

The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

Date: 6<sup>th</sup> November 2015

Dear Sir or Madam

You are hereby summoned to attend a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council to be held in Chamber Suites 1 and 2, The Arc, Clowne on **Monday 16<sup>th</sup> November 2015** at **1000** hours.

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 2.

Yours faithfully



Assistant Director of Governance and Monitoring Officer

To: Chairman and Members of the Customer Service and Transformation Scrutiny Committee

## ACCESS FOR ALL

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CUSTOMER  
SERVICE  
EXCELLENCE



# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**Monday 16<sup>th</sup> November 2015 at 1000 hours in Chamber Suites 1 and 2,  
The Arc, Clowne**

Item No.		Page No.(s)
	<b><u>PART A – FORMAL</u></b> <b><u>PART 1 OPEN ITEMS</u></b>	
1.	<b><u>Apologies for Absence</u></b>	
2.	<b><u>Urgent Items of Business</u></b>  To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972	
3.	<b><u>Declarations of Interest</u></b>  Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:  a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items  and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes of a meeting held on 19 <sup>th</sup> October 2015.	3 to 5
5.	List of Key Decisions & Items to be Considered in Private.  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	6 to 10
6.	Corporate Plan Targets Performance Update – July to September 2015 (Q2 – 2015/16)	11 to 19
7.	Update on the Housing Working Group	Verbal Update
8.	Review of Choice Based Lettings – Revised Housing Application Form	To Follow
9.	Work Plan.	20 to 21
	<b><u>PART B – INFORMAL</u></b>  The formal meeting of the Improvement Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
10.	Review of CAN Ranger Service.	

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in Chamber Suites 1 and 2, The Arc, Clowne on Monday 19<sup>th</sup> October 2015 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper, M.G. Crane, A. Joesbury, D. McGregor, J.E. Smith, E. Stevenson and R. Turner

Also in attendance until Minute No. 0448 was Councillor M.J. Ritchie (Portfolio Holder for Housing and IT)

Officers:-

J. Selby (Community Safety Officer), C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

### **0443. APOLOGY**

An apology for absence was received from Councillor R. Heffer.

### **0444. URGENT ITEMS OF BUSINESS**

There were no urgent items of business

### **0445. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **0446. MINUTES – 21<sup>ST</sup> SEPTEMBER 2015**

Moved by Councillor R. Turner and seconded by Councillor J.E. Smith  
**RESOLVED** that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 21<sup>st</sup> September 2015 be approved as a true and correct record.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

### **0447. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Members considered the list of Key Decisions document.

Moved by Councillor J.E. Smith and seconded by Councillor R. Turner

**RESOLVED** that the List of Key Decisions and Items to be Considered in Private Document be noted.

### **0448. UPDATE ON THE HOUSING WORKING GROUP**

The Portfolio Holder for Housing and IT reported that the Housing Working Group had met and were in discussions regarding hard to let properties at sheltered accommodation.

There were currently 39 void properties across the sheltered accommodation within the District.

It had been proposed to redesign Alder House in Shirebrook, followed by Victoria House, Creswell and Valley View, Hillstown as they all had the same design. Existing residents at Alder House would be offered the opportunity to remain in the properties following works, but the scope of the property would be changed.

The Biomass boiler at Victoria House, Creswell was to be changed and each flat would be fitted with a smart meter which would enable residents to manage their own heating and allow for individual billing.

The tender for the painting works at Valley View had encountered problems and a new tender exercise was necessary.

A discussion took place regarding the reporting route of the Housing Working Group and it was noted that the Group reported directly to Executive.

A further discussion took place regarding the use of a flat at Valley View as an office for the Mobile Wardens, as this had been identified in the Scrutiny Review. It was noted that all the recommendations apart from the redecoration had been deferred by the Executive until after the report of the Housing Working Group.

