

The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

Date: 19<sup>th</sup> October 2017

Dear Sir or Madam

**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE –  
MONDAY 30<sup>TH</sup> OCTOBER 2017 AT 10AM**

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 30<sup>th</sup> October 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

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 **01246 242528**      **Democratic Services**  
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CUSTOMER  
SERVICE  
EXCELLENCE



# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 30<sup>th</sup> October 2017 at 1000 hours in the  
Council Chamber, The Arc, Clowne

Item No.		Page No.(s)
	<b><u>PART A PART A – FORMAL</u></b>	
	<u>PART 1 OPEN ITEMS</u>	
1.	<b><u>Apologies for Absence</u></b>	
2.	<b><u>Urgent Items of Business</u></b>	
	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.	<b><u>Declarations of Interest</u></b>	
	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 Customer Service and Transformation Scrutiny Committee meeting held on 2 <sup>nd</sup> October 2017.	3 to 4
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>	5 to 10
6.	Update on Corporate Plan Target C10 – Carry out 300 disability adaptations to Council houses each year	Verbal Update
7.	Work Plan 2017/2018.	11 to 12
	<b><u>PART B – INFORMAL</u></b>	
	The formal meeting of the Improvement Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
8.	Review Work	

## **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 2<sup>nd</sup> October at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R. Bowler in the Chair

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

Officers:-

S.E.A.Sternberg (Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer) and A. Brownsword (Senior Governance Officer)

### **0277. APOLOGIES**

Apologies for absence were submitted on behalf of Councillors M.G. Crane, R.A. Heffer and R. Turner

### **0278. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0279. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **0280. MINUTES – 4<sup>TH</sup> SEPTEMBER 2017**

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

**RESOLVED** that subject to the removal of Councillors P.M. Bowmer and R.A. Heffer as being present, the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 4<sup>th</sup> September 2017 be approved as a true and correct record.

(Senior Governance Officer)

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

### **0281. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

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

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

### **0282. WORK PLAN 2017/2018**

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

**RESOLVED** that the work Plan be noted.

The formal meeting concluded at 1004 hours and Members then met as a working party to continue their review work. The working party concluded at 1100 hours.



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## **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: 6<sup>th</sup> October 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 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](mailto:sarah.sternberg@bolsover.gov.uk). The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://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 S.W. Fritchley  
Councillor B.R. Murray-Carr  
Councillor K. Reid  
Councillor M.J. Ritchie  
Councillor B. Watson

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 Council Chamber 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 in Part 2 and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance, & 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 revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

**The dates for meetings of Executive in 2017/18 are as follows:**

2017 -       6<sup>th</sup> November  
               4<sup>th</sup> December

2018 -       15<sup>th</sup> January  
               19<sup>th</sup> February  
               5<sup>th</sup> March  
               23<sup>rd</sup> April  
               21<sup>st</sup> May

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p><b>Chesterfield and District Crematorium Delivery Options</b></p> <p>To look at delivery options</p>	Executive	November 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Community Safety and Street Services	Report of Joint Crematorium Committee	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council's financial or business affairs
<p><b>Konica Multi Functional Devices Direct Award Contract</b></p> <p>To receive tenders</p>	Executive	November 2017	Report of Councillor B Watson – Portfolio Holder for Neighbourhood Services	Report of Joint ICT Manager	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council's financial or business affairs
<p><b>Medium Term Financial Plan</b></p>	Executive	November 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Finance and Revenues & Benefits	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Private – relates to the Council's financial or business affairs



Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<b>Medium Term Financial Plan</b>	Executive	November 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Finance and Revenues & Benefits	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
<b>Streetscene Service Delivery Arrangements - Access To Private Un-adopted Residential Carriageways</b>  Arrangements to indemnify the Council when travelling on new development estates roads not adopted by the Highway Authority	Executive	November 2017 – January 2018	Report of Councillor B Murray-Carr - Portfolio Holder for Community Safety and Street Services	Assistant Director - Streetscene	Yes – Likely to affect all wards in the District	Open
<b>Contract Extension – Mobile Wardens</b>	Executive	November 2017	Report of Councillor M Dooley – Portfolio Holder for People and Places	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or	Open

<b>Matter in respect of which a decision will be taken</b>	<b>Decision Maker</b>	<b>Date of Decision</b>	<b>Documents to be considered</b>	<b>Contact Officer</b>	<b>Is this decision a Key Decision?</b>	<b>Is this key decision to be heard in public or private session</b>
					expenditure of £150,000 or more.	

