

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 15th July 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 25th July 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

ACCESS FOR ALL

If you need help understanding this document or require a larger print or translation, please contact us on the following telephone number:-

 **01246 242529**
Minicom: 01246 242450

Democratic Services
Fax: 01246 242423



Tel 01246 242424 **Fax** 01246 242423 **Minicom** 01246 242450
Email enquiries@bolsover.gov.uk **Web** www.bolsover.gov.uk

CUSTOMER
SERVICE
EXCELLENCE



CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 25th July 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 27 th June 2016.	3 to 5
5.	Corporate Plan Targets Performance Update – April to June 2016 (Q1 – 2016/17)	6 to 14
6.	Update on the Transformation Programme	Verbal update
7.	Assessing the Impact of the Automated Cash Payment Machines (Revisiting the Recommendation Made in Relation to the Review of the <i>Impact of Welfare Reform on the Contact Centres – 2014</i>)	
8.	B@Home – Local Letting Policy	15 to 17
9.	Work Plan	18 to 20
	<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.	
10.	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 of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 27th June 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper, R.A. Heffer, D. McGregor, E. Stevenson and R. Turner

Officers:-

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

105. APOLOGIES

Apologies for absence were received from Councillors A. Joesbury and J.E. Smith

106. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

107. DECLARATIONS OF INTEREST

There were no declarations of interest.

108. MINUTES – 23rd MAY 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 23rd May 2016 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

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

110. REVIEW OF CAN RANGERS – UPDATE REPORT CONSIDERED BY THE EXECUTIVE ON 13TH JUNE 2016

The Chair noted that the Executive had received an update report on actions arising from the Review of CAN Rangers. It was noted that the recommendations of the Customer Service and Transformation Scrutiny had been accepted and an action plan implemented. An additional recommendation was added by the Executive to investigate a more joined up service.

The action plan noted that a review of CCTV provision within the District was being undertaken which may have an impact on the work of the CAN Rangers and a further report would be submitted to the Executive in the future. It was noted that the Chair and Vice Chair of the Customer Service and Transformation Scrutiny Committee should be involved in the consideration of options to be presented to the Executive.

Moved by Councillor D. McGregor and seconded by Councillor R.A. Heffer

RESOLVED that a written report be requested from the Assistant Director – Community Safety and Head of Housing (BDC) with a complete update of work carried out in response to the Review of CAN Rangers for consideration at a future meeting of the Committee.

(Assistant Director – Community Safety and Head of Housing (BDC))

111. SCRUTINY REVIEW SCOPING DOCUMENT – HEATING COSTS TO TENANTS IN PROPERTIES WITH A DISTRICT HEATING SYSTEM

The Scrutiny Officer presented the draft Scoping Document for Members comments. A discussion took place regarding who supplied the energy, whether smartmeters

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

would help and the numbers of properties involved. It was noted that these were issues which would be investigated in the course of the review.

Moved by Councillor D. McGregor and seconded by Councillor R.A. Heffer

RESOLVED that the Scoping Document be approved.

(Scrutiny Officer)

112. WORK PLAN

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

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

RESOLVED that the report be noted.

The formal meeting concluded at 1025 hours and members then met as a working party to continue their review work. The working party concluded at 1055 hours.

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

25th July 2016

**Corporate Plan Targets Performance Update – April to June 2016
(Q1 – 2016/17)**

Report of the Assistant Director – Customer Service and Improvement

This report is public

Purpose of the Report

- To report the quarter 1 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 30th June 2016. (Information compiled on 14th July 2016)

1.2 A summary by corporate plan aim is provided below:

1.3 Providing our Customers with Excellent Service

- 16 targets in total (1 target previously withdrawn – C16)
- 15 targets on track.

1.4 Transforming our Organisation

- 14 targets in total (2 targets achieved previously – T02 & T03)
- 12 targets on track including 2 targets (**T07** and **T12**) previously extended.
 - **T07** – a further request to extend this target to 30th November 2016 will be made to Executive on 5th September 2016 to reflect resource issues caused by the slower than expected implementation of the Legal Restructure. Revised timetable noted on the appendix.

