

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"> The target is six months off the intended completion date and the required outcome may not be achieved To flag annual indicators within a council plan period that may not be met. To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at SLT.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Directorate	Status	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	Q3 – As per Quarter 2 update in terms of schemes. Note Slight delay to Phase 2 Woburn House scheme, Alder Close still on track for April 2026. Mill Lane progressing and other sites been explored.	Fri-31-Mar-28

			<p>Q2 - 20 bed Independent Living Scheme and 8 bungalows handed over July 2025. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. 38 dwellings on Mill Lane, Bolsover progressing 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>Q3 – 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>Thu-31-Mar-08</p>

			<p>The final results were published on 30th June 2025. Overall satisfaction was 86%, this is very slightly less than 23/24 86.9% but significantly higher than the 23/24 national average of 71.3%</p> <p>All satisfaction levels were higher than the national average and save for satisfaction with the landlord's approach to complaints, was on parr with last year's results.</p> <p>https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0</p>	
<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>Q3 Next meeting with RSH 4th February to look at when we will be C1 ready and to ask for a reassessment of our grading.</p> <p>Q2 - 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>Q1 - 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</p>	<p>Fri-31-Mar-28</p>

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

			Q2: Work underway and based on project plan expected to be completed by July 2026.	
9 - Develop strategies to support the private rented sector in supporting the Council in its duties.	Services Directorate	On Track	<p>Q3 2025/26</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</p> <p>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 & 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</p> <p>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>	Fri-31-Mar-28

			<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> <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>Q3 2025/26</p> <ul style="list-style-type: none"> • Training provided on the new Renters Rights Act to be implemented from May 2026. • Research beginning into a Derbyshire wide temporary accommodation framework. • Representation by Bolsover District Council on behalf of Derbyshire homeless services at EMCCA meeting. <p>Q2 2025/26</p> <ul style="list-style-type: none"> • 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 & Staffordshire Moorlands Districts & Boroughs. 	<p>Fri-31-Dec-27</p>

- 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)
- Prison release protocol, protocol has been shared with Derbyshire Partners awaiting sign off.
- Representing Derbyshire at EMCCA discussions – Elizabeth Ellis to attend next Mayoral homeless taskforce development group in Nottingham (10/11/2025)
- 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).

			<ul style="list-style-type: none"> Delivered training and reflective practice sessions to Housing Options staff in partnership with Trauma Informed Derbyshire. <p>Current priorities:</p> <ul style="list-style-type: none"> 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) Prison release protocol, Nottinghamshire protocol has been produced, intending on developing Derbyshire shortly. Representing Derbyshire at EMCCA discussions. 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. Private sector work – developing a countywide attractive landlord offer to increase access within the private sector for people coming through our service. 	
--	--	--	---	--

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
Q3/25/26	2.11%	2%		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.

				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.
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
Q3/25/26	3.66%	4%		
Q2/25/26	4.58%	4%		
Q1/25/26	4.59%	4%		
Q4/24/25	4.00%	4%		
Q3/24/25	5.00%	4%		

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

Quarter	Value	CAP	Status	Commentary - Negative Target
Q3/25/26	11	14		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		
Q1/25/26	40	14		

Q4/24/25	16	14	
Q3/24/25	27	14	

06. Homelessness successful prevention cases

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

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%	Green	
Q1/25/26	100%	100%	Green	
Q4/24/25	100%	100%	Green	
Q3/24/25	100%	100%	Green	

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

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