

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 3rd February 2017

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 13th February 2017 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 13th February 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 16 th January 2017.	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.	Corporate Plan Targets Performance Update - October to December 2016 (Q3 – 2016/17)	15 to 23
7.	Action Plan and Update on the Health and Wellbeing Survey	24 to 27
8.	Work Plan	28 to 30
9.	Update on the Review of District Heating - Verbal	

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 16th January 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

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

Officers:-

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

The Chair wished everyone a Happy New Year.

0580. APOLOGIES

Apologies for absence were received from Councillors C.P. Cooper and D. McGregor

0581. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0582. DECLARATIONS OF INTEREST

There were no declarations of interest.

0583. MINUTES – 12TH DECEMBER 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 12th December 2016 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0584. 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.

0585. WORK PLAN

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

The Scrutiny Officer noted that an update on the Employee Survey, an update on the Review of the CAN Rangers and an Update on the District Heating Review would be included on the agenda for the meeting to be held on 13th February 2017.

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

RESOLVED that the Work Plan be noted

0586. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

0587. UPDATE ON THE REPORT OF THE SCRUTINY REVIEW OF HEATING COSTS TO TENANTS IN PROPERTIES WITH A DISTRICT HEATING SCHEME SUBMITTED TO EXECUTIVE ON 3RD JANUARY 2017

The Chair noted that the report had been well received by the Executive who now had 6 weeks to respond to the recommendations. It was disappointing that the new system of charging was to be discussed at Budget Scrutiny Committee on 19th

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

January 2017, rather than at the Customer Service and Transformation Scrutiny Committee as stated in the recommendation in the Review of District Heating.

It was moved by Councillor M.G. Crane and seconded by Councillor A. Joesbury that the Committee had concerns in the actions of the Housing Department and Cabinet in considering the recommendations of the Review of District Heating and the procedure in not responding to the Customer Service and Transformation Scrutiny Committee.

Following further discussion Councillor Crane withdrew the previous motion and it was:

Moved by Councillor M.G. Crane and seconded by Councillor R.A. Heffer

RESOLVED that the meeting be adjourned until Monday 23rd January 2017 at 1000 hours in the Council Chamber, The Arc, Clowne to allow for the Assistant Director – Community Safety and Head of Housing (BDC) to present Agenda Item No. 9 – Proposals on the District Heating System.

(Senior Governance Officer/Scrutiny Officer)

The meeting was adjourned at 1059 hours.

The meeting of the Customer Service and Transformation Scrutiny Committee reconvened in the Council Chamber, The Arc, Clowne on Monday 23rd January 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

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

Also in attendance with the permission of the Chair, was Councillor M.J. Ritchie (Portfolio Holder for Housing and Community Safety)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Officers:-

B. Mason, (Executive Director – Operations), P. Campbell (Assistant Director – Community Safety and Head of Housing (BDC)), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

0588. APOLOGIES

Apologies for absence were received from Councillors C.P. Cooper and D. McGregor

0589. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

0590. PROPOSALS ON THE DISTRICT HEATING SYSTEM

The Assistant Director – Community Safety and Head of Housing (BDC) gave a presentation which outlined details of a new charging structure for the District Heating System following the principles set out by Cabinet, in response to the recommendation from the Customer Service and Transformation Scrutiny Committee's Review of District Heating. Members asked questions which were answered by the Assistant Director – Community Safety and Head of Housing (BDC). It was noted that the District Heating charges would be in place until commencement of the Safe and Warm Scheme in each property.

The Portfolio Holder for Housing and Community Safety, Executive Director – Operations and Assistant Director – Community Safety and Head of Housing (BDC) left the meeting.

A discussion took place regarding the proposals and the principles set out by Cabinet.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Moved by Councillor J.E. Smith and seconded by Councillor M.G. Crane

RESOLVED that in the opinion of the Customer Service and Transformation Scrutiny Committee, the proposal was not a fairer system of charging for the District Heating and Executive and the Assistant Director – Community Safety and Head of Housing (BDC) be requested to look at a much fairer system of charging for District Heating than presented.