2 Conclusions and Reasons for Recommendation

2.1 Out of the 30 targets 27 are on track, 2 have been achieved (previously), and 1 has been withdrawn.

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 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 – Q1 April to June 2016
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 – Q1 April to June 2016

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		Q1 - Customer Service Excellence accreditation successfully retained following assessment in April 2016. No action plan required this year due to the small number of partial compliances (2) and improvements embedded. Achievement and feedback communicated on website, ERIC etc.	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		Q1 - The Survey has been run for 2015/16. The overall satisfaction rate achieved was 87% in relation to telephone callers and 89% for face to face callers. An action has been put together and some improvements made already. The next survey will be run in 2017/18.	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		Q1 - No satisfaction results available	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		Q1 - Statistics from Google Analytics for the period April 1 to June 30 2016 show that we have had 37,535 users visiting the website, of which 47.09% are new unique users of the website. This figure should be taken with caution though as one person could use three different devices (laptop, tablet, mobile phone) to access the website and this would be classed as three unique users!	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners	Transformation	On track		Q1 - General Data Protection Regulation (GDPR) to come into force on 25th May 2018. Following the recent UK referendum outcome to leave Europe the ICO considers that the UK will still require data protection legislation to mirror the GDPR.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
Office.				Work continues to improve our internal data protection processes in line with the new regulations e.g. developing a database of personal data held by the Council	
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q1 - April to June 2016 - 68 approaches from people seeking homeless assistance, of which 39 cases were prevented from being homeless:- 57% prevented cases.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q1 April to June 2016 - 34 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		Q1 Data not available until the end of July 2016	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	Operations	On track		Q1 Data not available until the end of July 2016	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		Q1 April to June 2016 - 78 adaptation completed	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track		Q1 - good progress continues against the action plan. Notable action this quarter - 3 case studies drafted showcasing the Equality Panel, Draft Joint Equality Policy for Service Delivery circulated for comments including the Equality Panel. Suitable age discrimination training is proving difficult to source. To research and progress development of an electronic training resource for staff to access as an alternative.	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		Q1 – 36 new referrals were received during Q1, 11 of which were high risk. A total of 8 did not engage with the service. Positive responses were received from 22 service users (78.5%) who were asked: • Did the service meet with your requirements? • Did the service make a difference? • How	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				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		Q1 – No update received – will update at the meeting.	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Operations	On track		Q1 - 97% call out and attendance for emergencies within 6hrs	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		Q1 - No further courses undertaken this financial year to date.	Sun-31-Mar-19

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		Q1 - Discussions currently taking place into the future of IIP given the change in standard, cost and the regional approach to IIP.	Tue-31-Jul-18
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	On track		Q1 - Legislation understood, quotes for relevant survey works obtained and in a position to place an order for a survey to assess the impact of the legislation.	Mon-30-Apr-18
T 05 - Initiate a build programme for the new Clowne leisure facility by	Transformation	On track		Q1 - Build programme is progressing well, however the project is around 3 weeks behind schedule at present	Sat-31-Dec-16

Key Corporate Target	Directorate	Status		Progress	Target Date
December 2015 and complete by December 2016.				due largely to the excavation into rock taking longer than anticipated, along with poor weather conditions. The contractors are confident they can pull this back over the coming stages of development (they have been asked to provide detail of when and how they will achieve this). The pools are now formed in concrete with the steel erection, roof and floor creation almost complete.	
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Q1 - Work started on Blackwell Site, planning received for 4 other sites to start this year. Detailed proposal agreed with Executive for large site in Shirebrook. (40+ sites under consideration for development) (Baseline data - 152 sites of which 20% = 30 sites)	Sun-31-Mar-19
T 07 - Produce a Procurement Strategy by September 2016.	Growth	Extended		Q1. A further extension has been requested until the end of November. The reason for the request is that it has not been possible to progress this as quickly as anticipated due to resources issues caused by the slower than expected implementation of the Legal Restructure and the additional increased individual workloads. A timetable for the approval of the Joint Procurement Strategy is as follows SAMT - 30/9/2016 Customer Services Transformation Scrutiny Committee - 14/10/2016 Strategic Alliance Joint Committee – 18/10/2016 Executive – 31/10/2016 Recommendation to be made to Executive on 05/09/16	Fri-30-Sep-16

