

The Arc  
High Street  
Clowne  
S43 4JY

To: Chair & Members of the Executive

Tuesday 31<sup>st</sup> March 2026

Contact: Alison Bluff  
Senior Governance Officer  
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Dear Councillor

**EXECUTIVE**

You are hereby summoned to attend a meeting of the Executive of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 13th April, 2026 at 10:00 hours.

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

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

Yours faithfully



Solicitor to the Council & Monitoring Officer

## **Equalities Statement**

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

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

### **Access for All statement**

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

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

## EXECUTIVE AGENDA

*Monday 13th April 2026 at 10:00 hours taking place in the Council Chamber,  
The Arc, Clowne*

Item No.		Page No.(s)
1.	<b>Apologies For Absence</b>	
2.	<b>Urgent Items of Business</b>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<b>Declarations of Interest</b>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	<b>Minutes</b>	5 - 10
	To consider the minutes of the last meeting held on 2 <sup>nd</sup> March 2026	
	<b><u>NON KEY DECISIONS</u></b>	
	<b><u>MATTERS REFERRED FROM SCRUTINY</u></b>	
5.	<b>Customer Service Scrutiny Committee: Request for Withdrawal of Two Post Scrutiny Monitoring Recommendations</b>	11 - 14
6.	<b>Council Plan Targets and KPI Performance Update October 2025 to December 2025 (Q3)</b>	15 - 86
7.	<b>Local Government Reorganisation - Statutory Consultation Response</b>	87 - 96
	<b><u>KEY DECISIONS</u></b>	
8.	<b>Analytical Rent Arrears Software</b>	97 - 101
9.	<b>Extension of the Business Support Programme 2026/27</b>	102 - 112
10.	<b>Approval of appointment for works at Pleasley Vale</b>	113 - 119

**11. Exclusion of the public**

To move:-

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

**PART 2 - EXEMPT ITEMS**

**KEY DECISIONS**

**12. Pleasley Vale Business Park Options Appraisal  
Exempt Paragraph 3**

120 - 124

## EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 2<sup>nd</sup> March 2026 at 1000 hours.

### PRESENT:-

Members:-

Councillor Jane Yates in the Chair

Councillors:- Mary Dooley, Donna Hales, Clive Moesby, Tom Munro, John Ritchie and Phil Smith

Officers:- Jim Fieldsend (Monitoring Officer), Theresa Fletcher (Section 151 Officer), Sarah Kay (Interim Strategic Director Economic Growth), Ian Barber (Strategic Director Property, Construction & Assets), Victoria Dawson (Assistant Director Housing Management), Deborah Whallett (Housing Services Manager), Christopher McKinney (Senior Devolution Lead for Planning Policy, Strategic Growth and Housing), Arron Johnson (Policy Officer, Bolsover Partnership), Cheryl Staples (Programme & Projects Officer, Corporate Policy and Devolution Team), Peter Wilmot (HR Business Partner), and Alison Bluff (Senior Governance Officer).

Also in attendance at the meeting observing were Councillors Duncan McGregor, Cathy Jeffery and Jeanne Raspin.

### EX190-25/26. APOLOGIES

An apology for absence was received on behalf of Councillor Rob Hiney-Saunders.

### EX191-25/26. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

### EX192-25/26. DECLARATIONS OF INTEREST

Minute No.	Member	Level of Interest
EX197-25/26	Councillor Mary Dooley Councillor Donna Hales	Councillors Dooley and Hales would not partake in the discussion or vote on this item and would leave the meeting at the appropriate time

### EX193-25/26. MINUTES – 26<sup>th</sup> JANUARY 2026

Moved by Councillor Tom Munro and seconded by Councillor Phil Smith  
**RESOLVED** that the minutes of an Executive held on 26<sup>th</sup> January 2026 be approved as a correct record.

## EXECUTIVE

### NON KEY DECISIONS

**EX194-25/26.**

### **HOUSING SERVICE PERFORMANCE UPDATE Q2-Q3 2025-2026**

Executive considered a detailed report introduced by the Portfolio Holder for Housing.

The Regulator for Social Housing (RSH) required Executive to have oversight of the Housing Service.

The Assistant Director Housing Management presented the report which provided information to keep Members informed of the Housing Service's performance information for Q2 and Q3 25/26, to provide an update regarding actions under the Regulator for Social Housing Improvement Plan, as well as an update on other key pieces of work of the Housing Service.

The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and were designed to help monitor how well landlords were doing at providing quality homes and services, and to understand how they could make improvements. The Council, as a registered provider with more than 1,000 dwellings, was required to annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). These were split into two parts, 10 performance measures collected through landlord held management information, and 12 customer perception survey measures. In order to monitor compliance, these figures were reported quarterly to the Housing Liaison Board as well as the operational Housing Stock Management Group.

The Council was also required to publish information on its complaint performance. The Annual Complaint Handling and Service Improvement Report must be published by September each year, and to ensure compliance with timescales and trend data was monitored, this information was also presented to the Housing Liaison Board and Housing Stock Management Group.

Members welcomed the report and thanked Housing Officers for an excellent report.

Moved by Councillor Phil Smith and seconded by Councillor Clive Moesby  
**RESOLVED** that performance information, and updates against the Regulator for Social Housing Improvement Plan be noted.

#### **Reasons for Recommendation**

The Regulator for Social Housing had emphasised there needs to be greater oversight of the Housing Service by Executive. The report was for information to keep Members informed of the Housing Services performance information for Q2 and Q3 25/26 to provide an update regarding actions under the Regulator for Social Housing Improvement Plan as well as an update on other key pieces of work of the Housing Service.

#### **Alternative Options and Reasons for Rejection**

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

## EXECUTIVE

The Assistant Director Housing Management and the Housing Services Manager left the meeting.

**EX195-25/26.**

### **BOLSOVER TREE AND WOODLAND STRATEGY 2026-2028**

Executive considered a detailed report presented by Councillor Jeanne Raspin, Junior Portfolio Holder for Environment, which provided an update on the outcome of a consultation exercise on the draft Bolsover Tree and Woodland Strategy. The report also sought Executive's approval to make appropriate revisions and adopt the revised Strategy.

The Council had been preparing an ambitious Bolsover Tree and Woodland Strategy that would continue the great work of the Bolsover Community Woodlands project and see further opportunities for tree planting across the District.

In line with Executive's decision on 3<sup>rd</sup> November 2025, a four week period of public consultation was held between 17<sup>th</sup> November and 15<sup>th</sup> December 2025. This feedback was set out in Appendix 1 and Appendix 2 to the report and had been considered. Appendix 2 also included the Council's proposed response to the points and any proposed revision to the Strategy.

A final version of the Strategy had now been prepared, and this was attached as Appendix 3 to the report for Members consideration and approval.

In response to a question from the Portfolio Holder for Growth regarding the eventual removal of plastic tree tubes on new saplings, the Senior Devolution Lead for Planning Policy, Strategic Growth and Housing, advised the meeting that the Council had taken the approach to use biodegradable tubes, and management and maintenance funding was in place to be able to look after the future of the trees that the Council had planted.

Moved by Councillor Phil Smith and seconded by Councillor John Ritchie

**RESOLVED** that 1) the outcome of the consultation exercise as set out in the report and set out in Appendices 1 and 2 be noted,

2) the final Bolsover Tree and Woodland Strategy as discussed in the report and attached as Appendix 3, be approved.

#### **Reasons for Recommendation**

The report updated Members on the outcome of the public consultation exercise and seeks approval of the revised Bolsover Tree and Woodland Strategy.

#### **Alternative Options and Reasons for Rejection**

It would be possible to not prepare a Bolsover Tree and Woodland Strategy, although this is a requirement of the Woodland Trust's funding agreement and would need to be reported to them. As a result, this alternative option has been rejected.

## EXECUTIVE

**EX196-25/26.**

### **PEOPLE STRATEGY 2026-2028**

Executive considered a detailed report, presented by the Portfolio Holder for Resources, in relation to a People Strategy 2026 – 2028. The report set out the Council's approach to workforce development, wellbeing, inclusion, and readiness for Local Government Reorganisation. The strategy outlined priorities and actions to attract, retain, and develop a skilled, agile, and engaged workforce, supporting the Council's ambitions for excellent services, economic growth, environmental protection, and housing development.

The strategy included a breadth of key priorities to ensure the Council was ideally placed in the lead up to local government reorganisation and also aligned with the Council's vision to maximise and deliver excellent services, economic growth, environmental protection, and housing development. Furthermore, the strategy had been informed by the Council's Employee Survey conducted in 2024.

The strategy had been previously circulated for consultation purposes via email to the Council's Union Employment Consultation Committee.

The Leader noted she was pleased to see the strategy presented to Executive and that it was an excellent document.

Members also welcomed the strategy.

The HR Business Manager stated that further to Executive approval, the strategy would be launched to staff and work would take place with staff to delivery it. The strategy would be supported by action plans.

The Deputy Leader noted she was pleased to see that neurodiversity was included in the strategy.

Moved by Councillor Clive Moesby and seconded by Councillor Tom Munro  
**RESOLVED** that the adoption of the People Strategy 2026–2028 for the Council, be approved.

#### **Reasons for Recommendation**

To ensure the Council was equipped to meet future challenges and opportunities, particularly the transition to a Unitary Authority.

To maintain and enhance service delivery through investment in the Council's workforce development, wellbeing, and inclusion.

#### **Alternative Options and Reasons for Rejection**

Not adopting the strategy would risk workforce disengagement, reduced service quality, and an inability to respond effectively to organisational change.

Failure to invest in development and wellbeing could impact on recruitment, retention and staff morale, with negative consequences for service delivery.

## EXECUTIVE

### KEY DECISIONS

Having previously declared their interest in the following item of business, Councillors Mary Dooley and Donna Hales left the meeting.

#### **EX197-25/26. CONTRACT AWARD TO ENABLE THE BOLSOVER PARTNERSHIP TO ADMINISTER THEIR CHILDREN AND YOUNG PEOPLE PROJECT**

Executive considered a detailed report, presented by the Policy Officer, Bolsover Partnership, to seek Executive's approval to award an 18-month Children & Young People contract, to the value of £145,000, to the organisation awarded through the tender process.

Bolsover Partnership (via their Commissioning Board), was looking to commission an organisation to deliver innovative solutions and approaches to increase youth participation and youth leadership within Bolsover District, aligning with EMCCA's strategic vision and priorities for youth engagement. The purpose of the project was to empower young leaders, amplify youth voices, and embed young people in decision-making processes at all levels, to inform service development and delivery.

A detailed commissioning brief was produced, and following engagement with the Council's Procurement team, an invitation to tender was issued. Three bids were received by the closing date of 1<sup>st</sup> December 2025. The winning bidder was decided through a thorough evaluation and consensus scoring method. The contract was to commence in March 2026.

In relation to a question from the Portfolio Holder for Resources regarding monitoring of the project, the Policy Officer, Bolsover Partnership, advised that the project would be monitored and evaluated on a quarterly basis. A targeted approach would be undertaken using active research and working with internal and external partners, particularly the Community Safety Partnership and Leisure staff. When the funding came to an end, if the project had achieved its purpose, this would put the Council in a good position with EMCCA and what was coming through from DCC, who were carrying out a lot of youth work currently. Further, before the contract came to an end it would be looked at whether recommissioning could take place.

Moved by Councillor Jane Yates and seconded by Councillor Clive Moesby  
**RESOLVED** that Direct Education Business Partnership be awarded the 18-month Children & Young People contract, to the value of £145,000

#### **Reasons for Recommendation**

As previously detailed under paragraphs 1.4, 1.5 and 1.6 of the report, Bolsover Partnership aims to address the various challenges being faced by Children & Young People within the District. The proposed project was therefore considered 'key' – indeed, this aligned with EMCCA's strategic priorities on youth leadership.

#### **Alternative Options and Reasons for Rejection**

Any further delay would be detrimental to the project.

## **EXECUTIVE**

Councillors Mary Dooley and Donna Hales returned to the meeting.

**EX198-25/26.**

### **MANAGEMENT OF CORPORATE DEBT – WRITE OFF OF OUTSTANDING AMOUNTS**

Executive considered a detailed report which sought Members agreement to the proposed write-off of debts in respect of Business Rates, Council Tax and Housing Rents as detailed in Appendix 1 to the report.

When an amount of arrears became uncollectable it was described as a bad debt. Writing-off amounts which were no longer collectable was an essential part of the debt management process. It ensured that a focus was maintained on those amounts which were collectable, thus maximising overall levels of collection.

The Council's Constitution allowed the Director of Finance and Section 151 Officer, after consultation with the relevant Portfolio Holder, to authorise the write-off of bad debts up to an approval limit of £2,500. The report recommends the write-off of a number of individual debts which were above the limit of £2,500. A table in the report gave a summary of each class of write-off. This showed the amounts already written off in 2025/26 and those being written off as part of the report, with amounts written off in previous years, as a comparison.

In all cases where there was cause to write debt off, every attempt had been made by the Council, and agencies working with the Council, to collect the outstanding debt before write-off was proposed.

Moved by Councillor Clive Moesby and seconded by Councillor John Rtichie

The meeting concluded at 1040 hours.



## BOLSOVER DISTRICT COUNCIL

### Meeting of the Executive on the 13<sup>th</sup> April 2026

#### Customer Service Scrutiny Committee: Request for Withdrawal of Two Post Scrutiny Monitoring Recommendations

#### Report of the Scrutiny Officer on behalf of the Customer Services Scrutiny Committee

<b>Classification</b>	This report is Public.
<b>Contact Officer</b>	Coby Bunyan, Scrutiny Officer

### PURPOSE/SUMMARY OF REPORT

To inform the Executive of a formal request from the Customer Services Scrutiny Committee to withdraw two recommendations arising from previous Scrutiny Reviews at the meeting held of the 23<sup>rd</sup> of March 2026.

- CCCSC22-23 1.4 – “That the necessary works are completed in the Chamber to upgrade the power supply. This will future proof the space enabling all those in attendance to access power and accommodate the move to use of electronic devices for committee papers. This would also likely be required should alternative speaker/chamber systems were purchased.”
- CCCSC23-24 1.10 – “That the Council considers the development of an ‘app’ as a long-term investment, modelled on systems used by the top performing waste authorities through benchmarking and comparing business processes and performance metrics.”

### REPORT DETAILS

#### **1. Background**

- 1.1 On the 23<sup>rd</sup> of March 2026 the Customer Services Scrutiny Committee (CSSC) considered two Post Scrutiny Monitoring (PSM) reports which related to the Review of Members ICT & Support and ICT Service Delivery and the Review of Effectiveness of Council’s Waste Collection and Disposal Education.
- 1.2 The Committee considered recommendation CSSC22-23 1.4 of Review of Members ICT & Support and ICT Service Delivery PSM - to install power supplies in the chamber as part of the installation of the new Audio Visual equipment. Officer advice was for this recommendation to be withdrawn due to the high cost of installation and alternative options which were available such as extension leads if required.

- 1.3 The Committee also considered the PSM of Review of Effectiveness of the Council's Waste Collection and Disposal Education recommendation CCSC23-24 1.10 – development of an 'app' as a long term investment. Officer advice was that this recommendation be withdrawn due to the anticipated Local Government Reorganisation which would lead to structural changes at Bolsover District Council.
- 1.4 The Committee agreed to refer both the above recommendations in paragraphs 1.2 and 1.3 back to the Executive for withdrawal.

**2. Details of Proposal or Information**

- 2.1 The proposal is for the Executive to formally withdraw recommendations CSSC22-23 1.4 and CCSC23-24 1.10 as outlined in paragraphs 1.2 and 1.3 respectively.

**3. Reasons for Recommendation**

- 3.1 CSSC22-23 1.4 - the high cost of providing power supplies to the tables within the chamber was not considered to be value for money when alternative options such as the provision of extension leads to the existing power points in the floor could be used. The lifespan for laptops, when fully charged should exceed the average duration of meetings held in the chamber.
- 3.2 CCSC23-24 1.10 - this recommendation was unlikely to be taken forward due to potential structural changes at Bolsover District Council which would result following Local Government Reorganisation.

**4 Alternative Options and Reasons for Rejection**

- 4.1 Not to withdraw the recommendations – not recommended for the reasons detailed in the report.

**RECOMMENDATION(S)**

That the Executive be recommended to withdraw recommendations CSSC23-24 1.10 and CCSC23-24 1.10 as detailed in paragraphs 1.2 and 1.3.

**IMPLICATIONS:**

<b><u>Finance and Risk</u></b>		
<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input checked="" type="checkbox"/>	
<b>Details:</b>		
There are no financial implications arising from this report.		
On behalf of the Section 151 Officer		

<b>Legal (including Data Protection)</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Details:</b> The referral of the request for the withdrawal of the above recommendations follows the correct procedure as detailed in the Constitution.	
On behalf of the Solicitor to the Council	
<b>Staffing</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Details:</b> Not applicable.	
On behalf of the Head of Paid Service	
<b>Equality and Diversity, and Consultation</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Details:</b> Not applicable.	
<b>Environment</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Details:</b> Not applicable.	

**DECISION INFORMATION:**

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

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

<b>Links to Council Ambition: Customers, Economy, Environment, Housing</b>
Customers and the Environment.

