

## **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 19<sup>th</sup> 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 – 25<sup>TH</sup> 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 25<sup>th</sup> July 2016 be approved as a true and correct record.

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### **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.

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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.

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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.