

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 6th October 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 17th October 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 17th October 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 19 th September 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.	Draft Procurement Strategy	To Follow
7.	Employee Survey Results	Presentation
8.	Work Plan	15 to 17
9.	REMINDER: Joint Scrutiny Training - Making Effective Use of Overview and Scrutiny: A scrutiny skills workshop at Mill Lane, Wingerworth on 3 rd November 2016. This is a full day training session and lunch will be provided. Please can you let Abby Brownsword or Claire Millington know if you will be attending.	
	<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 of Heating Costs to Tenants in Properties with a District Heating Scheme – Final Report	

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 19th September 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper, M.G. Crane, R.A. Heffer, A. Joesbury, D. McGregor (from Minute No. 00283), J.E. Smith and E. Stevenson.

Officers:-

J. Foley (Assistant Director – Customer Service and Improvement) (until Minute No. 00282(2)), C. Barber (CIS Developer) (until Minute No. 00282(1)), P. Cambell (Assistant Director – Community Safety and Head of Housing (BDC)) (from Minute No. 00283), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

00277. APOLOGY

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

00278. URGENT ITEMS OF BUSINESS

The Chair consented to the following urgent item of business being raised:

Hard to Let/Sheltered Housing Update

00279. DECLARATIONS OF INTEREST

There were no declarations of interest.

00280. MINUTES – 25TH JULY 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 25th July 2016 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

00281. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

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

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

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

00282. UPDATE ON THE TRANSFORMATION PROGRAMME

1. Presentation on On-line Self Service

The Assistant Director – Customer Service and Improvement introduced the CIS Developer who gave a demonstration of the on-line self service which was available. It was noted that this was different from the on-line forms which have been available previously, for example eyes and ears, as these sent an email to the Customer Advisors who then had to input the request on to the system. The on-line self service fed directly into the back office system and raised the job. This saved time for Contact Centre Staff.

The Self Service could be accessed through the main website and could also be downloaded as an app. Statistics showed that most of the online forms were completed between the hours of 8pm to 11pm.

The fly tipping form had been agreed by the departments and was linked to LLPG. This was input straight into the back office and an email sent directly to the relevant operative. A reference number was then emailed to the customer.

A discussion took place regarding whether the customer would be able to track the job and it was noted that this ability was currently unavailable on some forms. However some did have a reference number, the customer could call the Contact Centre to find out progress. The customer also had the ability to open an account which meant that the customers details would be remembered to enable quicker reporting in the future.

A form to enable bulky waste collections was currently being developed. The Assistant Director noted that there had been an issue with the payment aspect of this but a new connector had been purchased to allow payments to be taken through the self service forms. The bulky waste form would give the customer a collection date etc. It was hoped to add pest control and missed bins in the future.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Members felt that the ability to track a reference number was an important feature that should be explored.

Moved by Councillor M.G. Crane and seconded by Councillor E. Stevenson
RESOLVED that Officers investigate the possibility of providing case tracking for customers via the reference number provided.

The CIS Developer left the meeting.

2. Update on the Impact of the Implementation of Automated Payment Kiosks on Payment Methods and Volumes

The Assistant Director – Customer Service and Improvement presented the report which provided Members with an update on the impact of the implementation of automated payment kiosks in Contact Centres. The report also gave statistical information on the usage of the kiosks, volumes of payments, trend analyses, payment types and breakdown by Contact Centres.

It was noted that the automated payment kiosks had now been in place for a year and had reduced the additional temporary staffing costs substantially while enabling the Council to continue offering this method of payment. The uptake of Direct Debit payment which was the Council's preferred method had also increased by 15.8% since the kiosks were introduced. Contact Centre Staff were continuing to promote Direct Debit Payments to customers as an alternative payment method.

It was noted that the highest volume of cash payments was taken in Shirebrook, whilst Clowne had the lowest. 90,000 payments had been made in the last year, but only a very small number of complaints had been received. Overall the automated payment kiosks had reduced costs and reduced sick leave and overtime within the Contact Centres.

A question was asked regarding weekend payments and it was noted that the machines were turned off out of hours to reduce the risk of problems with coin payments, as there would be no staff to rectify any problems. There was also a security issue. A suggestion was made that the kiosk could be made card payment only at weekends.

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer
RESOLVED that the report be noted.

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The Assistant Director – Customer Service and Improvement left the meeting.
The Assistant Director – Community Safety and Head of Housing (BDC) entered the meeting.

Councillor D. McGregor entered the meeting during discussion of the following item of business.

00283. HARD TO LET/SHELTERED HOUSING UPDATE

The Assistant Director – Community Safety and Head of Housing (BDC) presented the report which was a draft of a report to be presented to the Executive which gave Members an update on progress made by the Housing Working Group in looking at the possible modernisation of sheltered accommodation. It was noted that prior to the report being taken to the Executive, all references to the Safe and Warm Scheme would be removed and be the subject of a separate report.

The Assistant Director – Community Safety and Head of Housing (BDC) noted that the Housing Working Group had noted that the issues with some of the current sheltered accommodation were the location and the fact that they were poorly laid out bedsits.

It was proposed to alter the layout of the accommodation to convert a bedsit into a 1 bed flat in the same footprint at schemes with more bedsits, this includes Parkfields and Valley View. It made sense to carry out this work at the same time as a heating upgrade. At Alder House, which was unpopular due its location, the proposal was to split the building into half sheltered accommodation and half self contained flats. The flats could either be let by the Council or could be let by a charity which would carry out the letting, whilst the Council remained as landlord.

A discussion took place regarding the issue of allowing another body to carry out the letting of Council properties and the Assistant Director – Community Safety and Head of Housing (BDC) noted that this would be a Member decision.

Moved by Councillor D. McGregor and seconded by Councillor J.E. Smith
RESOLVED that the report to Executive be noted.

00284. WORK PLAN

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

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

RESOLVED that the report be noted.

The formal meeting concluded at 1145 hours and members then met as a working party to continue their review work. The working party concluded at 1245 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: 30th 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
	30 January
	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	October/November 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
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 To accept a tender for provision of fixed telephony,	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

<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>
broadband and call costs following completion of a procurement exercise						
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 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>
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
Irrecoverable Arrears over £2,500 To approve write-off of irrecoverable arrears	Executive	October/November 2016	Report of Councillor T Connerton, Portfolio Holder for Customer Services and Revenues and Benefits	Executive Director - Operations	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 Proposal Investment opportunity for the Council aimed at delivering new homes across the District	Executive	October/November 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 more.	Private – relates to the Council’s financial or business affairs
Funding Proposal To consider the opportunity to provide commercial loans to fund development	Executive	October/November 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 more.	Private – relates to the Council’s financial or business affairs

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>	

<p>19th September 2016, 10.00 am</p>	<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>	
<p>17th October 2016, 10.00 am</p>	<ul style="list-style-type: none"> • Draft Procurement Strategy • Employee Survey results • Scrutiny Review of Heating costs to tenants in properties with a District Heating Scheme – Final Report 	<p>Sarah Sternberg, JAD – Governance and Monitoring Officer</p> <p>Steph Barker – JAD – Human Resources and Payroll</p>	
<p>14th November 2016, 10.00 am</p>	<ul style="list-style-type: none"> • Quarter 2 Performance Monitoring 		
<p>12th December 2016, 10.00 am</p>	<ul style="list-style-type: none"> • 		
<p>16th January 2017, 10.00 am</p>	<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.