**DOCUMENT INFORMATION:**

Appendix No	Title

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

DECEMBER 2024

**BOLSOVER DISTRICT COUNCIL**

**Meeting of the Executive on 13<sup>th</sup> April 2026**

**Council Plan Targets & KPI Performance Update – Oct to Dec 2025 (Q3)**

**Report of the Portfolio Holder for Corporate Performance & Governance**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Major Projects and Programme Manager Programme & Projects Officer

**PURPOSE/SUMMARY OF REPORT**

To report the 2025/26 Quarter 3 outturns for Council Plan targets 2024-2028

Out of the 33 targets:

- 3 (9%) achieved
- 3 (9%) achieved behind target
- 23 (70%) targets are on track
- 2 (6%) not on track
- 2 (6%) extended

Out of the 55 key performance indicators:

- 40 (73%) indicators have a positive outturn
- 6 (11%) indicators have a negative outturn
- 9 (17%) indicators are within target

**REPORT DETAILS**

**1. Background**

1.1 The attached appendices contain the performance outturns as of 31<sup>st</sup> December 2025.

**2. Details of Proposal or Information**

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

**2.2 Our Customers – Providing excellent and accessible services**

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

Out of the 36 performance indicators:

- 27 (75%) have a positive outturn
- 3 ( 8%) have a negative outturn
- 6 (17%) are within target

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

- 8 targets in total – 1 achieved, 6 on track, 1 not on track

Out of the 10 performance indicators:

- 6 (60%) have a positive outturn
- 2 (20%) have a negative outturn
- 2 (20%) are within target

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

- 7 targets in total. Will be 2 achieved behind target; 3 on track; 2 extended (once the ones extended have been approved by the Executive).

(no performance indicators)

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

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

Out of the 9 performance indicators:

- 7 (78%) have a positive outturn
- 1 (11%) is within target
- 1 (11%) have a negative outturn

### 2.6 **Dragonfly KPIs**

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

## 3. **Reasons for Recommendation**

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

## 4 **Alternative Options and Reasons for Rejection**

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

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**RECOMMENDATION(S)**

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

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**IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <b>Details:</b>
On behalf of the Section 151 Officer
<b><u>Legal (including Data Protection)</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <b>Details:</b>
On behalf of the Solicitor to the Council
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <b>Details:</b>
On behalf of the Head of Paid Service
<b><u>Equality and Diversity, and Consultation</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <b>Details:</b> n/a
<b><u>Environment</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <b>Details:</b> n/a

**DECISION INFORMATION:**

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

**DOCUMENT INFORMATION:**

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

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

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

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

<b>Key Council Target</b>	<b>Status</b>	<b>Q3 Oct 25-Dec 25 inc.</b>	<b>Target Date</b>
<b>CUS.01</b> - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On Track	<p><b>Q3 Oct to Dec 24</b> completed surveys received during this quarter (low response rate as none issued Nov due to error with system)                      58% either Very Satisfied or Satisfied with the service received via Customer Services via live chat or email contact. Of the 33% who stated they were dissatisfied or very dissatisfied, and requested feedback 9 customer were contacted, to resolve an issue or provide additional information and or shared with the relevant department to resolve.                      Examples of contact:</p>	Fri-31-Mar-28

1. Customer had reported rubbish behind a social club, Env H have removed. However, more rubbish has appeared. Env H are conducting investigations and awaiting information from the owner of the club. Contact made with the customer with an update, an email address provided to pass on to Env H, so future updates when they are available can be sent direct to the customer. Customer was very happy with this outcome.
2. Customer reported they were unhappy about a tree being cut down and they had not received a response from G Maintenance. On checking the system the tree was actually removed by DCC. It was also discovered the customer had an outstanding burgundy bin order and this was all chased up, Refuse advised they would deliver ASAP. A verbal update was provided to the customer and DCC telephone number was provided. A reference for the bin delivery and update was provided to them. The customer was very happy with the contact.

**Q2 July to Sept** – 47 completed surveys received, 70% either Very Satisfied or Satisfied with the service from Customer Services via Live Chat or Email contact. Of the 30% who stated very dissatisfied or dissatisfied, or requested feedback, contact has been made to ascertain details with 12 customers to resolve their issue provide additional information or shared with the relevant department to resolve

Examples of this:

1. Customer brought to our attention that a link sent to them in the live chat did not work. This was fed back to the customer advisor and the link since has been updated.
2. Due to the response to the survey, we discovered an admin error on a customer's bin order which the refuse department was able to correct, to speed up delivery of customer's bin. The customer was very happy. (If they had not responded to the survey, the error may not have been found and their bin delivery may have been delayed further).

2 compliments have been identified and recorded and shared with officers.

		<p><b>Q1 Apr to Jun</b> - 48 completed surveys received, 83% either Very Satisfied or Satisfied with service received from Customer Services via Live Chat or Email contact. Of the 17% who stated very dissatisfied or dissatisfied, or requested feedback, contact has been made to ascertain details to resolve their issue, provide additional information or shared with the relevant department to resolve. 7 compliments have been recorded and shared with officers.</p> <p>NB. % value is a rolling total for the 4 quarters a Further development needed for Telephone contact - Text messaging</p>	
<p>22 <b>CUS.02</b> - Ensure we achieve a score of 90% or above (Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027</p>	<p>On Track</p>	<p><b>Q1</b> – Content – 99%, accessibility – 99%, marketing 99%, user experience – 90%</p> <p>The lower score on user experience is due to the web vitals score dropping 18.5% This includes issues such as low load speed. The main issue is the homepage which is taking an average of 11.1 seconds to load.</p> <p><b>Q2</b> – Content – 98%, accessibility – 98%, marketing – 100%, user experience – 85%</p> <p>An overall drop with the most notable being the user experience which has dropped below 90%. Comms will work on this to improve the score and bring it back up to 90%</p> <p><b>Q3</b> – Content – 98%, accessibility – 98%, marketing - 99%, user experience – 91%</p> <p>Consistent results with an increase on user experience.</p>	<p>Fri-31- Dec-27</p>
<p><b>CUS.03</b> - Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report in respect of cross cutting</p>	<p>On Track</p>	<p><b>Q1 Devolution</b></p> <p>The Policy team continues to work closely with EMCCA, particularly the Inclusive Growth strand, via Board meetings, working groups and Thematic meetings. Local Policy areas developed over this quarter cover: Enhancing digital transformation and innovation. Supporting improvements in community wellbeing. Supporting economic growth, tourism and job creation. Lead on climate action and ensure transition, supporting residents to be better</p>	<p>Fri-31- Mar-28</p>

<p>themes (skills, aspiration, health, and local rail offer)</p> <p>23</p>		<p>connected across the region and beyond, creating ways for residents to learn, grow and prosper.</p> <p><b>Q2</b> Developments continue with EMCCA, particularly on the Inclusive Growth strand, through Board meetings, thematic discussions, and working groups</p> <p>Delivery and monitoring for the UKSPF and Rural Fund (12month extension) continue.</p> <p>The EMIZ Programme continues to be delivered and the Green Skills Hub proposal for Shirebrook Continues with an internal working group overseeing this strand.</p> <p>We ensure both internal and external stakeholders remain engaged through partnerships and active participation in working groups.</p> <p><b>Q3</b> UKSPF and Rural Fund update has been disseminated outlining the spend and project delivery to date. EMCCA have extended the end of the programme to Sept 2026. Good progress generally however progress on some capital projects is less than expected with plans in place to mitigate over the next two quarters. The programme extension will support this also.</p> <p>The Bolsover Partnership Annual Report will be compiled and reported in May 2026.</p> <p>Commissioning – Bolsover Partnership Commissioning Group has been supported with the latest round of project proposals and relevant procurement of a programme to deliver innovative solutions and approaches to increase youth participation and leadership within Bolsover District, aligning with EMCCA’s strategic vision and priorities for youth engagement.</p> <p><b>Rail Partnership Projects update</b></p> <p><u>Carrer Day in Train</u></p> <p>RHL Community Rail Partnership is working closely with local schools and DEBP to deliver an innovative Careers Day on the Train. The initiative aims to inspire students by giving them the</p>	
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opportunity to meet professionals from a wide range of job roles, apprenticeships, and volunteering pathways connected to the rail industry and beyond. This collaborative project brings together not only rail partners but also local colleges and representatives from the local authority. Their involvement ensures students receive a broad and meaningful insight into future career options while experiencing sustainable travel in a real-world setting.

#### Community Rail Award 2026

RHL has been shortlisted in three categories at this year's Community Rail Awards. The nominations recognise outstanding work across the partnership, including:

- It's Your Station – Mansfield
- Outstanding Volunteer Contribution – Whitwell Station Sensory Garden Volunteer
- Influencing Positive Change and Sustainability – Hucknall Biodiversity Project

The awards ceremony will take place at Derby Arena on 19 March.

#### Creswell Art – Youth engagement

RHL, in partnership with First Art, Creswell Junior School, and artist Molly Hawkins, has begun a series of creative workshops with pupils at the school. These sessions are designed to help students develop artwork that will be installed along the wall on Elmton Road and within the nearby underpass.

The project gives young people the chance to work directly with a professional artist, explore creative expression, and contribute to a vibrant piece of public art that will enhance the local area.

#### **Lloyds Bank Foundation**

The Council continues to work with the Lloyds Bank Foundation with input from BDC has been working to develop the roles of the Thematic group going forward. BDC continues to support the thematic groups of Bolsover Partnership and Lloyds bank Foundation in this project

		<p><b>Bolsover Partnership Support</b> The Policy Officers continue to work with the thematic groups and provide Commissioning support for Locality Fund programmes and any other partnership funding received, including UKSPF and partnership underspend, Net zero and Retro Fit programmes and Climate Resilience.</p>	
<p><b>CUS.04</b> - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually</p>	<p>On track</p>	<p><b>Q3 25/26:</b> Corporate Equalities objectives continue to be met; the following diversity day was marked during the applicable timeframe: -Carers' Rights Day</p> <ul style="list-style-type: none"> <li>■Kellie continues to support service managers with their Equality Impact Assessments (EIAs).</li> <li>■Kellie continues to provide equalities advice to colleagues across the authority relating to corporate equality matters.</li> <li>■The Council's Reasonable Adjustments Form was refreshed and uploaded to Eric.</li> <li>■RARs continue to be processed for residents who've requested improved accessibility to the information they receive from the Council.</li> </ul> <p>KB (29/01/26)</p>	<p>Wed-31-Mar-27</p>
<p><b>CUS.05</b> - Explore running a residents' satisfaction survey to gain resident feedback on place-based services and priorities for improvement</p>	<p>Achieved</p>	<p><b>As agreed at the Exec Board 1/12/2025, this Target's end date has been amended back to 31/3/25 and the status changed to 'Achieved'. KB 30/10/25</b> The <b>Autumn Citizens' Survey</b> has closed, and the results are as follows:</p> <ul style="list-style-type: none"> <li>■Contacting the Council (Result: 67% said overall they are satisfied with their experience in contacting the Council)</li> <li>■Customer Standards (Result: 72% said overall, they are satisfied with their experience of the Council's customer service standards)</li> <li>■Complaints (Result: 49% said overall they are satisfied with the complaint handling service)</li> <li>■Communications (Result: 63% said overall they are satisfied with the Council's website and 64% said overall they are satisfied with InTouch magazine)</li> </ul> <p>There were 261 responses in total.</p>	<p>Mon-31-Mar-25</p>

<p><b>CUS.06</b> - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active Clubs, Active Interventions and Active Leisure)</p>	<p>On track</p>	<p>For the third quarter of 2025/26 we have attracted the following to activities/interventions:-</p> <p>Active Schools - 6032  Active Clubs - 6  Active Holidays - 400  Active Interventions - 4804  Active Communities - 104  Active Leisure (facility-based activity) - 118249  Events, Learning &amp; Other activities - 145</p> <p>Total for Qtr 3 – 129,740; giving a cumulative total for the year of 342,131</p>	<p>Fri-31-Mar-28</p>
<p><del>CUS.07</del> <b>CUS.07</b> - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.</p>	<p>On track</p>	<p>206 clients were processed through the exercise referral programme during the third quarter of 2025/26 and a total of 115 people continued to exercise after the initial 12-week programme.</p>	<p>Fri-31-Mar-28</p>
<p><b>CUS.08</b> - Improve employee engagement and feedback to enable the Council to develop a fully inclusive People Strategy by March 2026</p>	<p>On Track</p>	<p>Performance note (03/02/25 KD) - target date changed to March 2026 to reflect the milestones within the control sheet. Also confirmed that a new occupational health provider has been secured in Q3 2024/25 ahead of the target date of March 2025.</p> <p>Now that an Employee Survey has been completed, the Council's People Strategy will be developed and LGR can be factored in.</p> <p><b>Update Q1 25/26</b> - The first draft has been revised and is back with the Council's Communications service.</p>	<p>Mon-31-Mar-26</p>

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

**Update Q2 25/26.** People Strategy Draft no.3 is with the Communications Team. It is hoped this will result in the final draft to be consulted on via UECC before Council approval.

The 2025 Employee Awards are close to being finalised, with voting having ended on 31/10/25.

**Update Q3 25/26.** People Strategy draft to be submitted to SLT, Service Managers, our Trade Union partners and ultimately to be approved by Council ready for launch in April 2026.

### Supporting Key Performance Indicators

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

## Customer Services

### CSP 01. % Calls answered within 20 seconds

Quarter	Value	Target	Status	Commentary
Q3/25/26	81.00%	75.00%	Green	16,402 calls rec'd and 16,022 calls answered. Calls answered within 20s 81% which is above target.
Q2/25/26	77.00%	75.00%	Green	
Q1/25/26	75.00%	75.00%	Green	
Q4/24/25	79.00%	80.00%	Yellow	
Q3/24/25	80.00%	80.00%	Green	

### <sup>2</sup>CSP 02. % of Abandoned Calls - Negative Target

Quarter	Value	Target	Status	Commentary - Negative Target
Q3/25/26	2.00%	3.00%	Green	16,022 calls answered 2% (254) calls abandoned and within target of 3%
Q2/25/26	2.00%	3.00%	Green	
Q1/25/26	2.00%	3.00%	Green	
Q4/24/25	2.00%	3.00%	Green	
Q3/24/25	2.00%	3.00%	Green	

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

Quarter	Value	Target	Status	Commentary - Negative Target
Q3/25/26	26	30	Green	Average wait time 26 secs – well within target and improvement on previous quarters.
Q2/25/26	31	30	Yellow	
Q1/25/26	35	30	Red	

Q4/24/25	30	30	
Q3/24/25	30	30	

**CSP 04. % of emails answered within 8 working days**

Quarter	Value	Target	Status	Commentary
Q3/25/26	99.90%	100%		6560 emails rec'd and 6554 answered within 8 working days (6 out of time, Repairs, Housing & P&E provided responses outside the standard of 8 working days)
Q2/25/26	99.90%	100%		
Q1/25/26	99.70%	100%		
Q4/24/25	99.70%	100%		
Q3/24/25	99.70%	100%		

**CSP 05. % of Live Chats answered within 20secs**

Quarter	Value	Target	Status	Commentary
Q3/25/26	87.00%	90%		548 chats rec'd and 533 answered.
Q2/25/26	99.00%	90%		
Q1/25/26	89.00%	90%		
Q4/24/25	89.00%	90%		
Q3/24/25	90.00%	90%		

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

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

**CSP 07. % of External Satisfaction (Realtime)**

Quarter	Value	Target	Status	Commentary
Q3/25/26	58.00%	85%		<p>24 completed surveys received during this quarter (low response rate as none issued Nov due to error with system)</p> <p>58% either very Satisfied or Satisfied with the service received via Customer Services via live chat or email contact. Of the 33% who stated they were dissatisfied or very dissatisfied, and requested feedback 9 customer were contacted, to resolve an issue or provide additional information and or shared with the relevant department to resolve.</p> <p>Examples of contact:</p> <ol style="list-style-type: none"> <li>1. Customer had reported rubbish behind a social club, Env H have removed. However, more rubbish has appeared. Env H are conducting investigations and awaiting information from the owner of the club. Contact made with the customer with an update, an email address provided to pass on to Env H, so future updates when they are available can be sent direct to the customer. Customer was very happy with this outcome.</li> <li>2. Customer reported they were unhappy about a tree being cut down and they had not received a response from G Maintenance. On checking the system the tree was actually removed by DCC.</li> </ol>

				It was also discovered the customer had an outstanding burgundy bin order and this was all chased up, Refuse advised they would deliver ASAP. A verbal update was provided to the customer and DCC telephone number was provided. A reference for the bin delivery and update was provided to them. The customer was very happy with the contact.
Q2/25/26	70.00%	85%		
Q1/25/26	83.00%	85%		
Q4/24/25	69.00%	85%		
Q3/24/25	75.00%	85%		

**CSP 08. % Calls answered within 20secs (Corporate) – REMOVED 4.2025**

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

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100.00%	100%		57 Stage 1 complaints rec'd. 100% answered within 10 working days, av response 4.5 days. The majority of complaints rec'd were for StreetScene (28), Dragonfly (14) and Housing (7), general themes around missed bin collections and bin deliveries, trees/hedges, conduct and level of service delivered.
Q2/25/26	100.00%	100%		
Q1/25/26	97.00%	100%		

Q4/24/25	100.00%	100%	■
Q3/24/25	100.00%	100%	■

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	100%	■	8 Stage 2 complaints rec'd – all answered within 20 working days – av response 10 days. SteetScene rec'd the majority of complaints escalated from stage one (5), main theme being around refuse collection service.
Q2/25/26	100%	100%	■	
Q1/25/26	100%	100%	■	
Q4/24/25	94%	100%	■	
Q3/24/25	100%	100%	■	

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	100%	■	
Q2/25/26	100%	100%	■	
Q1/25/26	100%	100%	■	
Q4/24/25	97%	100%	■	
Q3/24/25	99%	100%	■	

