

# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 12<sup>th</sup> February 2018 at 10.00 am 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 8 <sup>th</sup> January 2018.	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 11
6.	Corporate Plan Targets Performance Update – October to December 2017 (Quarter 3 – 2017/18).	12 to 19
7.	Mini Review – Disability Adaptations to Council Properties.	20 to 30
8.	Work Plan 2017/2018.	31 to 33
	<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.	
9.	Review Work – Strategic Alliance.	

## **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 8<sup>th</sup> January 2018 at 1000 hours.

### **PRESENT:-**

Members:- Councillors Mrs P.M. Bowmer, P. Cooper, M.G. Crane, R.A. Heffer, D. McGregor and J.E. Smith.

Officers:- S. Sternberg (Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer) and A. Bluff (Governance Officer).

Councillor R.J. Bowler in the Chair

### **0513. APOLOGY**

An apology for absence was received on behalf of Councillor A. Joesbury.

### **0514. URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **0515. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0516. MINUTES – 11<sup>TH</sup> DECEMBER 2017**

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

**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 11<sup>th</sup> December 2017 be approved as a true record.

### **0517. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

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.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### 0518. SCOPING DOCUMENT

It was agreed that the scoping document be considered at a future meeting.

Moved by Councillor R.A. Heffer and seconded by Councillor J.E. Smith  
**RESOLVED** that the scoping document be considered at a future meeting.

### 0519. WORK PLAN 2017/18

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer  
**RESOLVED** that the Committee's Work Plan 2017/18 be noted.

The formal meeting concluded at 1015 hours and Members then met as a working party to continue their review work. The working party concluded at 1110 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: 2<sup>nd</sup> February 2018**

## 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, Solicitor to the Council & 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, 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) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) 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 remaining dates for meetings of Executive in 2017/18 are as follows:**

2018 -        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
<b>Medium Term Financial Plan</b>	Executive	February 2018	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.	Exempt – Paragraph 3
<b>Medium Term Financial Plan</b>	Executive	February 2018	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>Land at Park Avenue, Glapwell</b>	Executive	February 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Property and Estates	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt – Paragraph 3

<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>
<b>The Local Plan and the Local Development Scheme</b>	Executive	February 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Chief Executive Officer	Yes – Affects two or more wards in the District	Open
<b>Invest to Save – LED Lighting</b>	Executive	February 2018	Report of Councillor M. Dooley – Deputy Leader and Portfolio Holder for People and Places	Assistant Director – Property and Estates	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
<b>Strategic Alliance – Senior Management Team Review – Recommendations</b>	Executive	February 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Chief Executive Officer	No	Exempt – Paragraphs 1, 3 & 4



<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>
<b>HCA Funding Agreement</b>	Executive	February 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Property and Estates	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
<b>Arrears – Irrecoverable Items over £2500</b>	Executive	March 2018	Report of Councillor K. Reid – Portfolio Holder for Corporate Services	Assistant Director – Finance and Revenues & Benefits	No	Exempt – Paragraph 3
<b>Land Sale and Development Proposal for Park Lane, Pinxton</b>	Executive	March 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Property and Estates	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt – Paragraph 3

## **SCHEDULE**

### **SCHEDULE 12A**

#### **ACCESS TO INFORMATION: EXEMPT INFORMATION**

##### **PART 1**

##### **DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

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**Bolsover District Council**

**Customer Service and Transformation Scrutiny Committee**

**12<sup>th</sup> February 2018**

**Corporate Plan Targets Performance Update – Oct to Dec 2017 (Q3 – 2017/18)**

**Report of the Information, Engagement & Performance Manager**

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 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 31<sup>st</sup> December 2017. (Information compiled on 25/01/2018)

1.2 A summary by corporate plan aim is provided below:

**1.3 Providing our Customers with Excellent Service**

- 16 targets in total (2 target previously withdrawn – C16 – C04)
- 14 targets on track.

