

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 16th June 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 the Council Chamber, The Arc, Clowne on Monday 27th June 2016 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

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CUSTOMER
SERVICE
EXCELLENCE



CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 27th June 2016 at 1000 hours in the Council Chamber, 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 23 rd May 2016.	3 to 7
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>	8 to 13
6.	Review of CAN Rangers – Update Report Considered by the Executive on 13 th June 2016	14 to 21
7.	Scrutiny Review Scoping Document – Heating Costs to Tenants in Properties with a District Heating System	22 to 24
8.	Work Plan	25 to 27
	<u>PART B – INFORMAL</u> 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.	
9.	Scrutiny Review Work – Scrutiny Review of Heating Costs to Tenants in Properties with a District Heating System	

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held in the Council Chamber, The Arc, Clowne on Monday 23rd May 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper (from Minute No. 23), M.G. Crane, R.A. Heffer, A. Joesbury, J.E. Smith and R. Turner

Also in attendance in respect of Minute No. 22 were Councillors T. Connerton (Portfolio Holder for Customer Service, Revenues and Benefits) and M.J. Ritchie (Portfolio Holder for Housing and IT).

Officers:-

J. Foley (Assistant Director – Customer Service and Transformation) (UNTIL Minute No. 22), C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

17. APOLOGIES

Apologies for absence were received from Councillors D. McGregor and E. Stevenson

18. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

19. DECLARATIONS OF INTEREST

There were no declarations of interest.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

20. MINUTES – 18TH APRIL 2016

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

RESOLVED that subject to the correction of Councillor Bowmer's name, the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 18th April 2016 be approved as a true and correct record.

21. 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 R. Bowler and seconded by Councillor R.A. Heffer

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

22. CORPORATE PLAN TARGETS PERFORMANCE UPDATE JANUARY TO MARCH 2016 (Q4 – 2015/16)

The Assistant Director – Customer Service and Transformation presented the report which gave details of the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 31st March 2016. The information was correct as of 10th May 2016. Most of the targets were on track.

C 04 – Promote the Council website and increase (unique) visitor numbers by 7% year on year.

It was noted that statistics showed an increase of 88.24% in new unique numbers however, these were being analysed further to ensure accuracy.

C 08 – Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.

A question was asked regarding whether the increase of time taken in Quarters 3 and 4 was as a result of the introduction of Universal Credit. The Assistant Director – Customer Service and Transformation felt that the increase was more to do with an increase in the volume of claims received by the Council.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

C 10 – Carry out 300 disability adaptations to Council houses each year.

Members asked whether larger adaptations e.g. wet rooms were put on hold to do smaller adaptations e.g. handrails to ensure that targets were met. The Portfolio Holder for Housing and IT noted that items such as wet rooms were approved by Derbyshire County Council and were done in order, but took some time to work through the system.

It was noted that Members were getting phonecalls from tenants who had only recently been approved and it was felt that the Council was being put under pressure by Derbyshire County Council.

C 13 – Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

The Portfolio Holder for Housing and IT noted that the relet standard was currently being looked at and discussions were ongoing as to whether more people were needed on the relet team.

T 09 – Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.

The Assistant Director – Customer Service and Performance noted that the week after the figures had been calculated for the report, the rent arrears stood at 2%. It was also explained that written off debt remained recoverable from the debtor, but writing debt off was an accepted accounting practice.

T 11 – Through successful delivery of projects within the Transformation programme, achieve total income/savings of £600,000 by March 2019

It was noted that £280,000 savings had been achieved, along with income of £120,000 from Leisure Services, which left an amount of £90,800 to find by March 2019.

T 13 – Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.

Members noted that it was pleasing that cash payments could now be taken if the payment machines were not working. The Assistant Director – Customer Service and Performance noted that the target referred to on-line transactions and it was hoped to increase the number of services available on the website.

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith
RESOLVED that early progress against the Corporate Plan 2015-2019 be noted.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Assistant Director – Customer Service and Performance left the meeting.

Councillor C.P. Cooper entered the meeting during discussion of the following item.

23. SCRUTINY WORK PLAN

The Scrutiny Officer presented the list of suggested work plan items which had been formulated following the Annual Scrutiny Conference and a discussion took place regarding the Committee's priorities.