## Financial Services

### FIN 01. % Sundry Debtors arrears collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q3/25/26	81.1%	85%	Yellow	Slightly below target for Q3 as part of the service was being transferred from Finance to Revenues during this quarter. It should be noted that 20% of the outstanding prior years arrears balance is being paid by agreed instalments.
Q2/25/26	80.1%	80%	Green	
Q1/25/26	63.2%	75%	Red	
Q4/24/25	75.4%	90%	Red	
Q3/24/25	70.2%	85%	Red	

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	99.46%	98%	Green	1476 invoices, of which 1468 paid within 30 days
Q2/25/26	99.40%	98%	Green	
Q1/25/26	99.70%	98%	Green	
Q4/24/25	99.30%	98%	Green	
Q3/24/25	99.90%	98%	Green	

## Human Resources

### HR01 Days sickness per full time employee

Quarter	Value	MAX CAP	Status	Commentary
Q3/25/26	3.3	2.1		The overall average days lost due to sickness in Quarter 3 was 3.31 days, this is the highest Quarter 3 over the last three years. Long term sickness cases have contributed to the escalation of the absence figures (accounting for 69% of sickness) in this Quarter.
Q2/25/26	3.1	2.1		
Q1/25/26	2.8	2.1		
Q4/24/25	2.80	2.1		
Q3/24/25	2.09	2.1		

## ICT

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	88.00%	80%		
Q2/25/26	90.20%	80%		
Q1/25/26	89.70%	80%		
Q4/24/25	89.70%	80%		
Q3/24/25	84.00%	80%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	56.00%	40%		
Q2/25/26	63.20%	40%		

Q1/25/26	57.00%	40%	Green
Q4/24/25	57.00%	40%	Green
Q3/24/25	50.00%	40%	Green

**Leisure**

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	206	125	Green	
Q2/25/26	119	125	Yellow	below quarterly target but still ahead at cumulative 6m figure (281 vs 250)
Q1/25/26	162	125	Green	
Q4/24/25	92	125	Red	but ahead of the yearly target
Q3/24/25	184	125	Green	

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	115	63	Green	
Q2/25/26	81	63	Green	
Q1/25/26	104	63	Green	
Q4/24/25	126	63	Green	
Q3/24/25	113	63	Green	

**Information & Engagement**

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100.00%	90%		33 received – none late. (Cumulative = 100 rec'd, none late)
Q2/25/26	100.00%	90%		
Q1/25/26	100.00%	90%		

**CS 03 – No of data breaches**

Quarter	Value	CAP	Status	Commentary
Q3/25/26	9	12		During Q3, 9 data breaches were recorded: 1 by Leisure, 1 by EH, 1 by Housing, 1 by Comms, 1 by I&E, 1 by Procurement, 1 by R&B, 1 by Governance, 1 by Capital Projects. Out of the 9 reported, none were awarded compensation

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100.00%	95%		Out of 165 FOIs and 61 EIRs received, none were late.
Q2/25/26	100.00%	95%		
Q1/25/26	98.85%	95%		
Q4/24/25	98.00%	95%		
Q3/24/25	93.20%	95%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	90.00%	80%		21 applications determined. 19 determined within national target deadline or agreed extension of time period.
Q2/25/26	100.00%	80%		
Q1/25/26	82.00%	80%		
Q4/24/25	93.00%	80%		
Q3/24/25	100.00%	80%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100.00%	70%		7 Applications determined within stat. determination (43%) or agreed extension of time periods.
Q2/25/26	100.00%	70%		
Q1/25/26	100.00%	70%		
Q4/24/25	100.00%	70%		
Q3/24/25	100.00%	70%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	80%		22 applications determined. All within stat. determination (55%) or agreed extension of time periods
Q2/25/26	100.00%	80%		
Q1/25/26	100.00%	80%		

Q4/24/25	100.00%	80%	
Q3/24/25	100.00%	80%	

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	80%		40 applications determined. All within stat. determination (65%) or agreed extension of time periods.
Q2/25/26	100%	80%		
Q1/25/26	100%	80%		
Q4/24/25	97%	80%		
Q3/24/25	100%	80%		

**Revenues & Benefits**

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	21.05%	20.00%		
Q2/25/26	16.45%	15.00%		
Q1/25/26	9.22%	8.00%		
Q4/24/25	26.60%	27.00%		
Q3/24/25	17.80%	20.00%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	46.47%	40.00%	Green	
Q2/25/26	47.10%	30.00%	Green	
Q1/25/26	37.99%	20.00%	Green	
Q4/24/25	59.80%	65.00%	Red	
Q3/24/25	5.00%	40.00%	Red	

**RS 03 % Council Tax Collected (Quarterly)**

Quarter	Value	Target	Status	Commentary
Q3/25/26	95.34%	96.50%	Yellow	whilst target not met there has been an improvement on % collected in Q3 24/25.
Q2/25/26	95.93%	96.50%	Yellow	
Q1/25/26	96.61%	96.50%	Green	
Q4/24/25	96.97%	96.50%	Green	
Q3/24/25	94.89%	96.50%	Yellow	

**RS 04 % Non-domestic Rates Collected (Quarterly)**

Quarter	Value	Target	Status	Commentary
Q3/25/26	93.91%	98.50%	Yellow	whilst target not met the percentage collected has significantly improved on Q3 24/25.
Q2/25/26	93.06%	98.50%	Yellow	
Q1/25/26	96.98%	98.50%	Yellow	
Q4/24/25	98.15%	98.50%	Yellow	
Q3/24/25	89.22%	98.50%	Yellow	

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	8.19%	8.00%		Several large overpayments generated following case reviews. Reviews selected based on DWP risk list.
Q2/25/26	5.08%	8.00%		
Q1/25/26	4.14%	8.00%		
Q4/24/25	4.50%	8.00%		
Q3/24/25	3.19%	8.00%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	29.98%	20.00%		
Q2/25/26	39.06%	20.00%		
Q1/25/26	59.33%	20.00%		
Q4/24/25	36.65%	20.00%		
Q3/24/25	32.62%	20.00%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	1.50%	8%		
Q2/25/26	1.71%	8%		
Q1/25/26	5.22%	8%		
Q4/24/25	1.50%	8%		
Q3/24/25	2.00%	8%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	88.22%	70.00%		
Q2/25/26	87.96%	70.00%		
Q1/25/26	78.31%	70.00%		
Q4/24/25	87.50%	70.00%		
Q3/24/25	92.00%	70.00%		

**RS 09 % Telephone Abandonment : Benefits - Negative Target**

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Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	1.09%	3.0%		
Q2/25/26	0.78%	3.0%		
Q1/25/26	1.22%	3.0%		
Q4/24/25	0.90%	3.0%		
Q3/24/25	1.20%	3.0%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	90.38%	80.0%		
Q2/25/26	90.13%	80.0%		
Q1/25/26	90.89%	80.0%		
Q4/24/25	94.50%	80.0%		
Q3/24/25	95.60%	80.0%		

**RS 11 % HB overpayment arrears collected**

Quarter	Value	Target	Status	Commentary
Q3/25/26	8.48%	10.00%		Target not met. Staff resources allocated to other Revenues & Sundry Debt recovery work.
Q2/25/26	6.04%	7.50%		
Q1/25/26	3.19%	5.00%		
Q4/24/25	15.00%	15.00%		
Q3/24/25	11.20%	10.00%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	3.29	10		
Q2/25/26	4.07	10		
Q1/25/26	4.41	10		
Q4/24/25	3.65	10		
Q3/24/25	4.9	10		

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

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

<b>Key Council Target</b>	<b>Status</b>	<b>Q3 Oct 25-Dec 25 inc.</b>	<b>Target Date</b>
ENV.01 - Update the Carbon Reduction plan to deliver Net Zero 2050	On Track	<p>Q1 2025 – 2026 (Update 20250801)</p> <p>This is ongoing. The Climate Service has undergone an internal BDC Audit with a number of recommendations, including the development of a Carbon Plan. The Climate Change Officer is working with Audit to develop a framework of delivery.</p> <p>The updated Carbon plan will follow the nine recommendations of the Climate Change and Communities Scrutiny Committee.</p>	Fri-31-Mar-28

		<p><b><u>Q2 2025-2026 (Update 20251015) - Richard Winter</u></b>  Following Internal Audit recommendations and report to Climate Change and Communities Scrutiny Committee (CC&amp;CSC), the following actions are being undertaken:-</p> <ol style="list-style-type: none"> <li>1. While a new carbon plan is being developed Bolsover District Council will follow the nine recommendations outlined by the Climate Change and Communities Scrutiny Committee.</li> <li>2. A new BDC Climate Resilience Group will be established to lead on Internal Climate Change Activity. The BDC Climate Resilience Group will manage and be accountable for the development and management of a new Carbon Reduction Plan.</li> <li>3. Updates will be provided to CC&amp;CSC in early 2026</li> </ol> <p><b><u>Richard Winter - Q3 2025-2026 (Update 20251015) -</u></b></p> <ul style="list-style-type: none"> <li>• The first meeting of the Climate Change Resilience Group (Internal) will meet Monday 2 Feb 2025.</li> <li>• Director &amp; Climate Change Officer have developed ToR, goals and objectives for the Climate Change Resilience Group with Council Environment Portfolio Holder.</li> <li>• As part of the first meeting of CCRG departments / sections will be asked to submit projects proposals to feed into a Climate Action plan to cover 2026-2027.</li> <li>• Updates will be provided to CC&amp;CSC on Tuesday 3 February and SLT where appropriate</li> </ul>	
<p>ENV.02 - Increase the combined recycling and composting rate to meet government's 65% target by 2035.</p>	<p>Achieved</p>	<p><b>1. Review domestic household customer recycling service requirements to meet government's 'Simpler Recycling' collection core-material set by 31st March 2026.</b></p>	<p>Sat-31-Mar-35</p>

		<p><b>Q3 Update (9.1.25)</b> the Council's kerbside (burgundy bin) recycling collection service meets the Simpler Recycling core material set requirements. <u>Item 1 is now complete.</u></p> <p><b>2. Review commercial waste customer recycling service requirements to meet governments 'Simpler Recycling' collection core-material set by 31st March 2025.</b></p> <p><b>Q4 Update (25.3.25)</b> the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period. <u>Item 2 action is now complete.</u></p> <p><b>3. Procure replacement kerbside recycling (burgundy bin) collection vehicles to meet government's 'Simpler Recycling' requirements. 31.1.24.</b></p> <p><b>Q3 Update (9.1.25)</b> Vehicles delivered early December 2024 and now deployed within service delivery operations. <u>Item 3 is now complete.</u></p> <p><b>4. Extend commercial waste customer recycling service to meet all relevant customer's 'Simpler Recycling' collection requirements by 31st March 2025. 31.3.25.</b></p> <p><b>Q4 Update (25.3.25)</b> the Council's commercial waste collection rates have been reviewed to meet Simpler Recycling collections and inform of charges throughout the 2025\26 period.</p>	
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		<p><b><u>Item 4 is now complete.</u></b></p> <p><b>5. Review recycling service customer educational information sources and platforms to increase recycling awareness and participation on an ongoing basis throughout period of the Service Plan period.</b></p> <p><b>Q1 Update (30.6.25)</b> Article placed in July 2025 edition of InTouch reminding resident to place correct waste types in the correct coloured bin as contamination levels remained between 15% and 16% with associated disposal costing the Council £150,000 (approx.) per annum.</p> <p><b>6. Review domestic household customer recycling service delivery costs arising from notification of EPR (Extended Producer Responsibility) payments coming into effect from 1st April 2026.</b></p> <p><b>Q4 Update (25.3.25)</b> Cost of recycling collections are now predominantly met by EPR payments received from the Government's Simpler Recycling Scheme Administrator. Future payments may vary to reflect changes in the Council's recyclable waste stream volumes; in particular, arising from DRS (Deposit &amp; Return Scheme) removing items such as drinks containers from kerbside collections; at which point, the Council may have need to review its collection systems following introduction of DRS October 2027.</p> <p><b>Item 6 is complete in the interim period of kerbside recycling collection scheme being reviewed</b></p>	
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ENV.03 - Implement Government Waste Consistency requirements for commercial waste by ending March 2025	Withdrawn	Actions for ENV.03 are reported under ENV.02 due to duplication arising from both targets.	Mon-31-Mar-25
ENV.04 - Introduce separate weekly collection of food waste by ending March 2026.	On Track	<p><b>1. Report to Council seeking approval to establish capital budget to meet procurement of food waste collection vehicles and kerbside caddy containers for all District households. Council approval granted 22nd May 2024.</b></p> <p><b>Q1 Update (June24)</b> capital funding secured. <b>Item 1 is complete.</b></p> <p><b>2. Undertake procurement (subject to Council approval) of food waste collection vehicles and kerbside caddy contains, seeking delivery by November 2025.</b></p> <p><b>Q4 24/25 Update (25.3.25)</b> Chassis manufactured with anticipated delivery to body builder April 2025 and final build and vehicle delivery to the Council November 2025.</p> <p><b>Q1 25/26 Update (30.6.25)</b> Vehicle chassis delivered to body builder for production.</p> <p><b>Q2 25/26 Update (15.10.25)</b> Food Waste collection vehicles to be delivered mid November onwards. Report submitted to Exec/Council for the additional requirements of Food Waste such as recruitment of staff and this has now been agreed to recruit appropriate staff for bin deliveries followed by further staff for the rounds once understanding of the Government funding has been established late December 25.</p> <p><b>Item 2 is complete</b></p>	Mon-31-Mar-25

		<p><b>3. Review commercial waste customer collection arrangement to undertake separate collection of food waste from businesses from 1st April 2025; in particular, businesses which are not Micro-Enterprises, which by definition of the Financial Conduct Authority (FSA) (i) employ fewer than 10 persons and (b) have a turnover or annual balance sheet not exceeding €2 million (£1.71million).</b></p> <p><b>Q4 24/25 Update (25.3.25)</b> the Council's commercial waste collection rates have been reviewed and now include rates for food waste collection from 1.4.25.</p> <p><b>Item 3 is complete</b></p> <p><b>4. Serve notice on North East Derbyshire District Council in the cessation of their use of Bolsover District Council's Riverside Depot for the parking and operation of their Southern waste collection and street cleansing vehicles by not later than November 2025, to ensure capacity is available to meet Bolsover's increased vehicle (food waste) fleet requirements.</b></p> <p><b>Q1 25/26 Update (30.6.25)</b> NEDDC submitted application to the Traffic Commissioner Office (TCO) to establish a new operating centre within their District boundary in anticipation of exiting Bolsover's Riverside Depot from November 2025.</p> <p><b>Q2 Update (15.10.2025)</b> NEDDC are on target to move their HGV fleet from Riverside Depot in November 2025 to Mill Lane.</p> <p><b>Q3 Update (15/01/2025)</b> NEDDC have now left Riverside Depot and moved all operations to Mill Lane. This includes all</p>	
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		<p>of the refuse vehicles and street cleansing teams that were at RD.</p> <p><b>Q4 24/25 Update (25.3.25)</b> Notice issued to NEDDC 21st August 2024 to exit Riverside Depot by November 2025.</p> <p><b>Item 4 is complete</b></p> <p><b>5. Submit a major change to the Traffic Commissioner's Office to increase the number of large goods vehicles contained in Bolsover District Council's fleet operator license, in anticipation of 7 new food waste collection vehicles. Application to Traffic Commissioner to be submitted by ending 31st March 2025.</b></p> <p><b>Q1 25/26 Update (30.6.25)</b> Application submitted to Traffic Commissioner Office (TCO) to increase headroom on the Council's fleet operator license to allow inclusion of 7 new food waste collection vehicles and awaiting outcome of the application.</p> <p><b>Q2 25/26 Update (15.10.25)</b> Application outcome has been determined and accepted, new Operator Licence provided by the Traffic Commissioner for 35 vehicles.</p> <p><b>Item 5 is complete</b></p> <p><b>6. Commence separate collection of food waste from businesses which are not Micro-Enterprises. Update as per item 3 update arising from duplication of both target actions.</b></p>	
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		<p><b>Q1 25/26 Update (30.6.25)</b> these will be incorporated within wider food waste collection arrangements from 1<sup>st</sup> April 2026.</p> <p><b>Item 6 is complete</b></p> <p><b>7. Prepare a communication plan to promote introduction of separate weekly food waste collection to all District households from 1st April 2026.</b></p> <p><b>Q1 25/26 Update (30.6.25)</b> the Council's Communication Team is preparing media and publicity for introduction of food waste collection commencement.</p> <p><b>Q2 25/26 Update (15.10.25)</b> Communications are preparing food waste communication methods with plans to start promotions during QTR4 prior to introduction in April 2026</p> <p><b>Q3 25/26 Update (15/01/2026)</b> Communications are preparing communications, plan is to provide a document in each food waste caddy that is delivered to each property. Within this will be a recruitment advert for waste collection operatives.</p> <p><b>8. Report to Council seeking approval to establish revenue budget to meet the ongoing operational cost of undertaking separate weekly food waste collections from 1st April 2026 to all District households. To be undertaken following Government informing the Council of its new burdens revenue funding award.</b></p> <p><b>Q4 24/25 Update (25.3.25)</b> The Council has received Defra New Burdens Revenue funding to support delivery of food</p>	
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		<p>waste bins and project management arrangements. However, New Burdens Revenue funding to support future ongoing delivery of weekly food waste collections is now anticipated mid-point 2025.</p> <p><b>Q1 25/26 Update (30.6.25)</b> awaiting Defra confirmation of New Burdens Revenue funding to support ongoing delivery of weekly food waste collections and influence report to Council to establish service budget and increase to Waste Services Team staffing establishment to employ new collection staff.</p> <p><b>Q2 25/26 Update (15.10.25)</b> Still awaiting Defra's confirmation of New Burdens Funding, this is likely to be included in the Council's Mid Term Financial Settlement which will be announced late December. Report to Council has been presented and agreed to recruit 10 staff with current funding with the rest of the staff to be recruited once the funding has been agreed. Delegated decision authorised for Head of Paid Service in conjunction with Portfolio Holder to agree recruitment of additional staff once funding is known.</p> <p><b>Q3 25/26 Update (15/01/2026)</b> Following notification from Defra the report which was agreed by Council for food waste staffing has now been implemented and recruitment is currently underway to ensure all resource is in place for February to allow the delivery of caddies and round familiarisation in preparation for 31<sup>st</sup> March 2026.</p> <p><b>Item 8 complete</b></p> <p><b>9. Delivery of kerbside caddies to all District households between November 2025 and March 2026, utilising in-</b></p>	
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		<p>house waste services staff during winter suspension of green bin collections in anticipation of commencing separate weekly food waste collections from 1st April 2026. Anticipated delivery January, February and March 2026.</p> <p><b>Q3 24/25 Update (9.1.25)</b> Delivery of food waste caddy\bins to be undertaken early 2026 in anticipation of a 1st April 20226 service commencement date.</p> <p><b>Q1 25/26 Update (30.6.25)</b> as per Q3 update.</p> <p><b>Q2 25/26 Update (15.10.25)</b> as per Q1 24/25 update, plan to recruit staff to carry out the deliveries is currently in progress with adverts being created.</p> <p><b>Q3 25/26 Update (15/01/2026)</b> Due to recruitment delays resulting from the Defra funding announcement, deliveries will start to take place from the first week in February</p> <p><b>10. Commence separate weekly collection of from all District households. Update</b> - Commencement will be arising from delivery of actions 1 to 9.</p>	
<p>ENV.05 - Carry out 155 targeted proactive littering dog fouling patrols per year</p>	<p>Not on track</p>	<p><b>Q3 25/26</b> - Of the targeted 39 quarterly patrols, 35 were carried out. There has been a shortfall in patrols due to team development commitments, however plans are in place to catch up with the shortfall during Q4</p> <p><b>Q2 25/26</b> - 29 out of the targeted 39 proactive patrols were carried out. The Team is currently carrying one vacant post and one of the team is also carrying out animal licensing duties as well as undertaking a Team Leader course, all of</p>	<p>Fri-31-Mar-28</p>

