. Non-emergency repairs 2. Emergency repairs This is across all works including any contractors, but does not include Planned or Cyclical works	Non emergency 80% Emergency 90%	Non emergency 80% Emergency 90%	
KPI 11	Repairs/Strategy and Performance	Tenant satisfaction with repair (%) (TSM)	80%	80%	
KPI 12	Asset Management	Tenant satisfaction with standard of home improvement (capital programme)	80%	80%	
KPI 13	Asset Management	% of properties non-decent?	5%	3%	
KPI 14	Asset Management	% of properties surveyed	1000 annual target	1000	

Indicator	Owner	KPI description	Target 26/27	Target 27/28	
KPI 15	TBC	Domestic Compliance against 1. Fire 2. Asbestos 3. Water Safety 4. Lifts (TSM BS02-05)	100%	100%	
KPI 16	Housing Options Team	Homelessness successful prevention cases	75%	75%	
KPI 17	Housing Options Team	Homelessness successful relief cases	60%	60%	
KPI 18	Housing Options Team	No of families in B&B Over 6 weeks	0	0	LOF suggested target
KPI 19	Housing Options Team	No of households with children in Temporary Accommodation over 3 months	0	0	LOF suggested target
KPI 20	Strategy and Performance Team	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%	100%	
KPI 21	Strategy and Performance Team	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%	100%	
KPI 22	Lifeline and Independent Living	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	90%	90%	
KPI 23	Lifeline and Independent Living	95% falls responded to within 30 minutes	95%	95%	



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 10: Challenge and Change Group Update

Classification:	This report is Public
Report By:	Tenant Engagement Officer

PURPOSE/SUMMARY OF REPORT

To update the board on the work of Bolsover Tenants Challenge and Change Group:

- Monitoring of the completed Grounds Maintenance on Council Estates review.
- Completion of the recent Anti-Social Behaviour review and recommendation action plan.
- Review potential service areas and determine which service will be selected for the next review.

Background

As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure.

1. Update on Monitoring of Review of Grounds Maintenance on Council Estates completed in 2025.

An update on the agreed action plan and progress following the Review of Grounds Maintenance on Council Estates was presented at the Housing Liaison Board on 27 January 2026.

Attached at appendix 2 is the action plan outlining the agreed recommendations and progress against them.

Within Appendix 2, recommendations 1.1 and 1.2 relate to the management of trees on HRA land. These recommendations were placed on hold pending approval of the Tree and Woodland Strategy 2025–2035, which was approved by the Executive on 2 March 2026. As a result, both recommendations can now be progressed.

Recommendation 1.1, which relates to the creation of a tree database, will be led by the Planning Service as part of the implementation of the Tree and Woodland Strategy 2025–2035.

Once the tree database has been completed, the delivery of future tree maintenance will be incorporated into a coordinated, district-wide approach.

Recommendation 3.3 has been withdrawn as undeliverable, agreed at the Board meeting on 27.01.2026.

Recommendation 4.2 has not yet commenced. The service has advised that processes are in place and this will commence with the summer hedge cutting. Consequently, this recommendation is still being monitored for full delivery once hedge cutting commences. The Board will be updated in due course.

Members are asked to review this information and agree whether they feel that the review has been fully delivered.

2. Completion of Anti-Social Behaviour Review

2.1 The review of the Anti-Social Behaviour (ASB) Service (provided by Housing Management and Community Safety and Enforcement) has taken place between August 2025 and April 2026, across seven meetings.

2.2 Tenants were supported by the Tenant Engagement Officer, the Head of Housing Services and the Community Safety and Enforcement Manager.

2.3 As there is extensive legislation governing ASB, the group focused the review on the information available to tenants and the internal ASB processes.

2.4 Tenants have reviewed the incident reporting diaries, ASB Policy, satisfaction data and standard correspondence.

2.5 The tenants have agreed recommendations across four areas:

- Clarification of information provided to tenants on ASB.
- Clarification of procedure and processes for dealing with ASB, including support provided.
- Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
- Develop an ASB service standard for Housing tenants as part of the wider agreement of service standards.

Attached at Appendix 3 is the final report from the review for Members information.

2.6 The Action Plan is attached at Appendix 4. Proposed implementation timescales have been suggested by tenants, and a number of recommendations have already been achieved. Formal feedback from service managers on the proposed timescales is currently awaited. The Board will monitor progress against the Action Plan over a 12-month period, with an interim progress update to be provided after six months.

2.7 The Customer Services Scrutiny Committee approved the recommendation to introduce an Anti-Social Behaviour Service Standard on 15 June 2026 (see Appendix 5). This Service Standard will form part of the wider Housing Service Standards Leaflet, which was approved by the Board on 20 April 2026.

Future Review Ideas- Consultation

As part of the decision-making process, we recently contacted all tenants that have either been involved with Challenge and Change or have registered to be involved in decision making opportunities.

At the time of this meeting the consultation is still in progress, however the Tenant Engagement Officer can guide members of the Board through the suggestions so far.

Members of the Board are requested to choose the next priority topic for review.