1. Council Tax on Houses in Multiple Occupation.

The Scrutiny Officer noted that although this had been discussed at Executive, further investigation showed that there were possibilities if the property was large enough to have separate entrances and separate facilities. It was suggested that the item be added to the work plan.

2. Impact of Universal Credit

Members suggested that a presentation be requested from the Benefits Manager and the item be added to the work plan.

3. Transformation and Joint Working Budgets

4. Non-priority Unaffordable Services

5. Enabling Services to be Provided to Communities

The Scrutiny Officer suggested that the three items could be looked at together under the Transformation remit. Members felt that the items could be a good basis for a review and provide the Committee with an opportunity to lead on Transformation.

6. Vehicle Procurement

The Scrutiny Officer noted that the Procurement Strategy was currently being reviewed and Members would have an opportunity to feed their comments in through the process.

Members requested that the issue be added to the work plan to ensure consultation.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

7. Sheltered Accommodation/Flats – Heating Costs

The Chair noted that this had been raised following receipt of a complaint from a tenant at one of the Council's flats which was heated using the District Heating Scheme. The Council's Sheltered Accommodation was also subject to the District Heating Scheme which on the surface looked very expensive for the tenants.

A discussion took place regarding the lack of control the tenants had and that more information was needed.

It was suggested that the matter be placed on the work plan and done first as a quick review.

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

RESOLVED that (1) Council Tax on Houses in Multiple Occupation, Impact of Universal Credit and Vehicle Procurement be added to the work plan as presentations,

(2) A short review on Sheltered Accommodation/Flats - Heating Costs be carried out,

(3) Transformation and Joint Working Budgets, Non-priority Unaffordable Services and Enabling Services to be Provided to Communities be combined and added to the work plan as a future subject for review.

(Scrutiny Officer)

24. SCRUTINY REVIEW – SELECTION AND SCOPING

Further to Minute No. 23, a review of Sheltered Accommodation/Flats - Heating Costs was to be carried out. A draft scoping document was formulated to be approved at the next meeting of the Customer Service and Transformation Scrutiny Committee.

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

RESOLVED that a short review on Sheltered Accommodation/Flats - Heating Costs be carried out and the draft scoping document be submitted to the next meeting of the Customer Service and Transformation Scrutiny Committee for approval.

The meeting concluded at 1110 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: 10 June 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 2016/17 are as follows:

2016	11 July	2017	3 January
	5 September		30 January
	3 October		27 February
	31 October		27 March
	28 November		24 April
			22 May

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>
Site Acquisition, Clowne To consider the purchase of a development site	Executive	July 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
CCTV To consider future options for CCTV in the District	Executive	July - October 2016	Report of Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Public
Upgrade of CCTV security system at Pleasley Vale Business Park To consider options for the above	Executive	July 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
Relocation of Reception services at Pleasley Vale Business Park To consider proposals for the above	Executive	July 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

<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>
Development of phase 2 industrial units at The Tangent Business Hub To consider proposals for the above	Executive	July 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 Replacements To approve the purchase of vehicle replacements utilised within Streetscene Services	Executive	July - October 2016	Report of Councillor B Murray-Carr, Portfolio Holder for Environment	Assistant Director – Streetscene	Yes – involves savings or expenditure of £50,000 or more.	Public
Security Contract To approve the contract for building security at The Arc	Executive	September – October 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.	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>
<p>Report on proposals to resource the Local Plan, including an update on the implications and risks resulting from proposed new National targets</p> <p>Report detailing the utilisation of staff resources to produce the Local Plan to timetable, including salary details.</p>	Executive	July 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Planning and Environmental Health	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to an individual, the Council’s financial or business affairs and any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority
<p>Extension to existing Contract for Damp proof utilising the EEM framework</p> <p>To approve the contract</p>	Executive	July 2016	Report of Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Public

Minute Extract from the Executive held on 13th June 2016

PROV6. NON KEY DECISIONS

CHANGE OF ORDER OF AGENDA

RESOLVED that item 7(L) on the agenda, Scrutiny Review of Rangers – Progress Update, be taken as the next item at the meeting.

(A) SCRUTINY REVIEW OF RANGERS – PROGRESS UPDATE

Executive considered a report of the Portfolio Holder for Community Cohesion, Audit, Legal and Governance, which updated members on changes implemented following the scrutiny review of the CAN Ranger Service.

