

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 5th February 2016

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 15th February 2016 at 1100** hours or at the rise of the Devolution Briefing.

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

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CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 15th February 2016 at 1100 hours (or at the rise of the Devolution Briefing) in Chamber Suites 1 and 2, The Arc, Clowne

Item No.		Page No.(s)
	<u>PART A – FORMAL</u> <u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u> 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.	<u>Declarations of Interest</u> 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 18 th January 2016.	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 – October to December 2015 (Q3 – 2015/16)	11 to 21
7.	Work Plan	22 to 24

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 2 and 3, The Arc, Clowne on Monday 18th January 2016 at 1000 hours.

PRESENT:-

Councillor R. Bowler in the Chair

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

Also in attendance was Councillor T. Munro (observing)

Officers:-

C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

0690. APOLOGY

An apology for absence was received from Councillor D. McGregor.

0691. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0692. DECLARATIONS OF INTEREST

There were no declarations of interest.

0693. MINUTES – 14TH DECEMBER 2016

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 14th December 2016 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0694. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Members considered the List of Key Decisions and Items to be Considered in Private document.

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

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

0695. UPDATE ON THE HOUSING WORKING GROUP

The Chair noted that the Housing Working Group had not met since October 2014 and an email had been sent to the Portfolio Holder for Housing and IT and the Assistant Director – Community Safety and Head of Housing to request that a further meeting be arranged.

The original review would be a year old in March and the recommendations had not yet been accepted by the Executive. It was suggested that the Chair and Vice Chair write to the Cabinet asking when the review would go back to the Executive.

Moved by Councillor M.G. Crane and seconded by Councillor R.A. Heffer

RESOLVED that the Customer Service and Transformation Scrutiny Committee endorse the actions of the Chair and Vice Chair in writing to the Executive.

0696. UPDATE ON THE SCRUTINY REVIEW OF THE CAN RANGER SERVICE

The Chair thanked the Members for their input into the review and the Scrutiny Officer and Governance Officer for their work. The Executive had accepted all the recommendations and the Chief Executive Officer had indicated that the service was likely to change due to more Blue Line responsibilities.

Devolution and new build council properties would all have an impact on the type of service carried out by the CAN Rangers. Progress on the recommendations would be reported back to the Executive in three months time.

Members noted that the Executive had been complimentary regarding the report and its contents.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Moved by Councillor M.G. Crane and seconded by Councillor R. Turner

RESOLVED that the Customer Service and Transformation Scrutiny Committee support the Chair and Vice Chair in whatever actions necessary to ensure that progress on the recommendations be reported back to the Executive in three months time.

0697. WORK PLAN

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

It was noted that there was a possibility that the meeting scheduled for 18th April 2016 could be cancelled to accommodate the Annual Scrutiny Conference.

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner

RESOLVED that the report be noted.

The meeting concluded at 1020 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

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 January 2016

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.

The list can also be accessed from the Council’s website at 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:

2016	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:

<i>Matter in respect of which a decision will be taken</i>	<i>Decision-maker</i>	<i>Date of Decision</i>	<i>Documents to be considered</i>	<i>Contact Officer</i>	<i>Is this decision a Key Decision?</i>	<i>Is this decision to be heard in public or private session</i>
Oxcroft House Refurbishment Contract To approve the contract for the refurbishment of Oxcroft House	Executive	February 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs
Site Acquisition, Clowne To consider the purchase of a development site	Executive	February 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs
Alterations to The Arc, Clowne To review the use of the premises	Executive	February 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs
Yorke House, Creswell To consider disposal of the site	Executive	February 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs
Vehicle	Executive	February – May	Report of Councillor B	Assistant	Yes – involves	Public

<i>Matter in respect of which a decision will be taken</i>	<i>Decision-maker</i>	<i>Date of Decision</i>	<i>Documents to be considered</i>	<i>Contact Officer</i>	<i>Is this decision a Key Decision?</i>	<i>Is this decision to be heard in public or private session</i>
Replacements To consider the purchase of Council vehicles		2016	Murray-Carr, Portfolio Holder for Environment and Well-Being	Director – Streetscene	savings or expenditure of £50,000 or more.	

