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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 10: Challenge and Change Group Update

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

PURPOSE/SUMMARY OF REPORT

To update the board on the work of Bolsover Tenants Challenge and Change Group:

- Monitoring of the completed Grounds Maintenance on Council Estates review.
- Completion of the recent Anti-Social Behaviour review and recommendation action plan.
- Review potential service areas and determine which service will be selected for the next review.

Background

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.

1. Update on Monitoring of Review of Grounds Maintenance on Council Estates completed in 2025.

An update on the agreed action plan and progress following the Review of Grounds Maintenance on Council Estates was presented at the Housing Liaison Board on 27 January 2026.

Attached at appendix 2 is the action plan outlining the agreed recommendations and progress against them.

Within Appendix 2, recommendations 1.1 and 1.2 relate to the management of trees on HRA land. These recommendations were placed on hold pending approval of the Tree and Woodland Strategy 2025–2035, which was approved by the Executive on 2 March 2026. As a result, both recommendations can now be progressed.

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Recommendation 1.1, which relates to the creation of a tree database, will be led by the Planning Service as part of the implementation of the Tree and Woodland Strategy 2025–2035.

Once the tree database has been completed, the delivery of future tree maintenance will be incorporated into a coordinated, district-wide approach.

Recommendation 3.3 has been withdrawn as undeliverable, agreed at the Board meeting on 27.01.2026.

Recommendation 4.2 has not yet commenced. The service has advised that processes are in place and this will commence with the summer hedge cutting. Consequently, this recommendation is still being monitored for full delivery once hedge cutting commences. The Board will be updated in due course.

Members are asked to review this information and agree whether they feel that the review has been fully delivered.

2. Completion of Anti-Social Behaviour Review

2.1 The review of the Anti-Social Behaviour (ASB) Service (provided by Housing Management and Community Safety and Enforcement) has taken place between August 2025 and April 2026, across seven meetings.

2.2 Tenants were supported by the Tenant Engagement Officer, the Head of Housing Services and the Community Safety and Enforcement Manager.

2.3 As there is extensive legislation governing ASB, the group focused the review on the information available to tenants and the internal ASB processes.

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:

- Clarification of information provided to tenants on ASB.
- Clarification of procedure and processes for dealing with ASB, including support provided.
- 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.

Attached at Appendix 3 is the final report from the review for Members information.

2.6 The Action Plan is attached at Appendix 4. Proposed implementation timescales have been suggested by tenants, and a number of recommendations have already been achieved. Formal feedback from service managers on the proposed timescales is currently awaited. The Board will monitor progress against the Action Plan over a 12-month period, with an interim progress update to be provided after six months.

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2.7 The Customer Services Scrutiny Committee approved the recommendation to introduce an Anti-Social Behaviour Service Standard on 15 June 2026 (see Appendix 5). This Service Standard will form part of the wider Housing Service Standards Leaflet, which was approved by the Board on 20 April 2026.

Future Review Ideas- Consultation

As part of the decision-making process, we recently contacted all tenants that have either been involved with Challenge and Change or have registered to be involved in decision making opportunities.

At the time of this meeting the consultation is still in progress, however the Tenant Engagement Officer can guide members of the Board through the suggestions so far.

Members of the Board are requested to choose the next priority topic for review.

RECOMMENDATION(s)

1. That the Board note the progress on recommendations of the review of Grounds Maintenance on Council Estates.
2. That the Board note the recommendations of the Bolsover Challenge and Change Group in relation to the Anti-Social Behaviour Service.
3. That the Board note the Anti-Social Behaviour Recommendation Action Plan.
4. That the Board approve the Anti-Social Behaviour service standard.
5. That the Board decide on the next service review to be undertaken by the Bolsover Challenge and Change Group

Links to Council Ambition: Customers, Economy, Environment and Housing Unsure of below
Ambition: Customers Priorities: ○ <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> Ambition: Housing Priority: ○ <i>Building more, good quality, affordable housing, and being a decent landlord</i> 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.

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DOCUMENT INFORMATION	
Appendix No	Title
1.	Tenant Engagement and Governance Structure
2.	Grounds Maintenance on Council Estates Review -Recommendation Action Plan
3.	Bolsover Tenants Challenge and Change Group- Anti-Social Behaviour Report
4.	Anti-Social Behaviour Review Recommendation Action Plan
5.	Anti-Social Behaviour Service Standard