Executive had received details of a review undertaken by the Customer Service and Transformation Scrutiny Committee in January 2016 on the role of the CAN Rangers. At that meeting it was agreed that a further update be provided after six months and this was attached to the report as an appendix.

The update clearly showed progress against each of the recommendations had been completed or would be shortly. Early engagement with scrutiny on recommendation 8 was encouraged.

Thanks to the Rangers for their assistance during the recent floods was noted.

Moved by Councillor K Reid and seconded by Councillor B R Murray-Carr

RESOLVED that:-

- (1) The progress report in respect of the scrutiny review of CAN Rangers be noted.
- (2) Additional hi-vis PPE is purchased for each Ranger at an estimated total cost of £800.
- (3) The process for recruitment for the replacement Ranger starts early with the aim of offering a handover period of around a month. The cost of this is estimated at £2,270.
- (4) A future report on the future of CCTV within the District also considers options for changing the roles of the CAN Rangers.

REASON FOR DECISION: To provide an update to members on progress on previous recommendations.

OTHER OPTIONS CONSIDERED: None.
(Assistant Director – Community Safety and Head of Housing (BDC))

Bolsover District Council

Executive

13th June 2017

Scrutiny Review of Rangers – Progress Update

Report of the Portfolio Holder for Community Cohesion, Audit, Legal and Governance

This report is public

Purpose of the Report

- The update members on changes implemented following the Scrutiny review of the CAN Ranger service.

1 Report Details

- 1.1 The Executive of 4th January 2016 received a report from the Customer Service and Transformation Scrutiny Committee who had taken a look at the role of the CAN Rangers.
- 1.2 As part of the discussion it was agreed to add an additional recommendation to those made by the scrutiny Committee, and to request an update to be provided after 6 months.
- 1.3 The enclosed document provides this update.

2 Conclusions and Reasons for Recommendation

- 2.1 That members note the progress made on the recommendations agreed at Executive on 4th January 2016.

3 Consultation and Equality Impact

- 3.1 None directly

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable. This report updates members on progress on previous recommendations.

5 **Implications**

5.1 **Finance and Risk Implications**

Minor cost is purchasing additional hi-vis PPE, estimated at £800. These costs will need to be met from within existing approved budgets for the service.

Additional salary costs would be incurred in those cases where it proved possible to allow a one month handover period (i.e. total cost of employing one ranger for one month including on-costs). These costs will need to be met as part of the Council's vacancy management processes.

5.2 **Legal Implications including Data Protection**

Not directly.

5.3 **Human Resources Implications**

The proposal to recruit 'early' to allow a one month handover period is outside the normal recruitment process. Members should also be aware that this may not be possible as this is partially dependent on the personal circumstances of any new employee including their notice period.

6 **Recommendations**

6.1 That the progress report is noted.

6.2 That additional hi-vis PPE is purchased for each Ranger as an estimated total cost of £800.

6.3 That the process for recruitment for the "replacement" Ranger starts early with the aim of offering a handover period of around a month. The estimated cost of this is estimated at £2,270

6.4 That a future report on the future of CCTV within the District also considers options for changing the roles of the CAN Rangers.

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	
Links to Corporate Plan priorities or Policy Framework	

8 **Document Information**

Appendix No	Title
1	Workplan
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)	
Report Author	Contact Number
Peter Campbell	3038

Report Reference –

Recommendations.	Comments	Completed.
<p>1. That the Assistant Director of Community Safety and Head of Housing together with the Portfolio Holder for Community Cohesion reiterate the role and duties of the CAN Rangers Service with departments and partners, particularly the Police.</p>	<p>The role of the Rangers has been reiterated to the police through the weekly joint tasking meetings and informal discussions with senior police officers. This process has led to an increase in joint working and initiatives.</p>	<p>April 2016 Housing Enforcement Manager</p>
<p>2. That a set of guidelines and/or a criteria is developed which assists the Rangers and Central Control in assessing the urgency of a job (particularly out of hours calls) where a job is not an emergency and could be left until the following day or if in fact some jobs should be attended at all.</p>	<p>This action has been put on hold pending the introduction of the new monitoring equipment within central control.</p> <p>Following discussion at Executive it was recognised that the rangers 'job-sheets' that were analyzed as part of the review was potentially misleading as it did not recognise the vulnerability of the customer. The sheet is to be revised to include a measure of this (For example a call out for lack of lighting may be justified for a partially sighted tenant)</p>	<p>June 2016. Housing Needs Manager</p>
<p>3. That information be provided to Tenants which provides details and examples on what is classed as an emergency and what calls will be dealt with as part of the out of hours service.</p>	<p>An article has been written and will be included in the next issue of the tenants 'Homing In' magazine.</p>	<p>May/June 2016 TPO</p>
<p>4. That the Assistant Director of Community Safety and Head of Housing be asked to</p>	<p>This is not possible. The funding for the PCC can only be spent on specific activities that contribute towards</p>	<p>No further action</p>

