

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Tuesday 29th May 2018 at 10.00 am in the Council Chamber, The Arc,
Clowne

Item No.		Page No.(s)
	<u>PART A – FORMAL</u>	
	<u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u>	
	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.	<u>Declarations of Interest</u>	
	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 30 th April 2018.	3 to 13
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>	14 to 19
6.	Review of Disability Adaptations to Council Properties – Executive Response.	20 to 24
7.	Scrutiny Committee Work Programme 2018/19.	25 to 39
	<u>PART B – INFORMAL</u>	
	The formal meeting of the Customer Service and Transformation 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.	Scoping of 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 30th April 2018 at 1000 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

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

Officers:- K. Drury (Information Engagement & Performance Manager)(to Minute No. 0787), J. Wilson (Scrutiny and Elections Officer) and A. Bluff (Democratic Services Officer).

Also in attendance at the meeting was Councillor M.J. Dooley (until Minute No. 0787).

0781. APOLOGIES

An apology for absence was received on behalf of Councillor P. Cooper.

0782. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0783. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0784. MINUTES – 12th MARCH 2018

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 12th March 2018 be approved as a correct record.

0785. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

0786. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – JANUARY TO MARCH 2018 (QUARTER 4 – 2017/18)

C 01 - Retain Customer Service Excellence (CSE) accreditation year on year.

This target was reported as being on track.

Quarter 4: Electronic evidence submitted in readiness for the onsite visit by the CSE Assessor on 17th & 18th April 2018. Timetable scheduled and issued to those taking part. Information had been placed on the weekly bulletin to raise general awareness. Practical arrangements were in hand for the onsite visit.

C 02 - 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.

2017/18 - Overall CSI (Customer Satisfaction Index) of 93.8%

C 03 - 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.

2017/18 - 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 was 80.77%.

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

When comparing this information to the in PERFORM it is clear that the current figure of 80.77% is a significant drop of previous satisfaction rates. Is there any explanation for this?

Officer response;

In a new approach for 2017, this survey used a range of new measurements to ascertain importance of individual requirements; satisfaction with these requirements as well as assessing customer loyalty.

The questionnaire also included open-ended questions allowing customers to freely give their views. This was the first customer satisfaction survey conducted in the new Go!Active facility and therefore gave a good base to move on from. It was also worth noting that the survey had gone from a quarterly to an annual survey and the questions and analysis were more

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

robust now the consultation team were assisting and to a wider audience than previously consulted.

C 05 - 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.

Quarter 4: Good progress continued against the General Data Protection Regulation (GDPR) work plan. A three year rolling programme of desk top audits had commenced on a refreshed template. Most recommendations had been implemented from the first round of desk top audits. Privacy Notice guidance had been issued and departments advised of work required through the Service Managers' Forum on 26/03/18 together with a general GDPR refresh. Information on contracts with suppliers processing personal information on our behalf passed to Legal for contract variations to be issued. A dedicated GDPR page had been set up on ERIC and targeted information was being sent to Service Managers to keep awareness high. The Data Protection Officer was providing advice to officers and service areas on a regular basis. (GDPR to take effect from 25th May 2018).

The Information Engagement & Performance Manager noted that she would be providing a verbal briefing to Members at a Member Development session to be held on 31st May, which would be an overview of the new regulations, what the Council had done in response to make sure the Council was ready for the new regulations and what Members needed to be mindful of when representing their constituents. The Information Engagement & Performance Manager would also provide targeted communication to staff, managers and Members on the new regulations.

C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.

This target was reported as being on track.

Quarter 4: April 2017 - March 2018 - 251 approaches of people seeking assistance, of which 150 cases were prevented from becoming homeless, 60%. 2017/18 – Achieved.

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

When comparing the Quarter 4 data with that in PERFORM, Members asked for clarity over the figures. Of the 251 people approaching the Authority, were all eligible for assistance, or only the 150 cases where prevention was achieved? Members are concerned that this leaves up to 40% who are eligible for assistance, who we are subsequently failing in our duty to assist. The commentary makes no reference to the % that approach us for assistance but do not then meet the criteria.

Officer response;

All 251 people who approached the Authority for housing/homeless advice were 'eligible', i.e., had the right to reside in the UK and not subject to immigration control.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

There were a number of reasons why a positive outcome could not be recorded against 101 cases;

- Failed to respond to advice given
- Failed to attend further interviews
- Failed to attend booked appointments with other support providers
- Lost contact

The main reason they were becoming homeless was, for example, the end of a private tenancy or Domestic Violence, in which case the Council still offered advice, support and in some cases accommodation.