The Chair noted that the Executive had agreed that the Housing Working Group would report back to the Executive in four months which would have been October. It was hoped that a report would be taken to the Executive in November.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith

**RESOLVED** that a further update be given at the next meeting of the Customer Service and Transformation Scrutiny Committee.

(Scrutiny Officer/Governance Officer)

The Portfolio Holder for Housing and IT left the meeting.

### **0449. WORK PLAN**

The Customer Service and Transformation Scrutiny Committee Work Plan was circulated for Members' information.

Moved by Councillor J.E. Smith and seconded by Councillor R. Turner

**RESOLVED** that the report be noted.

The formal meeting concluded at 1050 hours and members then met as a working party to continue their review work. The working party concluded at 1210 hours.



The Arc  
High Street  
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Derbyshire  
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## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 29 October 2015**

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Assistant Director – Governance & Monitoring Officer at this address or by email to [sarah.sternberg@bolsover.gov.uk](mailto:sarah.sternberg@bolsover.gov.uk).

The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk). The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The names of Executive members are as follows:

Councillor A M Syrett - Leader  
Councillor M Dooley – Deputy Leader  
Councillor T Connerton  
Councillor B R Murray-Carr  
Councillor K Reid  
Councillor J Ritchie

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Chamber Suites at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance & Monitoring Officer about any particular item being considered in exempt.

The list does not detail all decisions which have to be taken by the Executive, only “Key Decisions”. In these Rules a “Key Decision” means an executive decision, which is likely:

- (1) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (2) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that income or expenditure of £50,000 or more is significant.

**The dates for meetings of Executive in 2015/2016 are as follows:**

2015	30 November
2016	4 January
	1 February
	29 February
	4 April
	25 April



The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<b>Accessing and Benefitting from Devolved Funding via D2N2 for Employment and Skills Programmes</b>	Executive	November 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Assistant Director – Economic Growth	Yes – could impact on two or more District wards.	Public
<b>Refurbishment of Cotton Street property</b>  To agree costs of refurbishing a Council property on Cotton Street, Bolsover	Executive	November 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Executive Director - Operations	Yes – involves expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs
<b>Temporary Heating Rig</b>  To approve the purchase of a temporary gas heating rig for use in sheltered housing schemes	Executive	November 2015	Report of Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety and Head of Housing	Yes – involves expenditure of £50,000 or more	Public

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<b>Housing Vehicle Fleet Replacements</b>  To approve the purchase of new vehicles	Executive	November 2015	Report of Councillor B R Murray-Carr, Portfolio Holder for Environment	Assistant Director - Streetscene	Yes – involves expenditure of £50,000 or more	Private – relates to the Council's financial or business affairs
<b>Revised Budgets</b>  To approve amendments to the General Fund, Housing Revenue Account and Capital Budgets	Executive	November 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Executive Director - Operations	Yes – involves savings of £50,000 or more.	Public
<b>Refurbishment of Council Chamber</b>  To approve the award of tender for furniture and AV facilities	Executive	November 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Assistant Director – Property and Estates  Governance Manager	Yes – involves expenditure of £50,000 or more.	Public

**Bolsover District Council**

**Customer Service and Transformation Scrutiny Committee**

**16<sup>th</sup> November 2015**

**Corporate Plan Targets Performance Update – July to September 2015  
(Q2 – 2015/16)**

**Report of the Assistant Director – Customer Service and Improvement**

This report is public

**Purpose of the Report**

- To report the quarter 2 outturns for the Corporate Plan 2015-2019 targets.

**1 Report Details**

- 1.1 The attached contains the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30<sup>th</sup> September 2015. (Information compiled on 30<sup>th</sup> October 2015)
- 1.2 A summary by corporate plan aim is provided below:
- 1.3 **Providing our Customers with Excellent Service**
- 16 targets in total
  - 15 targets on track
  - 1 target not started yet (C02) – survey planning work to commence in November 2015. Survey to run in February 2016.
  - C09 – it has been requested that this target be changed to 'process changes to Housing Benefit and Council Tax Support within an average of **10** days'. This will be requested at Executive on 30<sup>th</sup> November 2015.
- 1.4 **Transforming our Organisation**
- 14 targets in total
  - 10 targets on track
  - 4 targets not started yet (T04, T05, T07, T08) – all within timescales. No concerns raised by respective lead officers.