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2017/2018**

**Vision: to enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District**

**Corporate Aims: Providing our customers with excellent service  
: Transforming our organisation**

<b>Date of Meeting</b>	<b>Items</b>	<b>Lead Officer</b>	<b>Notes</b>
<b>12<sup>th</sup> June 2017</b>	<ul style="list-style-type: none"><li>• <b>Health and Well Being Strategy – update on the action plan.</b></li><li>• <b>Setting the work plan</b></li></ul>	Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner	
<b>24<sup>th</sup> July 2017</b>	<ul style="list-style-type: none"><li>• <b>Quarter 1 – Performance Report</b></li><li>• <b>Feedback from Elections Task and Finish Group</b></li><li>• <b>Transformation Programme update</b></li></ul>	Kath Drury – Information and Engagement Manager  Members of the Task and Finish Group  Cllr Bowler, Chair	
<b>4<sup>th</sup> September 2017</b>	<ul style="list-style-type: none"><li>• <b>Transformation Programme</b></li><li>• <b>Draft New Bolsover Local Lettings Scheme</b></li></ul>	Dan Swaine, CEO Dawn Clarke, Assistant Director of Finance, Revenues and Benefits  Peter Campbell, Assistant Director of Community Safety and Head of Housing	

<b>2<sup>nd</sup> October 2017</b>			
<b>30<sup>th</sup> October 2017</b>	<ul style="list-style-type: none"> <li>• <b>Disability adaptations</b></li> <li>• <b>Selection of Scrutiny Review subject</b></li> <li>• <b>Scoping Scrutiny Review</b></li> </ul>	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager	Potential topics: <ul style="list-style-type: none"> <li>• Transformation Programme</li> <li>• Strategic Alliance</li> </ul>
<b>11<sup>th</sup> December 2017</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 2 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
<b>8<sup>th</sup> January 2018</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>12<sup>th</sup> February 2018</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 3 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
<b>12<sup>th</sup> March 2018</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>30<sup>th</sup> April 2018</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 4 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	

Customer Service & Transformation Scrutiny Committee Membership – 10 Members  
Councillors; - Rose Bowler (Chair), Jim Smith (Vice-Chair), Pauline Bowmer, Paul Cooper, Malcolm Crane, Ray Heffer, Andrew Joesbury, Duncan McGregor, Emma Stevenson, Rita Turner.

Future items to be included within the work plan - **Job evaluation and the Impact on recruitment and retention**

**Bolsover District Council**

**Customer Service and Transformation Scrutiny Committee**

**30<sup>th</sup> October 2017**

**Corporate Plan Targets Performance Update – July to Sept 2017  
(Q2 – 2017/18)**

**Report of the Joint Strategic Director**

This report is public

**Purpose of the Report**

- To report the quarter 2 outturns for the Corporate Plan 2015-2019 targets.

**1 Report Details**

1.1 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 30<sup>th</sup> September 2017. (Information compiled on 23/10/2017)

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.
  - C04 – *Promote the Council website and increase (unique) visitor numbers by 7% year on year.* Agreed at quarterly Budget & Performance meeting held on 23<sup>rd</sup> October 2017 to recommend to Executive to withdraw this corporate plan target as the lead officer cannot measure unique visitor numbers accurately as noted on the appendix.

**1.4 Transforming our Organisation**

- 14 targets in total (5 targets achieved previously – T02, T03,T05,T07 & T12 and 1 withdrawn previously - T01)
- 8 targets on track

**2 Conclusions and Reasons for Recommendation**

2.1 Out of the 30 targets, 23 are on track, 5 have been achieved previously, and 2 have been withdrawn previously.

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**

<p><b>Is the decision a Key Decision?</b>  A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:  <i>BDC:</i>                      <i>Revenue - £75,000</i>    <input type="checkbox"/>     <i>Capital - £150,000</i>    <input type="checkbox"/>    <i>NEDDC:</i>                      <i>Revenue - £100,000</i>    <input type="checkbox"/>     <i>Capital - £250,000</i>    <input type="checkbox"/>  <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	<p>No</p>
<p><b>District Wards Affected</b></p>	<p>Not applicable</p>
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	<p>Links to all Corporate Plan 2015-2019 aims and priorities</p>

**8 Document Information**

Appendix No	Title
1.	Corporate Plan Performance Update – Q2 July to Sept 2017
<p><b>Background Papers</b> (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)</p>	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager	01246 242280 / 217641

Report Reference –

**Bolsover District Council**  
**Corporate Plan Targets Update – Q2 July to September 2017**

**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		Q2: Work on the 2018 assessment to actively start in Q4 (January to March 2018). Onsite assessment to take place in April 2018.	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		Q2 - 2017/18 - Survey scheduled for February 18.	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		Q2 - A full customer satisfaction survey of the Go Active facility will be undertaken during the latter part of October, running for 3 weeks into November. Results will be published in the third quarter.	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		Q2 - Internal audit has looked at the target and found that it is not fit for purpose. The increase cannot be measured accurately due to residents logging onto the website with multiple devices. One of the drivers for this target was to support online transactions - corporate plan target T13 is monitoring/measuring the increase in online self service transactions. As such the lead officer would like to withdraw this target.  <b>Agreed at quarterly Budget &amp; Performance meeting (23/10/17) to recommend to Executive to withdraw this corporate plan target</b>	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection	Transformation	On track		Q2 - Steady progress continues against the General Data Protection Regulation (GDPR) work plan. The first complete	Sun-31-Mar-19