		<p>which have impacted on time available to carry out the proactive patrols.</p> <p><b>Q1 25/26</b> - 26 out of the targeted 39 proactive patrols were carried out. Whilst this is slightly less than the anticipated target we will endeavour to pick this up during the next quarter. Work has concentrated on prosecutions and issuing of FPNs and the team continues to prioritise investigating incidents where offences have been witnessed and evidenced.</p>	
<p>ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period</p>	<p>On track</p>	<p><b>Q3 25/26</b> - Signage is now in place at identified hot spots; Two EH Environmental Enforcement Officers are now co-located within the BDC Enforcement Team, at Doe Lea Depot, with a focus on closer working relationships with Street Scene to better target BDC hotspot areas and gather meaningful evidence to support enforcement activity. The Q3 Oflog data won't be available until Q4 reporting.</p> <p><b>MG Update - 15/01/2026</b>– Signage is in place and has been deployed by BDC Street Scene colleagues. Environmental Enforcement Officers have now also been moved across from NEDDC on a trial basis to operate alongside the Community Safety and Enforcement Team to enable stronger joint working and focussed efforts on key issues across BDCs area.</p> <p><b>Q2 25/26</b> - The Q2 output for 2025/2026 was 4.41 which is higher compared to Q2 of last year (3.53). The Environmental Health Enforcement Team investigated 22 fly tipping cases during Q2 where it was reported that evidence may be available. Of these, three were suitable to take</p>	<p>Fri-31-Mar-28</p>

		<p>forward and resulted in fixed penalty notices being issued, which have been paid (total of £1,000). Another fixed penalty notice has been issued as the result of a proactive patrol, which has not been paid and a case file is currently being prepared for court. <b>Signage is still not in place at hot spot areas but has been discussed with Streetscene and installation is expected shortly.</b></p> <p><b>MG Update 15/01/2026</b>– Signage is in place and has been deployed by BDC Street Scene colleagues</p> <p>Q1 25/26- The Q1 output for 2025/2026 was 3.02 which is a reduction in numbers of fly tipping of 46 and a reduction when compared to Q1 of the previous year (3.58)</p> <p>Aug (Q1 25/26) Work continues regarding investigation of issues signposted to the EH service from Street Scene. Hot spot areas have been identified by Environmental Health however the signage is still yet to be put up by Street Scene, pending the review by Scrutiny and collaboration with the newly formed Enforcement Team.</p>	
<p>ENV.07 - Achieve minimum quality standards of 60% for green spaces</p>	<p>On track</p>	<p><b>THIS HAS NOT BEEN UPDATED FOR Q3</b> Additional contributions are being sought for biodiversity enhancements (biodiversity net gain / BNG) from new developments, either as enhancements (minimum 10%) provided by the developer within or close to the development or as financial contributions. This is being managed by Planning, although Leisure Services may have suitable sites for biodiversity enhancements. There is also the potential for income generation through the sale of BNG units to developers. Colleagues in planning are currently working through an audit of all of the green spaces across the district. A recent</p>	<p>Fri-31-Mar-28</p>

		<p>audit of play areas carried out in 2024 shows that of 74 play areas across the district 51 (69%) exceed the minimum quality standard, with an average score of 69%.</p> <p>Q2 2025: Planning are continuing to carry out audits of green spaces across the district.</p> <p>Existing s106 contributions are being invested in enhancements / improvements to green spaces, with a programme of works at Houfton Road Recreation Ground, Bolsover currently being prepared for implementation in 2026. Other sites (green spaces and play areas) where s106 contributions have been received will be redeveloped over the next few years. Further s106 contributions for green space enhancement / improvement will be requested as and when opportunities arise.</p>	
ENV.08 - Annually monitor the condition of Local Wildlife Sites	On Track	<p>Q3: DWT completing 2025/26 work and site survey reports being finalised.</p> <p>Q2: DWT work ongoing and site surveys for several sites underway.</p>	Sun-31-Jan-21
ENV.09 - Support developers and local organisations to deliver Biodiversity Net Gain across our urban and rural environments, realising future opportunities that support and deliver our Local Nature Recovery action plan.	On Track	<p>Q3 25/26: BNG information gathering and monitoring forms an integral part of the decision-making process. First biodiversity gain plan condition discharge applications have now been received. Information to be recorded in a format that can be easily accessed and monitored.</p> <p>Q2 25/26: Ongoing through the statutory decision-making planning process. Monthly reports now being collated of</p>	Fri-31-Mar-28

		<p>habitat units affected by planning decisions, to facilitate environmental monitoring responsibilities.</p> <p>Q1 25/26 - Work continues to secure BNG delivery through decision-making. A new Apprentice Planner is joining the Planning Policy team in Sep 2025, whose role will capture environmental monitoring responsibilities now that BNG is embedded in the planning process.</p>	
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### Supporting Key Performance Indicators

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

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	92.00%	90%		Target achieved. Of the 875 service requests closed during the quarter, 802 (92%) were resolved within the target time
Q2/25/26	92.00%	90%		Target achieved. Of the 1087 service requests closed during the quarter, 1001 (92%) were resolved within the target time
Q1/25/26	92.00%	90%		
Q4/24/25	91.00%	90%		
Q3/24/25	90.00%	90%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	100%	Green	Of the 15 A-C premises inspections due, none are outstanding (100% achieved). The two that were due in Q2 that were currently still within the 28 days 'grace' period were inspected as planned during Q3. Q3 performance should therefore be updated to 100% and set to green
Q2/25/26	95%	100%	Yellow	
Q1/25/26	100%	100%	Green	
Q4/24/25	100%	100%	Green	
Q3/24/25	100%	100%	Green	

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	6%	100%	Red	This indicator is better reported annually as the service has a target of 16 inspections for completion during the year. Scheduled inspection dates can be moved to accommodate other priorities with the aim being to complete 100% of the inspections by the end of the financial year. To date 1 inspection has been carried out despite unplanned absences in a small team. The remaining 15 inspections are prioritised for Q4.
Q2/25/26	0%	100%	Red	The Environmental Protection team have had to prioritise new residential construction taking place over the summer and responding to dust complaints, the inspection work is expected to be picked up in Q3. Overall 17 inspections are due during the year, 3 of which were due in the first 6 months.
Q1/25/26	0%	100%	Red	1 had a target date within this quarter but has been put back into quarter 2 due to maternity leave

Q4/24/25	100%	100%		
Q3/24/25	100%	100%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	100%		All 9 inspections due were carried out within target date
Q2/25/26	100%	100%		
Q1/25/26	100%	100%		
Q4/24/25	100%	100%		
Q3/24/25	100%	100%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	35	39		Of the targetted 39 quarterly patrols targeted, 35 were carried out. There has been a shortfall in patrols due to team development commitments however plans are in place to catch up with the shortfall during Q4
Q2/25/26	29	39		
Q1/25/26	26	39		
Q4/24/25	2	38		
Q3/24/25	17	39		

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

Quarter	Cumulative Value	Cumulative Target	Status	Commentary
Q4/25/26		15		
Q3/25/26	11	11		4 patrols were carried out during the quarter as planned
Q2/25/26	7	7		Although just 1 was carried out this quarter, due to additional ones carried out in Q1, 7 out of 7 planned for the first 6 months have been carried out
Q1/25/26	6	3		
Q4/24/25	9	4		
Q3/24/25	0	4		

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**Streetscene**

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	67%	95%		3 incidents of hazardous fly tip experienced within this period of which 67% (2) were cleared within the 24hour target. Reduced resource on a Friday meant that one incident was collected on the Monday
Q2/25/26	100%	95%		
Q1/25/26	100%	95%		
Q4/24/25	100%	95%		
Q3/24/25	80%	95%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	93%	95%		249 incidents of non-hazardous fly tips experienced within this period of which 93% were cleared within the 5 day target. This has been due to issues with staff and vehicle resource.
Q2/25/26	93%	95%		
Q1/25/26	98%	95%		
Q4/24/25	94%	95%		
Q3/24/25	94%	95%		

### SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)

Quarter	Value	CAP	Status	Commentary
Q3/25/26	6%	12%		Streets and relevant land surveyed for detritus within this period, as measured by the LEQS (Local Environmental Quality Survey) methodology, found that 6% fell below category B standards and within the Council's (12%) target standard.
Q2/25/26	11%	12%		
Q1/25/26	10%	12%		
Q4/24/25	5%	12%		
Q3/24/25	9%	12%		

### SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)

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

Q2/25/26	6%	14%		
Q1/25/26	4%	14%		
Q4/24/25	9%	14%		
Q3/24/25	6%	14%		

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

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

Key Council Target	Directorate	Status	Q3 Oct 25-Dec 25 inc.	Target Date
<p>ECO.01 - Refresh our Business Growth Strategy to enable and empower Dragonfly to support the Council to make best use of our assets, support growth in the local economy, attract inward investment to the district and maximise the district's share of potential funding streams from the Government and the East Midlands Combined County Authority</p>	Dragonfly	Extended	<p>A draft Business Growth Strategy has been prepared, following stakeholder engagement events held in late 2025.</p> <p>The Strategy is in its final stages of publication and will be reported to Council for formal adoption in Spring 2026.</p> <p>To coincide with the return of the DFly companies on the 1<sup>st</sup> Feb '26 and following further discussion with the Interim Strategic Director of Economic Growth and the Portfolio Holder for Growth this priority has been extended.</p>	Sep 26
<p>ECO.02 - Work with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets and grow the visitor economy, the number of tourists and the amount of tourism spending in the district by 2025.</p>	Dragonfly	Achieved, behind target	<p>A number of initiatives have been launched to demonstrate our engagement with our partners to date, which reflects the fact this target has been marked achieved, behind target. As per the narrative below work connected with this priority is now ongoing, and so will continue to be reported against into Q4 25/26.</p> <p>The team are working on a collaborative visitor economy campaign with Newark &amp; Sherwood, Bassetlaw, and Notts County to showcase attractions via a digital trail called Rebel Rangers (infrastructure already in place, and previous campaign was very successful).</p>	Dec 2025

			<p>Promotional district wide communications about this project were successfully launched in Feb 2026.</p> <p>Bolsover District Council has also launched the Community and Place Fund, supported by £15 million in funding from the MHCLG, to deliver a series of significant projects across the district through to Spring 2028 supporting projects that make our towns and villages more vibrant, inclusive, and resilient.</p> <p>The Community and Place Fund programme (2025 – 2028) encourages residents, groups, and organisations to take ownership of ideas that matter to them. Whether it's a community garden, a creative arts programme, a heritage trail, or a pop-up event space, the fund is here to help bring your ideas to life.</p> <p>What the fund supports: The Community and Place Fund is focused on projects that:</p> <ul style="list-style-type: none"><li>• Improve public spaces - parks, town centres, community hubs</li><li>• Celebrate local identity - heritage, culture, and storytelling</li><li>• Boost community wellbeing - inclusive activities, events, and engagement</li><li>• Encourage pride in place - making Bolsover feel even more welcoming and connected</li></ul> <p>Invitations for grant applications are currently open on our website and will be reported in Q4 25/26.</p>	
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<p>ECO.03 - Work with partners to develop innovation and growth in our cultural and creative sectors through active support of an investment in a creative's network, cultural corridor, and maker's hub.</p>	<p>Dragonfly</p>	<p>Achieved, behind target</p>	<p>A number of initiatives have been launched to demonstrate our engagement with our partners to date, which reflects the fact this target has been marked achieved, behind target. As per the narrative below work connected with this priority is now ongoing, and so will continue to be reported against into Q4 25/26.</p> <p>The team have spent time developing the proposals and consultation materials for the new engagement hub in Bolsover town, which opened in January '26. There has been an engagement strategy for meaningful consultation on the regeneration projects prepared, and phase 1 of the engagement consultation is open until 6th March '26.</p>	<p>Dec 2025</p>
<p>ECO.04 - Work with Higher Education and Further Education providers and other partners to develop post 16 provision within the district to enable and empower more of our local workforce to find better paid, skilled jobs.</p>	<p>Dragonfly</p>	<p>On Track</p>	<p>Retrofit green skills hub: The Government has confirmed investment into the North Derbyshire University Academy (NDUA), making the announcement in December 2025. There are no timescales for the development to commence, a planning application to be made, or an opening date for students.</p>	<p>Mon-31-Jan-28</p>
<p>ECO.05 - Secure investment in improvement of our existing business estate and delivery of new commercial space, including regeneration of Pleasley Mills, to meet the needs of local business, encourage inward investment and</p>	<p>Dragonfly</p>	<p>On Track</p>	<p>The purchase of the Co-Op and the former White Swan Public House have both completed and are now owned by the Council. Both have been secured. 36-36a Market Place is progressing through conveyance but the completion date has been delayed until the new year to ensure there are no issues with the property over the Christmas and New Year period.</p>	<p>Fri-31-Mar-28</p>

support growth throughout the local economy.

#### Pleasley Vale Business Park

A significant amount of work continues to be delivered across the site. There have been a number of actions agreed and works undertaken at a total cost to date of £1,675,469:

- Works to repair the slipped lintel above the window on the third floor of Mill One are complete and the repairs to the stairwell on the fifth floor of Mill One are complete with the scaffold dismantled and the site compound now removed.
- All Aspect (Northants) Ltd have completed works to install netting to the unit AG.
- The crash deck temporary scaffold has been erected in unit A1.
- All Aspect (Northants) Ltd have completed works to install netting to the two ground floor units DG1 and DG2.
- Works have also been completed to restrict access to the parts of Mill One which were identified as being unsafe and not to be reopened after the closure in December.
- High-level maintenance for repairs items such as refixing loose copings, refixing wooden slats to high level doors, blocking up holes in masonry, remove plant growth, pointing etc are complete.
- Urgent works have been completed to remove asbestos within a former bomb shelter adjacent to Mill 2 and blocking off this part of the site to prevent future access.