**1.4 Transforming our Organisation**

- 14 targets in total (5 targets achieved previously – T02, T03, T05, T07 & T12 and 1 withdrawn previously - T01)
- 7 targets on track noting:
  - **T14** *Achieve the Member Development Charter by December 2018* – see update on the appendix. To recommend to Executive on 05/03/18 to withdraw this target.
- 1 target achieved:
  - **T04** *Assess 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* – report taken to Executive on 04/12/17 and accepted.

**2 Conclusions and Reasons for Recommendation**

2.1 Out of the 30 targets, 21 are on track, 1 achieved this time, 5 have been achieved previously, and 3 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**

<b>Is the decision a Key Decision?</b> (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
<b>District Wards Affected</b>	Not applicable
<b>Links to Corporate Plan priorities or Policy Framework</b>	Links to all Corporate Plan 2015-2019 aims and priorities

### **8 Document Information**

<b>Appendix No</b>	<b>Title</b>
1.	Corporate Plan Performance Update – Q3 Oct to Dec 2017
<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)	
All details on PERFORM system	
<b>Report Author</b> Kath Drury, Information, Engagement and Performance Manager	<b>Contact Number</b> 01246 242280

**Bolsover District Council**  
**Corporate Plan Targets Update – Q3 October to December 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		Q3: 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		Q3 - Surveys agreed, scheduled to run w/c 08/01/18 with analysis to be completed February 2018	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 - A full customer satisfaction survey of the Go Active facility was undertaken during the latter part of October, running for 3 weeks into November. The Customer Satisfaction Index (CSI) for the Go!Active facility in November 2017 is 80.77%.	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	Transformation	On track		Q3 - Steady progress continues against the General Data Protection Regulation (GDPR) work plan. Three year rolling programme of desk top audits has commenced on a refreshed template. Report taken to SAMT on GDPR requirements for contracts and processors. Privacy Notices guidance in the process of being refreshed. Data Protection Officer (DPO) assigned (statutory requirement for public bodies). (GDPR to take effect from 25 May 2018).	Sun-31-Mar-19
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q3 - 197 approaches of people seeking assistance, of which 120 cases were prevented from becoming homeless. 61% prevention cases.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q3 April - December 2017 - 197 units of careline equipment installed. (YTD = 411)	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	Operations	On track	Q3 data is not available until the end of January 2018. The data is obtained from an extract of the system. The data extraction date is determined by The Department for Work and Pensions.  Q2 = 18.35 days Actual	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 Data is not available until the end of January 2018. The data is obtained from an extract of the system. The data extract date is determined by The Department for Work and Pensions  Quarter 2 = 8.07 days Actual	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track	Q3 April - December 2017 - 227 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track	Q3. Work progressing on the Single Equality Scheme action plan - notable actions this quarter: A further workshop on Hate Incident Reporting delivered to front line staff. Continue to support compliance with the duty through the provision of advice and training. Information also shared with partner agencies.	Sun-31-Mar-19
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 40 new referrals were received during Q3, 11 of which were high risk. A total of 4 did not engage with the service and a total of 3 have not yet completed the feedback form. Positive responses were received from 33 service users (100%) 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

Key Corporate Target	Directorate	Status		Progress	Target Date
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Operations	On track		Q3 The average relet time for the Quarter is 40 days. Including sheltered housing the overall average was 66 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. If these are removed the average (excluding sheltered fall to 16 days). A void working group of officers and members has been set up and is reviewing the processes involved. Some changes have already been introduced.	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Operations	On track		Q3 - 97.60% of Emergency call outs attended within 6hrs to the end of quarter 3	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 2017 - No groups are currently running 2 groups are planned for Q4.  17 new referrals received in Q3.	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	Achieved		Report presented and accepted at the 4 December 2017 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		Q3- All sites surveyed during the year some brought forward for BDC development. Report to Members in Q3 looked at new sites for B@Home. (Baseline data - 152 sites of which 20% = 30 sites)	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
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	Q3 - the Statutory Instrument bringing in the LGBCE's recommendations was made on 13th December 2017. Council received a report on 8th December outlining a programme for implementation and the review of Polling Places and Polling Districts. Work is on track for the 1st December 2018 publication of the Electoral Register.	Sat-1-Dec-18
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by March 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. At the end of Quarter 3 2017 the figure stands at 2.9% (£607,159) which is an increase from the baseline figure of 7%. 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 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>	Sun-31-Mar-19