The Homeless Reduction Act came into force on 3rd April 2018, with the emphasis being on 'prevention'. All Derbyshire Housing Providers were working together to utilise the 'Locata' IT system to help the Authority deliver the same level of housing advice service. Additionally, together with CBC and NEDDC, the Council has launched the North Derbyshire Homeless Forum where all other support providers and agencies were developing services to promote homeless prevention in the north of the County.

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

This target was reported as being on track.

In 2017/18 - 235 units of Careline equipment was installed. 2017/18 – Achieved.

A Member queried if Careline equipment installed for other authorities was included in the figure of 235. The Information, Engagement & Performance Manager replied that she would follow this up with the Head of Housing and Community Safety and report back to Members.

C 08 - 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 4: data was not available until the end of April 2018. The data was obtained from an extract of the system. The data extraction date was determined by the Department for Work and Pensions (DWP). (Quarter 3 2017/18 = 18.54 days Actual.)

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

This target was reported as being on track.

Quarter 4 data was not available until the end of April 2018. The data was obtained from an extract of the system. The data extraction date was determined by the Department for Work and Pensions. (Quarter 3 2017/18 = 7.05 days Actual).

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

This target was reported as being on track.

In 2017/18; there were **287** completed adaptations for the year. This was slightly below the target of 300. This was largely due to a high number of major works carried out, for example, wet rooms and fewer small jobs.

The figure did not include work carried out under the safe and warm scheme which had also provided wet rooms at sheltered housing. In the last three years, 1,047 adaptations had been carried out - this was an average of 349 per year.

C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.

This target was reported as being on track.

Quarter 4. Work progressing on the Single Equality Scheme action plan - notable actions this quarter: An awareness session on Hate Incident Reporting delivered to Members. Hate incident reporting flyer developed for distribution by Environmental Health & Licensing to taxi drivers and take away workers. Continued to support compliance with the duty through the provision of advice, training and supporting customer complaints with an equalities/fairness aspect. Equality Panel meeting held also.

C 12 - 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.

Quarter 4: 47 new referrals were received during quarter 4, 9 of which were high risk. A total of 3 did not engage with the service and a total of 6 have not yet completed the feedback form. Positive responses were received from 38 service users 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?

2017/18 - The service received a total of 149 new referrals in 2017/18. 113 respondents replied to the satisfaction questionnaire and all were satisfied with the service. 100% satisfaction - Achieved.

C 13 - Reduce average re-let times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

This target was reported as being on track.

Quarter 4: The average re-let time for the quarter was 29.3 days. Including sheltered housing, the average was 63 days.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

As in previous quarters, the figures were skewed by a small number of properties that had been difficult to let. There were a number of measures coming from the void review to address this. Taking the year as a whole, the average re-let time was 32.7 days.

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

When can Members expect any feedback report from the Void Working Group? Does this target relate to both Standard and Major Works Voids?

Officer response;

The void working group was nearing its conclusion with one final meeting at the end of May. Feedback would be provided during the summer.

The indicator used the old BVPI methodology, which meant that when major works were required (i.e. works so extensive that if the property was tenanted the tenant would need to be moved) the clock starts ticking only when this work was completed.

C 14 - Attend 99% of repair emergencies within 6 working hours

This target was reported as being on track.

Quarter 4: 97.80% of Emergency call outs attended to within 6hrs. This represents an improvement on previous quarterly performance and remains on track to improve performance to 99% by the end of the corporate plan period.

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

When comparing the quarter 4 update to previous detail within PERFORM, it is clear that we have yet to get close to the target of 99%. What procedures have been put in place to ensure this target is met?

Officer response;

The target is designed to be challenging. We are not aware of any other organisation who offer such a target, most use 24hours as the target.

Performance is improving and is approaching 99%; there are a number of steps being taken:

- a) Reduce the number of emergencies – working with contact centres to ensure that priorities are correct
- b) Removing errors – i.e. there are occasions when the tenant is not at home when the operative calls.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

This target was reported as being on track.

Quarter 4: Since April 17/18, 2 courses had been completed and out of the 19 people attending, 18 people completed the courses and returned positive outcome feedback questionnaires making a cumulative figure of 94.7%.

In February 2018, a new course had been started with a total of 5 out of 5 attending, this course had another 7 weeks to run before any feedback could be completed.