<p>consider whether a contribution from the Community Safety Budget received from the Police and Crime Commissioner can be made towards the CAN Rangers Service</p>	<p>the targets set by the PCC.</p>	
<p>5. That the CAN Rangers uniform include high visibility jackets so that it is clear to Members of the Public when there is a Ranger present in an area</p>	<p>Whilst there are some situations where hi-vis clothing is appropriate, there is others where more inconspicuous clothing is better. The current situation is that the clothing issued to the Rangers is predominantly dark, but they are also issued with hi-vis jackets where needed (and instructed to always wear these during darkness and near to traffic).</p> <p>Additional hi-vis outerwear to be sourced through Travis Perkins.</p>	<p>To be completed Autumn 2016</p>
<p>6. That a clear Training Record be developed which highlights dates that training is undertaken and dates of when the training needs to be renewed or updated.</p>	<p>Details of mandatory training for each role/officer is kept centrally by HR</p> <p>All Rangers are included within the corporate appraisal process where training needs are identified. All 'essential' training has been delivered.</p>	<p>Appraisals completed in line with corporate guidelines during February 2016.</p> <p>Housing Enforcement Manager</p>
<p>7. That the levels of staffing in the CAN Rangers Service be regularly monitored to ensure that the service is coping with current demand.</p>	<p>Staffing levels are regularly monitored and have been appropriate for the current service offered. There remains an option of using overtime at times of additional work and/or staff shortages.</p>	<p>Ongoing</p>

	<p>Monitoring will continue, but any additional services (see 8.) may need additional resources.</p> <p>One of the Rangers has expressed their intention to retire next year. Given the long period needed to recruit and train for this role, members are asked to support early recruitment which aims for a one month handover period.</p>	
<p>A further recommendation was added at Executive</p> <p>8. That a further report be prepared by officers in conjunction with the JAD Community Safety and Head of Housing, Portfolio Holders for Community Cohesion and Hosing and IT and the Chair and vice Chair of customer Service and Transformation Scrutiny Panel to explore a more joined up collaborative service.</p>	<p>Initial conversations have taken place with the police regarding the role of the Rangers and relationship with the Police (see 1 above) resulting in increased understanding of roles, and joint working.</p> <p>Similarly Rangers have been involved with joint working with other departments, especially Environmental Health.</p> <p>Longer term options are linked to the review of CCTV within the District. A move towards more redeployable cameras may offer opportunities for the Rangers to play a larger role in the installation, retrieval and siting of CCTV cameras where needed.</p> <p>Another gap have been identified where services previously provided through the DCC funded Handy van Service, for example security for victims of Domestic Violence have been withdrawn.</p> <p>A paper on options will be presented to a future meeting.</p>	<p>To follow the review of CCTV</p>

BOLSOVER DISTRICT COUNCIL
SCRUTINY PROJECT MANAGEMENT
REVIEW SCOPE

NAME OF COMMITTEE:

Customer Service & Transformation Scrutiny Committee

SUBJECT TO BE REVIEWED	Heating costs to tenants in properties with a District Heating System
REASON(S) FOR THE REVIEW	Complaints from tenants received regarding the high cost of heating in communal properties with a District Heating System.
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS	<p>CORPORATE PLAN AIM – Providing our Customers with Excellent Service</p> <p>PRIORITIES –</p> <ol style="list-style-type: none"> 1. Supporting vulnerable and disadvantaged people 2. Providing good quality council housing where people want to live
DIRECTOR	Bryan Mason – Director of Operations
AIMS AND OBJECTIVES OF REVIEW	<p><i>Aim:</i> To understand the reason for the high cost of heating for tenants in properties with a District Heating System</p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> • To obtain a comprehensive costing of heating costs for any property served by a District Heating System. • To establish what happens with any surplus monies. • To identify any ways to decrease the cost or provide support to our tenants
KEY ISSUES	<ul style="list-style-type: none"> • Identify who provides the heating • When was the matter last reviewed by the Authority • Number of properties served by a District Heating System • Replacement Boiler Programme • Occupation rates in properties served by a District Heating