Key Corporate Target	Directorate	Status	Progress	Target Date
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 £686,658.35 which is an increase of 17% - 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 £148,419.44 former tenancy arrears has been collected and £186,081.44 written off which has been a reduction of £334,500.88</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>Q3 - The current Transformation Programme has achieved a total of £515k across both Councils, with £260k attributable to Bolsover and £255k attributable to NEDDC. 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 taking place by the Strategic Director - Transformation.</p>	Sun-31-Mar-19
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track	<p>Q3 2017/18 - On line transactions = 513 transactions and 151 new SEF accounts created.</p> <p>Year to date: 1506</p> <p>Target for on-line transactions for 2017/18 is 1100</p>	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track	<p>Q3 2017/18 - Update from MDWG</p> <p>At its meeting on 24th August 2017, the Member Development Working Group decided that it no longer wished to pursue the Member Development Charter.</p>	Mon-31-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>The cost of achieving the Member Charter was £999 plus VAT and reaccreditation would need to take place within a minimum of 3 years at a cost of £500 plus VAT. The criteria for the Charter had recently changed, so all work previously carried out would need to be reviewed to ensure it met the new criteria and further work may be necessary if extra criteria had been introduced.</p> <p>Members felt that the money could be put to better use elsewhere within the Council and were disappointed that the criteria had been changed again as they had worked hard to meet the previous criteria.</p> <p>It was felt that the Council already had a strong Member Development Programme in place, which was considered to be Member Charter standard in line with the old criteria, in place and that good practice would continue to be followed. The money saved would be better concentrated on services that benefit the public.</p> <p><b>Request for this target to be withdrawn made at the quarterly performance meeting on 29<sup>th</sup> January 2018 and agreed. Recommendation to be made to Executive on 5<sup>th</sup> March 2018.</b></p>	

**CUSTOMER SERVICE &  
TRANSFORMATION  
SCRUTINY COMMITTEE**

**REVIEW of  
DISABILITY ADAPTATIONS  
TO COUNCIL PROPERTIES**

**December 2017**

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## **Chair's Foreword**

Following discussion at committee of anecdotal evidence, there seemed some confusion surrounding Disabled Facilities Grant's and the difference between private and social landlords.

Subsequently, the Vice Chair and myself, requested that the Head of Housing and an officer from environmental health attend a future meeting of the Customer Service and Transformation Scrutiny Committee.

Approaching a review topic in this way involved using a new mechanism of review for councillors. Due to timing, evidence was gathered from one session via the formal committee meeting. There was quite a lengthy discussion surrounding the differences and from the information gathered we have completed our first 'mini review'. We hope to use this method again in the future as a mechanism of dealing with review topics, where they allow it, in a timelier manner. We also hope that the other scrutiny committee's may look to take this approach themselves in the future

Although the evidence gathered led us to conclude that no additional action should be recommended, Members have agreed to continue to closely monitor the Corporate Plan target already in place, via quarterly reports. Members of the committee were satisfied that individual needs of our tenants are met.

