

## Consumer Standards Compliance – Improvement Plan

Status Key:

Complete	In progress, on track	Alert

**The Safety and Quality Standard** – requires landlords to provide safe and good quality homes and landlord services to tenants

Ref No	Requirement	Comment in Judgement	Action
1.1	<b>Stock quality</b> - RPs must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.	Weaknesses in the accuracy of component replacement records for around 700 homes has prompted BDC to report these homes as non-decent.  A full physical stock survey is underway to enable BDC to update its understanding of the condition of its homes and if required, maintain the decency position of these homes. We will continue to engage with BDC on the outcomes of this survey.	This has been resolved by the 92/7% Stock Condition Survey (SCS) data. This data is now in The Housing Management System and report can be run. Officers are working through the no access list Decision agreed at HSMG for inhouse SCS going forward Reporting going to Council in March to approve funding and post creation
1.2	<b>Decency</b> RPS must ensure that tenants homes meet the standard set out in s5 of Decent Home Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.	SEE ABOVE	We need to use the data to drive capital programme. Year 1 -5 is being mapped out using Savills data and MTFP for next 5 years will go to Council Jan 2026. HRA business plan to be devised in conjunction with Finance.
1.3	<b>Health and safety</b> RPs take all reasonable steps to ensure the H&S of tenants in their homes and associated communal areas. Explicit that all legal assessments are completed and arising actions carried out within timescales.	Overall, it is meeting legal requirements	Communal Area Policy in place with quarterly inspections, and actions being picked up swiftly Gas Policy, Electrical Policy, Damp and Mould Policy all published and website -  <a href="#">Health and Safety in your home</a>

			Fire Risk Assessments up to date and regularly reviewed, actions being taken to reduce outstanding. Performance reported to HSMG
<b>1.4</b>	<b>Repairs, maintenance, and planned improvements</b> RPs must provide an effective, efficient, and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.	While emergency and urgent repairs are generally delivered in line with BDC's service standards, it has recently implemented an improvement plan to improve its non-urgent repair performance times. We will monitor the improvements through ongoing engagement.	Completed - additional recruitment, and performance is being reported and monitored RANT and Housing Stock Management Group
<b>1.5</b>	<b>Adaptations</b> RPs must assist tenants seeking housing adaptations to access appropriate services.	No Specific Comment	Welfare Adaptation policy reviewed with tenants and improved communication based on Tenant Feedback <a href="#">Welfare Adaptations</a>

**The Transparency, Influence and Accountability Standard** – requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account.

	Requirement		Action Plan
<b>2.1</b>	<b>Fairness and Respect</b> RPs must treat all tenants with fairness and respect. cross cutting in the delivery of all requirements.	Could not demonstrate full coverage of information nor how its services deliver fair and equitable outcomes for tenants.	Tenant Census has been devised to collate key information on all tenants and occupants. Make every contact count Use this data to analysis tenant base and share service
<b>2.2</b>	<b>Diverse needs</b> RPs are expected to use data and information, taking action to improve access and equitable outcomes.  Expectation we know who is behind the door, including any vulnerabilities and adjustments made accordingly.	Could not demonstrate full coverage of information nor how its services deliver fair and equitable outcomes for tenants.	Tenant Census has been devised to collate key information on all tenants and occupants. Make every contact count Use this data to analysis tenant base and share service

<b>2.3</b>	<b>Engagement with tenants</b> RPs must take tenants' views into account in their decision-making about how landlord services are delivered.  New tenant involvement direction: influence and scrutinise landlord's strategies, policies, and services.	We will continue to engage with BDC as it strengthens its approach to tenant engagement	Full Time Engagement Officer in post Engagement Strengthened -Various ways to engage to suit needs and availability of tenants, regularly published meeting dates and opportunities Direct tenant involvement in Policy revision, Tenant Engagement Strategy Revision, Easy Read Tenancy agreement, Ongoing tenant scrutiny
<b>2.4</b>	<b>Information about landlord services</b> RPs must provide essential information that all tenants need to interact with their landlord, understand what to expect from their landlord, and hold their landlord to account.		Easy Read Tenancy Agreement in development, as well as a Polish version Tenant Sign up pack being reviewed and updated Tenant Portal in development Improved website content
<b>2.5</b>	<b>Performance information</b> RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services. We also expect landlords to provide more holistic information to tenants about their overall performance and plans for performance improvement.	Tenants do not have access to performance information for all relevant landlord services	Housing Performance Manager in post undertaking lots of work around collecting and analysing data.  Quarterly performance poster – content agreed with tenants, published quarterly in a number of places as well as in the newsletter
<b>2.6</b>	<b>Complaints</b> RPs must ensure complaints are addressed fairly, effectively, and promptly.	There is no evidence of trend analysis, learning or consideration of the fairness and effectiveness of complaints arrangements. We will continue to engage with BDC as it strengthens its approach to tenant engagement by providing better information to tenants and improves how it uses analysis from complaints to continuously improve outcomes for tenants.	Complaints information leaflet approved with tenants and issued at sign up to raise awareness of complaint. Tren analysis is under way, reported at HLB&ltamplt; Scrutiny and Executive. Complaints a regular item within newsletter with you said we did and learning from this data
<b>2.7</b>	<b>Self-referral</b> RPs must communicate in a timely manner with the RSH on all material issues that relate to non-compliance.	No Specific Comment	We are aware of these requirements