**2 Conclusions and Reasons for Recommendation**

- 2.1 Out of the 30 targets 25 are on track and 5 have not started.

2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

### **3 Consultation and Equality Impact**

3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

### **4 Alternative Options and Reasons for Rejection**

4.1 Not applicable to this report as providing an overview of performance against agreed targets.

### **5 Implications**

#### **5.1 Finance and Risk Implications**

No finance or risk implications within this performance report.

#### **5.2 Legal Implications including Data Protection**

No legal implications within this performance report.

#### **5.3 Human Resources Implications**

No human resource implications within this performance report.

### **6 Recommendations**

6.1 That early progress against the Corporate Plan 2015-2019 targets be noted.

### **7 Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	Not applicable
<b>Links to Corporate Plan priorities or Policy Framework</b>	Links to all Corporate Plan 2015-2019 aims and priorities

### **8 Document Information**

<b>Appendix No</b>	<b>Title</b>
1.	Corporate Plan Performance Update – Q2 July to September 2015

<b>Background Papers</b> (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 Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All details on PERFORM system	
<b>Report Author</b>	<b>Contact Number</b>
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Customer Service and Improvement	01246 242280 / 217641

Report Reference –

**Bolsover District Council**  
**Corporate Plan Targets Update – Q2 July to September 2015**

**Aim – Providing our Customers with Excellent Service**

Key Corporate Target	Directorate	Status		Progress	Target Date
C 01 - Retain Customer Service excellence accreditation year on year.	Transformation	On track		September 2015 - six month report on Improvement Plan 2015/16 due for review and update to Improvement Group towards the end of the year. Active evidence collection will commence in December 2015. Annual assessment scheduled for April 2016	Sun-31-Mar-19
C 02 - Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.	Transformation	Not Started		September 2015 - Survey scheduled for February 2016.	Sun-31-Mar-19
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	Transformation	On track		Of the service areas measured <b>88%</b> average satisfaction rate was scored	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		September 2015 - Statistics from Google Analytics for the period April 1 - September 30 show a <b>45.88%</b> increase in new unique users of the website	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	Transformation	On track		September 2015 - Still awaiting approval by the EU and a date for implementation (Regulations expected to take force in June 2018 - Source: ICO). However work is underway to improve our internal data protection processes in-line with the new regulations. For example we are currently developing a database of personal data held by the Council which is one of the proposed regulations.	Sun-31-Mar-19
C 06 - Prevent homelessness for more than 50% of people who are facing	Operations	On track		April - September 2015 - 151 approaches from people seeking homeless assistance, of which 95 cases were	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
homelessness each year.				prevented from being homeless:- <b>63%</b> prevented cases	
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		April - September 2015 - <b>122</b> units of careline equipment installed	Sun-31-Mar-19
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	Operations	On track		Quarter 2 =average <b>16.76</b> days Quarter 1 data - <b>16.86</b> days	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 14 days.	Operations	On track		Quarter 2 = <b>7.12</b> days Quarter 1 = <b>8.98</b> days	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		April - September 2015 - <b>210</b> adaptations completed	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track		September 2015 - 8 of the 15 objectives are being progressed. Notable actions to date - EIA mapping exercise and report to SAMT in October, Customer Requirements Form now on Firmstep and relaunched, Citizen Panel Equalities survey results shared and to be published.	Sun-31-Mar-19
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Operations	On track		Sept 2015 - Planning meetings undertaken for Freedom Programmes which are to be delivered in Shirebrook, Bolsover and Creswell. These will all be in partnership with the relevant Multi Agency Teams (MAT) in each area. For the three month period beginning 01.07.15 to 30.10.15 59 new referrals were received.	Sun-31-Mar-19
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Operations	On track		2015/16 q1 - <b>21 days</b> (24 days if sheltered are included) q2 - <b>18 days</b> (19.3 if sheltered are included)	Sun-31-Mar-19
C 14 - Carry out 99% of emergency	Operations	On		Sept 2015 - Setting up the formula in order to measure this	Sun-31-