**Councillor Rose Bowler**  
**Chair of the Scrutiny Committee**

DRAFT

# 1. Introduction

Within its Corporate Plan 2015 - 2019, Bolsover District Council has a target (Ref: C10) to carry out 300 disability adaptations to Council houses each year. Underpinning this target are planned activities which aim to improve the process when providing disabled adaptations. Key areas of the target scrutinised in this Review are:

- Continue to develop working practices with Adult Social Care
- Constantly review contractor pricing to ensure best value for money
- Ensure we continue to procure quality products at best rates

Disability adaptations enable an individual to live as independently as possible in their present home. As the fabric of the home is changed permanently by disability adaptations, the property must be assessed for suitability before any works are carried out. All housing adaptations are tailored to meet the individual needs of each particular applicant but generally fall into two categories of works:

- Major work such as providing an extension, ground floor toilet or installing a lift
- Minor work such as fitting a handrail, ramp or shower.

A minor home adaptation is defined as one costing £1,000 or less in the charging regulations. These are often related to mobility and the prevention of falls.

Once a request for assessment for disability adaptations is made to Derbyshire County Council, an Occupational Therapist will usually visit to assess what is necessary and appropriate to meet the disabled person's needs, including those of any carer(s). This includes any risks to safety and wellbeing arising from the applicant's disabilities e.g. risk of falls. If they are then assessed as requiring disabled adaptations to their home, the Occupational Therapist makes a referral to the Council.

Very low cost adaptations (below £250) are procured through internal framework processes and carried out by Council staff. Adaptations costing more than £250 are considered at the monthly Panel Meeting between Bolsover District Council and Derbyshire County Council's Social Services. This Panel determines whether the adaptation should be treated as a priority. Prioritisation is based on (1) dependence on care; (2) need for adaptations which assist with mobility; and (3) need for special facilities which improve quality of life. All non-prioritised works are carried out in date order.

The HRA Disability Adaptations Flowchart (Appendix 3) illustrates the process for providing adaptations to Council properties following referral by Derbyshire County Council.

Separate arrangements are made for disability adaptations to non-Council properties. Disabled Facilities Grants (DFG) are available for specialist adaptations to the home, whether owner occupied or tenancies. However, all major adaptation costs for adults in receipt of a DFG are means tested and a preliminary test of resources is carried out at an early stage to estimate whether any contribution can be made towards the cost of works. Children's adaptations are not subject to a means test.

For eligible Bolsover residents who are Council tenants, disability adaptations to their home are not means tested as the Council must provide these without charge.

## **2. Recommendations**

### **2.1 That Scrutiny Members continue to monitor performance against Corporate Plan target C10: To carry out 300 disability adaptations to council houses each year.**

Monitoring of this recommendation by Committee will take place via the Quarterly Performance Reports

## **3. Scope of the review**

The Customer Service & Transformation Scrutiny Committee wished to scrutinise Council performance in making disability adaptations to Council properties. Their purpose was to explore whether the Authority continues to receive value for money in procuring disability adaptations and ensure it is able to carry out as many adaptations as possible each year within the allocated budget. The perception of a waiting list for adaptations is a concern to Members.

The aim of the review was;

- To assess whether the process of providing disabled adaptations to Council properties works efficiently to provide what disabled residents need and delivers value for money.

The key issues identified are as follows;

- The Council continues to develop collaborative working practices with Derbyshire County Council Adult Social Care through joint site visits and a joint Panel approach which enables each case to be considered holistically, and prioritises works for those in greatest need.
- There is an inevitable time lag between the initial application for disability adaptations; assessment of need and referral by an Occupational Therapist; prioritisation of more urgent cases; and the procurement and installation of complex adaptations, all of which contributes to the perception of a waiting list.
- In Members' opinion, there is a disconnection between the assessment process, which is the responsibility of Derbyshire County Council, and the administration of funds (both Disabled Facilities Grant and Housing Revenue Account funded adaptations), which is Bolsover District Council.

**The Committee comprised the following Members:**

Councillor Rose Bowler (Chair)  
Councillor Pauline Bowmer  
Councillor Malcolm Crane  
Councillor Andrew Joesbury  
Councillor Emma Stevenson

Councillor Jim Smith (Vice Chair)  
Councillor Paul Cooper  
Councillor Ray Heffer  
Councillor Duncan McGregor  
Councillor Rita Turner

Support to the Committee was provided by the Acting Scrutiny Officer and the Governance Officer.