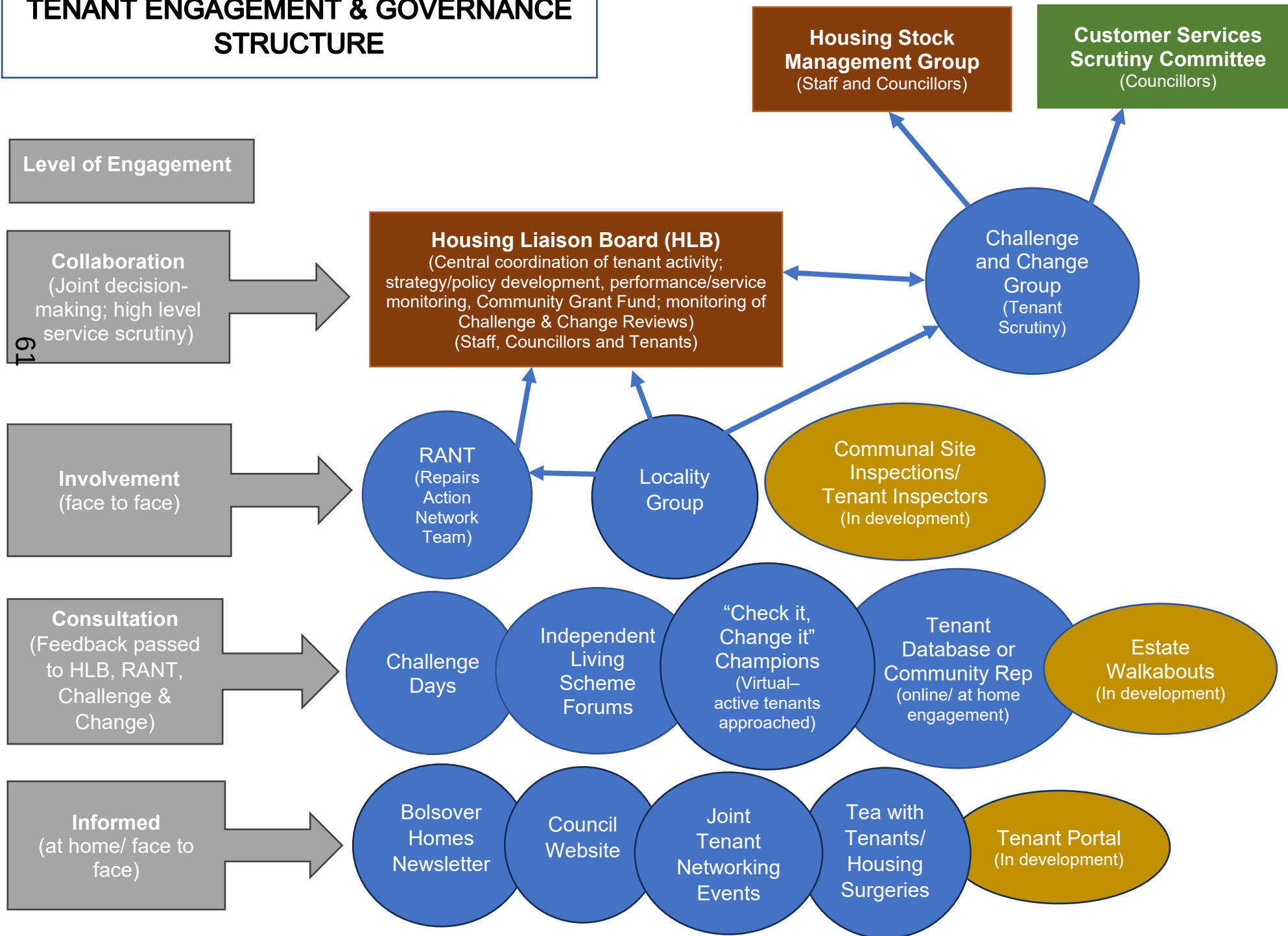
RECOMMENDATION(s)

1. That the Board note the progress on recommendations of the review of Grounds Maintenance on Council Estates.
2. That the Board note the recommendations of the Bolsover Challenge and Change Group in relation to the Anti-Social Behaviour Service.
3. That the Board note the Anti-Social Behaviour Recommendation Action Plan.
4. That the Board approve the Anti-Social Behaviour service standard.
5. That the Board decide on the next service review to be undertaken by the Bolsover Challenge and Change Group

Links to Council Ambition: Customers, Economy, Environment and Housing Unsure of below
Ambition: Customers Priorities: ○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> ○ <i>Improving the customer experience and removing barriers to accessing information and services</i> Ambition: Housing Priority: ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i> Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION	
Appendix No	Title
1.	Tenant Engagement and Governance Structure
2.	Grounds Maintenance on Council Estates Review -Recommendation Action Plan
3.	Bolsover Tenants Challenge and Change Group- Anti-Social Behaviour Report
4.	Anti-Social Behaviour Review Recommendation Action Plan
5.	Anti-Social Behaviour Service Standard

TENANT ENGAGEMENT & GOVERNANCE STRUCTURE



RESPONSE TO CHALLENGE AND CHANGE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Grounds Maintenance on Council Estates				
Timescale of Review:	June 2024 - March 2025		Post-Monitoring Period:	12 months commencing 30.06.25. Interim report January 2026.	
Date agreed by Scrutiny:	16.06.25		Date agreed by Housing Stock:	20.05.25	
Total No. of Recommendations and Sub Recommendations	Achieved	6	On track	0	Extended 1
	Achieved (Behind target)	0	Not on track	0	Suspended 0
	Withdrawn	3	Not Started	0	Failed 2

Key Achievements:

- Streetscene are now more involved in new-builds at the planning and plant/tree selection stage, this needs to be maintained through close working relationships with key stakeholders.
- Ability to log photos of void gardens as part of inspection commenced July 2025.
- Letting survey revised and implemented from July 25 and now captures tenant feedback on garden condition when a property is relet.

Reasons for non-implementation of Recommendations:

- Recommendations 1.1 and 1.2 are now withdrawn, as work will now progress under the Tree and Woodland Strategy led by Planning Policy. Recommendation 1.2 will likely require further review once Planning Policy have the database in place and required works have been identified.
- In relation to 3.1, the service continues to use an informal approach to quality checking which is not truly independent of the teams operating across the District, as per the recommendation.
- In relation to 3.3 the service maintain that the existing approach/provision is the most cost-effective way of delivering the service. Consequently, this recommendation has 'not started' and members of the Board may wish to consider withdrawing the recommendation.
- Use of social media posts to highlight changes to grass cutting/grounds maintenance works has not yet commenced.
- Recommendation 4.2 cannot be delivered. It is not possible to notify specific tenants in advance of Assisted Garden Service visits, as the service schedule may change in response to operational requirements and adverse weather conditions.

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
1.1	Streetscene to create a database of trees on BDC Housing land and complete a tree survey.	Currently there is no database of trees. A database can be used to plan a survey of all trees in the district and draw up a maintenance schedule. This would change the approach of tree management from reactive to planned. Regular surveys will be required to keep the program up to date.	January 26 To commence obtaining spatial co-ordinates of 1500 known trees to commence plotting onto MyMaps. To provide costings for full tree survey. 23.06.25 Tenants thought timescale should be 3- 4 months September/October 2025 so this can be budgeted for and commence from 01.04.26 but this is unachievable with the number of trees involved.	Richard Camps Grounds Maintenance and Street Cleansing Manager	Existing MyMaps GIS system could be updated to add Trees. This will require additional (qualified) staff resource.	<u>January 2026</u> This is a significant piece of work requiring an officer to work on the project almost full time. It requires someone who is specially trained in both GIS systems and conducting tree surveys to map the entire trees on, which we don't not currently have with the GM team. The need for additional resource means that we are unable to progress this recommendation at this time. <u>Update July 2026</u> Between June 2025 and June 2026, Councillors from the Customer	Withdrawn

