



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 21st October 2025

Agenda Item 11: Locality Group Sessions

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

1. Background

Following the C2 Grading at/from our Inspection in May 2024, we have devised a comprehensive Improvement Plan to show how we will drive improvement and demonstrate to the Regulator that outcomes for our tenants are improved.

One of the key areas of weakness identified by the regulator was/ is Complaint handling. We need to ensure the complaint process is accessible, to assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.

To investigate this further we held 5 Locality Event Sessions in July and August 2025.

2. Locality Group Sessions

The Sessions were delivered by the Complaints Team and the Tenant Engagement Officer. 23 tenants attended the various sessions.

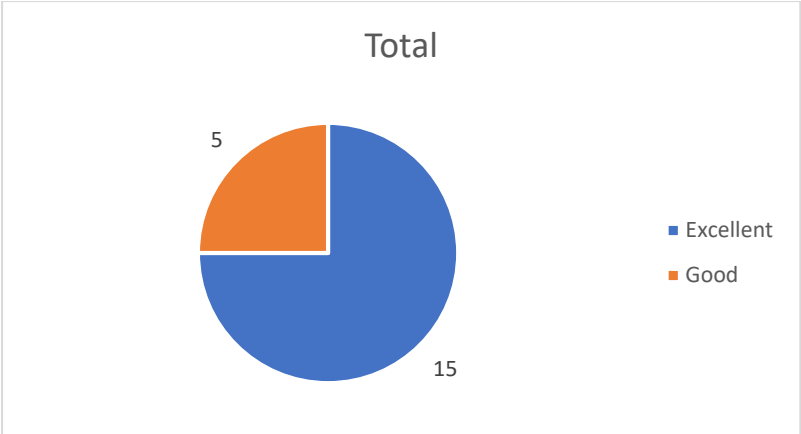
The sessions covered:

- Interactive exercises, including logging a complaint online
- Definitions of a compliment, comment and complaint
- Ways to log a compliment, comment and complaint
- The process followed on receipt of a compliment, comment and complaint
- The Ombudsman Service
- Service Improvements made following a compliment, comment and complaint
- Performance
- Other ways tenants can provide feedback

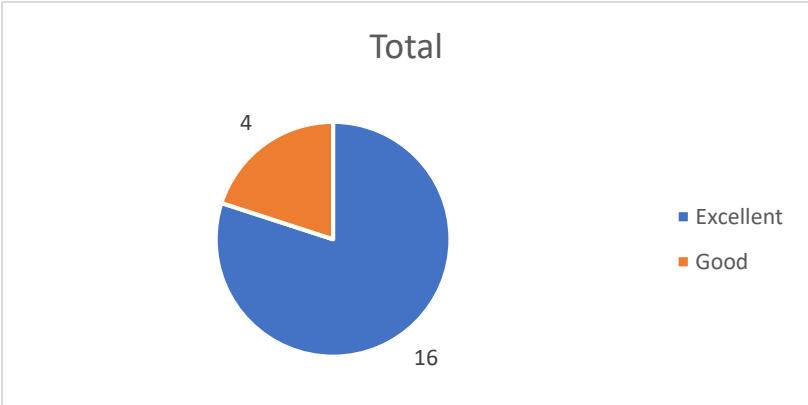
3. Feedback

20 feedback forms were completed.