(Scrutiny Officer/Senior Governance Officer)

**0591. TIME OF THE CUSTOMER SERVICE AND TRANSFORMATION
SCRUTINY COMMITTEE TO BE HELD ON MONDAY 13TH
FEBRUARY 2017**

This item was withdrawn.

The meeting concluded at 1135 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: 27th January 2017

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 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 S.W. Fritchley
Councillor B.R. Murray-Carr
Councillor K. Reid
Councillor M.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, Solicitor to the Council & 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:

2017 30 January
27 February
27 March
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	January/February 2017	Report of Councillor J. Ritchie – Portfolio Holder for Housing and Community Safety	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Public
Development Proposal Investment opportunity for the Council aimed at delivering new homes across the District	Executive	January/February 2017	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	January/February 2017	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
Chesterfield and District Crematorium Delivery Options	Executive	January 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Health and Wellbeing	Report of Joint Crematorium Committee	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>
To look at delivery options						
Fleet Vehicle Replacements To receive tenders	Executive	January 2017 – February 2017	Report of Councillor T Connerton - Portfolio Holder for Neighbourhood Services	Assistant Director - Streetscene	Yes – involves expenditure of £50,000 or more.	Public
Letting of Contracts for Various S106 Funded Recreation Schemes To receive tenders	Executive	January 2017	Report of Councillor M. Dooley – Deputy Leader, Portfolio Holder for Corporate Plan, HR and Leisure	Assistant Director - Leisure	Yes – involves expenditure of £50,000 or more.	Public
Mobile Telephony Contract To accept a tender for the provision of mobile telephony and call costs following completion of a procurement	Executive	January 2017	Report of Councillor T. Connerton – Portfolio Holder for Neighbourhood Services	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>
exercise						
Public Art contract- Gleeson Development- Doe Lea To receive tenders	Executive	March 2017	Report of Councillor M. Dooley – Deputy Leader, Portfolio Holder for Corporate Plan, HR and Leisure	Assistant Director - Leisure	Yes – involves expenditure of £50,000 or more.	Public
Joint Venture Report To provide Members with an update	Executive	January 2017	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
Kerbside Recycling Service Procurement arrangements for re-tendering the Council’s Kerbside (burgundy bin) Recycling Service.	Executive	February to July 2017	Reports of Councillor T Connerton, Portfolio Holder with Responsibility Neighbourhood Services	Assistant Director Streetscene	Yes – likely to incur expenditure of £50,000 or more and is significant in terms of its effects on communities living or working in an area comprising two or more	Exempt under Paragraph 3 of Schedule 12A to the Local Government Act 1972 (as amended).

<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>
					wards in the District.	
<p>Medium Term Financial Plan 2017/18 to 2020/21</p> <p>To update Members regarding the current position and to agree recommendations for securing financial savings whilst maintaining service delivery in respect of 2016/17 to 2018/19, together with any implications this may have for the Council's staffing establishment.</p>	Executive	February 2017	Report of the Leader of the Council.	Executive Director - Operations	Yes – likely to result in the Council making savings or incurring expenditure of £50,000 or more and could have a significant impact on two or more wards in the District	Exempt under Paragraphs 1, 3 and 4 of Schedule 12A to the Local Government Act 1972 (as amended)

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

13th February 2017

**Corporate Plan Targets Performance Update – October to December 2016
(Q3 – 2016/17)**

Report of the Assistant Director – Customer Service and Improvement

This report is public

Purpose of the Report

- To report the quarter 3 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 31st December 2016. (Information compiled on 31st January 2017)

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)
- 10 targets on track including one target previously extended (T12).
- 1 target has been achieved – T07 *Produce a Procurement Strategy by November 2016.*
- 1 target is overdue and will be signed off as achieved at the quarter 4 reporting period – T05 *Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016.*