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
64						Services Scrutiny Committee conducted a review of Grounds Maintenance and Green Space Standards. The review is currently in its final stages, and it is likely that a resulting recommendation will support and align with this recommendation. Further to this the Council's Tree and Woodland Strategy has now been adopted by Executive and production of the database will be led by Planning Policy..	
1.2	Consider contracting out tree maintenance or a hybrid approach. Costings required to inform decision	There is a backlog of tree work required, and nesting birds limit the time available each year to complete the work. Contracting out some or all tree work would reduce the backlog of work. This	6 months January 26 to obtain costing for outsourcing outstanding tree work to clear backlog.	Richard Camps Grounds Maintenance and Street Cleansing Manager	Will require additional financial resources for internal staff or additional financial	<u>January 2026</u> The service will not be contracting day to day tree work out. Only individual, large specialist projects will be contracted	Withdrawn

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
65		could be considered on a larger scheme rather than individual trees. Clearing the back log of tree maintenance would allow a planned achievable program to be implemented.	23.06.26 tenants thought timescale should be 3- 4 months September/ October 2025 to get costings so this can be budgeted for and commence from 01.04.26 and start on backlog of tree work		resources to outsource some work to contractor(s)	where the HRA allows. Due to the significant costs associated with this which are beyond current resources we are unable to progress this recommendation at this time. <u>Update July 2026</u> Between June 2025 and June 2026, Councillors from the Customer Services Scrutiny Committee conducted a review of Grounds Maintenance and Green Space Standards. The review is currently in its final stages, and it is likely that a resulting recommendation will support and	

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
66						align with this recommendation. Further to this the Council's Tree and Woodland Strategy has now been adopted by Executive and production of the database and subsequent maintenance identified will be led by Planning Policy.	
2.1	Streetscene to suggest planting schemes on new build council properties so that only self-maintaining, slow growing planting is provided.	Additional new build properties add to Streetscene workload with no additional resources given. Site visits revealed new planting schemes have substantial weed growth and overgrown shrubs. Current resources do not allow for weeding/pruning. Streetscene need to be able to maintain all new planting, so this needs to be self-maintaining/slow growing to reduce workload and will	Immediate	Planning/ Dragonfly (Development)/ Housing/ Streetscene	Existing staff resources	<u>January 2026</u> Streetscene are now more involved in new-builds at the planning and plant/tree selection stage, this needs to be maintained through close working relationships with key stakeholders.	Achieved

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
		improve visual appearance on estates.					
2.2 67	Prior to handover of new build properties Streetscene to agree areas for grass/hedges that are to be maintained. Streetscene are to ensure this is added to Mymaps and work schedules.	The group have established that certain new build sites have had lack of service due to lack of planning /agreeing areas that need maintaining. Attending the site visits with plans from Mymaps it has been proven that grounds maintenance required at certain new build sites has not been recorded or added to the schedule. This resulted in areas not being maintained.	Immediate	Dragonfly (Development)/ Housing/ Streetscene	To use existing staff resources. An internal process is now in place for future schemes	<u>January 2026</u> Streetscene are now more involved in new-builds at the planning and plant/tree selection stage, this needs to be maintained through close working relationships with key stakeholders.	Achieved
2.3	Repair Co-Ordinators to take photographs of garden at void inspection and send to Streetscene Co-Ordinators.	This would enable Streetscene Co-Ordinators plan work required, to ensure the team that attend have the correct equipment and sufficient staff.	2 months August 2025	Dan Barley Repairs and Voids Manager Dragonfly (Management)	Use existing system (Total Mobile and existing staff resources	<u>January 2026</u> Innovation Officer has started work on internal processes soon to be tested with Streetscene prior to implementing. Implemented in July 2025.	Achieved

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
3.1	Implement 10% quality checks are completed by Streetscene Area Co-ordinator within 1 week of work being completed.	The only quality checks are currently carried by the Team Leader who is not impartial. The timescale is necessary to assess grass cutting standard before regrowth	9-12 months March 26-June 2026	Richard Camps Grounds Maintenance and Street Cleansing Manager		<u>January 2026</u> Quality Checks are being undertaken by Team Leaders and Co-Ordinators <u>Update July 2026</u> These are informally undertaken by Team Leaders and Co-ordinators when on their site visits.	Failed
3.2	Spot checks by Tenancy Management Officer, Housing Assistant (Tenancy) without the team knowing when and where checks are to take place.	This would allow for an impartial check on the standard of work by the Housing Department. This would allow monitoring of the service and whether the service is delivered to a satisfactory standard.	Immediate	Housing Management- all staff	Existing staff resources. Need to set up an internal process to report and record any issues	<u>January 2026</u> Spot checks to be started once grass cutting season commences in March 2026. <u>Update July 2026</u> Due to resource constraints, spot checks are not undertaken. However, any grounds	Achieved

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
69						maintenance issues identified by Housing staff during site visits are reported to the Tenant Engagement Officer and subsequently raised with the StreetScene Grounds Maintenance and Street Cleansing Manager for investigation and appropriate action.	
3.3	Set up a dedicated team within Streetscene to work solely on void properties/ Assisted Gardening.	There are currently delays in maintaining void gardens due to other commitments, for example to cut graveyards. This results in overgrown, untidy gardens at void properties which can have a detrimental effect on the neighbourhood. A dedicated team would ensure void properties are given the required level of priority	6 months January 26 To obtain costings of an additional team	Richard Camps Grounds Maintenance and Street Cleansing Manager	Existing staff to monitor if poor garden condition is cause of delays to let voids/ assess the quality of service/ cost extra staff resources	<u>January 2026</u> Costs to recruit a specific voids team would far outweigh the requirement to use them. As it stands now, the team who service void properties are dual purpose, enabling them to be used full time, a separate team for voids would not be cost	Withdrawn

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
70		alongside wider service requirements.				effective impact is reduced. <u>Update July 26</u> This recommendation has been withdrawn as there are insufficient resources and costing to provide a separate team.	
4.1	Streetscene to analyse complaints data.	At the meeting on 24.03.25 it was confirmed there is no analysis undertaken of complaints on the grounds maintenance service. Analysing complaints will establish trends which can lead to customer influenced improvements.	To commence within 1 month July 2025	Customer Standards and Complaints Officer with Grounds Maintenance and Street Cleansing Manager	Existing staff	<u>January 2026</u> Trend analysis is being undertaken on all complaints. Additionally, these are discussed at Service Review meetings held 6 monthly. <u>Update July 2026</u> This is included in the service review meetings undertaken every six months with the Contact Centre.	Achieved