#### **4. Method of Review**

The Committee sought evidence by way of verbal evidence and questioning with key officers, allowing them to compare the process for provision of disability adaptations to both privately owned/tenanted homes and Council homes.

Evidence from the Council's performance management system detailing the volume of adaptations over time (Appendix 1) and data from the Housing service detailing the quantity and type of adaptations supplied from April 2016 – 1 March 2017 (Appendix 2) was available to Members.

#### **Equality and Diversity**

The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination. The efficient provision of disability adaptations supports this duty and delivers positive outcomes for disabled people of all ages and for carers.



## 5. Evidence and key findings

As noted in the Introduction, the Council's collaborative working practices with Derbyshire County Council Adult Social Care aim to facilitate what is a complex process and ensure those with greatest need are prioritised.

A breakdown of the type of adaptation adopted between April 2016 and 1 March 2017 (Appendix 2) shows that the majority of adaptations are internal and external hand and grab rails. Almost 1 in 5 of the total adaptations to Council homes are showers/wet rooms and 3 in 5 are handrails and grab rails. Five stair-lifts were adopted, one hoist and one specialist toilet.

When questioned about whether the Council could refuse to carry out particular works, the Assistant Director – Community Safety and Head of Housing (BDC) explained that on rare occasions, Occupational Therapists made recommendations which had effects beyond their discrete area of expertise and were not viable e.g. where the property's construction or condition was later found unsuitable for the particular adaptation.

Members queried how the Council ensures it receives value for money when using contractors for carrying out adaptations. The Assistant Director – Community Safety and Head of Housing (BDC) informed Members that for specialised work, contracts are awarded through the Efficiency East Midlands Framework and for complex, but non-specialised works, their Minor Works Framework is used. Simple adaptations such as the installation of handrails are carried out by the Council's own workforce.

Efficiency East Midlands is a not for profit procurement consortium, set up to generate efficiencies for its membership through collaboration, aggregated volumes, quality products and high level service delivery. It currently supports 86 social housing providers across the East Midlands, securing best value through its tailored procurement Frameworks.

Evidence from the Environmental Health Manager showed that while the assessment process for DFGs for privately owned / tenanted properties was similar to that for adaptations to Council homes, it was more protracted, in part because of the additional requirement for means testing. The cost of works is priced against the County Council's own procurement Framework.

With regard to servicing of adaptations such as stair-lifts, the costs fall to the owner of the property and not the tenant. The Assistant Director – Community Safety and Head of Housing (BDC) explained that the Council has a duty of care which would apply in these cases. Members questioned whether other authorities funded servicing but this information was not available.

When asked what difference the Panel meeting makes in improving the process, the Environmental Health Manager explained that the Panel enabled members to gain a holistic overview of each individual case rather than their own specialist perspective, and to act as a critical friend. If any specific adaptation is refused, the applicant has the right to make an appeal.

## 6. Conclusions

The key issue arising from the review is that the process for disability adaptations is inherently protracted but the Council has taken positive steps with regard to collaborative working practices to ensure we are more effective in meeting individual need.

The procurement process for major works is determined by Frameworks which support competitive tendering and best value. Minor works completed by Bolsover District Council's own workforce are subject to similar internal framework processes and can be completed reasonable quickly.

The Committee will continue to monitor the Council's performance on carrying out 300 disability adaptations to Council houses each year.