Key Corporate Target	Directorate	Status		Progress	Target Date
within the timescales stipulated by the Information Commissioners Office.				corporate round of desk top personal data audits has been completed. A review has taken place of the desktop questions to align with guidance now available for recording processing activities (one of the key accountability requirements for GDPR). Three year rolling programme of desk top audits to start again on refreshed template. Some preparatory work has started on some of the other actions - privacy notices and using processors. (GDPR to take effect from May 2018).	
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q2 - 128 approaches of people seeking assistance, of which 73 cases were prevented from becoming homeless. 57% prevented cases.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q2 - 131 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		Q2 - Data is not available until the end of October 2017. The data is obtained from an extract of the system. The data extraction date is determined by The Department for Work and Pensions. (Q1 Actual – 18.90 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		Q2 - Data is not available until the end of October 2017. This information is obtained through a data extract. The date of the extract is determined by The Department for Work and Pensions. (Q1 Actual – 8.50 days)	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		Q2 - 156 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single	Transformation	On track		Q2. Work progressing on the Single Equality Scheme action plan - notable actions this quarter: A further two workshops on	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
Equality Scheme by March 2019.				Hate Incident Reporting delivered to front line staff. Online reporting form launched and publicised internally and externally. Information also shared with partner agencies.	
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Operations	On track		Q2: A total of 25 new referrals were received during Q2, 8 of which were high risk. A total of 2 did not engage with the service and a total of 3 have not yet completed the feedback form. Positive responses were received from 20 (100%) service users who were asked: <ul style="list-style-type: none"> <li>• Did the service meet your needs?</li> <li>• Did the service make a difference?</li> <li>• How satisfied are you with the service you have been given?</li> </ul>	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		Q2 The average relet time for the quarter is 31 days. No sheltered housing was let in this period, so the overall average is also 31 days.  The figures all are skewed by a small number of properties for older people (flats and bungalows) that each have taken over 100 days to relet. A void working group of officers and members has been set up and are meeting fortnightly to investigate this and similar issues.	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Operations	On track		Q2 - 97.80% of Emergency call outs attended within 6hrs to the end of quarter 2.	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		Q2 - The feedback from the course held in Q1 have now been evaluated of the 6 who completed the course they all expressed a positive outcome i.e. 100%.  Next planned to start 30th October 2017	Sun-31-Mar-19

## Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
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		Q2 - On track - All investigation work complete and a report is being drafted to present the findings to Executive.	Mon-30-Apr-18
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Q2 - All sites surveyed during the year some brought forward for BDC development. Some sites identified as future B@Home sites detailed report to members in Q3. (Baseline data - 152 sites of which 20% = 30 sites)	Sun-31-Mar-19
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 1 December 2018.	Growth	On track		Q2 - A report is being prepared for December Council. Work to start in January 2018.	Sat-1-Dec-18
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Operations	On track		<p>Q2 - 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. At the end of Quarter 2 2017 the figure stands at 2.9% (£607,469) which is an increase of 7%, although this is an increase the corporate plan target was met at the year end 2017. To continue to monitor this target until March 2019.</p> <p>Members should be aware that rent arrears are likely to rise in the first nine months of the year, but reduce in the last quarter which has been the pattern for several years.</p> <p>Members should also be aware that the impact of</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>Government policies on welfare reform, are likely to make maintaining rent arrears at this level 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 <math>((2.8 - 2.6) / 2.8) \times 100 = 8\%</math>).</p>	
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track	<p>Q2 - 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 2 the figure was £654,542 which is an increase of 13% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p> <p>Write off Report to Members during Q3.</p> <p>Since the start of the Corporate Target £138,316.41 former tenancy arrears has been collected and £186,411.30 written off which has been a reduction of £324,727.71</p>	Sun-31-Mar-19
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track	<p>Q2 - As a result of the current Transformation Programme, a total of £515k has been achieved across both Councils, with £260k attributable to Bolsover. Items within the plan that have potential for budget savings have been completed and these savings built into base budgets. A review of the plan is being undertaken by the director.</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track		Q2 2017/18 - On line transactions = 481 transactions and 210 new SELF accounts created.  (YTD – 993 transactions and 525 accounts) Target for on-line transactions for 2017/18 is 1100.	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track		Q2 - Requirements for the Charter revised by EMC, MDWG reviewing the requirements and how to proceed.	Mon-31-Dec-18