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
4.2 71	Streetscene to publish via social media, contact centre/town centre boards & use email/text service to notify tenants on Assisted Gardening that they will be visiting within a date range.	On attending an Assisted Gardening, if there is dog faeces in the lawn, they will not cut the grass. On occasion Assisted Gardening tenants are not in when the team attend. These missed visits and dog faeces issues result in gardens being overgrown, impacting on the appearance of the local area. Prior notification may result in less missed visits due to no access and provide the tenant an opportunity to clear up dog faeces.	1- 3 months July - September 2025 to introduce using social media, contact centre boards to provide general information on seasonal changes to workload	Richard Camps, Grounds Maintenance and Street Cleansing Manager and Communications , Marketing and Design Manager		<u>January 2026</u> Unable to notify specific properties in advance, due to changing work demands. However, we can provide social media updates on wider issues affecting the team. For example, tree work commencing or delays in grass cutting due to adverse weather. <u>Update July 2026</u> Streetscene intend to use social media to provide updates, but these will be very general in nature (such as beginning/end of mowing season, adverse weather affecting service etc.	Failed

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
4.3	Housing Assistants (Tenancy) to obtain feedback from new tenants at New Tenancy visits on standard of communal gardening/ Assisted Gardening.	Officers are in contact with new tenants up to 4 times a year. Officers can use this opportunity to capture tenant feedback on standard of garden when property let and ongoing communal maintenance.	2 months August 2025	Housing Assistants (Tenancy) and Tenant Engagement Officer	Existing staff	<u>January 2026</u> Letting survey is being revised to include questions to capture this information. Letting survey revised and implemented from July 25 and now captures tenant feedback on garden condition when a property is relet.	Achieved
4.4	Streetscene to consider publishing when they are working in an area via of Bolsover District Council website, Contact Centre/town centre boards, text service/emails/social media posts.	There is limited information available for tenants to know what service is provided by Streetscene and how often. This can lead to additional complaints. For example, grass cuttings not collected, when are they attending? This could result in greater customer satisfaction, reduced calls to contact centres, less complaints.	3 months September 2025 to introduce using social media, contact centre boards etc to provide general updates start/end of mowing season, works suspended due to bad weather etc	Richard Camps, Grounds Maintenance and Street Cleansing Manager and Scott Chambers Communications, Marketing and Design Manager	Existing staff and social media	<u>January 2026</u> The service will be working with the Communications Team to start publishing generic updates via communications such as 'beginning of mowing season, adverse weather etc. <u>Update July 2026</u>	Extended

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
73						Generic updates can be provided on social media. The service will begin to use social media when the summer hedge cutting commences in 2026 which will impact on the mowing.	

Bolsover Tenants Challenge and Change Group



Review of Anti-Social Behaviour August 2025-April 2026

Equalities Statement

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

Access for All statement

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

- **Phone** - [01246 242424](tel:01246 242424)
- **Email** – enquiries@bolsover.gov.uk
- **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](#) 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

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

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List Of Abbreviations

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

1. Introduction

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

2. Reason for the review

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

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

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

Review Objectives

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

3. The Challenge and Change Working Group

The following tenants were involved in this review working group:

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

The group were assisted by:

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

4. The Investigation

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

Desk Top Review – Documents reviewed

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

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

Performance Data

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

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

Service response to Tenant queries

The tenant group attended one meeting with officers.

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

	Objective 1	Clarification of information provided to tenants on ASB
	Tenants Question	Council's Response
1	What ways can ASB be reported?	• Telephone general council number • Online via self-service • Out of hours (OOH) • Telephone the general Council number or OOH number 01246 242295. • To a nominated email address (if there is an open case already) • In person at a contact centre • Email
2	When reporting ASB, do the Customer Services	Yes. Some of the ASB scripts have recently been reviewed. The Community Safety and Enforcement Manager confirmed should a Customer Services

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

	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
1	Once ASB is reported to Bolsover District Council what happens? Is there a clear step-by-step process for officers to follow?	There is no step-by-step process for some types of ASB. Each case is different and will require an individual approach and response. ASB crosses all tenures- private tenants, council tenants and owner occupiers.
2	Does the Council have a procedure for dealing with different types of ASB? Does this provide clear guidelines to assign a case to the Housing Team or the CSE ASB Team?	There is an ASB Policy but not a procedure. The Council are developing an ASB procedure, and this is being drafted. Community Safety and Enforcement were previously within the Housing Department and worked alongside Tenancy Management Officers (TMO). Community Safety and Enforcement are now under a different directorate and work from a different office to the Housing Department.
3	Who deals with ASB with different perpetrators- Tenant, private tenant, owner occupiers or person living with them?	Most commonly cases are sent in the first instance to the Community Rangers (CR). CR are generally first point of contact on low level ASB, like noise complaints. CR will assess the case and if they are unable to resolve they will pass onto the CSE ASB Team or TMO's. General guide: • TMO will deal with a tenant causing ASB • CSE ASB Officers usually deal with more complex, high-risk cases and wider community ASB.

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

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
	in writing and the victim signs this?	Under Anti-Social Behaviour, Crime and Policing Act 2014 there is a requirement that we keep victims updated, e.g. if we have applied for an injunction, or closure order. A verbal agreement will be made with the tenant, notes kept, agreement made detailing when we will be back in contact.
9	Is there a system used to monitor a ASB case?	No. Presently we monitor manually via supervision. Managers review caseloads of TMO and ASB Officers. We are looking at introducing Central Record Monitoring where a case will be centrally logged so that the whole record of the case will be in one place.
10	Are the ASB diaries available to complete electronically e.g. QR code?	No, but officers thought this is a good idea. The officers will look into this.
11	Do we have other ways for tenants to complete diary records where tenants have vulnerabilities and cannot complete themselves?	An officer can speak with the victim and manually record the details for the tenant. If using noise app we must notify the perpetrator first. (sometimes this can stop the issue). An officer can visit to help set up the noise app and show how to use. The app has GPS to show where the recording has taken place. The noise app is useful evidence for justification for getting Environmental Health noise monitoring equipment which has continuous recording.
12	What support do Bolsover District Council offer to victim/perpetrator? Is regular contact made so the victim feels supported? How often?	Yes, support is offered, dependant on the case. A victim can be supported by: • regular contact from Bolsover District Council officer. • Derbyshire Victim Service funded by the Police and Crime Commissioners Office.
13	How is information shared between partners, e.g. Police?	Tasking Meetings- Bolsover District Council were the first authority to set up joint meetings with the Police, Youth Services and Fire service. This has been held up as good practice. Meetings held and issues shared every fortnight. Officers attending include TMO, Parenting Officer, ASB Officers, Community Rangers (CR). Higher risk cases are recorded on ECINS.