## 7. Bibliography

Bolsover District Council – DFG Customer Service booklet

<http://www.bolsover.gov.uk/index.php/56-your-council/customer-service/231-your-council-service-standards?highlight=WyJkaXNhYmxlZCIsImZhY2lsaXRpZXMiLCJncmFudHMlLCJkaXNhYmxlZCBmYWNpbGI0aWVzIiwZGIZYWJsZWQgZmFjaWxpdlGllcyBncmFudHMlLCJmYWNpbGI0aWVzIGdyYW50cyJd>

Bolsover District Council - website information on Disabled Adaptations

<http://www.bolsover.gov.uk/index.php/resident/housing>

Derbyshire County Council – website information on Disabled Facilities Grants

[https://www.derbyshire.gov.uk/social\\_health/adult\\_care\\_and\\_wellbeing/help\\_to\\_live\\_at\\_home/adapting\\_your\\_home/dfgs/default.asp](https://www.derbyshire.gov.uk/social_health/adult_care_and_wellbeing/help_to_live_at_home/adapting_your_home/dfgs/default.asp)

East Midlands Efficiency Framework: Adaptations Framework

<http://eem.org.uk/framework/adaptations-work/>

Bolsover and NE Derbyshire District Councils – Joint Procurement Strategy 2016-2019

<http://web.bolsover.gov.uk/reportsagendas/Reports/report19067.pdf>

## Appendix 1: Disability adaptations – performance

Corporate Plan target: C 10 - Carry out 300 disability adaptations to Council houses each year.

Month	Comments
Oct 17/18	Q2 April - September 2017 - 156 completed adaptations
Jul 17/18	Q1 April - June 2017 - 73 completed adaptations Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
May 17/18	Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
Apr 17/18	Q4 - April 2016 - March 2017 - 374 adaptations completed Q3 – 133 adoptions carried out Year to date - 335 adaptations completed
Jan 16/17	Q3 – 133 adoptions carried out Year to date - 335 adaptations completed
Oct 16/17	Q2 April - September 2016 - 202 adaptations completed
Jul 16/17	Q1 April - June 2016 - 78 adaptations completed
Apr 16/17	April - March 2016 - 386 adaptations completed. Year one achieved
Jan 15/16	April - December 2015 - 353 adaptations completed
Oct 15/16	April - September 2015 - 210 adaptations completed

Source: Bolsover District Council Performance Management System

### Planned activities to deliver target:

- Continue to develop working practices with Adult Social Care which includes:-
  - Joint monthly 'Panel Meetings' where all cases are considered and prioritised.
  - Joint site visits to ensure all technical issues are addressed.
  - Regular joint Team Meetings between the Occupational Therapists and Housing staff.
- Constantly review contractor pricing to ensure best value for money.
- Ensure we continue to procure quality products at best rates.
- Work with staff and tenants representatives to develop and improve procedures and information to customers.
- Continue to review team structure and resources to ensure the most effective use of resources.
- Introduce added performance measurements