2 Conclusions and Reasons for Recommendation

2.1 Out of the 30 targets 25 are on track, 3 have been achieved (1 this time and two previously), 1 is overdue 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 – Q3 Oct to December 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 – Q3 October to December 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		Q3 - 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		Q3 The Survey has been achieved for 2015/16. Results show 89% satisfaction with the Face to Face service, 87% satisfaction with the telephone service and 93% with the Meet & Greet Service giving an overall satisfaction with the service of 89%.The next survey will be run in 2017/18. No update required until work on the 2017/18 survey commences.	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		Q3 - Of those satisfaction surveys undertaken, we are continuing to achieve the target - Facilities = 97% and Outreach activities = 81%. These were reported last quarter, new results will be produced for quarter 4 .	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		Q3 - Statistics from Google Analytics for the period 1 October to 31 December 2016 show that we have had 66, 325 users visiting the website, of which 48.9% (32,423) are new unique users of the website. The total number of visitors to the site from 1 April to 31 December is 196,876 (94,755 new visitors). More detailed analysis of these figures is being undertaken to make sure they are accurate.	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection	Transformation	On track		Q3 - General Data Protection Regulation (GDPR) to come into force on 25th May 2018. Following the UK referendum	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
within the timescales stipulated by the Information Commissioners Office.				outcome to leave Europe the ICO considers that the UK will still require data protection legislation to mirror the GDPR. 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. Refresher training provided to all staff in December 2016/January 2017, which included proposed regulations.	
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q3 April - Dec 2016 - 184 approaches from people seeking homeless assistance, of which 116 cases were prevented from being homeless - 63% prevented cases.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q3 54 installed during the quarter. Year to date- 138 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		Q3 - 17.35 days (Q2 2016/17 = 18.53 days)	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	Operations	On track		Q3 - 7.46 days (Q2 2016/17 = 8.47 days)	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		Q3 – 133 adaptations carried out Year to date - 335 adaptations completed	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track		Q3 - Equality monitoring guidance and Joint Equality Policy for Service Delivery publicised via Weekly Bulletin and published on intranet. Data on migrant worker communities for Shirebrook Community Cohesion Group updated and shared with partners, October 2016. Some age discrimination awareness resources produced for training; older age awareness quiz trialled with Leisure Managers on Equality training, with positive feedback. Specific information	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				requirements form now available on-line for customers to self-complete; information circulated to local interest groups.	
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Operations	On track		Q3: A total of 39 new referrals were received during Q3, 16 of which were high risk. A total of 6 did not engage with the service and a total of 8 have not yet completed the feedback form. Positive responses were received from 25 (100%) service users who were asked: <ul style="list-style-type: none"> • Did the service meet your needs? • Did the service make a difference? • How satisfied are you with the service you have been given? 	Sun-31-Mar-19
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Operations	On track		Q3 is 24.4 days – this increases to 33.9 days if sheltered housing is included. The difference is because we have let some long term voids during the period.	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Operations	On track		Q3 - 96.90% of emergency call outs attended 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		Q3 - Course now completed. 6 parents attended and completed the course. 100% of feedback forms received expressed a positive outcome.	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		Q3 - Report to be produced for Executive in relation to discontinuing with 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		Q3 Well within timescale. 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. Budget to be identified for next financial year.	Mon-30-Apr-18
T 05 - Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016.	Transformation	Overdue		Q3 16/17 Build programme is progressing well and on track for the revised completion and handover on the 27th Jan 2017. The majority of the work left to complete relates to flooring and decorating, fixtures and fittings - the final trades. The other key element is the filling and commissioning of the pool.	Sat-31-Dec-16
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Q3 - Work started on Fir Close, Shirebrook. Work due to start Derwent Drive Tibshelf and Hilltop Shirebrook before the end of the financial year. Other sites being considered for house building awaiting feasibility studies. (Baseline data - 152 sites of which 20% = 30 sites)	Sun-31-Mar-19
T 07 - Produce a Procurement Strategy by November 2016.	Growth	Achieved (behind target)		Q3 Approved by Executive in November 2016.	Wed-30-Nov-16
T 08 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government	Growth	On track		Q3 - The LGBCE consultation is ongoing so no formal decision has yet been made. Ward boundaries being consulted upon by LGBCE.	Sat-1-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
Boundary Commission for England's electoral review by 1 December 2018.				
T 09 - Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track	<p>Q3 - 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</p> <p>At the end of Quarter 3 2016 the figure stands at 2.6% (£558,760.80) which is a decrease of 3.8%.</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>Q3 - 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.</p> <p>At the end of Quarter 3 the figure was £669,839.01 which is an increase of 15% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt)</p> <p>Since the start of the Corporate Target £99,016.45 former tenancy arrears has been collected</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				and £76,992.86 written off which has been a reduction of £176,009.31.	
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track		Q3 A total of £558k in transformation savings have been identified and built into budgets up to the end of the current corporate plan. For 2016/17, £113k has been achieved.	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		Q3: The following documents 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. Work on the Built facilities strategy and playing pitch strategies is now almost complete and will achieve the target date of March 2017.	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		Q3 On line transactions = 145 transactions. Year to date for 2016/17 (9 months) = 699 transactions. 2015/16 baseline = 555	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track		Q3 - At Member Development Working Group on 1st December, some changes were proposed. Changes will be resubmitted to East Midlands Councils	Mon-31-Dec-18