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

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

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	Objective 3	Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
	Tenants Question	Council's Response
		These tools can be used in conjunction with Housing legislation for tenancy breaches which put a tenancy at risk. <i>*The Council do not generally issue ABC's today. This is due to change in trends on the type of ASB being committed where ABC's may not be the most practical tool available. The tool used more now is a Community Protection Warning (CPW).</i>
2	What powers do the Rangers have?	Rangers can: • patrol hot spot areas (which can act as a deterrent) • act as a witness- they are not Police so will risk assess any danger • enforce Public Space Protection Orders • issue Fixed Penalty Notices (FPNS) for fly tipping, dog fouling • issue Community Protection Warnings • issue Community Protection Orders. Our CRs each cover a specific geographical area and know a lot of people/youths, build up community relationships, and if not known to them they wear body cams which can be used to identify a perpetrator.

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

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

6. Findings and recommendations

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

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

Objective 1: Clarification of information provided to tenants on ASB

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Miscellaneous Recommendation

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

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

7. Next Steps

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

Appendix 1: Tenancy Agreement

The following clauses in the Tenancy Agreement relate to ASB.

6. Nuisance and Anti-Social behaviour

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

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

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

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

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

Drugs, knives and other serious incidents

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

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

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

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

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

Appendix 2: Anti-Social Behaviour Service Standard

We will:

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

RESPONSE TO CHALLENGE AND CHANGE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW					
Title of Review:	Review of Anti-Social Behaviour				
Timescale of Review:	August 2025 – April 2026		Post-Monitoring Period:	12 months commencing 28.07.26. Interim report due January 2027.	
Date agreed by Scrutiny:	15.06.26		Date agreed by Housing Stock:	17.06.26	
Total No. of Recommendations and Sub Recommendations 	Achieved	4	On track	4	Extended
	Achieved (Behind target)		Not on track		Suspended
	Withdrawn		Not Started	5	Failed
<u>Key Achievements:</u> •					
<u>Reasons for non-implementation of Recommendations:</u> •					

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
1.1	Improve accessibility on finding ASB information on the website- e.g. A-Z nothing under A for ASB.	The group searched the Bolsover District Council website for information. Using the search option A and typing Anti-Social Behaviour in the search bar provided no information. ASB is found under C for Crime and Emergencies and provides limited information.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources	The Council website has been updated and ASB information can be found via the search function.	Achieved
1.2	Enhance the Council website to provide clearer and more comprehensive ASB information, including guidance on what does and does not constitute ASB, the process followed once a report is made, the range of actions or remedies available, and the support offered to victims.	This recommendation aims to ensure that victims of ASB have access to clear, consistent, and accessible information. By improving guidance on what constitutes ASB, how it can be reported, and what happens after a report is made, victims will better understand the process and what to expect. Publishing this information on the website will improve transparency, help manage expectations, and clearly explain the support available to victims. This increased clarity is intended to encourage timely and appropriate reporting, reduce misunderstandings, and strengthen tenant confidence	Tenants suggested 2-3 months	Community Safety and Enforcement	Staff time/ Existing resources	The Council website has been updated to include what is ASB, guidance on what does and does not constitute ASB, when and how to report ASB, and information on Derbyshire Victim services.	Achieved

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
		in the Council's approach to addressing ASB.					
1.3	Add all other ways to report ASB to website	The ASB webpage currently directs tenants solely to the self-serve reporting option. Expanding the page will promote all available reporting methods, allowing tenants to choose the option that best suits their individual needs/preferences. In addition, out-of-hours reporting options will be clearly signposted and promoted for urgent ASB incidents when the Council offices are closed.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources	The ways to report ASB has been added to the Council website -found on the ASB page.	Achieved
1.4	Include an ASB option on the self-serve homepage	To enable tenants to quickly find and report ASB without navigating multiple self-serve options.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources		Not started
2.1	Introduce an acknowledgement letter when an ASB case is opened	Introducing an acknowledgement letter will provide reassurance to victims that their concerns have been received, understood, and are being taken seriously. The acknowledgement letter gives officers an opportunity to clearly summarise the issues raised, demonstrate that they have accurately understood the victim's situation, and set out the agreed next steps. This	Tenants suggested 1 month	Community Safety and Enforcement	Staff time/ Existing resources		Achieved

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
		early communication helps manage expectations. It can also help build trust between the victim and officers, reduce uncertainty and repeat contact, and contribute to higher levels of confidence and satisfaction on how ASB cases are managed.					
2.2 101	Amend text on incident diaries to correct teams/job roles	The document is out of date.	When stock needs ordering	Community Safety and Enforcement	Staff time/ Existing resources	Will be implemented when new diary sheets are ordered.	Not Started
2.3	Once a case is opened provide a choice of paper copy incident diaries and on-line completion of diaries/QR code.	Online diaries would remove postal delays. It will make it easier and more convenient for victims to record incidents as they occur. This will enable timely and accurate reporting, reducing the risk of incidents being forgotten or details being missed. Online diary completion can improve accessibility for some victims and allows information to be submitted in a format that suits them. In addition, receiving diary updates electronically can support more efficient case management for officers, enabling quicker review of evidence and earlier intervention where appropriate,	Tenants suggested 3-6 months	Community Safety and Enforcement	Staff time/ Existing resources	This suggestion is noted for further exploration	Not Started

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
		ultimately helping to improve outcomes for both victims and the wider community.					
2.4	That the timescale to respond to ASB reports is changed in the ASB policy from 10 days to 5 days	The group felt any victim of ASB would expect to be contacted sooner than 10 days. Reducing the response timescale from 10 days to 5 days will help victims feel that their concerns are being taken seriously. Faster initial contact can provide reassurance, reduce anxiety, and improve trust in the Council's handling of ASB. This may lead to increase satisfaction with the ASB service and demonstrates a clear commitment by the Council to support tenants affected by ASB. This timescale is consistent with those adopted by other local authorities, with benchmarking showing that the City of Lincoln Council, Newark and Sherwood District Council and Chesterfield Borough Council operate a five-day response time.	Tenants suggested 12 months	Community Safety and Enforcement	Staff time/ Existing resources	This has been added to the Draft ASB Policy which is currently being written	On Track
2.5	No case should be automatically closed if no incident diaries/ evidence received	Closing an ASB case assumes that the behaviour has ceased; however, non-return of incident diaries does not necessarily mean the issue is resolved.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources	The service has agreed to make contact where a risk and	On track