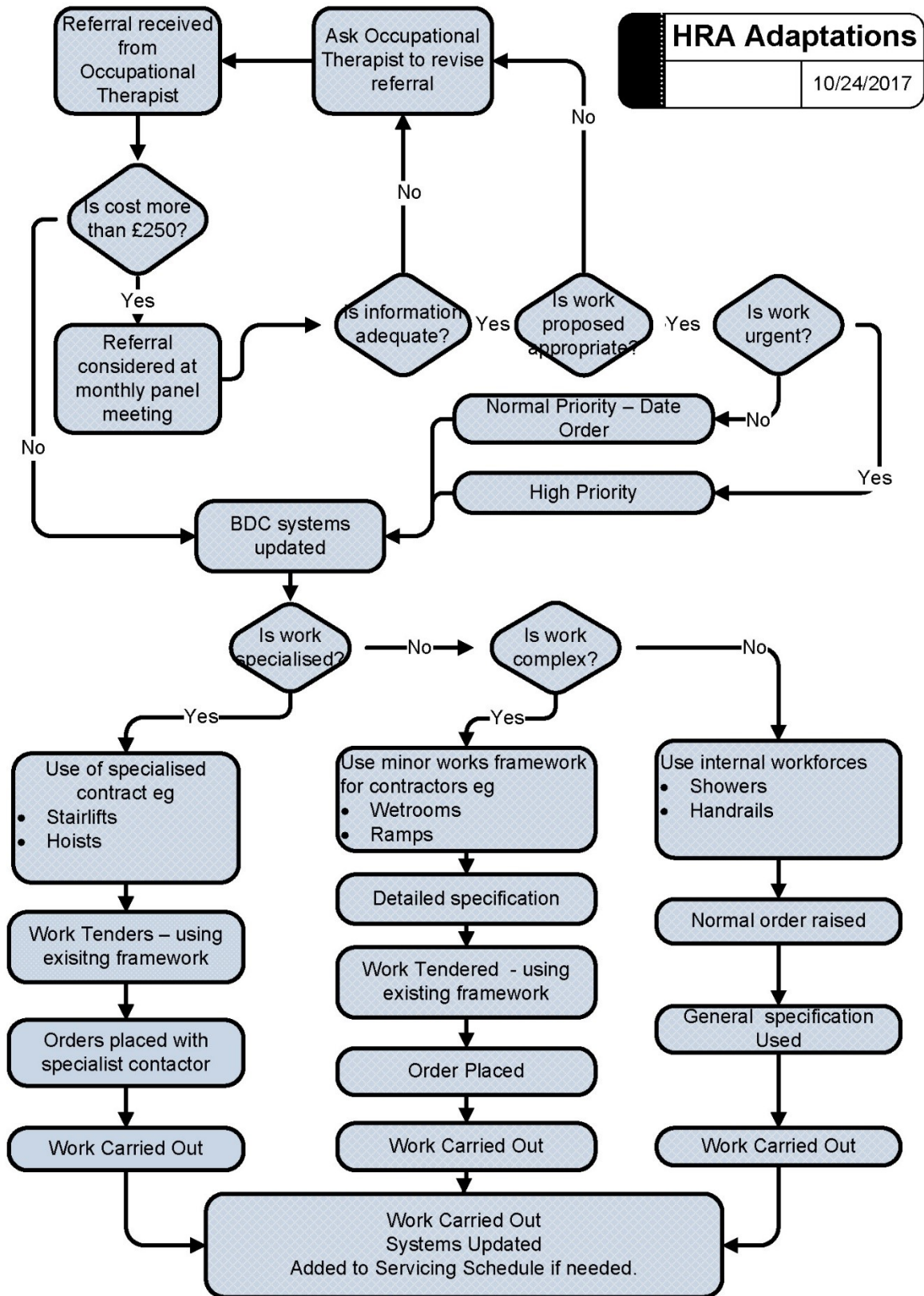
Baseline Data (History)	
Output Data 2014/15	396
Output Data 2013/14	238
Output Data 2012/13	315
Output Data 2011/12	288

## Appendix 2: Completed adaptations HRA April 2016 – 1 March 2017

Description	No.	%
Grab rails / stair rails	180	52
Handrails (paths etc.)	26	8
Half steps	12	3
Hoist	1	0
Lever taps	11	3
Ramps	10	3
Soundproofing	1	0
Showers / wet rooms	65	19
Over bath showers	17	5
Stair-lifts	5	1
Dropped kerbs	1	0
Specialist WC	1	0
Door entry systems	2	1
Vibrating pillow alert	1	0
Miscellaneous	12	3
<b>Total</b>	<b>345</b>	<b>100%</b>