			<ul style="list-style-type: none"> <li>• A2 Maritime, along with P&amp;D Environmental, have completed a full inspection of the culverts throughout the site.</li> <li>• P&amp;D Environmental have completed works to repair and reinforce the dam wall abutting mill one pond and the river Meden (Phase 1).</li> <li>• In December, Executive resolved to appoint P&amp;D Environmental Ltd to undertake the scope of works for desilting the mill ponds one and two, de-vegetation of the banks, and all associated environmental compliance. The NEC4 contract has been issued to P&amp;D, and works are ongoing to prepare the RAMS and mobilisation back to site for the works to start mid-February (phase 2).</li> </ul>	
<p>ECO.06 - Deliver a fully operational crematorium and manage this facility to generate income from 2025.</p>	<p>Dragonfly</p>	<p>Extended</p>	<p>Work on site is progressing well, with the building's construction works for this period including:</p> <ul style="list-style-type: none"> <li>• WC's have all been tiled.</li> <li>• Vinyl installation completed.</li> <li>• More bushes and trees have been installed.</li> <li>• Bulbs and shrubs arriving on site for further planting up</li> <li>• of available areas.</li> <li>• Continuation of the 2nd fix installation in both</li> <li>• buildings.</li> <li>• Commencement of commissioning in the crematorium.</li> <li>• Gathering Courtyard complete.</li> <li>• Fire doors being installed in both buildings.</li> <li>• Window boards complete in both buildings.</li> </ul>	<p>Spring 2026</p>

			<ul style="list-style-type: none"> <li>• Acoustic ceilings boarded</li> <li>• Rooflight reveals boarding ongoing</li> <li>• Taping and jointing ongoing</li> <li>• Ongoing first coat on skirting, architrave and window</li> <li>• Boards.</li> <li>• Completion of 2nd fix M&amp;E</li> <li>• Continuation of commissioning in the crematorium.</li> <li>• Commencement of commissioning in the wake.</li> <li>• All plastering completed</li> <li>• Completion of all planting up except the entrance area and the grassed areas either side.</li> </ul> <p>Recruitment of the Crematorium Manager and two Cremator technicians is underway, with candidates shortlisted and interviewed, with a preferred candidate selected for each of the three posts. One Cremator technician will commence on 12 Jan, and the other on 16 Feb. The Crematorium Manager will commence in post on 5 Jan 2026.</p>	
ECO.07 - Review procurement rules to meet public procurement regulations and social value requirements.	Governance, Legal Services and Monitoring Officer Directorate	On Track		(not specified)

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

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

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

Key Council Target	Directorate	Status	Oct 25-Dec 25 inc.	Target Date
1 - Prepare and adopt new Council Housing Strategy by October 2024	Services Directorate	Achieved (behind target)		Wed-30-Oct-24
2 - Deliver 200 new homes through a new Bolsover Homes Programme by March 2028	Services Directorate	Not on track	<p><b>Q3</b> – As per Quarter 2 update in terms of schemes. Note Slight delay to Phase 2 Woburn House scheme, Alder Close still on track for April 2026. Mill Lane progressing and other sites been explored.</p> <p><b>Q2</b> - 20 bed Independent Living Scheme and 8 bungalows handed over July 2025. Phase 2 is due for completion April 2026. On site at</p>	Fri-31-Mar-28

			<p>Alder Close, 9 properties, due for Completion April 2026. 38 dwellings on Mill Lane, Bolsover progressing Acquisition of 12 x 1 bed houses via s106 arrangements</p> <p>Q1 - Dragonfly Development are on site at Woburn and this will deliver 45 units comprising bungalows, houses and a newly built independent living scheme. Phase 1 20 bed Independent Living Scheme and 8 bungalows due end July 2025 and on track. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. Further sites are being explored and will be presented in due course – including the potential for 38 dwellings on Mill Lane, Bolsover (which has not yet formally added to the new build programme).</p>	
<p>3 - Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q3</b> – The 25/26 survey has commenced with over 500 responses so far, meaning we are almost at the required quota based on our stock size. Responses are currently significantly higher for tenants in our older persons stock which is not representative of our stock and creating inflated satisfaction levels. As such, it is likely that the final results will need to be weighted. (Jo Wilson)</p> <p>Q2 – The 25/26 survey is being finalised and will be sent out in Q3.</p> <p>Q1 - the 2024/25 tenant perception survey has closed, we targeted all tenants and 681 responses were received, 9 removed as duplicates, 12 missing core data. This resulted in a 14.18% return.</p> <p>The final results were published on 30<sup>th</sup> June 2025. Overall satisfaction was 86%, this is very slightly less than 23/24 86.9% but significantly higher than the 23/24 national average of 71.3%</p>	<p>Thu-31-Mar-08</p>

			<p>All satisfaction levels were higher than the national average and save for satisfaction with the landlord's approach to complaints, was on parr with last year's results.</p> <p><a href="https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0">https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0</a></p>	
<p>74</p> <p>4 - Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q3</b> Next meeting with RSH 4<sup>th</sup> February to look at when we will be C1 ready and to ask for a reassessment of our grading.</p> <p><b>Q2</b> - We continue to work with the RSH and are having quarterly meetings where we update the improvement plan with several actions now completed and ongoing monitoring.</p> <p><b>Q1</b> - Following our C2 grading In August 2024, we have been meeting the Regulator for Social Housing ( RSH) regularly to work through the agreed Improvement Plan. These meetings monitor the progress that is being made with a number of actions now completed.</p> <p>The Stock Condition Survey is complete, the innovation team are testing how the system receives the data so we can use this to make informed decision about future stock improvements.</p> <p>Tenant Satisfaction Measurement data for 24/25 to be published in a tenant friendly version and as a YouTube video on the website.</p> <p>Complaints reports on all Housing Liaison Board meetings. 6 monthly complaints summary in every newsletter with effect from Nov 2024 Newsletter. Additional resources secured to support complaints team with additional housing cases. Housing Performance Manager has been recruited</p>	<p>Fri-31-Mar-28</p>

<p>5 - Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q3</b> – Report to be taken to Council in March 2026 to approve future delivery of the Stock Condition Survey.</p> <p><b>Q2</b> – Officers are being trained to be able to deliver these in house, outstanding properties to be completed by March 2026 and a new rolling programme to commence April 2026, 1000 properties per year.</p> <p><b>Q1</b> – Stock Condition survey completed. 350 properties to be surveyed in 25/26. Options appraisal to be presented to Exec in October to look at long term plan for Stock Condition Surveys.</p>	<p>Thu-30-Apr-26</p>
<p>6 - Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q3:</b> Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target when it is compiled in April 2026.</p> <p><b>Q2:</b> Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target when it is compiled in April 2026.</p>	<p>Fri-31-Mar-28</p>
<p>7 - Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs</p>	<p>Services Directorate</p>	<p>Achieved</p>	<p>Local Housing Needs study completed and reported to Members at LPIAG meeting in February 2025.</p>	<p>Sun-31-Mar-24</p>
<p>8 - Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q3:</b> Work underway and based on project plan expected to be completed by July 2026.</p> <p><b>Q2:</b> Work underway and based on project plan expected to be completed by July 2026.</p>	<p>Fri-31-Mar-28</p>
<p>9 - Develop strategies to support the private rented sector in</p>	<p>Services Directorate</p>	<p>On Track</p>	<p>Q3 2025/26</p>	<p>Fri-31-Mar-28</p>

<p>supporting the Council in its duties.</p>			<p>Further briefing available now from DASH in relation to the implementation of the Renters Rights Act 2025. Additional communication planned with local landlords/agents in advance of Phase 1 commencing in May 2026. Warm Homes: Local Grant progressing well for year 1 with properties receiving retrofit assessments and individual installation plans being created. (Jo Wilson)</p> <p>Q2 2025/26 Annual monitoring update presented to Scrutiny in September 25. All areas progressing. Warm Homes: Local Grant launched following successful procurement of contractor. Local events planned for Q3. Damp &amp; Mould week 2025 supported via local awareness campaign. Work in progress by Environmental Health to complete further revisions to Council website. Delivery of pilot 'Healthy Homes Project' nearing completion. Supported Accommodation programme (SHIP) currently extended, and work planned to expand link to local agents/private landlords.</p> <p>Q1 2025/26 Warm Homes: Local Grant to be delivered 2025-2028 across 3 phases. Smaller grant allocation than original bid, due to oversubscription of the programme nationally. Grant funding will be available to those in eligible postcodes and in receipt of certain benefits.</p> <p>Disabled Facilities Grant design service now being delivered in-house. Recruitment currently in progress following cessation of countywide service.</p> <p>Review of web-based advice and guidance to take place now new Council website has been launched.</p>	
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			<p>Delivery Plan update to Cllrs planned for September 25.</p> <p>Strategy formally approved and adopted by Executive in April 2024. Action Plan in progress with officers and launch event planned for the autumn with private sector landlords. The Council is working with DASH and CB4YS on a further support package to the private rented sector.</p>	
<p>10 - Deliver the actions within the Council's Homelessness Strategy by December 2027</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q3 2025/26</b></p> <ul style="list-style-type: none"> <li>• Training provided on the new Renters Rights Act to be implemented from May 2026.</li> <li>• Research beginning into a Derbyshire wide temporary accommodation framework.</li> <li>• Representation by Bolsover District Council on behalf of Derbyshire homeless services at EMCCA meeting.</li> </ul> <p><b>Q2 2025/26</b></p> <ul style="list-style-type: none"> <li>• Health needs audit, in partnership with DCC public health colleagues – currently awaiting ISA sign off – the audit will then be taking place across 9 Derbyshire &amp; Staffordshire Moorlands Districts &amp; Boroughs.</li> <li>• Supported Accommodation Needs assessment – Initial findings have been shared, homeless link will be reviewing the data and working on a final report with narrative of supported housing demand across Derbyshire (estimated completion Autumn 2025)</li> <li>• Prison release protocol, protocol has been shared with Derbyshire Partners awaiting sign off.</li> <li>• Representing Derbyshire at EMCCA discussions – Elizabeth Ellis to attend next Mayoral homeless taskforce development group in Nottingham (10/11/2025)</li> </ul>	<p>Fri-31-Dec-27</p>

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- Funding for countywide RSI/RSPARG is coming to an end March 2026. Collaborative provision across Derbyshire being discussed through the DHOG forum.
- Private sector work – to review current countywide PRS commitments before financial year end.

Q1 2025/26

Actions completed as follows since May 2023 (beginning of the strategy):




- Developed a Homelessness Charter with partners.
- Established a countywide Homelessness Forum.
- Developed a common referral form to access supported housing services across Derbyshire
- Worked with partners to develop an integrated homelessness and wellbeing assessment (Signal).
- Worked with DCC to develop additional provision for domestic abuse, including immediate access provision and advocacy support (Salus Project).
- Delivered training and reflective practice sessions to Housing Options staff in partnership with Trauma Informed Derbyshire.

Current priorities:






- Health needs audit, in partnership with DCC public health colleagues – to understand health needs of the cohort, and to improve health outcomes for those experiencing homelessness.
- Supported Accommodation Needs assessment – being conducted by Homeless link (completion Autumn 2025)

			<ul style="list-style-type: none"> <li>• Prison release protocol, Nottinghamshire protocol has been produced, intending on developing Derbyshire shortly.</li> <li>• Representing Derbyshire at EMCCA discussions.</li> <li>• Funding for countywide RSI/RSPARG is coming to an end March 2026. Assessing current options for provision from 2026/27 onwards, with a countywide approach.</li> <li>• Private sector work – developing a countywide attractive landlord offer to increase access within the private sector for people coming through our service.</li> </ul>	
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### Supporting Key Performance Indicators

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

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

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

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	2.43%	3.50%		
Q2/25/26	2.63%	3.50%		
Q1/25/26	2.34%	3.50%		
Q4/24/25	3.20%	3.50%		
Q3/24/25	3.40%	3.50%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
77 Q3/25/26	2.11%	2%		<p>The large write off unfortunately didn't happen this was because of a mixture of conflicting demands on the officer's time and also the deadline for Executive. However £15,693.65 has been written off (which was approved in December 2025) and a report has been submitted to write off a further £21,732.73 for which we are waiting approval.</p> <p>As part of the introduction of the recently approved Rent Collection Policy we will be reviewing all former tenant arrears and a further Write Off report will be submitted in Q1 2026/2027 for consideration by Executive.</p>
Q2/25/26	2.18%	2%		
Q1/25/26	2.33%	2%		
Q4/24/25	2.00%	2%		
Q3/24/25	2.00%	2%		

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

Quarter	Value	CAP	Status	Commentary
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Q3/25/26	3.66%	4%	Green	
Q2/25/26	4.58%	4%	Red	
Q1/25/26	4.59%	4%	Red	
Q4/24/25	4.00%	4%	Green	
Q3/24/25	5.00%	4%	Red	

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	11	14	Red	As the long term voids start to decrease following Safe and Warm works the figure is starting to level out.
Q2/25/26	25	14	Red	
Q1/25/26	40	14	Red	
Q4/24/25	16	14	Red	
Q3/24/25	27	14	Red	

#### 06. Homelessness successful prevention cases

Quarter	Value	Target	Status	Commentary
Q3/25/26	82.00%	75%	Green	Of 64 cases closed under prevention duties, 53 were successful housing outcomes.
Q2/25/26	79.00%	75%	Green	
Q1/25/26	76.00%	75%	Green	
Q4/24/25	69.00%	75%	Yellow	
Q3/24/25	80.00%	75%	Green	

**07. Homelessness successful relief cases**

Quarter	Value	Target	Status	Commentary
Q3/25/26	67%	45%		Of 36 cases closed under relief duties, 24 were successful housing outcomes
Q2/25/26	78%	45%		
Q1/25/26	75%	45%		
Q4/24/25	62%	45%		
Q3/24/25	61%	45%		

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

Quarter	Value	Target	Status	Commentary
Q3/25/26	100%	100%		22 stage one complaints all responded to in time
Q2/25/26	100%	100%		
Q1/25/26	100%	100%		
Q4/24/25	100%	100%		
Q3/24/25	100%	100%		

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

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

## Dragonfly SLA KPI Report as at Q3 2025/25

KPI No.	KPI Description	Method of calculating service delivery/ measurement period	Target KPI	Performance in Q1 25/26	Performance in Q2 25/26	Performance in Q3 25/26	Comments / Action
1	Tenant satisfaction with standard of home improvement (capital programme)	TBA	TBA	N/A			Context - format and approach of satisfaction questionnaire to be agreed with Housing Management
2	% of properties non-decent? (TSM RP01)	Stock Condition Survey	TBA	0.95%	0.25%	0.25%	This figure was calculated prior to stock condition survey data being uploaded on Open Housing database. The database has not been fully ratified. Ratification expected by 31 March 2026.
3	Number of properties made decent during reporting period?	TBA	TBA	N/A	N/A	N/A	This cannot be reported this quarter due to data verification from the Stock Condition Survey not being completed yet. This data is expected to be supplied from 31 March 2026 onwards

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4	Domestic Compliance in ILS properties against Fire	As per approved annual programme for that year	100%	N/A	N/A	N/A	
5	Domestic Compliance in ILS properties against Asbestos	As per approved annual programme for that year	100%	N/A	N/A	N/A	
6	Domestic Compliance in ILS properties against Water Safety	As per approved annual programme for that year	100%	100%	100%	100%	
7	Domestic Compliance in ILS properties for Lifts (TSM BS02-05)	As per approved annual programme for that year	100%	100%	100%	100%	
8	Capital Spend	1. Welfare Adaptions	100%	100%	100%	100%	
9	Capital Spend	2. External Wall Insulation	100%	100%	100%	100%	
10	Capital Spend	3. Electrical Upgrades	100%	100%	100%	100%	
11	Capital Spend	4. Ext Door Replacements	100%	100%	100%	100%	

12	Capital Spend	5. Heating	100%	100%	100%	100%	
13	Capital Spend	6. Unforeseen works	100%	100%	100%	100%	
14	Capital Spend	7. Kitchen Contract	100%	100%	100%	100%	
15	Capital Spend	8. Soffit & Facias	100%	100%	100%	100%	
16	Capital Spend	9. Roof Replacement	100%	100%	100%	100%	
17	Capital Spend	10. Flat roof replacement	100%	100%	100%	100%	
18	Capital Spend	11. Bramley Vale	100%	100%	100%	100%	
19	Capital Spend	12. Void wet rooms	100%	100%	100%	100%	
20	Capital Spend	13. Safe & Warm scheme	100%	100%	100%	100%	
21	Domestic Blocked drains cleared	24 working hours	90%	93%	100%	100%	
22	Bolsover Homes	Building programme	To agreed client specific ation	100%	100%	100%	
23	Commercial Building Compliance in against Fire	As per approved annual programme for that year	100%	100%	100%	100%	

24	Commercial Building Compliance against Asbestos	As per approved annual programme for that year	100%	100%	100%	100%	
25	Commercial Building Compliance against Water Safety	As per approved annual programme for that year	100%	100%	100%	100%	
26	Commercial Building Compliance against Lifts	As per approved annual programme for that year	100%	100%	100%	100%	
27	Facilities	PAT testing to all equipment available for testing	100%	100%	100%	100%	
28	Facilities Management	1. Number of working days to respond: 1 day for urgent	100%	88%	90%	88%	Contractor has been closely managed to improve performance. This improved in the short term but has decreased this quarter. Legal have been asked to advise on the contractual options to aid with performance.
29	Facilities Management	2. Number of working days to respond: 3 days non urgent	100%	94%	100%	92%	Contractor has been closely managed to improve performance. This improved in the short term but has decreased this quarter. Legal have been asked to advise on the contractual options to aid with performance.

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30	Facilities Management	3. Number of working days to respond: 10 days regular maintenance	100%	91%	100%	88%	Contractor has been closely managed to improve performance. This improved in the short term but has decreased this quarter. Legal have been asked to advise on the contractual options to aid with performance.
31	Engineering	Attend dangerous structures within 1 working day. when requested by DBCP (DBCP are the district lead on dangerous structures)	100%	100%	100%	100%	
32	New Builds	Attend to defects and tenant operating queries within 2 working days	100%	100%	100%	100%	
34	Repairs completed within target timescale (TSM RP02)	1. TSM RP02 Emergency Repairs	90%	96.80%	94.09%	95.09%	
35	Repairs completed within target timescale (TSM RP02)	2. TSM RP02 Non Urgent Repairs	80%	94.58%	91.69%	95.33%	

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36	Tenant satisfaction with repair	Job Completion by Dragonfly teams obtained from Total Mobile	80%	99.60%	99.70%	100.00%	
37	Minor voids	Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting	30	42			Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet. . <b>Void classification updated and targets to be agreed within Housing, by 1/4/26, for the next financial year</b>
38	Major Voids	Average time taken to complete works (calendar days) from receiving keys to handing keys back to Housing Management for reletting	60	97.65			Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet. . <b>Void classification updated and targets to be agreed within Housing, by 1/4/26, for the next financial year</b>
39	Solid Fuel Servicing	Annual programme	100%	94.00%	100%	100%	Q1 32 of 34 Properties completed. 2 properties remain outstanding due to access difficulties. Q2 all 34 properties completed, so NFA for Q3 or Q4
40	Gas Servicing	Annual programme	100%	99.50%	99.26%	99.22%	Q1 23 Properties remain outstanding due to access difficulties. Q2 34 properties remain outstanding due to access difficulties - ongoing work with Legal to gain access to these properties. Q3 36 properties remain outstanding due to access difficulties - ongoing work with Legal to gain access to these properties.

