

## **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 13<sup>th</sup> February 2017 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R. Bowler in the Chair

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

Also in attendance with the permission of the Chair were Councillors T. Connerton, M. Dooley and M.J. Ritchie (until Minute No. 0670)

Officers:-

S.E.A. Sternberg (Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer), S. Barker (Assistant Director – Human Resources and Payroll) (until Minute No. 0671), K. Drury (Information, Engagement and Performance Manager) (until Minute No. 0670) and A. Brownsword (Senior Governance Officer)

### **0664. APOLOGIES**

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

### **0665. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0666. DECLARATIONS OF INTEREST**

There were no declarations of interest.

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### **0667. MINUTES – 16<sup>TH</sup> JANUARY 2017**

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 16<sup>th</sup> January 2017 be approved as a true and correct record.

### **0668. 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 A. Joesbury

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

### **0669. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – OCTOBER TO DECEMBER 2016 (Q3 – 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 31<sup>st</sup> December 2016. The information was correct as of 31<sup>st</sup> January 2017. Most of the targets were on track.

Aim – Providing our Customers with Excellent Customer Service

C 01 – Retain Customer Service Excellence accreditation year on year.

The Information Engagement & Performance Manager noted that the 2017 assessment would take place in April and work would commence this quarter.

C 04 – Promote the Council website and increase (unique) visitor numbers by 7% year on year.

It was noted that this aim was operating well above the target.

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

It was noted that overall 138 lifelines had been installed so far and the target was expected to be met.

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

335 adaptations had been carried out to date in this year.

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

100% of feedback forms received expressed a positive outcome.

Aim – Transforming our Organisation

T 05 – Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016

The Leisure Centre was now fully operational.

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

It was hoped that work was to start on the Derwent Drive, Tibshelf and Hilltop Avenue, Shirebrook sites by the end of Quarter 4.

T 10 – Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019

The Assistant Director of Community Safety and Head of Housing (BDC) had previously confirmed that there was a reasonable chance of achieving the target by 2019.

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

The Assistant Director of Leisure was confident that the target would be achieved.

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

The target had already been exceeded.

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

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

Councillors T. Connerton, M. Dooley and M.J. Ritchie left the meeting.

The Information Engagement & Performance Manager left the meeting.

### **0670. ACTION PLAN AND UPDATE ON THE HEALTH AND WELLBEING SURVEY**

The Assistant Director – Human Resources and Payroll presented the Action Plan and reminded Members that the Action Plan had been formulated by the Health Champions as a result of the Health and Wellbeing Survey undertaken with staff. A range of actions were proposed including free health checks and lunchtime fitness sessions.

Members asked whether the health checks would be available at venues other than The Arc and it was confirmed that the health checks would be available at outlying offices and feedback would be available following the sessions. Members asked questions regarding the numbers of employees and types of sessions to be offered.

The Assistant Director – Human Resources and Payroll also noted that following the Employee Survey, a consultant had been employed who was carrying out facilitated sessions with employees, particularly in areas which had indicated lower scores in terms of staff morale. Feedback would be available following the sessions.

Moved by Councillor J.E. Smith and seconded by Councillor P.M. Bowmer

**RESOLVED** that a quarterly update on the Health and Wellbeing Survey Action Plan and the Employee Survey be added to the Customer Service and Transformation Scrutiny Committee work Plan.

(Assistant Director – HR and Payroll/Scrutiny Officer)

### **0671. WORK PLAN**

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

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The Assistant Director –Governance, Solicitor to the Council and Monitoring Officer noted that the Risk Based Verification Policy would be presented to the Committee on 13<sup>th</sup> March and HR monitoring would be added to the meeting to be held on 15<sup>th</sup> May 2017. It was likely that the meeting scheduled for 18<sup>th</sup> April 2017 would be cancelled unless any items came forward for discussion.

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

### **0672. UPDATE ON THE REVIEW OF DISTRICT HEATING**

The Chair updated Members on the progress of the Review of District Heating. It was noted that a greater reduction had been agreed than that reported to the last meeting of the Customer Service and Transformation Scrutiny Committee. The Assistant Director – Community Safety and Head of Housing (BDC) had been instructed to provide an update report to the Executive in 12 months time.

Members felt that the Committee had done the right thing by carrying out the review to reveal the unfairness within the system and it was part of the Scrutiny role. The commencement of the Safe and Warm Scheme would ensure that each property would be billed for the fuel used by the occupant. It was felt that all Council Members needed to be informed of the background to the Review.

The Chair noted that the Committee needed to keep pressure on the Executive to ensure that the Safe and Warm Scheme continued to roll out. An action plan, schedule and details of how the schemes were to be prioritised would be necessary for Members information.

Moved by Councillor D. McGregor and seconded by Councillor J.E. Smith  
**RESOLVED** that the Assistant Director – Community Safety and Head of Housing (BDC) be invited to the next meeting of the Customer Service and Transformation Scrutiny Committee for an overall discussion on Hard to Let Properties and the Safe and Warm Scheme.

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

The meeting concluded at 1054 hours.