Source: Bolsover District Council Housing Service

### Appendix 3: HRA Disability Adaptations Flowchart



**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 for Agenda</b>		<b>Lead Officer</b>	<b>Notes</b>
<b>12<sup>th</sup> June 2017</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li><b>Health and Well Being Strategy – update on the action plan.</b></li> </ul>	Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner	
		<ul style="list-style-type: none"> <li><b>Setting the work plan</b></li> </ul>	Chair/Scrutiny Officer	
<b>24<sup>th</sup> July 2017</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li><b>Quarter 1 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
		<ul style="list-style-type: none"> <li><b>Feedback from Elections Task and Finish Group</b></li> </ul>	Members of the Task and Finish Group	
		<ul style="list-style-type: none"> <li><b>Transformation Programme update</b></li> </ul>	Cllr Bowler, Chair	
<b>4<sup>th</sup> September 2017</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li><b>Transformation Programme</b></li> </ul>	Dan Swaine, CEO Dawn Clarke, Assistant Director of Finance, Revenues and Benefits	
		<ul style="list-style-type: none"> <li><b>Draft New Bolsover Local Lettings Scheme</b></li> </ul>	Peter Campbell, Assistant Director of Community Safety and Head of Housing	
<b>2<sup>nd</sup> October 2017</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li><b>Work Plan</b></li> </ul>		
	<b>Part B - Informal</b>	<ul style="list-style-type: none"> <li><b>Informal review work</b></li> </ul>		

Date of Meeting	Items for Agenda		Lead Officer	Notes
30 <sup>th</sup> October 2017	Part A – Formal	<ul style="list-style-type: none"> <li>Update on Corporate Plan Target C10: Disability adaptations</li> </ul>	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager	
		<ul style="list-style-type: none"> <li>Work Plan</li> </ul>		
27 <sup>th</sup> November 2017	Part A – Formal	<ul style="list-style-type: none"> <li>Quarter 2 – Performance Report</li> </ul>	Kath Drury – Information and Engagement Manager	
1 <sup>st</sup> December	Special informal meeting	<ul style="list-style-type: none"> <li>Transformation: A programme for change - Presentation by Strategic Director</li> <li>Selection of Scrutiny Review area</li> <li>Scoping Scrutiny Review</li> </ul>	Lee Hickin, Director	Topics for Review: <ul style="list-style-type: none"> <li>Transformation Programme</li> <li>Strategic Alliance</li> </ul>
11 <sup>th</sup> December 2017	Part A – Formal	<ul style="list-style-type: none"> <li>Work Plan</li> </ul>		Draft Review Report: Disability Adaptations
		<ul style="list-style-type: none"> <li>Scoping document for Review Work</li> </ul>		
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>		
8 <sup>th</sup> January 2018	Part A – Formal	<ul style="list-style-type: none"> <li>Work Plan</li> </ul>		
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>		Questions for member survey on Strategic Alliance agreed. Survey to be circulated w/e 19/01/18, closing on 22/02/18.

Date of Meeting	Items for Agenda		Lead Officer	Notes
12 <sup>th</sup> February 2018	Part A – Formal	<ul style="list-style-type: none"> <li>Quarter 3 – Performance Report</li> </ul>	Kath Drury – Information and Engagement Manager	
		<ul style="list-style-type: none"> <li>Draft Review Report: Disability Adaptations to Council Properties</li> </ul>	Jo Wilson, Scrutiny and Elections Officer	
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>		Review of Strategic Alliance – Assessment of evidence and mapping to scope
12 <sup>th</sup> March 2018	Part A - Formal	<ul style="list-style-type: none"> <li></li> </ul>		
	Part B – Informal	<ul style="list-style-type: none"> <li>Review Work – Agreement of Interim Report</li> </ul>		Questionnaire results available.
30 <sup>th</sup> April 2018	Part A - Formal	<ul style="list-style-type: none"> <li>Quarter 4 – Performance Report</li> </ul>	Kath Drury – Information and Engagement Manager	
		<ul style="list-style-type: none"> <li>Scrutiny Review of Strategic Alliance – Interim Report (Draft)</li> </ul>	Jo Wilson, Scrutiny and Elections Officer	
	Part B – Informal	<ul style="list-style-type: none"> <li></li> </ul>		

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**

- v.2 22.09.17 LC
- v.3 18.10.17 LC
- v.4 30.11.17 LC
- v.5 10.01.18 LC
- v.6 31.01.18 JW
- v.7 02.02.18 JW