Key Corporate Target	Directorate	Status		Progress	Target Date
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	On track		<p>Q1. Key staff attended a training workshop on the processes involved in the review</p> <p>The Council has had first meeting with the Local Government Boundary Commission with regard to the commencement of the review. The review will take about a year.</p>	Sat-1-Dec-18
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Operations	On track		<p>Q1 - 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 Quarter 1 2016 the figure stands at 2.7% (£574816.8) which is neither a decrease nor an increase.</p> <p>The impacts of Government policies on welfare reform, and rent reduction are likely to make his target significantly more challenging.</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>	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		<p>Q1 - 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 Quarter 1 the figure was £647,832.60 which is an increase of 12% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				So far this financial year £64,777.89 former tenancy arrears has been collected and £77,273.20 written off which has been a reduction of £142,051.09.	
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track		Q1 - The transformation for Bolsover has achieved savings of £280,550 for 2015/16	Sun-31-Mar-19
T 12 - Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2017.	Transformation	Extended		Q1 - The following are dynamic documents, ever changing and are on track: Subsidy Reduction Plan, Marketing Plan. 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. We now have an extension until Mar 2017 to complete this work.	Fri-31-Mar-17
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track		Q1 - On line transactions = 285 transactions for Q1. Flytipping and noise nuisance reports have accounted for the greatest number of cases during this quarter. (Baseline data from 2013/14 was 396 online transactions).	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track		Q1 - All but 2 PDPs for members now completed and the Member Development Programme for 2016/17 has been produced and is to be presented to MDWG. MDWG to be asked to consider the draft self assessment (for the Member Development Charter) and to decide whether to submit it to EMC for a view. The Council is well ahead of the target in respect of this.	Mon-31-Dec-18

Bolsover District Council

Cabinet

Date of meeting

B@Home – Local Letting Policy

Report of the

This report is public

Purpose of the Report

- To consider introducing a local letting policy for new council properties developed under the B@Home project.

1 Report Details

- 1.1 The B@Home project is concerned with building over 100 new high quality council houses in conjunction with our development partner Robert Woodheads Ltd
- 1.2 The project is also about maximising the additional social benefits arising from a large capital investment, including the use of local labour, apprenticeships and local suppliers.
- 1.3 Allocations to new developments need to be handled carefully. For the new community to flourish there needs to be a mix of residents including tenants of different ages and experience.
- 1.4 It may also be appropriate to give additional priority to local people who are living in close to the new development, and those with health and mobility problems who would gain maximum benefit from the high standard of the properties, including the designed for life standard.
- 1.5 The current allocations system is not sufficiently sophisticated to take account of this range of factors and therefore it is recommended that a local letting policy is developed for each scheme. This scheme will be temporary and only last for the initial allocation of each property and any relets within six months of the handover of the final property. Note that any property with adaptations is excluded from this as the policy is that these are allocated via the HARP panel.
- 1.6 For each scheme it is proposed the following system is adopted.

- a. Each property is advertised on the CBL system as Band C properties – this will exclude applicant from outside the area and without a local connection. The listing will make it clear a local letting policy was being applied.
- b. Prior to letting each applicant is asked to attend a formal interview by a Housing Needs Officer – this will discuss issues such as local connection, health and disability issues, a affordability assessment, and an assessment of how well they have managed their current tenancy (or a risk assessment for applicant who are not tenants)
- c. That a HARP panel consisting of the Housing Needs Manager, the Housing Enforcement Manager, and both the Tenancy Management Officer and Housing Needs Officer for the area, considers this information together with the information from the application form and determines who will be offered each property.
- d. The final decision will be a composite decision based on both the points of the applicants, and the information from the interview. This decision will be confirmed to the applicants but there will be no right to appeal.

2 Conclusions and Reasons for Recommendation

- 2.1 That a local letting policy is adopted for all new B@Home schemes. This will minimise the risk of tenancy failure and ensure that priority is given to people who would benefit.

3 Consultation and Equality Impact

- 3.1 Not directly. However the proposal does take account of health and disability issues.

4 Alternative Options and Reasons for Rejection

- 4.1 Allocate via CBL system only – rejected as this is unlikely to produce a balanced community.

5 Implications

5.1 Finance and Risk Implications

None

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 **Recommendations**

- 6.1 That a local letting policy is adopted for new properties that are built as part of the B@Home project.

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
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

Report Reference –

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 • 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 – 2014</i>) 	<p>Kath Drury – Information, Engagement and Performance Manager.</p> <p>Jane Foley – JAD – Customer Service and Improvement + 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 • Update on the Transformation Programme. • Procurement Strategy 	<p>Michelle Whetton – Benefits Manager</p> <p>Jane Foley, JAD – Customer Service and Improvement -and- Charlotte Greveson – CIS Developer</p> <p>Jane Foley, JAD – Customer Service and Improvement</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	•		
18th April 2017, 10.00 am	•		
15th May 2017, 10.00 am	• 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.