

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 8th September 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 19th September 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 19th September 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 25 th July 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 14
6.	Update on the Transformation Programme: 1. Presentation on on-line services 2. Update on Impact of the implementation of Automated Payment Kiosks on payment methods and volumes	15 to 22
7.	Work Plan	23 to 25
	<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.	
8.	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 25th July 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowler, M.G. Crane, R.A. Heffer, A. Joesbury, D. McGregor and J.E. Smith

Also in attendance were Councillors T. Connerton (Portfolio Holder for Customer Services and Revenues & Benefits) (until Minute No. 00198), M. Dooley (Portfolio Holder for Corporate Plan, HR and Leisure) (until Minute No. 00197) and M.J. Ritchie (Portfolio Holder for Housing and IT).

Members:-

J. Foley (Assistant Director – Customer Service and Improvement) (until Minute No. 00198) P. Campbell (Assistant Director – Community Safety and Head of Housing (BDC)), K. Drury (Information Engagement & Performance Manager) (until Minute No. 00197), A. Donohoe (Customer Contact Manager) (until Minute No. 00198), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

00192. APOLOGIES

Apologies for absence were received from Councillors C.P. Cooper, E. Stevenson and R.Turner.

00193. URGENT ITEMS OF BUSINESS

There were no urgent items of business

00194. DECLARATIONS OF INTEREST

There were no declarations of interest.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

00195. MINUTES – 27TH JUNE 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 27th June 2016 be approved as a true and correct record.

00196. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – APRIL TO JUNE 2016 (Q1 – 2016/17)

The Information Engagement & Performance Manager 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 30th June 2016. The information was correct as of 14th July 2016. Most of the targets were on track.

Aim – Providing our Customers with Excellent Customer Service

C 03 – Achieve an overall biennial external satisfaction rate of 80% or above for leisure, recreation and cultural activities and services

It was noted that figures would be available in Q2.

C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year

It was noted that 57% of cases were prevented and a question was asked about the remaining 43%. The Assistant Director – Community Safety and Head of Housing (BDC) noted that not all homelessness cases could be prevented.

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

C 09 – Process changes to Housing Benefit and Council Tax Support within an average of 10 days

It was noted that figures would be available in Q2.

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

The Information Engagement & Performance Manager noted that the average relet time was currently 24.5 days.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Aim – Transforming our Organisation

T 07 – Produce a Procurement Strategy by September 2016

The Information Engagement & Performance Manager noted that a further extension had been requested until the end of November and that this would be recommended to Executive on 5th September 2016. The narrative noted the revised timetable for the Procurement Strategy.

T 12 – Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2017

On track noting extension previously approved by Executive.

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

A question was asked regarding a problem with flytipping and the Assistant Director – Customer Service and Improvement noted that further information would be provided to Members.

It was noted that it was likely that this target would be exceeded for 2016/17.

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

The Information Engagement & Performance Manager left the meeting.

00197. UPDATE ON THE TRANSFORMATION PROGRAMME

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith
RESOLVED that the Transformation Programme Update be deferred to take into account the end of year figures.

00198. ASSESSING THE IMPACT OF THE AUTOMATED CASH PAYMENT MACHINES (REVISITING THE RECOMMENDATION MADE IN RELATION TO THE REVIEW OF THE *IMPACT OF WELFARE REFORM ON THE CONTACT CENTRES - 2014*)

The Assistant Director – Customer Service and Transformation and the Customer Contact Manager gave an update on the automated payment machines and noted

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

that although there were only 10 months of data available, the Council had seen an 17.7% increase in Direct Debits and cash payments to the Council had reduced by 20%. Only 2 formal complaints had been received and overall customer satisfaction in the Contact Centres had increased.

The addition of the payment machines had also freed up staff to be available to answer telephone queries and the telephone statistics showed a marked increase in calls answered within the Council's target time.

Improvements had been made over time to reduce keying in times and the step by step guide was being translated into other languages. The machines would need to be updated to take into account the change to polymer bank notes.

Any service could be paid for at the machines by cash, debit card or cheque. The possibility of credit card payments for business use e.g. licensing applications or planning applications needed to be investigated. The continuing ability to pay by cheque also needed to be investigated, due to cost.

Members noted the success of the payment machines. Concerns were expressed by Members regarding the possibility of phasing out cheque and Postal Order payments, as some customers still pay in this way.