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
103	after one month. Contact should be made first to check situation.	The review group felt that additional checks and support should be provided before case closure to explore whether there are underlying reasons for a lack of evidence of ongoing incidents. These may include fear of reprisals, the resident feeling too intimidated to continue reporting, periods of illness or absence, difficulties completing diaries, or unidentified vulnerabilities. Providing further support at this stage would help ensure cases are not closed prematurely and that victims receive appropriate assistance.				vulnerability assessment (RAVA) indicates a Medium or High Risk of Harm and/or that disengagement is likely due to an identified vulnerability, follow up contact will be attempted before a case is closed.	
2.6	That a formal ASB case closure letter be introduced, clearly explaining the reasons for closure, outlining further actions the victim can take if issues persist, and providing information on the Community Trigger (Case Review) and the Council's	This would clearly explain why the case has been closed and outline the further steps available to the victim should the ASB re-occur. The group also felt strongly that follow-up contact should be made in every case within three months of closure, to check that the situation remains resolved and that the resident is managing well.	Tenants suggested 1-2 months Housing Management Service agreed 1-2 months	Community Safety and Enforcement Housing Management Service - Tenancy and Income Manager	Staff time/ Existing resources	Letter Achieved – Community Safety and Enforcement Cases only The ASB Team does not have the resources to provide 3 month follow up on closed cases.	On track

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
104	complaints process. The process should also include proactive follow-up contact within three months of case closure to ensure the resident's situation remains satisfactory and to offer any additional support if required.						
	4.1 Introduce an ASB service standard.	Introducing an ASB service standard will clearly set out what tenants can expect from the Council when they report ASB. The tenant group has drafted a suggested ASB service standard.	Tenants suggested 1-2 months	Housing Management Service Tenant Engagement Officer	Existing staff resources	Developed, Housing Liaison Board to approve	On Track
	4.2 Develop an ASB survey to capture data on how each ASB case has been managed.	A survey would measure service effectiveness and consistency, improve understanding of each tenant's experience, identify areas for improvement, help shape future ASB policy, service standards, training, and resources. The group would like to be involved in developing a survey with officers.	Tenants suggested 3 months	Community Safety and Enforcement	Existing staff resources		Not Started

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
4.3	Invite tenant victims from closed ASB cases to a one-off review meeting with officers to gather feedback on current processes.	Feedback from a one-off review, alongside survey data, can be used to evaluate the service and drive improvements.	Tenants suggested 12 months	Community Safety and Enforcement	Existing staff resources	This option is available through existing processes and may not be suitable for all cases.	Not started

Anti-Social Behaviour Service Standard

We will:

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



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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 11: Terms of Reference

Classification:	This report is Public
Report By:	Assistant Director of Housing Management

The Housing Liaison Board, Terms of Reference must be reviewed annually to ensure the remit of the group remains clear and relevant to the requirements placed on the Council by the Regulator of Social Housing.

The last review was in October 2025, however with the return of the Housing Repairs and Maintenance this review has been bought forward.

Attached at appendix 1 is the previous Terms of Reference with suggested amendments shown with track changes around job titles and the membership of the attendees.

RECOMMENDATION(S)

1. That members of the group review the amended Terms of Reference at appendix 1 and make necessary amendments as required.
2. That members approve a revised Terms of Reference for the next twelve months.

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

Ambition: Housing

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

Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

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

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DOCUMENT INFORMATION

Appendix No	Title
1.	Amended Terms of Reference 2026/27

Housing Liaison Board Terms of Reference

Name	Housing Liaison Board (HLB)
Purpose	• To review and develop tenant engagement in line with Legislation, Regulator for Social Housing Consumer Standards and the Tenant National Engagement Standards. (TPAS) • To raise awareness of tenant engagement within the council. • To promote and support tenant involvement. • To review proposed policy/strategy changes ensuring tenant involvement during development and prior to formal Council approval. • To monitor the delivery of recommendations made as a result of Challenge and Change reviews. • To review service performance and complaints data, as required, and provide recommendations for improvement where necessary.
Key Aims	• To strengthen and develop the way we communicate with tenants. • To make tenant engagement an integral part of the housing service. • To use tenant feedback to drive continuous improvement of the housing service by listening to what tenants tell us and making changes. • To increase the opportunity for tenant involvement and keep tenants informed. • To ensure tenants are aware of our services and how to challenge them.
Membership	• Membership of the group will be made up from 5 Councillors (including the Portfolio Holder for Housing as Chair), 5 selected tenants and a combination of 5-6 10 Officers from the Council <u>and Dragonfly Management (wholly owned company who deliver the housing repairs and maintenance service)</u>

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	• A further 3 selected tenants will act as substitute members in the event that core tenant members cannot attend, to ensure the membership remains balanced and quorate. <u>Council officers</u> Assistant Director Housing Management Head of Housing ousing Services Manager Head of Property (Repairs and Maintenance) Housing Performance Manager Housing Strategy and Development Officer Tenant Engagement Officer Contract Administrator <u>Dragonfly Management Ltd</u> Director of Property & Construction Head of Property (Repairs and Maintenance) Head of Property Services Senior Repairs Co-ordinator Other officers may attend for the purpose of presenting reports to the Board. The HLB reserves the right to invite/co-opt other tenants to assist with activities as appropriate.
Meetings	• Meetings will be 4 times per year with additional meetings being called with the agreement from the Board. • It is expected that members will be committed to achieving a consensus view, however if a decision cannot be reached the chair will have the deciding vote. • For a meeting to be able to be reach any decision there should at least 4 members present whom at least should be 2 members and 2 tenants. • All group members are expected to observe a strict code of conduct and respect the opinion of others.
Communication	• Agenda, minutes and reports will be available to all via the Councils website • Minutes of previous meetings will be sent out to the group as soon as possible following a meeting • Agendas and other relevant paperwork will be sent out within one week prior to a meeting. • Any members may submit agenda items prior to a meeting.

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Diversity and Equal Opportunities	• Promote equality and diversity by treating people fairly and ensuring involvement opportunities are accessible to everyone.
Last View Date Review	• The last review of the terms of reference took place <u>October 2025 July 2026</u> • To review the terms of reference on an annual basis to ensure it is still applicable and accurate.



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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 12: Bolsover Homes Newsletter

Classification:	This report is Public
Report By:	Tenant Engagement Officer

This report is to advise members of the Board of feedback from a recent tenant survey on the Tenants Newsletter Bolsover Homes.
The purpose of this report is to provide information on the next planned edition of tenant newsletter Bolsover Homes.