One to one support - the Parenting Practitioner also delivers a one to one support service and since April 17/18 there had been a total of 73 referrals. Each person was asked to complete an exit questionnaire when the referral was closed and from the people that sent them back, all expressed a positive outcome with the service. 2017/18 – 94.7% Satisfaction achieved.

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

This target was reported as being on track.

Quarter 4: Additional garage sites for being used for B@Home schemes around Pinxton and South Normanton other site form part of pipeline B@Home developments. (Baseline data - 152 sites of which 20% = 30 sites).

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

It is not clear from the commentary what progression has been made to date against the 20% target. The baseline indicates that we aimed to address 30 sites in total – how many have we moved to an alternative use to date?

Officer response;

To date 14 sites had been used for B@home developments (completed, started, or committed). There were outline plans for some others looking forward but these would be subject to Member approval.

The first option for all unused sites was to consider for development and this needed to be assessed. For sites that were considered unsuitable for development other options would now be considered.

A Member raised concern and felt it took a long time for 'unsuitable' sites to be put to Members for consideration of other options and that the timeline was slipping backwards. Members agreed and requested an update be provided at the next meeting by relevant officers.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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 1st December 2018.

This target was reported as being on track.

Quarter 4: Delivery of the electoral changes to wards as a result of the LGBCE review on are track to be delivered by 1 December 2018.

T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.

This target was reported as being on track.

Quarter 4: The baseline figure (April 2015) was £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 would be £506,095. At the end of quarter 4, 2018, the figure stood at 2.4% (£507,099), which was a decrease from the baseline figure of 11% meeting the corporate plan target. This target was also achieved at the financial year end 2017. To continue to monitor this target until March 2019.

The impact of Government policies on welfare reform were likely to make maintaining rent arrears at this level challenging.

(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 $((2.8 - 2.6) / 2.8) \times 100 = 8\%$).

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

Members were very concerned re the current levels of arrears and wonder how we compare to other authorities with similar stock levels? It is noted in the comment that the figure at quarter4 is £507,099 this is slightly off the target of £506,095, yet the comment states this is meeting the target and a decrease of 11% - these figures do not add up if the baseline figure is £562,328 (an 11% decrease would be £500,471.92).

Officer response;

The corporate target had been met for rent arrears.

There had been a reduction from rent arrears of 2.7% to 2.4% this represented an 11% reduction.

It is common practice to measure rent arrears as a percentage of rent roll rather than an absolute figure, this allows a better comparison over time and place.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

This target was flagged with an alert.

Quarter 4: The baseline figure was £570,254 and a reduction in former Council housing tenants' arrears by 10% by March 2019. If 10% was collected then that would be £513,227.

At the end of quarter 4 the figure was £627,485.63 which was an increase of 9% - the majority of these were newly arising (i.e. people being evicted or leaving their tenancy with debt).

Since the start of the Corporate Target, £158,524.52 former tenancy arrears had been collected and £291,246.72 written off, which has been a reduction of £449,771.24

Additional information regarding this target was circulated at the meeting further to a query raised by the Chair and Vice Chair at the Committee's pre meeting.

Members are very concerned regarding the current levels of arrears and wonder how we compare to other authorities with similar stock levels? The 9% increase indicates current procedures for securing arrears are not effective – how is this being addressed?

Officer Response;

The level of former tenants arrears are difficult to compare. Some authorities take the view that arrears should be quickly written off, others such as Bolsover make a real effort to recover money and only writing off when other recovery options have been unsuccessful.

We include information of both recovery and write-offs in the commentary on perform to illustrate this.

Members should also be aware that at any times there are a number of reasons what people leave arrears. These include:

- a. Death of a tenant
- b. People who have been evicted or absconded prior to eviction. – often people with multiple debts
- c. Relationship Breakdown

These are often people/estates with little or no money.

In relation to T9 and T10 above, Members requested that relevant officers and the Portfolio Holder attend the next meeting of the Committee to provide them with an update on what had been put in place for dealing with possible delays in processing housing benefit claims under Universal Credit, which would be phased into the District later this year.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

T 11 - Through 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 had achieved a total of £515k across both councils, with £260k attributable to Bolsover and £255k attributable to NEDDC. Items within the plan that had potential for budget savings had been completed and the savings built into base budgets. A review of the plan was taking place by the Strategic Director - People.

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

This target was reported as being on track.

