

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 12th February 2018 at 1000 hours.

PRESENT:-

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

Officers:- S.E.A. Sternberg (Solicitor to the Council), K. Drury (Performance & Engagement Manager) (to Minute No. 0606), J. Wilson (Scrutiny & Elections Officer) and A. Bluff (Governance Officer).

Councillor R.J. Bowler in the Chair

0600. APOLOGIES

Apologies for absence were received on behalf of Councillors P. Cooper, A. Joesbury and E. Stevenson.

0601. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0602. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0603. MINUTES – 8TH JANUARY 2018

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 held on 8th January 2018 be approved as a true record.

0604. 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.

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0605. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – OCTOBER TO DECEMBER 2017 (QUARTER 3 – 2017/18)

Committee considered the Corporate Plan Targets Performance Update for the quarter three period - October 2017 to December 2017.

C01 – Retain Customer Service Excellence accreditation year on year.

This target was reported as being on track.

Work on the 2018 assessment to actively start in quarter 4 (January 2018 to March 2018). Onsite assessment to take place in April 2018.

C02 – Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.

This target was reported as being on track.

Surveys agreed and scheduled to run week commencing 8th January 2018 with analysis to be completed by February 2018.

C03 – Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services

This target was reported as being on track.

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%

C05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.

This target was reported as being on track.

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 25th May 2018).

C06 – Prevent Homelessness for more than 50% of people who are facing homelessness each year.

This target was reported as being on track.

197 approaches of people seeking assistance of which 120 cases were prevented from becoming homeless. 61% prevention cases.

C07 – Install 150 new lifelines within the community each year.

This target was reported as being on track.

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April to December 2017 – 197 units of careline equipment installed. Year to date = 411.

C08 – Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.

This target was reported as being on track.

Quarter 3 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 (DWP). Quarter 2 date = 18.35 days actual.

C09 – Process changes to Housing Benefit and Council Tax Support within an average of 10 days.

This target was reported as being on track.

Quarter 3 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 (DWP). Quarter 2 = 8.07 days actual.

C10 – Carry out 300 disability adaptations to Council houses each year.

This target was reported as being on track.

April 2017 to December 2017 = 227 adaptations completed.

C11 – Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.

This target was reported as being on track.

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.

C12 – Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.

This target was reported as being on track.

A total of 40 new referrals were received during quarter 3, eleven 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;

- Did the service meet your needs?
- Did the service make a difference?
- How satisfied are you with the service you have been given?

C13 – Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

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This target was reported as being on track.

The average relet time for the quarter was 40 days. Including sheltered housing the overall average was 66 days.

The figures were 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.

C14 – Attend 99% of repair emergencies within 6 working hours

This target was reported as being on track.

97.60% of emergency call outs attended within 6 hours to the end of quarter 3.

C15 – Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.

This target was reported as being on track.

No groups are currently running. Two groups are planned for quarter 4. 17 new referrals received in quarter 3.

T04 – 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.

This target was reported as being achieved.

Report presented and accepted at the 4th December 2017 Executive.

T06 – Introduce alternative uses to 20% of garage sites owned by the Council by March 2018.

This target was reported as being on track.

All sites surveyed during the year and some brought forward for BDC development. Report to Members in quarter 3 looked at new sites for B@Home. Baseline data – 152 sites of which 20% = 30 sites).

T08 – 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 1st December 2018.

This target was reported as being on track.

The Statutory Instrument bringing in the LGBCEs 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 District. Work is on track for 1st December 2018 publication of the Electoral Register.

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T09 – Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by March 2019.

This target was reported as being on track.

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% 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.

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. Also, the impact of Government policies on welfare reform are likely to make maintaining rent arrears at this level challenging.

Note: the target is a reduction in the % 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 $(2.8 - 2.6 / 2.8) \times 100 = 8\%$.

T10 – Reduce the level of former tenants' arrears by 10% through early intervention and effective monitoring by March 2019.

This target was reported as being on track.

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

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).

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

T11 – Through a successful delivery of projects within the Transformation Programme achieve total income/savings of £600,000 by March 2019.

This target was reported as being on track.

The current Transformation Programme has achieved a total of £515k across both councils with £260k attributable to Bolsover and £255k to North East Derbyshire District Council. 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.

T13 – Increase online self-service transactions dealt with by the Contact Centre by 20% each year.

This target was reported as being on track.

Quarter 3 on line transactions = 513 transactions and 151 new SEF accounts created. Year to date 1506. Target for online transactions for 17/18 is 1100.

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T14 – Achieve the Member Development Charter by December 2018

This target was reported as being on track.

Quarter 3 update from Member Development Working Group. At its meeting on 24th August 2017, the Member Development Working Group decided that it no longer wished to pursue the Member Development Charter.

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. 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.

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 good practice would continue to be followed. The money saved would be better concentrated on services that benefitted the public.

A request for this target to be withdrawn was made at the Quarterly Performance Meeting on 29th January 2018 and agreed. A recommendation was to be made to the Executive on 5th March 2018 for approval.

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

The Performance & Engagement Manager left the meeting.

0606. MINI REVIEW – DISABILITY ADAPTIONS TO COUNCIL PROPERTIES

Members considered a report presented by the Chair in relation to the Committee's mini review on Disability Adaptations to Council properties.

Moved by Councillor J.E. Smith and seconded by Councillor D. McGregor
RESOLVED that the report be presented to the Executive.

(Scrutiny & Elections Officer)

0607. WORK PLAN 2017/18

Committee agreed that no further items be added to the Work Plan for the March meeting and the meeting be dedicated to carrying out the Committee's review work.

Moved by Councillor J.E. Smith and seconded by Councillor R.J. Bowler
RESOLVED that the work plan be noted.

(Scrutiny & Elections Officer)

The formal part of the meeting concluded at 1020 hours and Members then met as a working party to continue their review work. The working party concluded at 1040 hours.