REPORT DETAILS

Background

A priority of the current Tenant Engagement Strategy action plan (4.1) is to “Publish and promote our tenant magazine and encourage tenants to become actively involved in its production.”

This milestone has been reviewed to be able to involve tenants in the contents/style of the newsletter. A tenant representative has been recruited to join the working group to help shape and agree the content of future editions.

Next Edition (Issue 13)

A working group has been established and a new template has been developed, and the newsletter now includes the following eight main sections:

- **Contents and Welcome**
- **Tenants Talk**
- **Influence and Engagement**
- **Performance**
- **Safety and Quality**
- **Newsround**
- **Team Spotlight**
- **Supporting You**

We are seeking the Boards suggestions for articles within the new sections. Suggested articles for issue 13, under each section, are detailed in Appendix 1.

RECOMMENDATION(S)

1. That members of the Board agree if there are specific suggestions they want to see taken forward for content in issue 13 of Bolsover Homes.

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

Ambition: Customers

Priorities:

- *Improving the customer experience and removing barriers to accessing information and services*
- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*

Ambition: Housing

Priority:

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

DOCUMENT INFORMATION

Appendix No	Title
1.	Newsletter Ideas for issue 13 Autumn 2026

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Issue 13 – Article Ideas

Article	About	Photo ideas/graphics	Lead officer	Sent for approval	Sent to Charlotte
Cover ideas					
Page 2 Inside cover					
Contents					
Welcome	Include tenant joined working group, new puzzle section				
Tenants Talk (orange)					
Tenant interview	Ask tenant to feature - getting involved and presenting C & C report. Shows How a tenant has been involved all the way through a scrutiny review.	Picture of AW presenting report at CSSC	JC		
Tenants Make Changes	e.g. New build design changed with tenant feedback- before and after floor plans. Visits to new builds to get feedback on current design, build quality, support Any other examples.	Tenant in new build house	JC		
Influence and Engagement (navy)					
Challenge and Change update	Completed ASB review Current review, Update on GM review		JC		
New Service Standards	Launched, link, leaflets available	Photo of leaflet	JC		
Rent Statements	Tenants met to influence the design When tenants will see the new design	Photo of meeting	JC		

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Article	About	Photo ideas/graphics	Lead officer	Sent for approval	Sent to Charlotte
Recycling sessions at ILS	Why held sessions (tenant feedback), arrangements made, outcomes, include tenant quotes	Photos of sessions	JC		
Tenant Conference	Include survey to tenants, and the event itself.	Photos from session	JC		
Tenant Engagement Calendar	Next 6 months		JC		
You said We Did		None /use graphics	JC		
Service Performance (green)					
Posters service performance	2 quarters	Graphics	JW		
Complaints V service requests	Promote right to make a complaint versus service request, ways to make a complaint, stages, ombudsman info		JK		
Complaints and Compliments	From CCC report to HLB		JW		
TSM	Survey 2025/26 results		JW		
Annual Report	Include links etc if published in a separate document		JK		
Jane's Journal	Job shadow grounds maintenance to see how they work/deliver service to link in and investigate complaints	Jane out with the team	JC		
Safety and Quality (red)					

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Article	About	Photo ideas/graphics	Lead officer	Sent for approval	Sent to Charlotte
Reminder order your repairs before Christmas			BP		
Damp and mould					
Gas Service Injunctions	Action taken, costs, importance of giving access for essential safety checks				
Christmas include Electrical safety	Mention New Bolsover restrictions				
Cold weather Advice	Burst pipes, advice is you are going away over the Christmas period				
Newsround (purple)					
Partnership Day	About the day, include inviting a tenant representative	Photos from the day	EB with JC		
Warm spaces available					
Policy Updates	Approval of Communal areas and Mobility scooter policy				
Recycle at Christmas	Food recycling in brown caddy's, real trees, bin collection calendar, recycling do and don'ts, donate to charities Mention next time will do clinical waste		JC		
Team Spotlight (light blue)	Asset Management The Team/the work they do/ how Plans from SCS for 26/27	The team- BP sorting photo			

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Article	About	Photo ideas/graphics	Lead officer	Sent for approval	Sent to Charlotte
Supporting You (dark blue)					
Tenant Census Outcomes	Analysis of information obtained from census, how we have used		JK		
Domestic Abuse	Relate to consumer standards, policy and service to tenants, services available, info on who provided support in high risk cases		SR		
ILS survey results			AC & JW		
Welfare Adapts	Policy reviewed, how to apply, link to DCC		LE		
If completed moving out checklist					
Community rooms	Program of what's on, who can use/catchment area		AC		
Rent Article	Pay your rent at Christmas, no rent free weeks, include increase in court costs				
New Bolsover	Garden Amnesty day - joint with town council		TG & JC		
Puzzle Page					
Word search	Words highlighted from an article to find		BP		
Crossword	Answers are in the articles				
Anagram					



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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 13: Communications

Classification:	This report is Public
Report By:	Tenant Engagement Officer

PURPOSE/SUMMARY OF REPORT

- To update the Board on the Housing Service Standards.

Housing Service Standards

The Board approved the introduction of Housing Service Standards at the July 2025 meeting. The board approved service standards for the following services:

- General
- Rent Collection
- Allocations
- Tenancy Management
- Repairs and Maintenance
- Tenant Involvement
- Managing your Estate
- Compliment, Comments and Complaints
- Performance

At April 2026 meeting the Board agreed three further standards for the following services:

- Anti-Social Behaviour
- Domestic Abuse
- Equality, Diversity and Inclusion.

The Anti-Social Behaviour service standard has been recommended by the Challenge and Change tenant group and approved at Customer Services Scrutiny Committee on 15 June 2026.

The proposed leaflet for the Housing Service Standards is attached at appendix 1.

RECOMMENDATION(S)

That the Board approves the attached Housing Service Standards leaflet for use.

Links to Council Ambition: Customers, Economy, Environment and Housing	
Ambition: Customers Priorities: ○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> ○ <i>Improving the customer experience and removing barriers to accessing information and services</i> Ambition: Housing Priority: ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i> Target HOU04: Working towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.	

DOCUMENT INFORMATION	
Appendix No	Title
1.	Housing Service Standards Leaflet

Appendix 1



Housing Services Standards



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

We are committed to providing a high standard of service at all times. Our service standards have been developed with our tenants and let you know the level of service you can expect to receive from us. If you wish to provide some feedback on our service delivery please contact Tel: 01246 242424 Email: enquiries@bolsover.gov.uk Web: www.bolsover.gov.uk

General

All of our employees will wear identification badges, so you know who you are letting into your home.

All officers will be polite and treat you with respect.