Draft Action Plan January 2017 – December 2017

Key Area/Focus	Issue	Response rate (fairly likely and extremely likely, number of responses)	Key Actions/Priorities	Responsibility	Timescale
Communications	Q 1. How would you like to receive Health and Wellbeing information in the workplace?	<ul style="list-style-type: none"> - Intranet – 62% - Weekly Bulletin – 52% 	<ul style="list-style-type: none"> - Develop a Health and Wellbeing section on internal intranet – include local and national information as well as services - Update the above sections regularly and focus on key initiatives 	Communications/ Derbyshire Healthy Workplaces (DHW) / HR	January/February
Physical Activity	Q. 9 Are you interested in doing more Physical activity	<ul style="list-style-type: none"> - Yes – 45% (123) - No – 54% (146) 	<ul style="list-style-type: none"> - Offer a programme of lunchtime physical activity taster sessions at both Arc and Mill Lane 	Leisure Services/Sports Development/ Derbyshire Healthy Workplaces	January/February Ongoing
			<ul style="list-style-type: none"> - Promote leisure centre activities and rates to staff regularly 	Communications / Leisure	Ongoing
			<ul style="list-style-type: none"> - Promote Corporate Games Events that are planned in for 2017 	Derbyshire Healthy Workplaces	January/Ongoing

			<ul style="list-style-type: none"> - Promote Workplace Challenge throughout the year to encourage people to be more physically active 	Derbyshire Sport/Derbyshire Healthy Workplaces	January
	Q.14 If physical activity was offered at work, how likely are you to take part	<ul style="list-style-type: none"> - Health Checks – 60% (158) - On site activity sessions (Yoga/aerobics) – 29.41% (75) - Onsite activity run by qualified instructor – 29.07% (75) - Physical activity awareness sessions – 25% (65) 	<ul style="list-style-type: none"> - Deliver a programme of Health MOT's across both districts - Leisure staff to deliver Health and Wellbeing sessions – 20 minute snap shots during lunch time - Invite external providers in to deliver lunchtime sessions – i.e. Derbyshire Alcohol Advice Services 	<p>Leisure services teams/GP referral staff</p> <p>Derbyshire Healthy Workplaces to set up external providers to deliver talks</p> <p>HR</p>	January/March
Healthy Eating	Q. 16 Are you interested in learning more about healthy eating or following a healthier diet?	<ul style="list-style-type: none"> - Yes – 58% (150) - No – 42% (111) 	<ul style="list-style-type: none"> - Include a section on Healthy Eating on intranet Health and Wellbeing section - Develop a series of healthy eating stories/information in Weekly Bulletins - Fruit and veg swap, growing etc. 	Communications/ Derbyshire Healthy Workplaces to draft info	Jan/Feb
	If yes – what?	<ul style="list-style-type: none"> - Free or subsidised fruit and salad in the workplace - 72% (188) - Better access to healthy food on site - 57% (142) - Free chilled drinking water 	<ul style="list-style-type: none"> - Investigate possibility of providing more healthy food options for all sites including healthy vending machine options/alternatives 	TBC	Ongoing