Concerns were also expressed regarding the length of time taken to make cash payments at the machines and the Assistant Director – Customer Service and Transformation noted that whilst the machines were the most up to date available, each note had to be checked by the machine for fraud.

Members were pleased to note the overall success of the machines and felt that the issue of cheque and credit card payments needed to be seriously considered. A question was asked about whether the Council should look at utilising services such as PayPoint. The Assistant Director – Customer Service and Transformation felt that the time had come to look at all payment methods again.

The Portfolio Holder for Customer Services and Revenues & Benefits noted that the public had handled the change very well and it was a diminishing population who did not use debit cards.

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

RESOLVED that the Executive be requested to look at all payment methods to the Council.

(Customer Services and Revenues & Benefits/Scrutiny Officer)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Assistant Director – Customer Service and Improvement and the Customer Contact Manager left the meeting.

00199. B@HOME – LOCAL LETTING POLICY

The Assistant Director – Community Safety and Head of Housing (BDC) presented the report which requested the view of the Customer Service and Transformation Scrutiny Committee on the introduction of a local letting policy for new council properties developed under the B@Home project and was designed to help to create a balanced community with a range of people from different backgrounds, with different ages and abilities. The current policy was more designed towards letting empty properties within an estate rather than a whole new estate.

Members expressed concerns regarding altering the existing policy or creating a new one and felt that potential tenants should be treated on the basis of housing need.

Moved by Councillor M.G. Crane and seconded by Councillor D. McGregor

RESOLVED that the Customer Service and Transformation Scrutiny Committee do not support the introduction of a local letting policy for new council properties developed under the B@Home project.

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

00200. WORK PLAN

The Customer Service and Transformation Scrutiny Committee Work Plan was circulated for Members' information. The Scrutiny Officer noted that the Procurement Strategy would now be on the agenda for the meeting to be held on 17th October 2016, along with the results of the Employee Survey.

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

RESOLVED that the report be noted.

The formal meeting concluded at 1136 hours and members then met as a working party to continue their review work. The working party concluded at 1239 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: 2nd September 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		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>
CCTV To consider future options for CCTV in the District	Executive	July - October 2016	Report of Councillor K Reid, Portfolio Holder for Community Cohesion, Audit, Legal and Governance	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Public
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 Council's commercial properties	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
Chesterfield and District Crematorium Delivery Options	Executive	September 2016	Report of Councillor B Murray-Carr, Portfolio Holder for Environment	Report of Joint Crematorium Committee	Yes – involves savings or expenditure of £50,000 or	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>
To look at delivery options					more.	
Approval of Contractor to carry out Soffit and Fascia Renewals To appoint contractors	Executive	September 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
Outline of Proposed Response in respect of the Governments proposals on Business Rate Retention	Executive	September 2016	Report of Councillor A Syrett, Leader of the Council, Portfolio Holder for Economic Growth	Executive Director - Operations	Yes – involves savings or expenditure of £50,000 or more.	Public
Medium Term Financial Plan	Executive	October 2016	Report of Councillor A Syrett, Leader of the Council, Portfolio Holder for Economic Growth	Executive Director - Operations	Yes – involves savings or expenditure of £50,000 or more.	Public
Fixed Lines and Calls Contract	Executive	November 2016	Report of Councillor J Ritchie, Portfolio Holder for Housing and IT	ICT Manager	Yes – involves savings or expenditure of	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>
To accept a tender for provision of fixed telephony, broadband and call costs following completion of a procurement exercise					£50,000 or more.	
Mobile Telephony Contract To accept a tender for the provision of mobile telephony and call costs following completion of a procurement exercise	Executive	November 2016	Report of Councillor J Ritchie, Portfolio Holder for Housing and IT	ICT Manager	Yes – involves savings or expenditure of £50,000 or more.	Public
Bolsover Safe and Warm Scheme To approve contractors to upgrade district Heating Systems.	Executive	September / November 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.	Private – relates to the Council's financial or business affairs
Land Sales	Executive	October 2016	Report of Councillor A Syrett, Leader of the Council, Portfolio Holder for Economic Growth	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or	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>
					more.	
The Provision of Asbestos Surveying and Sampling Services utilising the EEM framework for Bolsover District Council	Executive	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
Development of a mountain bike trail and length of surfaced greenway within a number of woodland plantations to the north of the A617 at Bramley Vale known as Stockley Ponds / Glapwell Countryside Site. Both accessed from the Stockley Trail	Executive	October 2016	Report of Councillor M. Dooley, Portfolio Holder for Corporate Plan, HR and Leisure	Assistant Director - Leisure	Yes – involves savings or expenditure of £50,000 or more.	Public
Adoption of Efficiency Plan	Executive	October 2016	Report of Councillor A Syrett, Leader of the Council, Portfolio Holder for Economic Growth	Executive Director - Operations	Yes – involves savings or expenditure of £50,000 or more.	Public

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

19th September 2016

Update on Impact of the implementation of Automated Payment Kiosks on payment methods and volumes

Report of the Joint Assistant Director of Customer Service & Improvement

This report is public.