2017/18 total = 2,227 on line transactions against a target of 1,100. Achieved above target. 1,435 residents now have SELF accounts. (Q4 2017/18 - On line transactions = 680 transactions and 188 new SELF accounts created).

Moved by Councillor R.A. Heffer and seconded by Councillor R.J. Bowler
RESOLVED that (1) the report be noted,

(2) the Head of Housing and Community Safety, the Head of Property and Commercial Services and the Portfolio Holder attend the next meeting, in relation to Target T06, to provide Members with an update on the review of garage sites.

(3) the Head of Housing and Community Safety attend the next meeting, in relation to Targets T09 and T10 to provide Members with an update on what had been put in place for dealing with possible delays in processing housing benefit claims under Universal Credit, which would be phased into the District later this year.

(Scrutiny and Elections Officer)

Councillor Dooley and the Information, Engagement & Performance Manager left the meeting.

0787. REVIEW OF THE STRATEGIC ALLIANCE – INTERIM REPORT

Committee considered an interim report in relation to their review of the Strategic Alliance.

The report contained five recommendations with a target date to commence from June 2018 onwards.

The Scrutiny and Elections Officer advised Members that the report was the final draft version and if Members agreed, would be presented to Executive on 21st May 2018, for their consideration and endorsement of the recommendations in the report.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner

RECOMMENDED that (1) Executive endorses the recommendations of the review as outlined in section 2 of the report,

(2) Members of this Committee monitor the recommendations over a twelve month period via the PERFORM system with an update report to Committee at the end of the monitoring period.

(Scrutiny and Elections Officer)

0788. WORK PLAN 2017/18

Committee had come to the end of their Work Plan for 2017/18.

The Scrutiny and Elections Officer advised Members that as part of their Work Plan for 2018/19, she would be liaising with the Strategic Director – People, to bring forward Transformation updates to Committee and also, Human Resources on the Health and Wellbeing Strategy, which would be programmed in for early on in the new municipal year.

At the 29th May committee meeting, Members would take a detailed look at topics with a view to choosing one for review.

A training session would be held at the June meeting, with a representative from Legal in attendance, which would focus on looking at evidence analysis and techniques for identifying key details supporting the scope of a review.

Moved by Councillor R.A. Heffer and seconded by Councillor R.J. Bowler

RESOLVED that the update be noted.

The formal meeting concluded at 1040 hours and Members then met as a working party to continue their review work. The working party concluded at 1055 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: 18th May 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. The list can also be accessed from the Council’s website at 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 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 - 21st May

The dates for meetings of Executive for 2018/19 are as follows:

2018 – 18 th June	2019 - 7 th January
16 th July	18 th February
10 th September	4 th March
8 th October	1 st April
5 th November	
3 rd December	

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
Medium Term Financial Plan	Executive	June 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Joint Head of Finance and Resources	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
Medium Term Financial Plan	Executive	June 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Joint Head of Finance and Resources	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
Fleet Vehicle Replacements	Executive	18 th June 2018	Report of Councillor B.R. Murray-Carr – Portfolio Holder for Community Safety and Street Services	Joint Head of Streetscene	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open

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
Trade Union Negotiations – Update	Executive	21 st May 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Chief Executive Officer	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.
-

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

29th May 2018

Review of Disability Adaptations to Council Properties – Executive Response

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present Executive's Response to the Review of Disability Adaptations to Council Properties to Customer Service & Transformation Scrutiny Committee.

1 Report Details

- 1.1 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.
- 1.2 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.
- 1.3 The Committee has concluded that the reasonable course of action is to continue to monitor the Council's performance on carrying out 300 disability adaptations to Council houses each year.
- 1.4 This report acknowledges their response to the Review recommendations and advises Committee to commence a period of Post-Scrutiny Monitoring to ensure effective implementation of the approved recommendations.

2 Conclusions and Reasons for Recommendation

- 2.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(3) of the Constitution.
- 2.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 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.

4 Alternative Options and Reasons for Rejection

- 4.1 That Members note Cabinet's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in twelve months' time, with any exceptions to expected delivery highlighted.
- 4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution and as such the report cannot be rejected.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None directly from this report.

6 Recommendations

- 6.1 That Members note Executive's Response to the Review of Disability Adaptations to Council Properties.
- 6.2 That Members make its report and findings public, in accordance with Part 4.5.17(3) of the Constitution.
- 6.3 That Officers monitor progress on the recommendations and report in twelve months' time highlighting exceptions to delivery.