41	Revenue Spend	100% spend over financial year. Therefore target at Q1 - 25% of budget, Q2 50% of budget, Q3 75% of budget, Q4 100% of budget.	100%	25%	47.33%	71.65%	Q3 percentage to date does include subcontractor expenditure on H001 (£63,247.95) due to dual accounts as part of Project Eiffel Tower.
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**BOLSOVER DISTRICT COUNCIL**

**MEETING OF THE EXECUTIVE ON 13<sup>TH</sup> APRIL 2026**

**LOCAL GOVERNMENT REORGANISATION – STATUTORY CONSULTATION  
RESPONSE**

**REPORT OF THE CHIEF EXECUTIVE**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Karen Hanson, Chief Executive

**PURPOSE/SUMMARY OF REPORT**

**For the Executive to note the response to the Derbyshire LGR Statutory Consultation, submitted by the Chief Executive on the 18<sup>th</sup> March 2026 under the constitution provisions 4.10.9 (19).**

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**REPORT DETAILS**

**1. Background**

- 1.1 Following the publication of the English Devolution White Paper on 16<sup>th</sup> December 2024, all councils in Derbyshire were invited to submit a proposal for local government reorganisation (LGR).
- 1.2 Across Derbyshire, the eight district and borough councils and Derby City Council worked collaboratively to develop a shared Case for Change proposing the creation of two new unitary councils (one north / one south).
- 1.3 The Case for Change included four options for the configuration of the two unitary councils, including alternative approaches to the alignment of Amber Valley Borough Council. These options were referred to as options A, A1, B, and B1 in the Case for Change.
- 1.4 On the 28<sup>th</sup> November 2025 the Derby & Derbyshire Case for Change was submitted to Government with the four options detailed in the submission appendices. At the extraordinary Executive meeting held on the 5<sup>th</sup> November 2025 option A1 was supported by Bolsover District Council.
- 1.5 In total the Government received five proposal submissions for LGR in Derbyshire comprising the four options in the Derby and Derbyshire Case for Change, and a fifth option proposed by Derbyshire County Council for a single Derbyshire wide unitary council.

## **2. Statutory Consultation Process for LGR**

- 2.1 The statutory framework for LGR is set out in the Local Government and Public Involvement in Health Act 2007.
- 2.2 To support the timetable of LGR proposals across England arising from the white paper, and in accordance with the Act, the Government has published a staged process for considering LGR proposals. In summary, this comprises:
1. invitation to councils to submit proposals,
  2. submission of formal proposals,
  3. **statutory consultation undertaken by Government,**
  4. ministerial decision on whether to implement a proposal (with or without modification),
  5. preparation and approval of secondary legislation, and
  6. a transition period leading to vesting day for the new unitary authority or authorities.
- 2.3 Statutory consultation is a national process led by the Secretary of State. Before implementing any proposal, the Secretary of State must consult:
- any council affected that has not submitted the proposal; and
  - any other persons or bodies considered appropriate.
- 2.4 Responses received through the statutory consultation are considered alongside the submitted proposals and other relevant evidence. Ministers must have regard to these representations when deciding which proposal, if any, should be implemented.
- 2.5 On 5<sup>th</sup> February 2026 the Government launched the statutory consultation for LGR proposals in Derbyshire. The consultation ran for 6 weeks and closed on the 26<sup>th</sup> March 2026.
- 2.6 Under the provisions of the constitution 4.10.9 (19) “***To represent the views of the Council in responding to consultations with the Council by any outside body where it is expedient to do so or where the period for a response does not allow the consultation paper to be reported to Members, subject to contacting the relevant Portfolio Holder or the Leader and Deputy Leader where the matter is politically contentious and where appropriate reporting to Executive/Council subsequently.***” the Chief Executive (in consultation with the Leader and Portfolio Holder for Devolution) prepared a formal response to the Derbyshire LGR consultation. This response reflected the support given by the previous Executive decision to support the Case for Change submission, and option A1 in particular.
- 2.7 As required by the constitution, a copy of the consultation response is attached at appendix 1.

## **3. Reasons for Recommendation**

- 3.1 The statutory consultation process for LGR formally sought the Council’s responses to the LGR proposals for Derbyshire. Submitting a response ensured

that the Council's position, including its support for Option A1, was clearly and consistently articulated to the Government.

#### **4 Alternative Options and Reasons for Rejection**

- 4.1 An alternative option was to not submit a response; however, this was rejected as to not submit a response would have meant that the Council's position on LGR for Derbyshire was not recorded as part of the formal statutory consultation process.

#### **RECOMMENDATION(S)**

That the Executive note the statutory consultation response submitted on the 18<sup>th</sup> March 2026 by the Chief Executive.

Approved by Councillor Jane Yates, Leader of the Council

#### **IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> There are no direct financial implications arising from this report. Financial implications associated with Local Government Reorganisation are addressed in the Case for Change and supporting documentation previously reported to Council / Executive.		
On behalf of the Section 151 Officer		
<b><u>Legal (including Data Protection)</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> Local Government Reorganisation is governed by the Local Government and Public Involvement in Health Act 2007 and associated secondary legislation. Agreeing responses to the statutory consultation does not determine the final outcome, which remains a matter for Government and Parliament.		
On behalf of the Solicitor to the Council		
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> There are no direct staffing implications arising from this report.		
On behalf of the Head of Paid Service		
<b><u>Environment</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> N/A		

**DECISION INFORMATION:**

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

**DOCUMENT INFORMATION:**

Appendix No	Title
1.	Copy of BDC response to Statutory Consultation submitted on 18 <sup>th</sup> March 2026 by Karen Hanson (CEO).

<b>Background Papers</b>
None.

Response ID ANON-ZHJ3-CR55-X

Submitted to Consultation on Proposals for Local Government Reorganisation in Derbyshire and Derby  
Submitted on 2026-03-18 13:47:41

## Tell us about yourself

1 What is your name?

Name:  
Karen Hanson

2 Are you responding as an individual or providing an official response on behalf of an organisation?

Official response on behalf of an organisation

3 Are you providing the official response from a named consultee?

Yes

4 In which council area is your address? (if you are responding as an individual this is your home address. If you are responding as an organisation this is your organisation address)

Derbyshire County Council

5 If you are responding on behalf of an organisation, please let us know the organisation's name:

Organisation:  
Bolsover District Council

6 If you are responding on behalf of an organisation, please let us know your position within the organisation:

Position in organisation::  
Chief Executive

7 If you are responding on behalf of an organisation, please select the type of organisation from the options below:

Local government - principal council within the invitation area

8 What is your email address?

Email address::  
karen.hanson@bolsover.gov.uk

## Personal Data

1 Please read and tick the box before proceeding with the consultation

The sections for each proposal in this consultation include free text boxes where you can explain your answers. Please tick this box to confirm that you will not include information which may identify an individual in these boxes

## Consultation on the Proposal from Derbyshire County Council

1 To what extent do you agree or disagree that the proposal suggests councils that are based on sensible geographies and economic areas?

Dropdown answers:  
Strongly disagree

2 To what extent do you agree or disagree that the proposed councils will be able to deliver the outcomes they describe in the proposal?

Dropdown answers:  
Strongly disagree

3 To what extent do you agree or disagree that the proposed councils are the right size to be efficient, improve capacity and withstand financial shocks?

Dropdown answers:  
Strongly disagree

4 To what extent do you agree or disagree that the proposed councils will deliver high quality, sustainable public services?

Dropdown answers:

Strongly disagree

5 To what extent do you agree or disagree that the proposal has been informed by local views and will meet local needs?

Dropdown answers:

Strongly disagree

6 To what extent do you agree or disagree that establishing the councils in this proposal will support devolution arrangements?

Dropdown answers:

Strongly disagree

7 To what extent do you agree or disagree that the proposal enables stronger community engagement and gives the opportunity for neighbourhood empowerment?

Dropdown answers:

Strongly disagree

8 If you would like to, please use the free text box to explain the answers you have provided to questions 1-7 referring to the question numbers as part of your answer. You may also use the box to provide any other comments you have on the proposal.

Text box to add further comments:

A single unitary council for Derbyshire performs significantly worse than a two unitary model when judged against the Government's LGR criteria, because its sheer population size (over 1.1m) far exceeds the Government's guide of around 500,000 residents per unitary authority (Q1 / Q2).

The financial data shows that Derbyshire's councils already face severe and growing budget gaps. As a single unitary authority, it must absorb the full extent of countywide volatility. These cost pressures, together with escalating demand, create a heightened vulnerability in a one council model, because any financial shock would have a disproportionately large impact on a single organisation (Q3).

Derbyshire is characterised by its distinct and varied local identities and economic geographies. This results in a very mixed pattern of deprivation, growth, and resultant service demands across the area. A single 1.1m population unitary authority introduces service delivery demands across a large and varying urban / rural geography, which is contrary to Government's emphasis on manageable transition and maintaining safe services (Q4).

The proposal for a single unitary authority for all of Derbyshire was not the subject of consultation by its proposer and therefore local people have not been given the opportunity to properly comment on this (Q5).

A single unitary authority is oversized and subsequently does not align to functional economic areas. Therefore, housing strategies and economic growth opportunities will compete across the geography. A two unitary model will also maintain balanced constituent representation on the Combined Authority (Q6).

Overall at this scale democratic representation will be undermined, and communities will risk losing their identity, becoming disempowered / disadvantaged by poor democratic representation. Communities will be distanced from decision-making, especially across more rural areas, and therefore services will be less tailored to meet local needs (Q7).

9 I confirm that I have not provided any information that identifies an individual in the free text box.

Yes

## Consultation on the Proposal from Amber Valley Borough Council

1 To what extent do you agree or disagree that the proposal suggests councils that are based on sensible geographies and economic areas?

Dropdown answers:

Somewhat agree

2 To what extent do you agree or disagree that the proposed councils will be able to deliver the outcomes they describe in the proposal?

Dropdown answers:

Somewhat agree

3 To what extent do you agree or disagree that the proposed councils are the right size to be efficient, improve capacity and withstand financial shocks?

Dropdown answers:

Somewhat agree

4 To what extent do you agree or disagree that the proposed councils will deliver high quality, sustainable public services?

Dropdown answers:

Somewhat agree

5 To what extent do you agree or disagree that the proposal has been informed by local views and will meet local needs?

Dropdown answers:

Somewhat agree

6 To what extent do you agree or disagree that establishing the councils in this proposal will support devolution arrangements?

Dropdown answers:

Somewhat agree

7 To what extent do you agree or disagree that the proposal enables stronger community engagement and gives the opportunity for neighbourhood empowerment?

Dropdown answers:

Somewhat agree

8 If you would like to, please use the free text box to explain the answers you have provided to questions 1-7 referring to the question numbers as part of your answer. You may also use the box to provide any other comments you have on the proposal.

Text box to add further comments:

Option A has been used as the base proposal to develop our favoured Option A1.

As a proposal that does not include a boundary modification we recognise that Option A is a lower risk two unitary model for Derbyshire that maintains the 'building blocks' of existing district / borough boundaries, whilst still delivering broadly similar levels of economic resilience to our favoured Option A1 (Q1 / Q3).

It is recognised that the results of the public consultation show strong support for Option A (Q5).

9 I confirm that I have not provided any information that identifies an individual in the free text box.

Yes

## Consultation on the Proposal from Bolsover District Council and North-East Derbyshire District Council

1 To what extent do you agree or disagree that the proposal suggests councils that are based on sensible geographies and economic areas?

Dropdown answers:

Strongly agree

2 To what extent do you agree or disagree that the proposed councils will be able to deliver the outcomes they describe in the proposal?

dropdown answers:

Strongly agree

3 To what extent do you agree or disagree that the proposed councils are the right size to be efficient, improve capacity and withstand financial shocks?

dropdown answers:

Strongly agree

4 To what extent do you agree or disagree that the proposed councils will deliver high quality, sustainable public services?

Dropdown answers:

Strongly agree

5 To what extent do you agree or disagree that the proposal has been informed by local views and will meet local needs?

Dropdown answers:

Strongly agree

6 To what extent do you agree or disagree that establishing the councils in this proposal will support devolution arrangements?

Dropdown answers:

Strongly agree

7 To what extent do you agree or disagree that the proposal enables stronger community engagement and gives the opportunity for neighbourhood empowerment?

Dropdown answers:

Strongly agree

8 If you would like to, please use the free text box to explain the answers you have provided to questions 1-7 referring to the question numbers as part of your answer. You may also use the box to provide any other comments you have on the proposal.

Text box to add further comments:

In its suggested form as a two unitary proposal for Derbyshire A1 offers a more balanced, community sensitive and financially resilient refinement of the two unitary option for Derbyshire.

By dividing AVBC at parish level rather than assigning it wholly to one unitary, A1 strengthens alignment with lived communities and creates two authorities with a more balanced population (567k north / 511k south) which satisfies the Government's minimum 500,000 population requirement for unitaries (Q1).

By enabling Derby City to grow in all directions A1 addresses one of the key constraints identified in the base Proposal A, supporting housing expansion, infrastructure alignment and greater flexibility in economic planning (Q2).

Despite initial disaggregation, A1 remains a financially sound demonstrating its ability to pay back transitional costs by year 3.58. Alongside a more balanced GVA, tax base and population this will ensure that the new unitary councils under this model are on an equal footing to react to and demand-led shocks (Q3 / Q4).

Through public consultation Proposal A was the most supported option overall, and therefore patterns that emerged from the consultation results demonstrated that AVBC residents were highly engaged and deeply concerned about how reorganisation would affect long standing community ties. Feedback highlighted that southern AVBC communities naturally orient towards Derby City for work, services, and daily life, while northern communities identify more strongly with the rest of northern Derbyshire. This insight directly informed the decision to split AVBC at parish level, ensuring that "communities remain connected to the areas they naturally gravitate toward" and that local identity and lived experience were respected in the proposed boundaries. As a result, A1 is presented not only as a technical improvement on Proposal A, but as a community sensitive modification, explicitly reflecting what residents said mattered most: protecting functional geographies, maintaining community cohesion, and avoiding disruption to local identity (Q5).

A1 supports devolution by:

- Creating two balanced, resilient councils, enabling effective strategic partnership within EMCCA.
- Ensuring equal representation and influence, avoiding dominance by one area.
- Aligning geographies with functional economic and social patterns, supporting EMCCA's regional growth strategies.
- Improving capacity for long term planning, investment and collaboration on skills, transport, housing and climate priorities.

In short, A1 provides a stable, collaborative and strategically aligned governance structure that strengthens Derbyshire's collective voice within the East Midlands' devolved arrangements and ensures the region can fully benefit from the powers and funding that EMCCA unlocks (Q6).

The parish level restructuring also reinforces community identity and functional geography. Residents in the southern parishes of Amber Valley who naturally orient toward Derby for work, leisure and services would be represented within the southern unitary, while those with deeper cultural and economic ties to northern Derbyshire remain aligned with the northern authority (Q7). This configuration ensures democratic representation remains meaningful and accessible, with councillors serving communities of a manageable size so local voices continue to shape decision making (Q7).

9 This is a proposal that is accompanied by a request that the Secretary of State considers boundary change or that affects wider public services. To what extent do you agree or disagree that the proposal sets out a strong public services and financial sustainability justification for boundary change?

Dropdown answers:

Strongly agree

10 If you would like to, please use this free text box to explain your answer to question 9.

Text box to add further comments:

The proposed boundary changes that form part of A1 use parish council geographies within AVBC to better align communities with service delivery patterns.

Financial analysis that has been undertaken to underpin the two unitary council model has been undertaken using the same framework across all two unitary options, and therefore the boundary change that is proposed is based upon a sustainable financial framework. This shows that despite the initial disaggregation costs of A1, the overall boundary modification ensures that the proposal supports greater service delivery, a more balanced tax base, and therefore the unitary geography will be more resilient to future financial pressures.

11 I confirm that I have not provided any information that identifies an individual in the free text boxes.

Yes

## Consultation on the Proposal from Chesterfield Borough Council, Derby City Council, Erewash Borough Council, and High Peak Borough Council

1 To what extent do you agree or disagree that the proposal suggests councils that are based on sensible geographies and economic areas?

Dropdown answers:

Neither agree nor disagree

2 To what extent do you agree or disagree that the proposed councils will be able to deliver the outcomes they describe in the proposal?

dropdown answers:

Neither agree nor disagree

3 To what extent do you agree or disagree that the proposed councils are the right size to be efficient, improve capacity and withstand financial shocks?

dropdown answers:

Neither agree nor disagree

4 To what extent do you agree or disagree that the proposed councils will deliver high quality, sustainable public services?