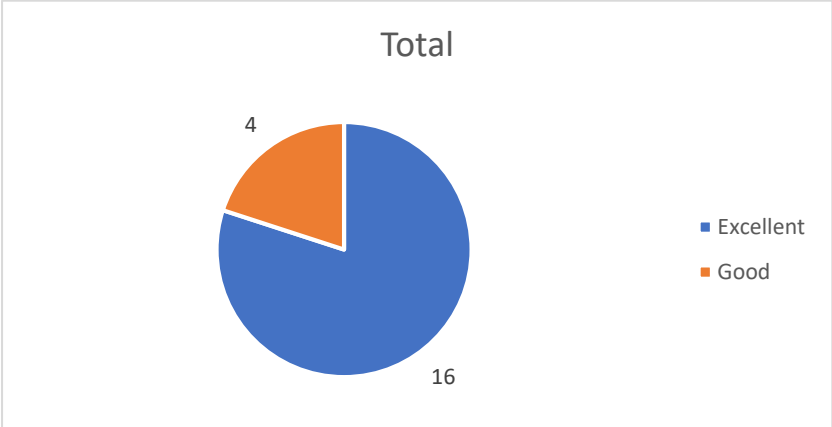
Event as a whole



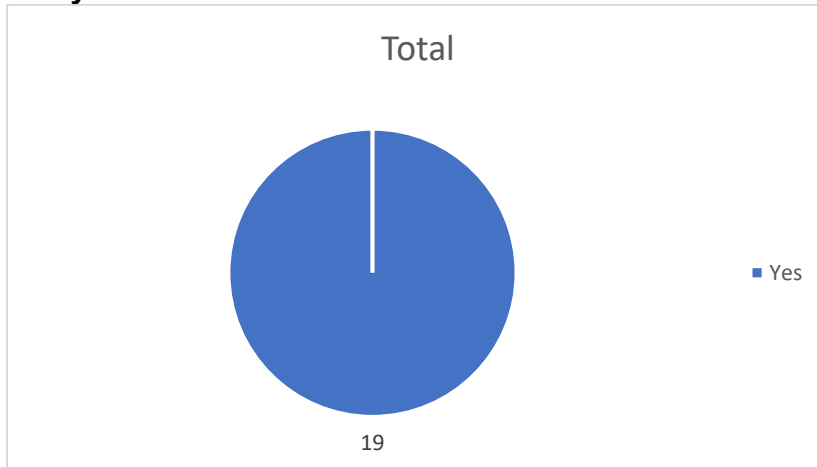
Information Available



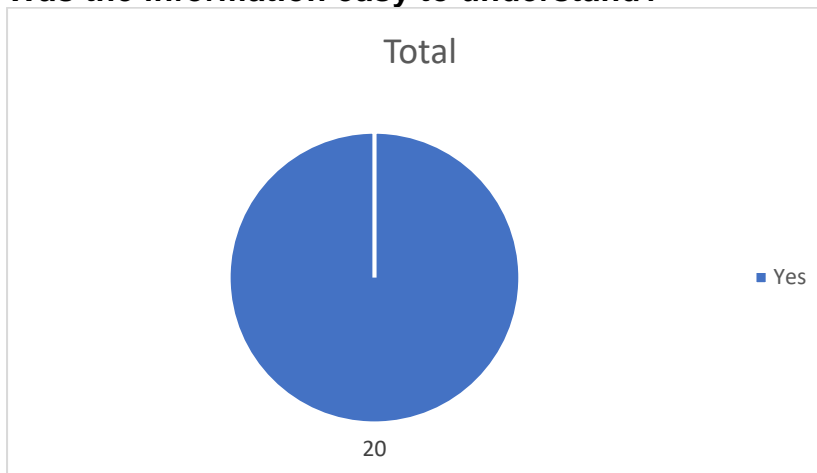
Presentation



Did you find the event useful?



Was the information easy to understand?



Other comments on the event:

- very informative
- will willingly attend more of these
- lovely friendly discussions
- really useful and informative
- this was really good to gain further information on housing complaints etc
- we found it very useful and informative, it was easy to understand and showing how to access it online was excellent

4. Outcomes

4.1 Website

The majority of tenants commented there are too many web screens to click to log a compliment, comment and complaint. Tenants suggested options that a link is available on the home screen and on menu options on self-serve.

4.2 Barriers why tenants may not log a complaint

Some of the following reasons were given why tenants may not want to make a complaint:

- Not easy to find on the website and tenants may give up if it's too difficult

- Can't be bothered
- No point, it won't make any difference, the council won't listen, why bother
- Nothing will change
- Fed up of telling the council and then nothing changes.
- The Council are not really interested and don't care
- Think there may be negative consequences
- If the complaint is affecting several people/neighbours, they may make assumption that someone else will have put in a complaint so leave it for someone else to report.
- A misconception, that it is a complicated process

4.3 Perception

There appears to be a difference in tenants and the councils understanding of a service request versus a complaint.

The presentation at the events provided the following definitions:

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

Tenants use the terminology that they want to complain but BDC may record this as a service request. Further analysis of service requests and complaints is needed to ensure accurate recording.

RECOMMENDATION(S)

1. That members of the Board review the findings of the Locality Groups.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Customers</p> <p>Priorities:</p> <ul style="list-style-type: none"> ○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> ○ <i>Improving the customer experience and removing barriers to accessing information and services</i> ○ <i>Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people</i> <p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none"> ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i> <p>Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>

DOCUMENT INFORMATION	
Appendix No	Title