Purpose of the Report

- To provide an update to Scrutiny on the impact of implementation of Automated Payment Kiosks in Contact Centres.
- To provide statistical information on usage of the kiosks, volumes of payments, trend analysis, payment types and breakdown by Contact Centres.

1 Report Details

- 1.1 The four Contact Centres had full-time cash offices since they opened over 20 years ago up to the implementation of automated payment kiosks.

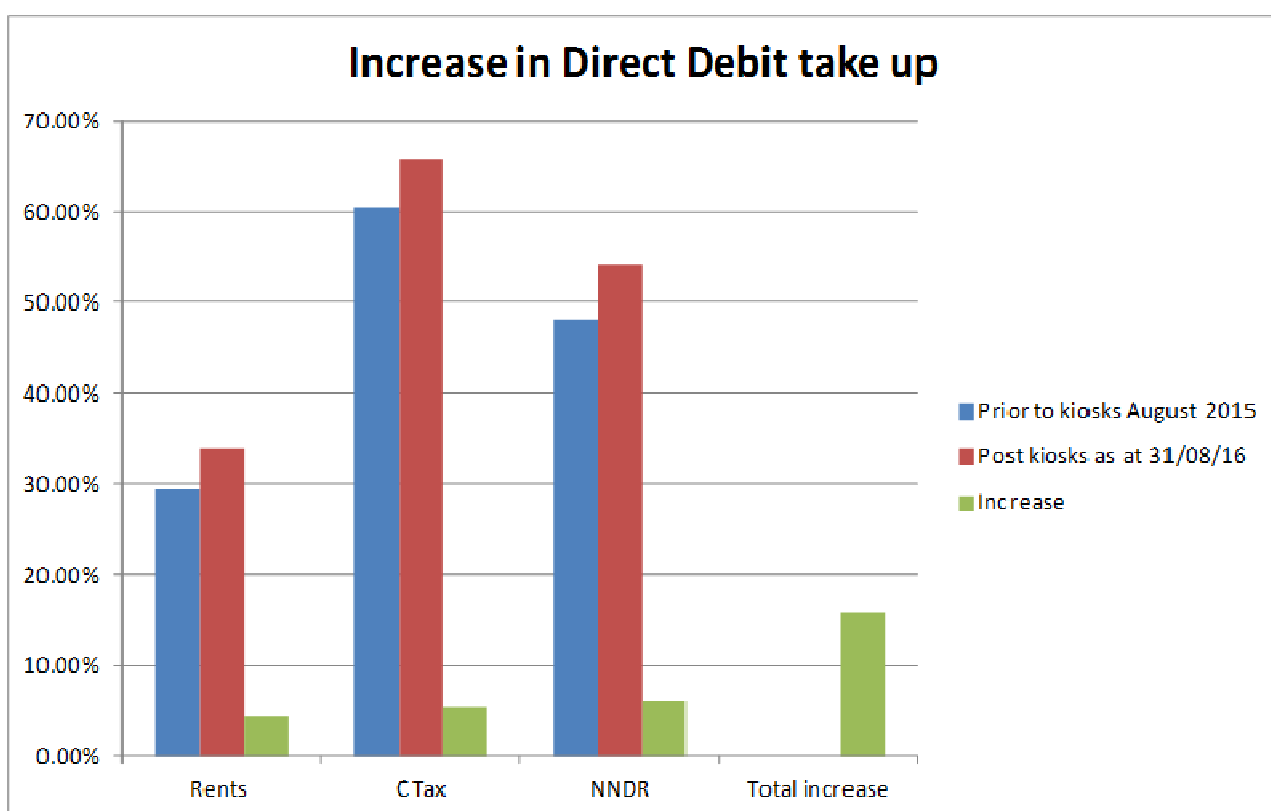
In 2006 RSE Consulting were asked to recommend a payments strategy for BDC. Their findings showed that BDC had a high proportion of payments passing through the most expensive and resource intensive channels of direct cash and cheque handling and advised ways of making efficiency savings by migrating customers to cheaper channels. It was established that face to face payments were 50 times more expensive than the cheapest method of direct debit. Various publicity programmes were put in place to steer customers to other cheaper channels but Members were firmly against any changes to service delivery.