Key Corporate Target	Directorate	Status		Progress	Target Date
repairs within 6 working hours.		track		indicator by the end of October 2015 - Provisional figures suggest around <b>95%</b> of emergencies are completed within 6 hours, 99% are attended within 6 working hours. Details to be confirmed.	Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Operations	On track		September - two courses completed satisfaction is 91%	Sun-31-Mar-19
C 16 - Agree a project with Derbyshire County Council and other stock retaining authorities to deliver alarm monitoring to 12,000 people county wide by April 2016.	Operations	On track		Sept 2015 - Governance arrangements progressing with partners. Procurement completed for equipment provider. Work being undertaken to develop practices and procedures.	Sat-30-Apr-16

### Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 01 - Retain accreditation against the Investors in People (IIP) extended framework by July 2015 and full external assessment in 2018.	Transformation	On track		September 2015: The Council achieved a Silver rating against the extended framework following the full IIP assessment in June, thereby achieving the Corporate Plan target. The IIP framework and assessment process is changing significantly and discussion is required with senior management about the approach to IIP moving forward.	Tue-31-Jul-18
T 02 - Produce a Strategic Alliance People Strategy 2016-2019 by December 2015	Transformation	On track		September 2015: The draft Strategic Alliance People Strategy is being considered at Joint Consultation Group (JCG) in October. It is intended the draft Strategy will be presented to Council in November for approval.	Tue-31-Dec-19
T 03 - Establish interest from the market to work in partnership to develop a	Operations	On track		Sept 2015 - Partnership set up with Woodheads to build council house properties. Partnership being explored	Sat-31-Oct-15



Key Corporate Target	Directorate	Status		Progress	Target Date
delivery method for the development and or refurbishment of key council-owned assets and report findings back to Members by October 2015.				through the BEG for Pleasley Vale Business Centre	
T 04 - Access the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.	Operations	Not Started		Not started. Well within timescale	Mon-30-Apr-18
T 05 - Initiate a build programme for the new Clowne leisure facility by 2015 and complete by 2016.	Transformation	Not Started		Q2 update - Not started yet however will achieve target.	Sat-31-Dec-16
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Sept 2015 - 2 Housing Assistants (Estates) have been appointed, and they are in the process of surveying all garage sites (This will establish the baseline). The initial work should be completed before the end of the year. Some sites are also being considered for building new Council homes. Tranche 1 has been agreed, with feasibility studies being carried out on Tranche 2 which includes a number of garage sites	Sun-31-Mar-19
T 07 - Produce a Procurement Strategy by March 2016.	Growth	Not Started		Sept 2015 The Procurement Strategy has not been commenced yet. It is not yet due but will be completed by the due date of 31st March 2016.	Thu-31-Mar-16
T 08 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.	Growth	Not Started		Sept 2015 The Boundary Commission has not yet contacted the Council to commence this review. It cannot commence until such contact is made.	Sat-1-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Operations	On track	Q2/2015 - The baseline figure (April 2015) is £562,328 (2.7% of the annual rent roll) and a reduction in Council Housing Tenants arrears by 10% by March 2019. If 10% reduction the figures will be £506,095. At the end of September the figure stands at 2.7% (£578,809.41) which is <b>neither an increase or a decrease in percentage terms</b> (Note: this target is a reduction in the percentage rather than the monetary value - this is common in measuring rent arrears and allows comparisons with other, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$ ).	Sun-31-Mar-19
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track	Q2/2015 - The baseline figure is £570,254 and a reduction in former Council housing tenants arrears by 10% by March 2019 if 10% is collected then that will be £513,227. At the end of September the figure was £638,013.74 which is an <b>increase of 11%</b> - the majority of these are newly arising (i.e. people being evicted of leaving their tenancy with debt) So far this financial year £24,868.49 former tenancy arrears has been collected and £12,282.63 has been written off which has been a reduction of £37,151.12.	Sun-31-Mar-19
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track	September 2015 - The Transformation Programme 2015-2019 has been agreed and communicated to employees/members in late September 2015. The current programme identifies potential savings of £295,000 for BDC as well as many non cashable service improvements. Some projects are in the very early stages and yet to quantify the savings. This is a four year programme and savings will be recorded as achieved and confirmed by Finance.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
T 12 - Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016.	Transformation	On track		Q2 update the following are being progressed and on track: Subsidy Reduction Plan, Built Facilities Plan, Sports Development Plan and Marketing Plan	Thu-31-Mar-16
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track		September 2015 - Baseline data from 2013/14 was 396 online transactions. 2015/16 - Q1 = 129 transactions, Q2 = 145, 6 month total = 274 transactions which is approximately a <b>39% increase</b> based on 6 months baseline data.	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track		Q2 2015 To date, two Personal Development Plans have been completed and signed off.	Mon-31-Dec-18

