

## **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 15<sup>th</sup> May 2017 at 1000 hours.

### **PRESENT:-**

Members:-

Councilor R.J. Bowler in the Chair

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

Also in attendance with the permission of the Chair were Councillors M. Dooley and M.J. Ritchie

Officers:-

K. Drury (Information, Engagement and Performance Manager), A. Bashir (Improvement Officer), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

### **0873. APOLOGIES**

There were no apologies for absence.

### **0874. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0875. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **0876. MINUTES – 13<sup>TH</sup> MARCH 2017**

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer  
**RESOLVED** that the minutes of a meeting of the Customer Services and Transformation Scrutiny Committee held on 13<sup>th</sup> March 2017 be approved as a true and correct record.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### **0877. 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.

### **0878 . QUARTERLY CORPORATE PLAN TARGET PERFORMANCE UPDATE REPORT – QUARTER 4 – 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> March 2017. The information was correct as of 9<sup>th</sup> May 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 had now taken place. Results were awaited.

C 03 – Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.

No surveys had been completed in the quarter, but a planned programme of satisfaction surveys was being created.

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

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

The Information Engagement and Performance Manager noted that the two targets had now been achieved and would continue to be monitored.

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

374 had been carried out so far this year, exceeding the target.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

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

Members noted that the figures were disappointing and although the explanation was appreciated, queried why the target was still showing as 'on track'? The Information Engagement and Performance Manager explained that the target ran until 2019 and was showing as on track to allow the department to put measures in place to make planned improvements.

The Portfolio Holder for Housing and Community Safety noted that a full review of the relet procedure was to take place in 2017/18.

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

The Information Engagement and Performance Manager noted that the figures were awaited.

### **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 and Performance Manager noted that as the Council had made a decision not to continue with IIP, a report would be taken to Executive recommending withdrawal of the Corporate Plan Target.

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

The Information Engagement and Performance Manager noted that the target had been achieved at the quarter end and would continue to be monitored.

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

There had been an increase of 15% at the end of Quarter 4. The increase was mainly new debt. The department were still confident that the target could be achieved.

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner  
**RESOLVED** that progress against the Corporate Plan 2015-2019 targets be noted.

The meeting concluded at 1026 hours.