Due to the Council facing unprecedented economic times with tighter financial constraints, new proposals for payments were introduced as part of the Transformation Programme in 2014. Members agreed to cease taking payments in person and introduce automated payment machines in each of the four Contact Centres. Members agreed to this on the basis that staff would be released to spend more time assisting customers rather than counting cash which provides a better use of resources. This has also negated the need for an additional temporary staffing budget that was historically utilised to prop up the service and stabilise the service. The kiosks have now provided a more cost effective solution whilst still enabling us to continue offering this type of method of payment.

Customer expectation in relation to access continues to grow and the speed of change is accelerating as technology develops and internet usage increases. The service has been monitoring usage and trend analysis from implementation in August 2015.

- 1.2 The table below illustrates that there has been a 15.8% increase in take up of direct debits over the last 12 months since the implementation of the kiosks in August 2015. Contact Centres will continue to promote direct debit as an alternative payment method in order to achieve a more cost effective payment channel for the Authority.

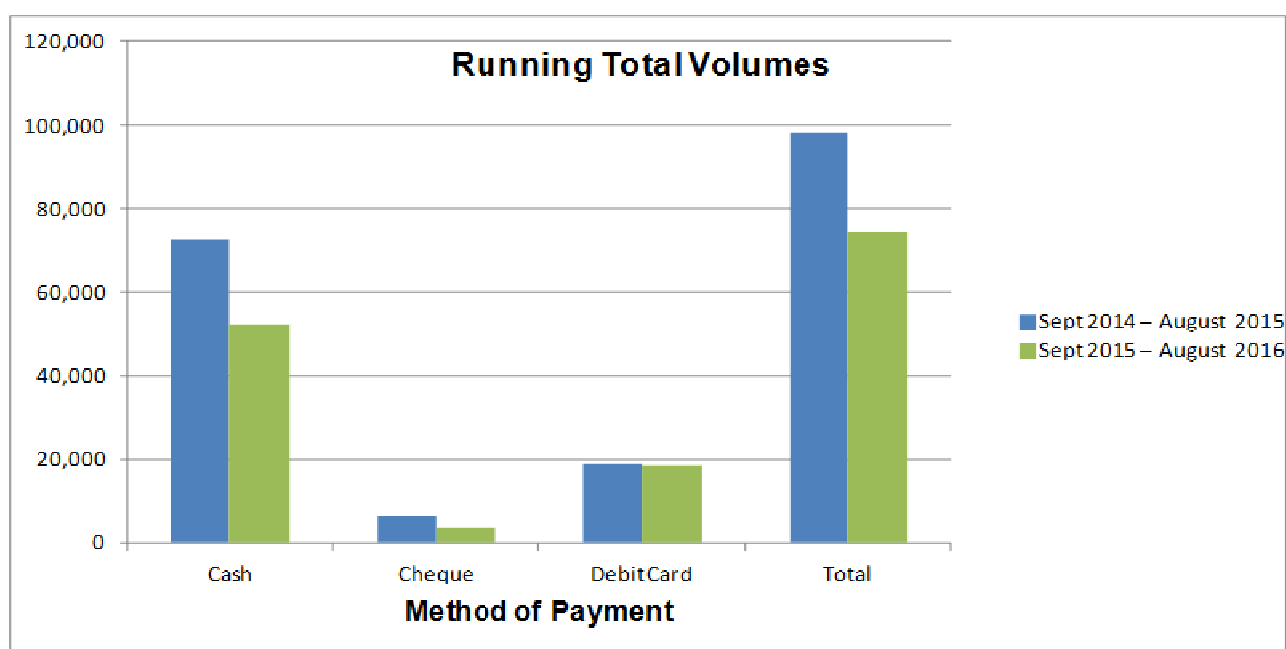
Direct Debit take up	Prior to kiosks August 2015	Post kiosks as at 31/08/16	Increase
Rents	1,600 tenants 29.5%	1,770 34%	170 tenants 4.50%
Council Tax	60.50%	65.80%	5.30%
NNDR	48.20%	54.20%	6.00%
			15.80%



- 1.3 The table below shows a comparison of total volumes of transactions for all four Contact Centres between 2014/15 (pre kiosks) and 2015/16 (post kiosks) for the same 12 month period September to August. The volumes of transactions in 2015/16 (post kiosks) have decreased by 23,727 transactions or by 24% when compared to the same period in 2014/15.