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2015-16**

<b>Date of Meeting</b>	<b>Items</b>	<b>Lead Officer</b>	<b>Notes</b>
<b>3<sup>rd</sup> June 2015</b>	<ul style="list-style-type: none"> <li>• Managing a Scrutiny Review – CfPS skills briefing</li> <li>• Selection of Scrutiny Review subject</li> <li>• Scoping Scrutiny Review</li> </ul>	<p>Claire Millington</p> <p>Claire Millington</p> <p>Claire Millington</p>	
<b>29<sup>th</sup> June 2015, 10.00am</b>	<ul style="list-style-type: none"> <li>• Impacts of Welfare Reforms Scrutiny review update</li> <li>• Hard to Let Scrutiny review update on recommendations</li> <li>• Review work</li> </ul>	Councillor John Ritchie	
<b>27<sup>th</sup> July 2015</b>	<ul style="list-style-type: none"> <li>• Introduction to Corporate Plan Targets.</li> <li>• Work Plan</li> </ul>	Jane Foley	
<b>21<sup>st</sup> September 2015</b>	<ul style="list-style-type: none"> <li>• Call in of Executive minute no. 0193 – Choice Based Lettings 2015 Review</li> </ul>		
<b>19<sup>th</sup> October 2015</b>	<ul style="list-style-type: none"> <li>• Review work</li> <li>• Update on the work of the Housing Working Group</li> </ul>	Councillor Bowler	

<b>16<sup>th</sup> November 2015</b>	<ul style="list-style-type: none"> <li>• Half year Corporate Plan Targets Performance Update</li> <li>• Housing Application Form</li> </ul>	<p>Kath Drury/Jane Foley</p> <p>Pam Coogan, Housing Innovation Officer/Di Bonsor, Housing Needs Manager</p>	Half year update as the Corporate Plan was only agreed in July 2015.
<b>14<sup>th</sup> December 2015</b>	<ul style="list-style-type: none"> <li>• Draft Report – Review of CAN Rangers</li> </ul>		
<b>18<sup>th</sup> January 2016</b>	<ul style="list-style-type: none"> <li>• Review work</li> </ul>		
<b>15<sup>th</sup> February 2016</b>	<ul style="list-style-type: none"> <li>• Quarter 3 Performance Update</li> </ul>	Kath Drury/Jane Foley	
<b>14<sup>th</sup> March 2016</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>18<sup>th</sup> April 2016</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>23<sup>rd</sup> May 2016</b>	<ul style="list-style-type: none"> <li>• Quarter 4 Performance Update</li> </ul>	Kath Drury/Jane Foley	