7 Decision Information

<p>Is the decision a Key Decision? 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: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: 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>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>District Wards Affected</p>	All where there is provision of council housing
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Aim: Providing Our Customers with Excellent Service</p> <p>Priority: Supporting vulnerable and disadvantaged people</p>

8 Document Information

Appendix No	Title
1.	Review of Disability Adaptations to Council Properties – Action Plan
<p>Background Papers (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>	
<p>All documents related to the Review of Disability Adaptations to Council Properties.</p> <p>Please contact Scrutiny & Elections Officer where further information is required.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW

Title of Review:	Review of Disability Adaptations to Council Properties		
Timescale of Review:	October 2017 – December 2017	Post-Monitoring Period:	12 months commencing May 2018. Interim report due November 2018.
Date agreed by Scrutiny:	February 2018	Date agreed by Executive:	April 2018

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc17/18 1.1	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 takes place via the Quarterly Performance Reports to ensure ongoing oversight of delivery.	March 2019 (Subsequent monitoring will be dependent on the detail of the revised Corporate Plan, currently in production)	Head of Housing & Community Safety	Officer and Member time	Monitoring of this activity is already in place via the Corporate Plan Performance Reports which are submitted to Scrutiny and the Executive on a quarterly basis. The service remains under continual review to ensure value for money and efficient delivery. Subsequent to the Review, revised procurement processes are being implemented to further ensure prompt turnaround of adaptations.	Executive agree to the continued monitoring of the Corporate Plan Target C10 via existing methods.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

29th May 2018

Agreement of Scrutiny Committee Work Programme 2018/19

Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2018/19.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2018/19 and planned agenda items (Appendix 1).
- 1.2 Attached at Appendix 2, is the list of topics discussed at the Scrutiny Conference 2018 for further consideration and selection by Committee.
- 1.3 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.4 Review Scopes will be submitted agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.5 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2018/19 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 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.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.
- 6.2 That Members review the topics suggested for 2018/19 within Appendix 2 and select their priority topic(s) for 2018/19.

7 Decision Information

<p>Is the decision a Key Decision? 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:</p> <p><i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2018/19
<p>Background Papers (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> <p>Previous versions of the Committee Work Programme.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

Customer Service and Transformation Scrutiny Committee

Work Programme 2018/19

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**

Formal Items – Report Key

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

Date of Meeting	Items for Agenda		Lead Officer
29 th May 2018	Part A – Formal	• Review of Disability Adaptations to Council Properties – Executive Response	Chair/Scrutiny & Elections Officer
		• Agreement of Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Scoping of Review Work	Scrutiny & Elections Officer
25 th June 2018	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Policy – Review of revised Policy	Customer Standards and Complaints Officer
		• Customer Service Standards and Compliments, Comments and Complaints Annual Report 2017/18	Customer Standards and Complaints Officer
		• Review of The Strategic Alliance – Executive Response	Chair/Scrutiny & Elections Officer
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
		• Training Session – Analysis of Evidence	Monitoring Officer/Legal Team

Date of Meeting	Items for Agenda		Lead Officer
23 rd July 2018	Part A – Formal	<ul style="list-style-type: none"> Review of Standards Committee – Operational Review (Initial Briefing and Scoping) 	Monitoring Officer/Governance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
3 rd September 2018	Part A – Formal	<ul style="list-style-type: none"> Quarter 1 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> LG&SCO Annual Report 2017/18 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
1 st October 2018	Part A – Formal	<ul style="list-style-type: none"> Review of Standards Committee – Operational Review (Evidence Review) 	Monitoring Officer/Governance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
29 th October 2018	Part A – Formal	<ul style="list-style-type: none"> Quarter 2 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
26 th November 2018	Part A – Formal	<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
21st January 2018	Part A – Formal	<ul style="list-style-type: none"> Transformation Programme – Monitoring Report 	Joint Strategic Director – People
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of The Strategic Alliance – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
25th February 2018	Part A – Formal	<ul style="list-style-type: none"> Quarter 3 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
25th March 2018	Part A - Formal	<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
23rd April 2018	Part A - Formal	<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer