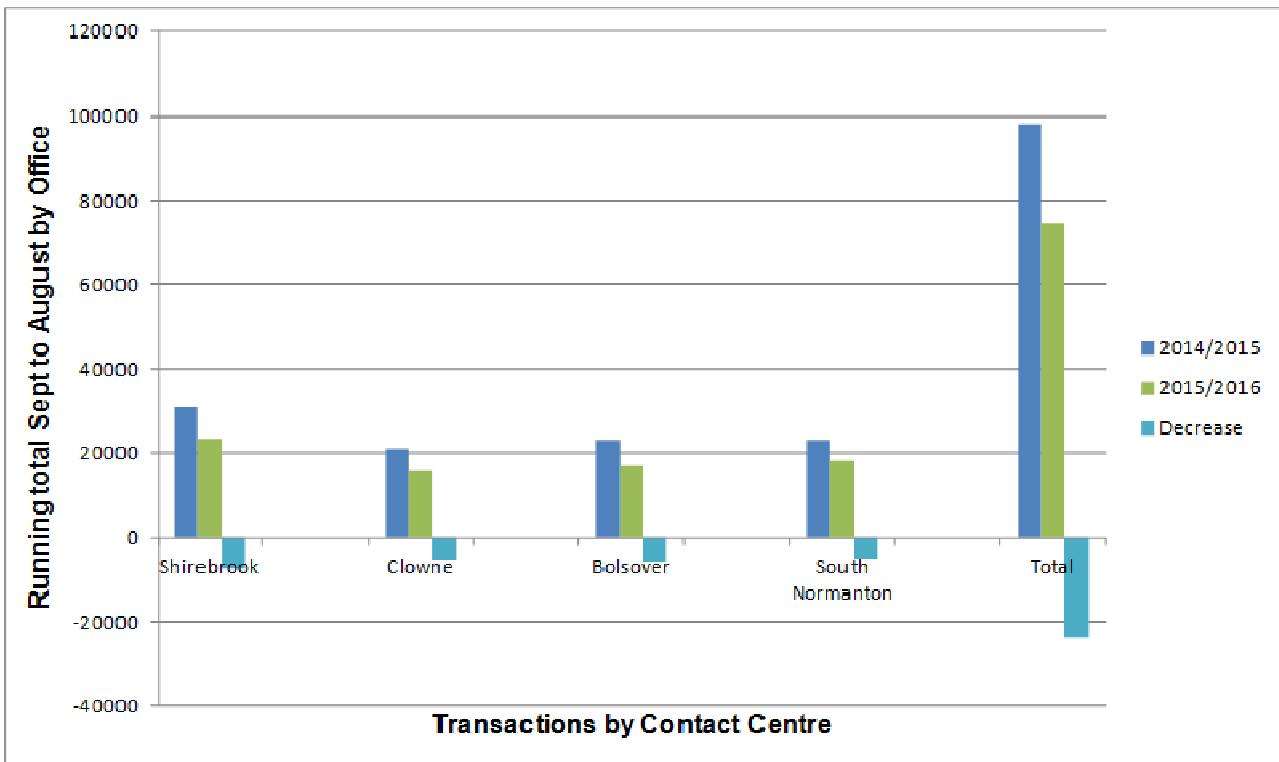
The trend analysis shows that cash payments through the kiosk have reduced by 28%, cheque payments by 44% and debit card by 2.5%.

Running total volumes	Cash	Cheque	Debit Card	Total
Sept 2014 – August 2015 (12 months)	72,771	6,615	18,890	98,276
Sept 2015 – August 2016 (12 months)	52,444	3,684	18,421	74,549
Increase/decrease	-20,327	-2,931	-469	-23,727
%	-28%	-44%	-2.5%	-24%



- 1.4 The table below shows the split of transaction volumes by Contact Centre. This demonstrates that Shirebrook still takes the highest volume of transactions, however, there has still been a substantial decrease of 7,646 transactions when comparing the same periods in 2014/15 (pre kiosks) and 2015/16 (post kiosks). When comparing the same periods it also shows that there has been a significant decrease in the volume of transactions at the Bolsover Contact Centre. The figures show that Clowne Contact Centre receives the least number of transactions through the kiosk and is significantly lower than the other 3 sites. This is surprising considering this office is the civic office location.