Dropdown answers:

Neither agree nor disagree

5 To what extent do you agree or disagree that the proposal has been informed by local views and will meet local needs?

Dropdown answers:

Neither agree nor disagree

6 To what extent do you agree or disagree that establishing the councils in this proposal will support devolution arrangements?

Dropdown answers:

Neither agree nor disagree

7 To what extent do you agree or disagree that the proposal enables stronger community engagement and gives the opportunity for neighbourhood empowerment?

Dropdown answers:

Neither agree nor disagree

8 If you would like to, please use the free text box to explain the answers you have provided to questions 1-7 referring to the question numbers as part of your answer. You may also use the box to provide any other comments you have on the proposal.

Text box to add further comments:

-

9 This is a proposal that is accompanied by a request that the Secretary of State considers boundary change or that affects wider public services. To what extent do you agree or disagree that the proposal sets out a strong public services and financial sustainability justification for boundary change?

Dropdown answers:

Neither agree nor disagree

10 If you would like to, please use this free text box to explain your answer to question 9.

Text box to add further comments:

-

11 I confirm that I have not provided any information that identifies an individual in the free text boxes.

Yes

## Consultation on the Proposal from South Derbyshire District Council

1 To what extent do you agree or disagree that the proposal suggests councils that are based on sensible geographies and economic areas?

Dropdown answers:

Neither agree nor disagree

2 To what extent do you agree or disagree that the proposed councils will be able to deliver the outcomes they describe in the proposal?

Dropdown answers:

Neither agree nor disagree

3 To what extent do you agree or disagree that the proposed councils are the right size to be efficient, improve capacity and withstand financial shocks?

Dropdown answers:

Neither agree nor disagree

4 To what extent do you agree or disagree that the proposed councils will deliver high quality, sustainable public services?

Dropdown answers:

Neither agree nor disagree

5 To what extent do you agree or disagree that the proposal has been informed by local views and will meet local needs?

Dropdown answers:

Neither agree nor disagree

6 To what extent do you agree or disagree that establishing the councils in this proposal will support devolution arrangements?

Dropdown answers:

Neither agree nor disagree

7 To what extent do you agree or disagree that the proposal enables stronger community engagement and gives the opportunity for neighbourhood empowerment?

Dropdown answers:

Neither agree nor disagree

8 If you would like to, please use the free text box to explain the answers you have provided to questions 1-7 referring to the question numbers as part of your answer. You may also use the box to provide any other comments you have on the proposal.

Text box to add further comments:

-

9 I confirm that I have not provided any information that identifies an individual in the free text box.

Yes



**BOLSOVER DISTRICT COUNCIL**

**Meeting of the Executive on 13<sup>th</sup> April 2026**

**Analytical Rent Arrears Software**

**Report of the Portfolio Holder for Housing**

<b>Classification</b>	This report is Public.
<b>Contact Officer</b>	Victoria Dawson, Assistant Director Housing Management

**PURPOSE/SUMMARY OF REPORT**

To seek approval to enter a 2 year contract with Mobysoft for RentSense, an analytical rent arrears product.

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**REPORT DETAILS**

**1. Background**

- 1.1 Since 2022 the Council has used RentSense software to improve rent collection. RentSense eliminates the guesswork for income management assistants. It provides actions which will be most effective from a financial perspective. RentSense has streamlined the Income Management Assistants time, resulting in more time to engage with tenants effectively.
- 1.2 The RentSense system prioritises rent arrears cases for Income Management Officers, using analytical technology they can predict which cases will generate the most positive result. We monitor compliance with the work tray it generates. The system reduces the number of cases which require contact and this frees up officer time.
- 1.3 Recent performance reporting from Mobysoft continues to provide confirmation that the system is making an impact on rent recovery which is also confirmed in Housing Key Performance Indicators. We have an annual target of 92% rent recovery, at the end of Quarter 3, 25/26 we were at 96%.

## Exceptional Performance – Jan 25 to Jan 26

873 customers recommended in January 2025, of which 770 are still customers in January 2025



## 2. Details of Proposal or Information

- 2.1 The original contract for RentSense was for 2 years with an option to extend for a further 2 years. The current contract is due to end early May 2026.
- 2.2 We are seeking a new short term 2 year fixed contract. We do not require any longer as we believe our Housing Case Management system will be able to do the offer the same analytical functionality in time, at little or no additional costs.
- 2.3 Mobysoft who own RentSense are established on the G Cloud 14 Digital Marketplace. Having done an intensive search using the GCloud framework and key terms, Mobysoft were the only provider available. However there are fixed costs using this framework which would be £157,300. A Direct award would be at £120,500, so a significant saving of over £37,300.
- 2.4 We have been in contract with Mobysoft since May 2022, they have constantly been the expert in this field and the most competitive provider when we have researched this and would like to continue with them in the short term. We are also in the process moving our Housing Case Management System to a cloud based model and RentSense is compatible which means there will be very little service disruption during this change. This is essential in our rent recovery processes.
- 2.5. In addition as we only require a short contract. Other providers would need a period of setting up, testing and implementation which could take up to 6 months, this would be a ¼ of the life of the contract and cause significant disruption to the Income Management Team which we are keen to avoid.
- 2.4 A contract waiver has been signed by the Councils procurement manager and Assistant Director Governance.

### **Reasons for Recommendation**

- 3.1 Mobysoft were identified as the best supplier through a procurement exercise, and the direct award offers a cost-effective solution as a short 2 year contract. This system is ensuring that we achieve a better rent collection rate, and we are seeing a reduction in arrears.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 None, as Mobysoft were identified as the best supplier through an agreed procurement exercise.

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### **RECOMMENDATION(S)**

Executive approves the contract for 2 years to Mobysoft for the RentSense software.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

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### **IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> There are sufficient funds within existing budget to meet the contractual amount <p style="text-align: right;">On behalf of the Section 151 Officer</p>		
<b><u>Legal (including Data Protection)</u></b> Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> Mobysoft were identified as the best supplier through a procurement exercise, with a contract waiver approved by the procurement manager. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>		
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> There are no staffing implications rising directly from this report. <p style="text-align: right;">On behalf of the Head of Paid Service</p>		
<b><u>Equality and Diversity, and Consultation</u></b> Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(Please speak to the Equality and Diversity Officer for advice)</i>		
<b>Details:</b>		

**Environment**      Yes       No

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

**Details:**

**DECISION INFORMATION:**

**Please indicate which threshold applies:**

**Is the decision a Key Decision?**

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

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

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

**District Wards Significantly Affected:**

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

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

Yes       No

(a)       (b)

(a)       (b)

All

**Is the decision subject to Call-In?**

*(Only Key Decisions are subject to Call-In)*

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

**Consultation carried out:**

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

Leader     Deputy Leader     Executive     SLT   
Relevant Service Manager     Members     Public   
Other

Yes       No

Yes       No

Yes       No

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

Ambition: Customers

Priorities:

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

Ambition: Housing

Priority:

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

**DOCUMENT INFORMATION:**

<b>Appendix No</b>	<b>Title</b>

**Background Papers**

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

**BOLSOVER DISTRICT COUNCIL**

**MEETING OF THE EXECUTIVE ON 13<sup>TH</sup> APRIL 2026**

**EXTENSION OF THE BUSINESS SUPPORT PROGRAMME 2026/27**

**REPORT OF THE PORTFOLIO HOLDER FOR GROWTH**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Interim Strategic Director for Economic Growth Head of Business Growth

**PURPOSE/SUMMARY OF REPORT**

To approve a two-year extension to the Business Support Programme from 2026/27 and agree to commit £200,000 from the transformation reserve for continuation of current business support activities.

**REPORT DETAILS**

**1. Background**

- 1.1 In April 2022, the UK Government launched the UK Shared Prosperity Fund (UKSPF) which provided £2.6 billion of new funding for local investment through to March 2025. Through the UKSPF allocation 2022 – 2025 Bolsover District Council received **£1,963,993**.
- 1.2 In April 2025 it was announced that UKSPF funding would be extended, and an additional allocation of **£803,023** for the 12-month period April 2025 – March 2026 was received by Bolsover District Council.

1.3 There were three investment priorities that the UKSPF funding aimed to address:

<b>Investment Priority</b>	<b>Summary of objectives</b>
<b>Community and Place</b>	<ul style="list-style-type: none"> <li>• Strengthening our social fabric and fostering a sense of local pride and belonging.</li> <li>• To build resilient and safe neighbourhoods.</li> </ul>
<b>Supporting Local Business</b>	<ul style="list-style-type: none"> <li>• Creating jobs and boosting community cohesion by supporting local businesses.</li> <li>• Promoting networking and collaboration and stimulating innovation and growth.</li> <li>• Targeted support to help businesses grow - e.g. innovation, productivity, energy efficiency, low carbon and exporting.</li> </ul>
<b>People and Skills</b>	<ul style="list-style-type: none"> <li>• Boosting core skills and support adults to progress in work.</li> <li>• Supporting disadvantaged people to access the skills they need.</li> <li>• Funding local skills needs and supplementing local adult skills provision.</li> <li>• Reducing levels of economic inactivity and supporting those furthest from the labour market.</li> </ul>

1.4 Over the past three years (March 2023 - March 2026) the Business Growth Team have been delivering successful grant schemes through UKSPF funding and

have also commissioned projects to meet the objectives of the above priorities, including three business support programmes:

- Hyper Local Business Support – delivered by Clowne Enterprise
- Business Detox and Female Business Owners Monthly Training and Networking Events - delivered by Filter Free Business
- Creative Women’s Network - delivered by PlatformThirty1

- 1.5 A critical success factor of the business support programmes was that the Team realised that support for businesses based in the district needed to be localised - taking place at District and not County or Regional level, as it would have been unlikely that Bolsover businesses would travel further afield. Despite business support programmes being provided by East Midlands Chamber, which is based in Chesterfield, there had been consistently low take up rates. Conversations with businesses revealed that informal local networking and support events in the district was their preference.
- 1.6 All three of these programmes have been extremely successful and have met or exceeded the majority of their outputs and outcomes. However, despite the announcement that UKSPF allocation expenditure could be extended until the end of September 2026, no further grant funding has been allocated and therefore the current business support programmes in place are all set to end on the 31<sup>st</sup> of March 2026.

## **2. Business support beyond 2026/27**

- 2.1 The Government has confirmed no further funding for UKSPF will be available after 31 March 2026, and any future local economic development funding would be distributed through the East Midlands Combined County Authority (EMCCA).
- 2.2 However, EMCCA have confirmed that they will not be making any local economic development grant funding in the foreseeable future. Whilst they are commissioning some services to commence in 2026/27 (Growth Hub, Start Up, and High Growth), EMCCA will not be providing grant funding for micro, small, or medium sized businesses.
- 2.3 The Office for National Statistics (ONS) reported that in 2020 the number of start-up businesses in Bolsover was 240, however the number of business closures was 210. Of the 2,305 businesses in the District (ONS UK Business Count 2021) the number of micro businesses (employing 0-9 employees) in the District stood at 2,010 or 87.2%. A further 220 businesses or 9.5% employed 10-49. It is these businesses that the business support programmes aimed to engage with to offer a wide variety of support to ensure their survival and growth.
- 2.4 All three of these programmes have been extremely successful, and have met or exceeded the majority of their outputs and outcomes:

### **Hyper Local Business Support**

- 2.5 Over the past three years this programme has delivered free bespoke 1-2-1 business support and mentoring to pre-start, start-up and existing Bolsover businesses enabling them to undertake a wide variety of exercises including:

- Creating business plans
- Producing profit & loss and cash flow forecasts
- Creating an income and expenditure spreadsheet
- Putting together an appropriate and realistic pricing policy
- Applying for the appropriate insurances and required certifications
- Successfully accessing UKSPF funded grants
- Successfully accessing other grant programmes
- Attendance at free workshops including:
  - Building a Brand
  - Cyber Security
  - Email marketing
  - Digital Foundations for Growth
  - Automation Made Simple
  - Growing your Business through Recruitment
  - The use of Artificial Intelligence in growing a business
  - SEO and getting a business found online
  - Dealing with tax returns
  - A full day workshop covering different dimensions of growing a business successfully

2.6 Feedback from businesses on this programme include:

*“There is still a long way to go in developing and growing all of my different services. The help that I get, especially through the one-to-one coaching sessions, is invaluable in keeping me on track. Paul helps me to put my thoughts and ideas into order and translate them into plans that will work. In particular he is able to help me write promotional materials that convey my ideas to potential customers in a clear and inviting way – focusing on the benefits to them. By working together with him I am able to organise and prioritise the actions that I need to keep moving forwards”.*

*“I’ve worked in this industry for many years, so I know what needs to be done, but taking on the responsibility for growing and developing my own business like this has been a new challenge. Working with Clowne Enterprise and the Business in Bolsover programme has provided me with additional knowledge, with confidence and with the reassurance that I have needed to stay on top of that challenge”.*

*“Great support, in person, online, emails. Always been able to accommodate me. A fountain of knowledge and people to network for me. Not just about business advice but self-belief, confidence. Jo pushed me when I needed to be pushed. Very approachable, confidential”.*

Website for reference: [www.clowne-enterprise.org.uk](http://www.clowne-enterprise.org.uk)

2.7 Outputs and Outcomes from April 2023 - March 2025:

Hyper Local Business Support							
OUTPUTS	Target	Actual				Total to date	% Delivered
		Apr 23-Sep 23	Oct 23 - Mar 24	Apr 24 - Sep 24	Oct 24 - Mar 25		
Number of businesses receiving non-financial support (numerical value)	96	42	44	30	14	130	135%
Number of potential entrepreneurs provided assistance to be business ready (numerical value)	48	21	29	27	24	101	210%

Hyper Local Business Support							
OUTCOMES	Target	Actual				Total to date	% Delivered
		Apr 23-Sep 23	Oct 23 - Mar 24	Apr 24 - Sep 24	Oct 24 - Mar 25		
Jobs created (numerical value)	12	8	12	19	20	59	492%
Jobs safeguarded (numerical value)	48	1	3	2	2	8	17%
Number of new businesses created (numerical value)	12	7	10	9	14	40	333%
Number of businesses introducing new products to the firm (numerical value)	6	6	6	8	12	32	533%
Number of businesses adopting new to the firm technologies or processes (numerical value)	15	0	0	3	3	6	40%
Number of businesses with improved productivity (numerical value)	48	1	3	5	3	12	25%
Number of businesses engaged in new markets (numerical value)	17	3	5	8	7	23	135%

2.8 Outputs and Outcomes from April 2025 – December 2025 (forecast to March 2026)

Hyper Local Business Support	Main UKSPF Subtheme – Enterprise culture and start up support Secondary UKSPF Subtheme – Advice & Support to Business							
	Outputs	Target	Actual				Total to date	% Delivered
Apr 25 - Jun 25			Jul 25 - Sep 25	Oct 25 - Dec 25	Jan 26 - Mar 26			
No. of enterprises receiving non-financial support	24	31	10	2		43	179%	4
No. of potential entrepreneurs assisted to be enterprise ready	12	18	6	1		25	208%	2

Hyper Local Business Support	Main UKSPF Subtheme – Enterprise culture and start up support Secondary UKSPF Subtheme – Advice & Support to Business							
	Outcomes	Target	Actual				Total to date	% Delivered
Apr 25 - Jun 25								
Jobs created as a result of support	12	4	5	3		12	100%	2
Jobs safeguarded as a result of support	2	0	1	0		1	50%	0
No. of new enterprises created as a result of support	6	3	6	2		11	183%	1
No. of enterprises adopting new or improved products or services	3	1	3	1		5	167%	1

<b>No. of enterprises adopting new to the firm technologies or processes</b>	2	0	1	1		<b>2</b>	<b>100%</b>	<b>0</b>
<b>No. of enterprises engaged in new markets</b>	8	0	4	0		<b>4</b>	<b>50%</b>	<b>2</b>
<b>No. of enterprises with improved productivity</b>	4	2	1	0		<b>3</b>	<b>75%</b>	<b>1</b>

### **Business Detox and Female Business Owners Monthly Training and Networking Events**

- 2.9 These two events offer free support to businesses across the Bolsover district. Filter Free Business Ltd administer the scheduling and management of the events, together with on-line and social media promotional support. They have created and continue to update content on the Business in Bolsover website: [www.businessinbolsover.com](http://www.businessinbolsover.com)
- 2.10 Both events held on a monthly basis are constantly oversubscribed and in the past three years have contributed to the founding, success and growth of many small businesses based in the Bolsover District.
- 2.11 Members of the Business Growth Team attend the monthly events and have witnessed business owners becoming more confident and comfortable following their continued attendance due to the informal friendly and supportive atmosphere.
- 2.12 The businesses are able to take advantage of support **that is unique to Bolsover District**. Numerous attendees have been successful in accessing UKSPF funded grants delivered by the Business Growth Team in years 1 & 2 of the UKSPF funding, with others accessing energy audits and Net Zero Growth Grants funded by UKSPF which the Business Growth Team continue to deliver. A presentation by Derbyshire County Council on apprenticeships resulted in one business recruiting five apprentices for their business.
- 2.13 Businesses are encouraged to inter-trade, which has proved popular and successful. The organiser has however prevented attendees from accessing this element of the provision; to prevent the meetings becoming a marketplace only. Attendees are also encouraged, but not pressured, into presenting at an event. It gives them the opportunity to explain about their business and the services and/or products on offer. This has seen business owners gaining confidence, delivering a presentation which they never thought they would be able to do and also securing orders/work from other attendees.
- 2.14 The meetings have also provided an opportunity for other business support providers and grant programme managers (such as the Vision Derbyshire start up business grants) to access a ready audience, which they struggle to find in other local authority areas.