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

15th February 2016

**Corporate Plan Targets Performance Update – October to December 2015
(Q3 – 2015/16)**

Report of the Assistant Director – Customer Service and Improvement

This report is public

Purpose of the Report

- To report the quarter 3 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 31st December 2015. (Information compiled on 28th January 2016)

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
- C16 – 'Agree a project with DCC to deliver alarm monitoring to 12,000 people county wide by April 2016'. DCC has withdrawn their previous offer of funding and therefore the target cannot be met. Agreed at the Directorate Meeting to recommend to Executive on 29th February 2016 then this target be withdrawn. Officers to work on an alternative proposal.

1.4 Transforming our Organisation

- 14 targets in total
- 8 targets on track
- 1 target achieved – T02 'Produce a Strategic Alliance People Strategy by December 2015'.
- 2 targets not started yet (T04 and T08) – all within timescales. No concerns raised by respective lead officers.
- 1 target is overdue – T03. The lead officer has informed that a report is going to Executive on 1st February 2016.
- 2 targets have been flagged as 'alerts' i.e. they may not achieve their intended outcome by the target date:

- T07 - 'Produce a Procurement Strategy by March 2016. The lead officer has advised that work has commenced on the strategy but that more time will be needed to complete the full approval process. A target extension to 30th September 2016 will be requested at Executive on 29th February 2016.
- T12 – 'Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016'. Good progress is being made against this target. However more time is needed to complete the Built Facilities Plan due to the external consultant market. A target extension to 31st December 2016 will be requested at Executive on 29th February 2016.

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 30 targets 23 are on track, 1 has been achieved, 2 have not started, 1 is to be withdrawn, 1 is overdue and 2 have been flagged as 'alert'.
- 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

Is the decision a Key Decision? (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
District Wards Affected	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q3 October to December 2015
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 Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All details on PERFORM system	
Report Author	Contact Number
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 – Q3 October to December 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		Q3 (2015/16) - Requests for 2015/16 evidence made to service areas. Evidence to be reviewed at the end of January 2016. Dates for on-site assessment arranged - 11/04/16 and 12/04/16. Update report to be taken to Improvement Group on 19/01/16.	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	On track		Q3 (2015/16) - Survey scheduled for February 2016. Planning meeting held with Improvement Officer, timetable, survey and actions agreed.	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		Q3 (2015/16) - Of the service areas measured 90% average satisfaction rate was scored. (Overall average to be provided at year end.)	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		Q3 (2015/16) - Statistics from Google Analytics for the period October 1 to December 31 2015 show a 53.13% increase in new unique users of the website. Service Area currently analysing this data further as this looks a very high increase.	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		Q3 (2015/16) - Still awaiting EU 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