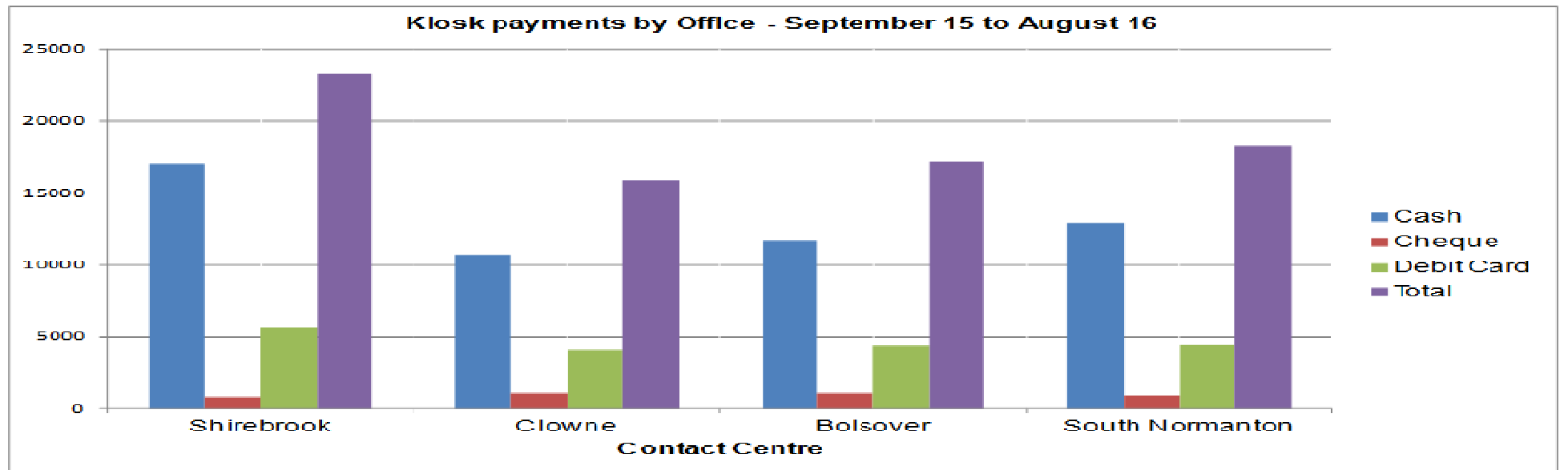
Running total Sept to Aug (12 months) By Office	2014/15		2015/16		Decrease in transactions by office Transactions
	Transactions	%	Transactions	%	
Shirebrook	30990	32%	23344	31%	-7646
Clowne	21140	22%	15827	21%	-5313
Bolsover	22916	23%	17128	23%	-5788
South Normanton	23230	24%	18250	24%	-4980
Total	98276	100%	74549	100%	-23727



1.5 The table below shows the breakdown of volumes by office, method of payment type and monetary value, it shows that the largest proportion of cash and debit card payments are taken at Shirebrook and the largest proportion of cheque payments are taken at Clowne. South Normanton takes a pretty even split of payment method types (cash, cheque, debit card). Bolsover and Clowne both have a higher proportion of cheque payments and even proportion of cash and debit card. Shirebrook has a higher proportion of cash payments followed by debit cards with cheque payments being considerably lower than cash and debit card.

Looking at it by monetary value, even though Clowne takes fewer cash transactions through the kiosk than Bolsover the monetary value is higher.

Kiosk payments split by office (post kiosk)												
Running total Sept 15 to Aug 16 (12 months)	Cash			Cheque			Debit Card			Total		
	Transactions	£	%	Transactions	£	%	Transactions	£	%	Transactions	£	%
Shirebrook	17029	1290612	32%	716	155567	19%	5599	631591	30%	23344	2077773	31%
Clowne	10724	832940	20%	1072	334111	29%	4031	459039	22%	15827	1020120	21%
Bolsover	11733	795387	22%	1054	163583	29%	4341	465019	24%	17128	1423969	23%
South Normanton	12958	1028957	25%	842	137554	23%	4450	531436	24%	18250	1698007	24%
Total	52444	3947902	100%	3684	790815	100%	18421	2087778	100%	74549	6825835	100%



- 1.6 There has been no real impact on the volumes of cheques received through the post, comparing the same 12 month period they have remained fairly static with a reduction of 130. This will be reviewed later this year to see if further efficiencies can be made.

