

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held in the Council Chamber, The Arc, Clowne on Monday 14th November 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

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

Also in attendance until Minute No. 00441 with the permission of the Chair were Councillors T. Connerton (Cabinet Member for Neighbourhood Services), M. Dooley (Cabinet Member for Community Development and Integration) and M.J. Ritchie (Cabinet Member for Housing and Community Safety)

Officers:-

S.E.A. Sternberg (Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer) (from Minute No. 00442), K. Drury (Information, Engagement and Performance Manager) (until Minute No. 00441), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

00436. APOLOGIES

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

00437. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

00438. DECLARATIONS OF INTEREST

There were no declarations of interest.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

00439. MINUTES – 17TH OCTOBER 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 17th October 2016 be approved as a true and correct record.

00440. LIST OF KEY DECISIONS AND ITEMS TO BE HEARD IN PRIVATE

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

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

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

00441. CORPORATE PLAN TARGETS PERFORMANCE UPDATE JULY TO SEPTEMBER 2016 (Q2 – 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 September 2016. The information was correct as of 24th October 2016. Most of the targets were on track.

Aim – Providing our Customers with Excellent Customer Service

C 07 - Install 150 new lifelines within the community each year.

84 units had been installed so far which was on track. No concerns had been raised. The Cabinet Member for Housing and Community Safety noted that new equipment had been installed in Central Control and the Council was not now involved in the County Council scheme.

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

It was noted that the figure for Quarter 2 was 18.53 days which was well within the target.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

It was noted that the figure for Quarter 2 was 8.47 days which was well within the target.

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

Members noted that the target was achieved every year and it may be time to look at increasing the target. It was noted that the department was reliant on referrals from Derbyshire County Council.

A discussion took place regarding whether the Council was receiving value for money from its occupational health appliance suppliers.

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

No update had been provided prior to the meeting. The Cabinet Member for Housing and Community Safety noted that the target was not currently being achieved as there were a high number of voids. A question was raised regarding the omission of sheltered accommodation.

C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.

No information was available this quarter as a new course had just commenced and evaluations are undertaken at the end.

Aim – Transforming our Organisation

T 01 – Retain accreditation against the Investors in People (IiP) extended framework by July 2015 and full external assessment in 2018

The Information Engagement & Performance Manager noted that information was awaited from the HR Department as to whether the Council would continue with IiP. A formal decision needed to be undertaken.

T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019

Members requested a full list of Council sites available for development (to include allotment sites)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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 1st December 2018

The Council had made its submission and the results were awaited.

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

It was noted that the target was on track, but it was likely that it would be flagged following the year end. As the target was so volatile, it was felt that a full year's results was necessary to see if the target was on track.

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

RESOLVED that progress against the Corporate Plan 2015-2019 targets be noted.

The Information Engagement & Performance Manager left the meeting.

The Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer entered the meeting.

00442. DRAFT PROCUREMENT STRATEGY

The Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer presented the report which sought Members views on the draft Joint Procurement Strategy. It was noted that the development of a Procurement Strategy was a Corporate Plan Target.

It was noted that details regarding the NHS Procurement and the Strategic Alliance had been added to the Strategy and Members views were requested.

A comment was raised regarding whether the Council received value for money on individual items when procured as part of a framework.

Moved by Councillor J.E. Smith and seconded by Councillor D. McGregor

RESOLVED that any comments on the Draft Procurement Strategy be fed back to the Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

00443. 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 J.E. Smith

RESOLVED that the report be noted.

The formal meeting concluded at 1048 hours and members then met as a working party to continue their review work. The working party concluded at 1145 hours.