Key Corporate Target	Directorate	Status		Progress	Target Date
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q3 (2015/16) April - December 2015 - 214 approaches from people seeking homeless assistance, of which 136 cases were prevented from being homeless:- 63.5% prevented cases.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q3 (2015/16) April - December 2015 - 177 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		Q3 (2015/16) Data will not be available until the end of January 2016 Quarter 2 = 16.76 days Quarter 1 = 16.86 days	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	Operations	On track		Q3 (2015/16) - Data will not be available until the end of January 2016 Quarter 2 = 7.12 days Quarter 1 = 8.98 days	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		Q3 (2015/16) April - December 2015 - 353 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		Q3 (2015/16) - Good progress against action plan is being made. Notable actions this quarter - EIA corporate mapping exercise approved by SAMT, Customer Requirements Form working well on Firmstep, Data on migrant worker communities updated and shared with Cohesion partners and Greater East Midlands Commissioning Support Unit.	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		Q3 (2015/16) - 36 new referrals were received during Q3 of which 7 did not engage with the service. Positive responses were received from 26 service users (90%) who were asked: •Did the service met with your requirements?	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<ul style="list-style-type: none"> •Did the service make a difference? •How satisfied are you with the service you have been given? 	
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Operations	On track	<p>Q3 (2015/16) - 29 days (32 if sheltered are included) - note this figure has been heavily skewed by a small number of upstairs flats for older people that were difficult to let. If these 4 properties are excluded (each of which was empty for over 6 months) the average falls to 16 days. Members are to be asked to consider reclassifying some schemes.</p> <p>Q1 - 21 days (24 days if sheltered are included) Q2 - 18 days (19.3 days if sheltered are included) Average year to date (excluding sheltered) = 22.2 days (24.9 days including sheltered). If the difficult to lets are excluded as well this falls to 17.6 days (estimated).</p>	Sun-31-Mar-19
C 14 - Carry out 99% of emergency repairs within 6 working hours.	Operations	On track	<p>Q3 (2015/16) Formula up and running: November 372 completed within 6hrs. 32 after 6hrs = 90% December 299 completed within 6hrs. 29 after 6hrs = 90% Potential problem that some emergencies are reported in the afternoon - and tenant requests next day attendance. Service Area will be monitoring and reminding staff.</p>	Sun-31-Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Operations	On track	<p>Q3 (2015/16) - no further courses have been undertaken in this quarter. Three courses completed in quarter 2 and 90% of those who have completed an evaluation form are satisfied.</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				The first course had 5 attendees who all successfully completed the course. Second course - 13 started the course with 12 completing the course. Third course - 5 started the course who all successfully completed the course. Year to date - 23 attendees (22 completed the course).	
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	Withdrawn		Q3 (2015/16) - Derbyshire County Council has withdrawn their previous offer of funding and therefore this objective cannot be met. Suggest that this target is withdrawn, and an alternative target developed based around increasing numbers of Careline customers. Officers to work on proposal for Q1/2016 report. (Agreed at Directorate Meeting for this to be recommended to Executive).	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		Q3 (2015/16) A report outlining future options regarding IiP is being prepared for consideration by senior management. (Accreditation retained in June 2015)	Tue-31-Jul-18
T 02 - Produce a Strategic Alliance People Strategy 2016-2019 by December 2015	Transformation	Achieved		Q3 (2015/16) The Strategic Alliance People Strategy has been approved by Council and implemented.	Thu-31-Dec-15
T 03 - Establish interest from the market to work in partnership to develop a	Operations	Overdue		Q3 (2015/16) - Joint Venture model to deliver developments to council owned and stalled land sites	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.				around the district is being explored. Partnership set up with Woodheads to build council house properties. Partnership being explored through the Business Executive Group (BEG) for Pleasley Vale Business Centre. Report going to Executive on 01/02/16.	
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		Q3 (2015/16) Project not started. Well within timescale.	Mon-30-Apr-18
T 05 - Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016.	Transformation	On track		Q3 (2015/16) Build programme initiated, contractors on site and construction phase underway. On track for December 2016 completion.	Sat-31-Dec-16
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Q3 (2015/16) Garage survey completed, and potential sites identifies subject to more detailed appraisal through asset management group.	Sun-31-Mar-19
T 07 - Produce a Procurement Strategy by March 2016.	Growth	Alert		Q3 (2015/16) The Procurement Strategy has been commenced but is in very early stages. The Director of Operations and the Procurement Unit are involved. (Agreed at Directorate Meeting to seek an extension at Executive to 30/09/16 to enable the full approval process to be completed).	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		Q3 (2015/16) The Local Government Boundary Commission has just contacted the Council to commence this review. The review will take a year or so and accordingly this target cannot be commenced until that has been completed. It is not due yet therefore.	Sat-1-Dec-18
T 09 - Reduce the percentage of rent	Operations	On track		Q3 (2015/16) The baseline figure (April 2015) is	Sun-31-

