

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 15th June 2026

Bolsover Tenants Challenge and Change Group – Review of Anti-Social Behaviour Service

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Assistant Director – Housing Management

PURPOSE/SUMMARY OF REPORT

- To inform Scrutiny of the completion of the recent review by Bolsover Tenants Challenge and Change Group.

REPORT DETAILS

1. Background

- 1.1 As part of the Tenant Engagement Strategy, one of the ways in which tenants can engage with the Council is via the Challenge and Change Group. This Group delivers the tenant scrutiny function of the tenant engagement and governance structure (Appendix 1).
- 1.2 The review has taken place between August 2025 and April 2026, across seven meetings.
- 1.3 Tenants were supported by the Tenant Engagement Officer, Jane Calladine; the Housing Services Manager, Deborah Whallett and the Community Safety and Enforcement Manager, Matt Liddy.

2. Details of Proposal or Information

- 2.1 The tenants chose to review the Anti-Social Behaviour (ASB) Service (provided by Housing Management and Community Safety and Enforcement). The review undertaken by the Group enabled tenants to examine how effectively the Council is performing within this service area.
- 2.2 As there is extensive legislation governing ASB, the group focused the review on the information available to tenants and the internal ASB processes.

- 2.3 As part of the review tenants spoke to two officers.
- 2.4 Tenants have reviewed the incident reporting diaries, ASB Policy, satisfaction data and standard correspondence.
- 2.5 The tenants have agreed recommendations across four areas (see section 6 Appendix 2):
- Clarification of information provided to tenants on ASB. This will include what is categorised as ASB, ways to report, who to report to, timescales, and how the case will be handled.
 - Clarification of procedure and processes for dealing with ASB, including support provided. This will include clarification of responsibilities between ASB officers and the Housing Department and how cases are assigned.
 - Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
 - Develop an ASB service standard for Housing tenants as part of the wider agreement of service standards.
- 2.5 Attached at Appendix 2 is the final report from the review for Members information.

3. Reasons for Recommendation

- 3.1 In order to ensure good communication between the Member and Tenant Scrutiny functions, it is essential that Members are informed of completed reviews and their recommendations. This will ensure there is no duplication of review by Members into the same service area, allowing time for tenant recommendations to be implemented.

4 Alternative Options and Reasons for Rejection

- 4.1 Members could choose not to be informed of the work completed via tenant scrutiny, but this creates a risk of duplication of review work.

RECOMMENDATION(S)

1. That the Customer Services Scrutiny Committee note the recommendations of the Bolsover Tenants Challenge and Change Group in relation to the Anti-Social Behaviour service

Approved by Councillor Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Details: Most of the recommendations can be accommodated within existing budgets. Recommendation 2.4 requires further investigation and will be subject to a separate report should the need for additional resources be identified.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no legal implications from the recommendations.		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no implications.		
On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <i>(Please speak to the Equality and Diversity Officer for advice)</i>		
Details: The recommendation to introduce alternative methods of loaning electronic devices to be used for recording evidence of ASB will help ensure that tenants with literacy difficulties or learning disabilities are able to report incidents effectively. The recommendation to provide an audio-supported film on the Council's website will improve accessibility for tenants with literacy difficulties or learning disabilities, enabling them to better understand the support available and the actions that can be taken to address ASB.		
<u>Environment</u> 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. <i>(Please speak to the Climate Change Officer for advice)</i>		
Details: The recommendation to provide an audio-supported film should reduce the impact on paper usage.		

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p> <p>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:</p> <p>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.</p> <p>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.</p> <p>District Wards Significantly Affected: <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 All 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 checked="" type="checkbox"/></p>
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<p>Is the decision subject to Call-In? <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? (decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</p> <p>Consultation carried out: <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 checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
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Links to Council Ambition: Customers, Economy, Environment, Housing

The Tenant Engagement Strategy and our objectives link to the following corporate aims:

- Customers: Providing excellent and accessible services
- Housing: Delivering social and private sector housing growth

DOCUMENT INFORMATION:

Appendix No	Title
1	Tenant Engagement and Governance Structure
2	Bolsover Tenants Challenge and Change Group – Review of Anti-Social Behaviour Service

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).