Cheque payments received by post at Clowne Contact Centre		
Sept 14 to Aug 15 (12 months)	Sept 15 to Aug 2016 (12 months)	Decrease
4762	4632	130

2 Conclusions and Reasons for Recommendation

- 2.1 On the whole the majority of our customers have adapted well to the kiosks which is evidenced by the fact the service received minimal complaints. In the 12 month period from September 2015 to August 2016 the service only received 2 formal complaints and a small number of informal complaints relating to the kiosks.
- 2.2 This has been a massive change for our customers. Considering the volumes of transactions taken through the kiosks the comments and complaints are minimal. Monitoring of the comments, complaints and volumes of transactions will continue to be monitored on a quarterly basis.
- 2.3 In relation to the rest of the service the release of staff from cash offices has meant better utilisation of staff resources. The telephone performance shows that from April 2016 to August 2016 the average calls answered within 20 seconds = 76% which compared to April to August 2015 average of 46% is an improvement of 30%. In August 2016 the calls answered within 20 seconds KPI was 81% and for the first time ever above the target of 80%.
- 2.4 There has been a 15.8% increase in take up of direct debits over the last 12 months since the implementation of the kiosks in August 2015. Direct debit is the most cost effective method of payment; it prevents arrears and allows a consistent cash flow into the council.

3 Consultation and Equality Impact

- 3.1 This is a report on progress to date so consultation is not required however Contact Centres have recently carried out their biennial Satisfaction Survey and achieved an overall satisfaction with the service of 89% against a target of 85%. The service received 465 responses of which only 17 (4%) comments were regarding the payment kiosks. Although some of the comments were largely against the payment machines the number of comments (17) received is very small in relation to the sample size (465). In introducing the payment machines there was an understanding that some customers would not welcome them. However the introduction of the payment machines was part of the overall strategy agreed with

Executive to reduce one off payments and move customers to cheaper channels through direct debit and the website.

3.2 An Equality Impact Assessment was carried out as part of the procurement process. Improvements have continued to be made, for example the kiosks have grey scale and hi-contrast features now and step by step guides are displayed in other languages.

4 **Alternative Options and Reasons for Rejection**

N/A

5 **Implications**

5.1 **Finance and Risk Implications**

There are no financial implications or risks arising from this report.

5.2 **Legal Implications including Data Protection**

There are no legal implications or data protection issues arising from this report.

5.3 **Human Resources Implications**

There are no human resource implications arising from this report.

6 **Recommendations**

- That Scrutiny note the report which is presented for information only.

7 **Decision Information**

Is the decision a Key Decision? (A Key Decision is an executive decision 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
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	N/a
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service. Transforming Our Organisation transforming services through the use of technology.

8 Document Information

Appendix No	Title
<p>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)</p>	
Report Author	Contact Number
Customer Centre Manager – Alison Donohoe	Ext. 2230

Report Reference – JEF1

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</i> – 2014) 	<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"> • Increase in the use of on-line services – update • Update on the Transformation Programme. 	<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"> • Draft Procurement Strategy 		
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		
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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.

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

19th September 2016

Hard to Let / Sheltered Housing Update

This report is public

Report of the Head of Housing

Purpose of the Report

- To update Members on the progress made by the Housing Working Group in looking at modernisation of sheltered housing
- To agree the principals of the current design for modernising sheltered housing and to progress this to tender stage.
- To update members on the Safe and Warm scheme and propose a reduction in heating charges for the next three years.

1 Report Details

- 1.1 During 2014/15 the Improvement Scrutiny conducted a review of hard to let sheltered housing. This was reported to Executive in March 2015 with updates provided in June 2015, November 2015 and February 2016. These updates included the setting up of a Housing Working Group which is a working group of officer and members.
- 1.2 Since this time the Housing Working Group have been looking into a number of issues including the layout of some sheltered housing schemes and the need to bring these up to an acceptable modern standard. This has included meetings, site visits and meeting with architects.
- 1.3 The group looked at 2 schemes in detail.
- 1.4 Firstly, Valley View in Hillstown. This scheme has been unpopular with new residents as the majority of accommodation is in bedsit type accommodation. The proposed redesign of Valley View includes converting existing bedsits into one bedroom flats. This is done by a redesign of the layout within the existing footprint and eliminating wasted space.
- 1.5 There are also some improvements to the communal areas, created by moving the existing laundry which allows the residents lounge to be extended, and a space for buggy parking inside the building.