**The Neighbourhood and Community Standard** – requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

	Requirement		Action Plan
3.1	<p><b>Maintenance of shared spaces</b> RPs must work co-operatively with tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes.</p> <p>Shared spaces are those used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities.</p>	No Specific Comment	Good working relationships with other RPs, Parish and Town Councils and a partnership approach to managing shared spaces
3.2	<p><b>Local cooperation</b> RPs must co-operate with relevant partners to promote social, environmental, and economic wellbeing in the areas where they provide social housing.</p>	No Specific Comment	Regular attendance at Place Alliance meetings wither NHS/Social Services and ICB attendance
3.3	<p><b>Safer neighbourhoods/ASB</b> RPs must work in partnership with appropriate local authority departments, the police, and other relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.</p>	Bolsover DC provided evidence that it works with a range of relevant partner organisations to deter and tackle anti-social behaviour in the neighbourhoods where it provides homes. We saw evidence that it has oversight of the number of anti-social behaviour cases and hate incidents and that it uses a range of powers where appropriate.	
3.4	<p><b>Domestic abuse</b> RPs must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.</p> <p><b>RSH Judgement</b> – not raised</p>	No Specific Comment	Dedicated resource with Specialist Domestic Abuse Officer in post Housing Domestic Abuse Policy approved and will shortly be on the website

**The Tenancy Standard** – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

	Requirement		Action Plan
4.1	<b>Allocations and lettings</b> RPs must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account. balance competing demands to ensure stock is used appropriately. We have given great emphasis to allocating adapted housing appropriately, to make the best use of homes.	We saw evidence that Bolsover DC offers tenancies or terms of occupation that are compatible with the purpose of its accommodation, the needs of individual households, the sustainability of the community, and the efficient use of its housing stock.	Allocation Policy reviewed and approved from April 2024 - <a href="#">Housing Allocations Policy</a>
4.2	<b>Tenancy sustainment and evictions</b> RPs must support tenants to maintain their tenancy or licence. Where an RP ends a tenancy or licence, they must offer affected tenants' advice and assistance.	No Specific Comment	Revised Rent Collection Policy to be approved at Executive on <b>26<sup>th</sup> January</b> – this places greater emphasis on early intervention and support to tenants.
4.3	<b>Tenure</b> RPs must offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.	No Specific Comment	Tenancy Strategy published on the website - <a href="#">Tenancy Strategy</a>
4.4	<b>Mutual exchange</b> New mutual exchange direction provides continuity in this area; RPs providing support to tenants seeking to mutually exchange.	No Specific Comment	Mutual exchange information is on the website, and regularly featured in the newsletter. <a href="#">Mutual Exchange</a>

Lead officer details - Council	Lead officer details - Dragonfly Management
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VD – Victoria Dawson – Assistant Director Housing Management	AC – Andy Clarke –Head of Property (Repairs and Maintenance)
DW – Deborah Whallett – Housing Services Manager	DB -Dan Barely - Senior Repairs Co-ordinator
JC – Jane Calladine Tenant Engagement Officer	DO - Dean Oakley - Compliance Manager
JW – Joanne Wilson - Housing Strategy and Development Officer	CP - Cat Platts - Managing Surveyor, Asset Management Team
Innovation Team = Pam Coogan (PC), Brogan Petch (BP)	Innovation Team – Guy Badwal (GB)
BPMG – Business Plan Monitoring Group – Council and Dragonfly attendees	
HSMG – Housing Stock Management Group - Council and Dragonfly attendees	
HLB – Housing Liaison Board – Council Dragonfly and elected tenants	