	System <ul style="list-style-type: none"> • Fuel Poverty • Letter from a tenant relating to the cost of heating.
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TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	27 th June 2016		
Interim Report/ Recommendations			
Finish			
Report			

METHOD(S) OF REVIEW:	<ul style="list-style-type: none"> • Interviews • Questioning • Meeting/informal discussions with tenants • Research and best practice
IMPLICATIONS: (legislative, regulatory, etc)	<ul style="list-style-type: none"> •
DOCUMENTARY EVIDENCE: (Internal/External)	<ul style="list-style-type: none"> • Letter from a tenant relating to heating costs. • Costings • Executive Report relating to replacement boiler schemes • Article from In-Touch Magazine – Nov 2015
STAKEHOLDERS	<p>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</p> <ul style="list-style-type: none"> • Councillor John Ritchie - Portfolio Holder for Housing • Peter Campbell – Assistant Director – Community Safety and Head of Housing • Housing Officers • Tenants (through Tenants Panel or Equality Panel?)
CONSULTATION/ RESEARCH:	<ul style="list-style-type: none"> • Consultation with Tenants

SITE VISITS	
<u>SCRUTINY REVIEW OUTCOMES</u>	
CONCLUSIONS:	
RECOMMENDATIONS:	
DRAFT REPORT SENT TO DIRECTOR & ANY RELEVANT OFFICERS FOR COMMENT:	
DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:	
SIGNED OFF BY COMMITTEE/CHAIR:	
SIGNED OFF BY SCRUTINY MANAGEMENT BOARD:	
REVIEW OF PROCESS/COMMENTS:	
EXECUTIVE CONSIDERED:	
OUTCOME:	
FOLLOW UP:	
DATE:	

Customer Service and Transformation Scrutiny Committee

Work Programme – 2016 - 2017

Date of Meeting	Items	Lead Officer	Notes
23 rd May 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 4 Performance Monitoring • Scrutiny reviews 2016/17 – selection and scoping exercise 	<p>Jane Foley – JAD – Customer Service & Improvement</p> <p>Claire Millington, Scrutiny Officer</p>	
27 th June 2016, 10.00 am	<ul style="list-style-type: none"> • CAN Rangers update • Approval of Scoping Document – Review of District Heating System. 	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing.</p> <p>Claire Millington, Scrutiny Officer</p>	
25 th July 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 1 Performance Monitoring • Update on the Transformation Programme • Assessing the impact of the automated cash machines (revisiting the recommendation made in the review of <i>impact of welfare reform on the Contact Centres</i> – 2014) 	<p>Kath Drury – Information, Engagement and Performance Manager.</p> <p>Jane Foley - JAD - Customer Service and Improvement</p> <p>Jane Foley – JAD – Customer Service and Improvement</p> <p>Alison Donohue – Customer Contact Manager</p>	

19th September 2016, 10.00 am	<ul style="list-style-type: none"> • Update on the implementation and impacts of Universal Credit. • • Increase in the use of on-line services – update 	<p>Michelle Whetton – Benefits Manager</p> <p>Jane Foley, JAD – Customer Service and Improvement</p> <p>Charlotte Greveson – CIS Developer</p>	
17th October 2016, 10.00 am	<ul style="list-style-type: none"> • 		
14th November 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 2 Performance Monitoring 		
12th December 2016, 10.00 am	<ul style="list-style-type: none"> • 		
16th January 2017, 10.00 am	<ul style="list-style-type: none"> • 		
13th February 2017, 10.00 am	<ul style="list-style-type: none"> • Quarter 3 Performance Monitoring 		
13th March 2017, 10.00 am	<ul style="list-style-type: none"> • 		
18th April 2017, 10.00 am	<ul style="list-style-type: none"> • 		
15th May 2017, 10.00 am	<ul style="list-style-type: none"> • Quarter 4 Performance Monitoring 		

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.