- 1.6 Although there are no immediate plans to aim the flats at a different demographic, the proposed design does allow the building to be split into a sheltered and a general needs scheme at a future date relatively easily.
- 1.7 Secondly, Alder House in Shirebrook. This scheme consists of both bedsits and one bed flats. This has been unpopular due to its location which although is in a quiet area is some distance from shops and local amenities. The property is poorly designed with large communal areas, and is built on a slope meaning that there are steps in the main corridor.
- 1.8 The proposed design for Alder House look at splitting the property into two distinct units. One side will be a reduced sheltered housing scheme for frail elderly tenants this will consist of 8 units and will have some communal areas. This will be on to floors with a lift access but level corridors.
- 1.9 The other wing will consist of around 12 self contained flats. Initial conversations have taken place with a local charity who offer supported accommodation with the view of offering this property under a Head Lease scheme to the charity who would then sublet units of supported accommodation. It is envisaged that this will be limited to single people over the age of 35. Alternatively it would be possible for the council to offer the flats as general needs clients over the age of , say, 50.
- 1.10 The Heating Systems on both sites is due for renewal within the next 5 years. It is proposed that the conversion work and the heating upgrade takes place at the same time to minimise cost and disruption.
- 1.11 It is worth noting the design of Valley View is almost identical to another sheltered schemes at Parkfields, Clowne. Unlike Valley View where there has been bathroom upgrades over the past few years, the heating system at Parkfields is due for replacement and is due for a heating upgrade as part of phase 1 of the Safe and Warm scheme which is currently out to tender. It is proposed to carry out the alterations at Park fields at the same time as the heating upgrade. And if successful this design option could be repeated on these other sites. In all cases the work for the redesign should be coordinated with the Heating upgrade under the Safe and Warm scheme.
- 1.12 The work on site is likely to be disruptive especially to older tenant, but this can be partially mitigated by improving empty flats and moving tenants into these. It is therefore recommended that properties at Parkfields and Alder House are not let until the work is completed. For future schemes the JAD Community Safety & Head of Housing is given the delegated powers to keep properties empty in advance of improvement works.
- 1.13 Members should also be aware of the Safe and Warm Scheme. This is a scheme to update the heating and hot water systems for sheltered and bungalow accommodation where there is a district heating system. Part of this work will involve the installation of individual energy monitors which allow tenants to be billed for their actual use of energy rather than paying a fixed amount. This project is designed to deliver the corporate target of reducing energy use in sheltered housing by 10% by 2019. This work needs to be coordinated with the modernisation work mentioned in this report.

- 1.14 The Safe and Warm Scheme will mean the current methodology of calculating charges for heating is obsolete. It is recommended that the Council make a commitment to reduce heating charges by 1% each year for the next three years or until we are able to provide individual bills to each property based on actual use. The 1% reduction echoes the reduction in rent over the same period.

2 Conclusions and Reasons for Recommendation

- 2.1 That investment is needed in sheltered housing to bring this to a modern standard.
- 2.2 That there need to be coordination between the modernisation project and the existing Safe and warm scheme.

3 Consultation and Equality Impact

- 3.1 Not directly, but it is intended to carry out consultation at each site once plans are available.

4 Alternative Options and Reasons for Rejection

- 4.1 Do nothing. Not acceptable as there remains a demand for good quality homes for older people

5 Implications

5.1 Finance and Risk Implications

5.1.1. There is some additional cost in progressing the initial design into detailed drawing and specifications that can be used to tender for work. This can be met from existing budgets.

5.1.2 There is some risk in reducing heating charges, but this is temporary as the medium term aim is to install controllable heating and heat meters. This potential shortfall can be met from existing budgets

5.2 Legal Implications including Data Protection

Not directly

5.3 Human Resources Implications

Not directly

6 Recommendations

- 6.1 That Members support the proposed modernisation of sheltered housing schemes
- 6.2 That the officers draw up detailed plans and specifications for both Parkfields and Alder House and seek tenders for this work
- 6.3 That modernisation projects are linked to safe and Warm Projects

- 6.4 That vacant properties at Parkfields and Alder House are not advertised.
- 6.5 That the JAD Community Safety and Head of Housing is given the delegated power not to let other schemes where modernisation is due.
- 6.6 That heating charges at sheltered housing schemes are reduced by 1% for each of the next three years, or until a heat meter is installed at the property.

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)	Yes/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 –