2.15 Comments from businesses include:

*“The event host had a wealth of knowledge, and I left the event feeling very clear about the subject”.*  
*“I never really knew what social media algorithms were, or how they worked but I came away with a better understanding of them”.*  
*“The networking events opened doors I didn’t even know existed - I’ve secured clients directly because of contacts I made here”.*  
*“It’s not just been about business growth; it’s also about my personal confidence as a teacher and business owner”.*

2.16 Below is an insight of how popular the two events have been - outputs from April 2025 – December 2025 (forecast to March 2026).

Business in Bolsover	Main UKSPF Subtheme – Advice & Support to Business Secondary UKSPF Subtheme – Enterprise culture and start up support							
	Target	Actual				Total to date	% Delivered	Forecast
Outputs		Apr 25 - Jun 25	Jul 25 - Sep 25	Oct 25 - Dec 25	Jan 25 – Mar 26			1/1/26 - 31/3/26
No. of enterprises receiving non-financial support	40	132	101	104		337	843%	100
Number of local events or activities supported	10	6	4	5		15	150%	6

**Creative Women’s Network**

2.17 Platform Thirty1 were commissioned to deliver support to creative businesses from the arts, culture, and visitor economy sectors. The monthly network meets the first Wednesday of every month at Pleasley Vale Mills. Events are extremely popular and oversubscribed. Presentations have included:

- Social media presence
- Utilising local assets with creativity
- Forming connections
- Techniques to visually enhance your business

2.18 As with the Business Detox and Female Owners Networking and Training Events, attendees are able to inter-trade and offer support and advice to each other. Comments from attendees include:

*“The network has helped me gain confidence in my abilities. It has taught me practical lessons in photography, writing, and relaxation in regard to work. It has*

*provided me with business opportunities through networking and events. I love being around women who are also creative”.*

*“I originally attended the event with a view to making connections with other local creatives. Originally this was in order to find freelance and collaboration opportunities, as well as ways to sell my art. Now it is more for the support from the group. It can be very lonely as an artist and finding freelance work is very difficult and selling art even harder, so this network group is vital for maintaining momentum”.*

*“This is a great group of people with a variety of skillsets in the creative industries. It’s been enjoyable to feel part of something rather than a lone artist. The other women have been very supportive on a personal level. I have also made contacts that will lead to future work”.*

2.19 Below is an insight of how popular the event has been - outputs from April 2025 – December 2025 (forecast to March 2026).

Creative Women's Network	Main UKSPF Subtheme – Advice & Support to Business Secondary UKSPF Subtheme – Enterprise culture and start up support							
	Outputs	Target	Actual				Total to date	% Delivered
Apr 25 - Jun 25			Jul 25 - Sep 25	Oct 25 - Dec 25	Jan 26 - Mar 26			
No. of enterprises receiving non-financial support	40	35	34	43		112	280%	30
No. of local events or activities supported	10	3	3	3		9	90%	3

### 3. Reasons for Recommendation

3.1 Given all three business support programmes have been able to evidence their value over the past 3 years it is considered that for them to not be able to continue due to the lack of funding would be detrimental to so many of the Bolsover businesses that have taken advantage of all the support delivered by each programme.

3.2 The cost of delivering the programmes for the year April 2025 – March 2026 was £96,000:

Hyper Local Business Support - £50,000

Business Detox and Female Business Owners Events - £34,000

Creative Women’s Network - £12,000

3.3 It is therefore requested that a funding budget of £200,000 is established using transformation reserves to enable the business support programmes to be

continued for a period of up to two years, commencing in April 2026. This would see the business support programmes continue to be made available to local businesses in Bolsover until the end of March 2028, by which time there is likely to be more certainty on the grant support available through EMCCA and as any new unitary authority across Derbyshire enters vesting day.

#### **4 Alternative Options and Reasons for Rejection**

- 4.1 An alternative option is to do nothing and allow current business support programmes to come to an end as of the 31<sup>st</sup> of March 2026. However this has been rejected as this may see some businesses reduce activity or stagnate, potentially impacting on future employment opportunities for residents and reducing the attractiveness of businesses remaining in the district.
- 4.2 A further alternative is to only offer sufficient funding to extend the business support programme for 12 months (£100,000), however it is preferable that funding is extended to 24 months to take the programme up to the potential vesting day of a new unitary authority.

#### **RECOMMENDATION(S)**

To approve a two-year extension to the Business Support Programme from 2026/27 and agree to commit £200,000 from the transformation reserve for continuation of current business support activities.

Approved by Councillor Tom Munro, Portfolio Holder for Growth

#### **IMPLICATIONS:**

<b><u>Finance and Risk</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> There is sufficient balance in the transformation reserve to cover this expenditure.		
On behalf of the Section 151 Officer		
<b><u>Legal (including Data Protection)</u></b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Details:</b> Section 137 of the Local Government Act 1972 enables a local authority to incur expenditure which in their opinion is in the interests of, and will bring direct benefit to, their area or any part of it or all or some of its inhabitants.		
On behalf of the Solicitor to the Council		
<b><u>Staffing</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
<b>Details:</b> There are no direct staffing implications arising from this report.		
On behalf of the Head of Paid Service		

**Environment**      Yes       No

**Details:**  
N/A

**DECISION INFORMATION:**

**Please indicate which threshold applies:**

**Is the decision a Key Decision?**

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

Yes       No

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

(a)       (b)

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

(a)       (b)

**District Wards Significantly Affected:**

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

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

All

**Is the decision subject to Call-In?**

*(Only Key Decisions are subject to Call-In)*

Yes       No

**Consultation carried out:**

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

Yes       No

Leader     Deputy Leader     Executive     SLT

Relevant Service Manager     Members     Public

Other

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

**Economy**

**DOCUMENT INFORMATION:**

<b>Appendix No</b>	<b>Title</b>

<b>Background Papers</b>
None.

**BOLSOVER DISTRICT COUNCIL**

**MEETING OF THE EXECUTIVE ON 13th APRIL 2026**

**APPOINTMENT OF A2 MARITIME**

**REPORT OF THE PORTFOLIO HOLDER FOR GROWTH**

Classification	This report is public
Contact	Natalie Etches, Head of Business Growth

**PURPOSE/SUMMARY OF REPORT**

**To approve the appointment of A2 Maritime for the survey, design, technical documentation, technical supervision and Principal Designer services for the high and medium priority recommended works to the culverts and associated infrastructure at Pleasley Vale.**

**REPORT DETAILS**

**1. Background**

- 1.1 The works across the mill ponds and within the culverts are essential to maintain structural integrity of mill pond dam walls, the mill buildings, and the culvert structures which pass under the mill buildings. Riparian landowners are legally responsible for the upkeep of watercourses, including culverts and pipes situated on or under their property.
- 1.2 At the December 2024 meeting of the Executive, it was resolved that P&D Environmental Ltd be appointed to undertaken bank stabilisation works to the upper part of mill pond 1 as part of phase 1 of the works to a contract sum of £427,810. This work was completed along with a Biodiversity Net Gain (BNG) baseline to capture any net gain as a result of the works.
- 1.3 At its meeting in June 2025, the Executive considered a report for the desilting of the culverts, which was in part due to a broken drain, damaged within the culvert and needing repair. At the time, the desilting of the culvert would have been a lesser expensive option than installing a new drain which serviced the WC's in Mill One. The Executive resolved that:
  - 1) ... the works for the desilting of the culvert be approved,
  - 2) direct award of the works contract to the company currently working on site ...,
  - 3) delegated authority is given to the Chief Executive and the Section 151 Officer to approve an additional sum of £180k if the silt is found to be contaminated, [and]

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

- 1.4 Following this meeting, the team explored the scope of works and were able to undertake the repair to the drain at a cost of £5,000.
- 1.5 At its meeting in December 2025, the Executive approved the appointment of a contractor to undertake de-vegetation and de-watering of mill ponds 1 and 2 including mechanical dredging and removal of trees undermining structural stability of dam walls utilising £603,537 of the £608,537 funding approved by Executive at its meeting held on 23<sup>rd</sup> June 2025, and a further allocation of £257,900 from the building repair and renewal reserve, which was within the general reserve.
- 1.6 Further to phase 2 and following on from the drain repair in the culvert under mill one, structural surveys have been carried out as well as a full inspection walk through across all the culverts. The culverts run through the site passing underneath the three mill buildings and are both online and offline to the river Meden. They pass underneath the mill buildings and in the event of further severe weather events experienced in periods of flooding, the water passes through at a significant force, which causes damage within the culvert structures. Work needs to be completed with urgency to ensure the maintenance is carried out before height of the winter months.
- 1.7 The inspections, undertaken by A2 Maritime, shows that: there are scour holes within the floor of the culverts; the underside of the steel structure is significantly degraded within the culvert over which the vehicles access mills one and two loading area and car parks; and the steels above the spillway between mill pond 1 and the river Meden are corroded, along with a number of additional issues. The Surveyors have also focussed on a culvert to the courtyard of Mill 3, which has not previously been under any inspection regime. It is accessed from a manhole outside Mill 3 and drops to 7.5-8m below ground level. This culvert is fed from a sluice gate off Mill 2 Pond which feeds under Mill 3 and is not currently taking water through the sluice. It could be causing structural issues to Mill 3 (on the elevation abutting the mill pond) as well as buildings in Mill 3 Courtyard. The survey was successful, and after jetting and dye testing the surveyors have located an exit point of the culvert in a nearby field.

## 2 **Reasons for the report**

- 2.1 The Pleasley Vale Working Group resolved to continue with the programme of inspections and prepare a schedule of works based on the culvert survey results and findings from the structural engineers visit which was scheduled to take place and the report findings presented back to the Council. This report has been issued to the Council, and makes several recommendations, which have been RAG rated based on their urgency / priority.
- 2.2 A comprehensive programme of remedial works is required across the culverts and associated structures. Urgent priorities include repairing and filling scour holes, removing debris, stabilising loose soffits and keystones, restricting access to compromised areas to pedestrian loading, inspecting and potentially repairing dam walls, addressing leaks, and replacing failed beams. Medium priority actions

involve silt removal, inspection and repair of steel beams, rebuilding collapsed soffits, repairing missing keystones, strengthening slabs, addressing scour holes, vegetation removal, and monitoring structural cracks. Lower priority works encompass local brickwork repairs, repointing, removal of disused pipes and scrap steel, repainting steel beams, repairing voids and cracked reinforced concrete, and scheduling a general reinspection in five years following completion of these works. Collectively, these interventions are essential to maintain structural integrity and ensure safety throughout the site.

- 2.3 A2 Maritime have provided a **fee proposal of £153,900 for the survey, design, technical documentation, technical supervision and Principal Designer services** for the high and medium priority recommended works to the culverts and associated infrastructure at Pleasley Vale. It is also a requirement, due to confined spaces regulations, to cover an additional fee for the attendance of P&D Environmental Ltd to ensure A2 Maritime are accompanied on the visits inside the culverts.
- 2.4 The appointment of A2 Maritime is necessary due to the specialist nature of structures within the online water course of the river Meden, and the additional culverts and mill ponds which are offline. There is legislative compliance required by the riparian landowner responsible for the repairs which is enforceable by the Environment Agency. A2 Maritime would be appointed to deliver dam wall surveys and feasibility; Principal Designer under CDM 2015; LiDAR / Photogrammetry model; site investigations; detailed designs; technical documentation; and consent / licence applications. All of the works are as set out in the fee proposal.
- 2.5 The Environment Agency (EA) has approved the emergency works across the site, including the desilting and the repairs to the culverts, and are attending site on a regular basis to monitor the works undertaken. If the works do not progress voluntarily by the Council, there could be a requirement to undertake them through an enforcement action of the EA.
- 2.6 Significant structural and safety concerns have been identified at Mill 3 and the associated dam and culverts. Tree root intrusion has compromised the dam's integrity, creating flow paths and water ingress into the building, with the risk of further erosion and potential collapse. Immediate action is already underway to desilt the mill ponds, with this work addressing the necessary repairs to the dam wall, as accumulated silt is exacerbating structural strain. Additionally, blocked and deteriorating culverts present substantial flood and stability risks, requiring clearance and concurrent structural repairs. These works are time-sensitive, with the window for safe delivery dependent on seasonal river flows and must be undertaken with specialist oversight to mitigate safety, environmental, and legal risks.

### **3 Reasons for Recommendation**

- 3.1 Riparian landowners are legally responsible for the upkeep of watercourses, including culverts and pipes situated on or under their property. Should a culvert collapse or become blocked, resulting in the obstruction of an "online" watercourse, the landowner faces substantial legal and financial repercussions. These may include enforcement actions initiated by authorities such as the Lead

Local Flood Authority (LLFA), the Environment Agency, or Internal Drainage Board (IDB), who can issue legal notices under the Land Drainage Act 1991 compelling the landowner to remove any obstruction. If the landowner fails to comply within a reasonable period, the responsible authority may enter the land, carry out the necessary remedial works, and recover all associated costs from the landowner.

- 3.2 Further liabilities arise if flooding occurs due to neglected maintenance, as the landowner may be sued for negligence or nuisance by affected neighbours, businesses, or the highway authority. Additionally, failing to act on a legal notice or leaving a watercourse blocked may constitute a criminal offence under Section 25 of the Land Drainage Act. Breaches of these obligations can be formally recorded and disclosed to third parties during property searches, potentially impacting future land sales.
- 3.3 It is important to note that the duty to maintain culverts remains with the current landowner, regardless of who originally installed the structure or whether the owner was aware of its existence. While maintenance is mandatory, common law generally does not require landowners to upgrade the capacity of culverts, only to ensure their proper upkeep. In cases of significant failure, a culvert may be classified as a "flood risk management asset" by the local council, highlighting the importance of regular maintenance to mitigate risks and comply with legal requirements.

#### **4 Alternative Options and Reasons for Rejection**

- 4.1 The Council could consider the procurement of a specialist marine structural engineer to undertake these works through an open procurement route. However, due to the extent, and knowledge, of the site that has been established through work and surveys undertaken to date there is an efficiency of continuing with the same structural engineer who has completed the surveys to date. There is also an urgency to carrying out these works before the winter to prevent further damage from a high volume of water flow through the culverts.

#### **RECOMMENDATION(S)**

1. To allocate £153,900 + £15,000 (10% project contingency) of funding from the Transformation Reserve for the survey, design, technical documentation, technical supervision, and Principal Designer services for the high and medium priority recommended works to the culverts and associated infrastructure at Pleasley Vale.
2. To approve the appointment of A2 Maritime to undertake the works as set out in the report.
3. To allocate £10,000 of funding from the Transformation Reserve for P&D Environmental to accompany A2 Maritime, as a requirement when undertaking inspections within the culverts under the confined spaces regulations.
4. That a further report be brought back to the Executive detailing the scope of services for the repairs and works to be carried out.

**IMPLICATIONS:**

**Finance and Risk**      Yes       No

**Details:** The Council is currently self-funding its insurance on the Pleasley Vale Business Park, holding a reserve of circa £800,000. The impact of not doing these works could lead to the responsible authority entering the land, carrying out the necessary remedial works, and recovering all associated costs from the landowner if the landowner fails to comply within a reasonable period. This could extend to a higher value than the current proposal.

It is necessary to use the Transformation Reserve to cover the costs for the work highlighted in paragraph 2.3.

On behalf of the Section 151 Officer

**Legal (including Data Protection)**      Yes       No

**Details:** The report makes it clear that riparian landowners are legally obliged to maintain watercourses, including culverts and pipes located on or beneath their property. Should a culvert collapse or become blocked, thereby obstructing an "online" watercourse, the landowner may face significant legal and financial consequences. These can include enforcement actions by authorities such as the Lead Local Flood Authority, the Environment Agency, or Internal Drainage Board. Such authorities may issue legal notices under the Land Drainage Act 1991, requiring the landowner to remove the obstruction. If the landowner fails to comply, the authority can enter the land, carry out remedial works, and recover all associated costs from the landowner. Failing to act on a legal notice or leaving a watercourse blocked may constitute a criminal offence under Section 25 of the Land Drainage Act.

Legal responsibility for maintaining watercourses and culverts rests solely with the landowner, irrespective of who built them and neglected maintenance leading to flooding can expose the landowner to civil claims for negligence or nuisance and criminal prosecution. Whilst Landowners are required to maintain the culverts, they are not necessarily required to upgrade culverts' capacity.

The appointment of the contractor will be a direct award using the urgency exemption at paragraph 4.8.4 (d) of the Council's Procurement Rules due to the need to complete the design and surveys prior to the contractor's scope of works being compiled and appointed.

On behalf of the Solicitor to the Council

**Staffing**      Yes       No

**Details:** There are no direct staffing implications arising from this report.

On behalf of the Head of Paid Service

**Environment**      Yes       No

**Details:** Before commencing any culvert works, the council must carry out surveys to ensure that no habitats are disrupted or adversely affected. Ecologists appointed by the council have inspected the culverts and identified a Brown Long-eared bat and a Daubenton's bat roosting in culvert 2, confirming the presence of at least two bat species using the culverts as roosts. Following completion of the engineering surveys and the creation of a risk register, the council will seek further guidance regarding appropriate mitigation measures. The discovery of roosting bats does not alter the planned approach for culvert 2, as the project team was already aware of their presence.

**DECISION INFORMATION:**

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

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

Economy, Environment

**DOCUMENT INFORMATION:**

<b>Appendix No</b>	<b>Title</b>

<b>Background Papers</b>
None.

## Agenda Item 12

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

Document is Restricted