Key Corporate Target	Directorate	Status		Progress	Target Date
arrears by 10% through early invention and effective monitoring by 2019.				<p>£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 December the figure stands at 2.6% (£570,262.90) which is a decrease of 4%.</p> <p>(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 $((2.8 - 2.6) / 2.8) \times 100 = 8\%$).</p>	Mar-19
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track		<p>Q3 (2015/16) 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 December the figure was £668,254.65 which is an increase of 15% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p> <p>So far this financial year £40,750.58 former tenancy arrears has been collected and £12,238.07 has been written off which has been a reduction of £52,988.65.</p>	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		<p>Q3 (2015/16) The Transformation Programme 2015-2019 was agreed and communicated to employees/members in late September 2015. The current programme identifies potential savings of £393,000 to date 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.</p>	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	Alert		<p>Q3 (2015/16) The following are being progressed and on track: Subsidy Reduction Plan Marketing Plan Arts Development Plan</p> <p>The following is complete: Sport Development and Physical Activity Plan, however Sport England and Derbyshire Sport are delivering a new Sport, Physical Activity and Active Recreation Plan in July 2016. Leisure Services intend to produce their own 'local' version of this. (Agreed at Directorate Meeting for this to be a service plan target – target date March 2017).</p> <p>Extension requested re Built Facilities Plan. Leisure are governed by the external consultant market. They are at present out to tender and anticipate a 9 month delay for the completion of this work until Dec 2016. (Agreed at Directorate Meeting for this to be a recommendation to Executive)</p>	Sat-31-Dec-16
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track		<p>Q3 (2015/16) On line transactions = 98. Target for 9 months = 297 transactions (based on baseline data). Achieved to date = 372 = 25% increase.</p> <p>Baseline data from 2013/14 was 396 online transactions. 2015/16 - Q1 = 129 transactions, Q2 = 145 transactions.</p>	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December	Growth	On track		<p>Q3 (2015/16) Member Development Sessions held in September and December on a variety of topics</p>	Mon-31-Dec-

Key Corporate Target	Directorate	Status	Progress	Target Date
2018.			<p>including universal credit, Government housing proposals and consultation with customers.</p> <p>Discussions being held with LGA over leadership development. Personal Development Plans (PDPs) are being undertaken by the team and this will culminate in a report to SAMT and Member Development Working Group setting out a member development timetable for the next two years.</p> <p>A review of the timing of meetings and other member events is being undertaken through the Member Development Working Group. External training courses now being evaluated.</p>	18

Customer Service and Transformation Scrutiny Committee

Work Programme – 2015-16

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

16th November 2015	<ul style="list-style-type: none"> • Half year Corporate Plan Targets Performance Update • Housing Application Form 	<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.
14th December 2015	<ul style="list-style-type: none"> • Draft Report – Review of CAN Rangers 	Claire Millington, Scrutiny Officer	To approve the draft report for submission to the Executive in January 2016.
18th January 2016	<ul style="list-style-type: none"> • Update on Housing Working Group • Update on the Scrutiny Review of the CAN Rangers Service 	<p>Councillor Rose Bowler</p> <p>Councillor Rose Bowler</p>	<p>Verbal update</p> <p>Verbal update to Members following the report being accepted by Executive.</p>
15th February 2016	<ul style="list-style-type: none"> • Quarter 3 Performance Update 	Kath Drury – Information, Engagement and Performance manager/Jane Foley – JAD – Customer Service & Improvement	
14th March 2016	<ul style="list-style-type: none"> • 		
18th April 2016	<ul style="list-style-type: none"> • 		
23rd May 2016	<ul style="list-style-type: none"> • Quarter 4 Performance Update 	Kath Drury – Information, Engagement and Performance manager/Jane Foley – JAD – Customer Service & Improvement	

Customer Service & Transformation Scrutiny Committee Membership

Councillors; -

Rose Bowler (Chair)
Jim Smith (Vice-Chair)
Pauline Bowmer
Paul Cooper
Malcolm Crane
Ray Heffer
Andrew Joesbury
Duncan McGregor
Emma Stevenson
Rita Turner