We aim to answer calls within 5 rings or twenty seconds, respond to letters within ten working days, respond to emails within eight working days.

Allocations

We will:

- Lay out clearly how we will allocate homes in our Allocation Policy.
- Prioritise those who are in the greatest need of social housing.
- Notify you of the decision of your housing application in writing within 20 working days of receiving all necessary documentation.
- Issue you with an application reference so you can register your account and bid for properties.
- Assist you with the bidding process if you need it.
- Contact successful bidders within five working days of the advert closing.
- Undertake accompanied viewings with all prospective tenants.
- Ensure that all properties meet the lettable standard, at the time of letting.
- Contact all applicants on an annual basis to ensure the information held is correct and they wish to remain on the register.

Anti-Social Behaviour Service Standard

We will:

- Provide multiple ways for you to report Anti-Social behaviour.
- Take your concerns seriously and work with you to reduce the impact of the issue.

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

Domestic Abuse

We will:

- Provide a Specialist Domestic Abuse Officer to work with and signpost/refer support victims and survivors of domestic abuse to relevant organisations.
- Provide a safe space at each of our Contact Centres.
- Ensure our staff are trained to recognise signs of domestic abuse and respond to you with empathy and professionalism.
- Be sensitive to the needs of your individual circumstances and be victim and survivor focused.
- Assess if there is an immediate risk of harm. If emergency help is needed we will contact the emergency services.
- Support you to remain in your home where it is safe to do so, and provide security measures.
- Assist you to find temporary/permanent housing where it is not safe to remain in your home.
- Support and encourage you to obtain legal advice on your options in respect of your tenancy.
- Keep consistent, accurate and relevant records.

Equality, Diversity & Inclusion

We are committed to delivering fair, inclusive services that reflect and respect the diverse needs of our communities.

Equality

Equality means ensuring everyone has fair access to opportunities and outcomes.

We will:

- Tailor our services to meet individual needs.
- Treat people fairly and equally.
- Consult tenants on services and policies.
- Offer accessible communication options including BSL and webchat.
- Make reasonable adjustments and provide interpreter support.
- Use tenant data to improve service accessibility.
- Meet our legal duties under the Equality Act 2010.

Diversity

Diversity is respecting, valuing and celebrating people's differences.

We will:

- Recognise and respect people's differences and value the unique contributions of every individual.

Inclusion

Inclusion means everyone feels valued, and able to be themselves.

We will:

- Encourage diverse communities to engage with our services.
- Take action against hate crime and discrimination.
- Promote positive relationships through community activities.
- Continuously improve by adopting best practice standards.

Managing your Estate

We will:

- Provide a grounds maintenance service to all communal gardens. Communal grass will be cut from March to October. Communal hedges will be cut once a year.

- Deal with reports of untidy gardens.
- Offer an assisted gardens service, within established eligibility criteria.
- Offer and promote our bulky refuse collection to dispose of unwanted furniture, white goods and large amounts of rubbish.
- Carry out quarterly inspections of communal areas of blocks of flats, including fire safety checks, to monitor safety, cleanliness and appearance.
- Request removal of offensive graffiti within 24 hours of it being reported to us.
- Request removal of fly tipped rubbish from our land and request removal of abandoned vehicles in line with legislation.

Performance

We can only know how well we are delivering our service if we measure our performance against standards.

Each year we provide a report for tenants that tells how we have performed over the past 12 months. This is contained within the Tenants' Bolsover Homes Newsletter as well as being on the website.

In addition, we provide quarterly performance reports which can be viewed via the link at the bottom of this page.

- [Our service performance](#)

Rent Collection

We will:

- Make sure you understand your responsibility to pay your rent on time and offer advice when you sign up for a tenancy.
- Give you at least 28 days' notice of any changes to your rent.
- Send you a rent statement once a year.
- Contact you within 14 days if you get into debt with your rent.
- Refer you to other agencies that can help you.
- Visit or contact you to discuss any problems before taking legal action for non-payment of rent.

Repairs and Maintenance

We will:

- Offer a range of ways to easily report a repair, and provide access to a 'Repairs Handbook' to assist tenants.
- Compliance safety checks in accordance with legislation, including servicing of your gas boiler annually and council installed appliances (where applicable).
- Ensure all vacant properties are quickly returned back into service, and meet our Lettable Standard.
- Maintain our properties in line with Decent Homes standards.
- Carry out responsive repairs, based on their severity, within published timescales.
- Arrange an appointment to inspect or complete work when you contact us and try to complete your repair at the first visit, if possible.
- Offer a variety of appointment times.

Tenant Engagement

We will:

- Offer a wide range of ways to enable you to engage in housing decision making opportunities.
- Ensure the opportunities on offer allow you to get involved at a level and time commitment that suit you.
- Continue to seek new ways of involving you to make a positive contribution.
- Inform you how your feedback on our services has been used to make service improvements - "You said, We Did".
- Publish performance information of our services so you can hold us to account.
- Pay reasonable expenses, including travel and childcare costs.
- Offer training and support for tenants to help them develop their skills and confidence to become involved.
- Publish and update our Tenant Engagement Strategy, regularly.

Tenancy Management

We will

- Offer support and work with you to help you maintain your tenancy and to keep to your tenancy agreement terms/rules.
- Provide advice, information and answer any queries on all tenancy related matters.
- Visit all new tenants in their home within 6 weeks of the tenancy start date, and up to 4 times in the first year of their tenancy.
- Complete any tenancy change, lodger requests, succession requests within 10 days on receipt of all the required information and documentation.
- Acknowledge a Mutual Exchange request within 5 working days and make a decision within 42 calendar days from receipt of a completed application.
- Ensure our staff have the necessary training and skills to provide the service you need.
- Respond promptly to all reports of anti-social behaviour and keep you informed of any action.
- Carry out a periodic tenancy audit via our "tell us about you" form to check our records are correct and to ensure we are taking into account any vulnerabilities.

Compliments, Comments and Complaints

If we have not met these standards, or you are not happy with the service you have received from us, we want to know. This helps us to improve the service we provide. You can contact the customer services team.

- Online via our [Self Service](#) portal
- Tel: 01246 242424
- [Email](#)
- In writing to Bolsover District Council, The Arc, High Street, Clowne, S43 4JY.
- In person at our [contact centres](#)
- Complaint leaflet available from our contact centre.

All complaints will be acknowledged within five working days. Acknowledgements will be sent in writing either via email or post.

- **Stage One** will be responded within 10 working days
- **Stage Two** will be responded within 20 working days

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



We speak
your language
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