		<p>(where not already provided) - 56% (142)</p> <ul style="list-style-type: none"> - Recipes and tips for healthy eating – 54% (142) - Health Awareness information (e.g. leaflets/websites) - 42% (108) 	<ul style="list-style-type: none"> - Investigate providing water coolers across all sites - Set up a number of healthy eating information sessions and promote a healthy eating campaign yearly 		
Mental Wellbeing	Q. 19 Are you interested in learning more about mental wellbeing and support	<ul style="list-style-type: none"> - Yes – 58% (148) - No – 41% (106) - On site tasters run by qualified therapists (e.g. Stress management techniques) 43% (110) - Mental Wellbeing awareness information (e.g. leaflets/websites) - 42% (106) - On site blood donation sessions – 38% - (94) - Talks/presentations/worksh ops on mental wellbeing – 34% (85) 	<ul style="list-style-type: none"> - Develop a programme of events and training to support Mental Wellbeing for staff across all sites - To include: Mental Health First Aid Lite course to be delivered to Health Champions - Deliver Mental Health Training for Managers Course - Promote the links between Mental Wellbeing and Physical Activity 	HR/Derbyshire Healthy Workplaces	Ongoing
Timing of Initiatives/Activities	Q. 22 When is the best time to participate in initiatives if they were offered at work?	<ul style="list-style-type: none"> - Lunchtime between 12noon and 2.00pm – 44% (114) 	<ul style="list-style-type: none"> - Plan a range of activities during lunch times - Promote existing local activities to staff 	HR/Derbyshire Healthy Workplaces/ Leisure Services staff	Ongoing

Awareness of Council Support Offer	Awareness of existing Council Support is good	- Good responses about what already is available to staff	- Continue to promote the council wellbeing offer including occupational health and support services	HR/Leisure Services/Comms	Ongoing
General	<p>Promote and Develop Health and Wellbeing offer through staff forum/group to ensure sustainability – Staff engagement</p> <p>Support for low priority areas such as smoking cessation</p> <p>Communicate developments in relation to Health and Wellbeing and where initiatives cannot be delivered comment as to why so that staff are aware of the reason</p>		<ul style="list-style-type: none"> - Set up a Staff Health and Wellbeing group - Develop action plan and calendar of campaigns to promote - Develop a network of Health Champions – Allow staff time to attend DCC Free 1 day course - Promotion of the Live Life Better Derbyshire self referral scheme 	<p>Derbyshire Healthy Workplaces Mental Health First Aid – Lite course</p> <p>Tailored training for managers</p> <p>HR</p> <p>Health and Wellbeing Champions</p>	January 2017

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>	

<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"> • Employee Survey results 	<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 • Draft Procurement Strategy • Mobile Device Policy • Client ICT Strategy 	<p>Kath Drury, Information, Engagement and Performance Manager</p> <p>Sarah Sternberg, JAD – Governance and Monitoring Officer</p> <p>Nick Blaney, ICT Manager</p> <p>Nick Blaney, ICT Manager</p>	

12th December 2016, 10.00 am	<ul style="list-style-type: none"> Scrutiny Review of Heating costs to tenants in properties with a District Heating Scheme – Final Report 		
16th January 2017, 10.00 am	<ul style="list-style-type: none"> Feedback on the review of heating costs to tenants in properties with a district heating system 	Chair/Vice Chair of Scrutiny Committee	
13th February 2017, 10.00 am	<ul style="list-style-type: none"> Quarter 3 Performance Monitoring Health and Wellbeing Survey update 	Clare Ashton, HR	
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.