Scrutiny Topic Suggestions for 2018/19 – Customer Service & Transformation

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
Review of Delivery of Environmental Health (including Licensing)	CS&T 2017/18 Review	Environmental Health & Licensing	9/9 High Priority	<p>Members reviewing the suggested topic noted that communications was a key issue, including knowledge of staff roles and who to contact. There was concern that if the Alliance were to cease, the service is solely employed by NEDDC.</p> <p>When discussing direct contact with the service rather than Councillors to report an issue, Members queried whether residents have confidence in the contact centre as the core route for service enquiries.</p> <p>Key issues identified were as follows: Is the current resource for the Dog Warden service sufficient? (Members felt it was not) Is the current mechanism for report issues to the</p>	<p>Environmental Enforcement has been reviewed by Healthy, Safe, Clean & Green Communities during 2017/18. Any review of this service area must be clear not to duplicate any element of this previous review. Resourcing of the Dog Warden provision has been addressed by the review.</p> <p>Environmental Health Management are aware that there is inadequate communication with Bolsover Members about the work done by the service and have introduced Member “drop in” surgeries at The Arc every Wednesday morning. Other update reports will also be introduced on service activities and enforcement work. The EH Annual Report will provide further service detail when available. Over the 5 years of the joint service, managers have been building relationships within various teams, aligning processes, investing in staff</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				<p>service adequate? (Members felt it was potentially unclear) Do staff feel the current structure of the service and operational management is efficient? (Staff Survey)</p>	<p>development and new computer systems in order to ensure efficient and effective service delivery. The joint service allows for a greater pool of expertise, knowledge and resource to be available to meet service demands.</p> <p>Out of the 45 staff in the joint service, 20 are new having been recruited over the last 4 years so many may not have had any contact with Members. Arrangements can be made for Members to meet relevant staff. Information on team duties and service areas is available in the Service Plan but this can be provided separately if required.</p> <p>However, to avoid duplication of effort and ensure proper recording and allocation of service requests to the correct team, the service can be contacted via the Contact Centre access channels or direct via environmentalhealthadmin@ne-derbyshire.gov.uk. The service is not aware of any reporting</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
					<p>difficulties experienced by service users.</p> <p>A recent customer service survey revealed that 96% of respondents (both public and businesses) were satisfied with the service provided by environmental health. The service also receives many compliments from customers on their experience.</p> <p>The service handles around 9,000 service requests annually for both Councils and there is ongoing review of service delivery to ensure resilience and flexible working such that staff can be deployed to meet specific service needs and peaks and troughs in demand. There are currently 1.5 FTE vacancies which are going through recruitment. The Environmental Enforcement team and the Licensing Team are now fully resourced with new line managers and all processes are being reviewed and more enforcement work is being undertaken.</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
					<p>There is service information on PERFORM which shows good performance in areas such food inspections, prescribed process inspections, support provided to new and existing businesses and good response times to enquires.</p> <p>Note: There is a Service Agreement for the Joint Environmental Health Service (BDC Council - 20th June 2012) which may need review to ensure it remains fit for purpose for both BDC and NEDDC.</p>
Review of the Criteria for the Creation of new Shared Services	CS&T 2017/18 Review	Strategic Alliance	5/9 Low Priority	Members felt there was sufficient evidence to support a review but were mindful of the May 2019 Elections and the impact this could have.	<p>Ideally any review of this nature would look to consider achievement of efficiencies in delivery and equality in outcomes across both authorities.</p> <p>However, due to the forthcoming Elections in May 2019, it is likely that any agreed criteria would need to address a much wider range of issues which could differ depending on the outcome of the Elections. While there is merit in looking at this I would</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
					recommend delaying until 2019/20 when the review can have greater impact.
Review of Discretionary Rate Relief	Scrutiny Councillor	Finance	5/9 Low Priority	Members reviewing the topic queried whether this was simply a communication problem and that publicity to businesses was more regular, than that to the VCS. It was noted that there was a 20% discretionary element which the VCS were eligible to apply for. This was a possible topic for Mini-Review.	Could be undertaken as a mini review to ensure Members are happy with the current processes/procedures in place. Currently, new requests are reviewed by an Officer and Member group.
Review of Re-letting of Council Properties from Void	Scrutiny Councillor	Customer Services/Contact Centre	9/9 High Priority	Members looking at this topic noted that this had been highlighted previously, in particular by a Cabinet Member. It was agreed this would be suitable for Mini-Review. Queries were raised around the use of a	The problem that Scrutiny have identified is to do with the interface between two computer systems, the housing system (Academy Housing) and a finance system (Banking automation). How the system works, is that a tenancy is created on Academy Housing, and there is a daily interface with the finance system – this passes tenancy and

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				<p>suspense account so that when a new tenant makes a payment they can pay against this with their tenancy reference number and once the system had run overnight it can then transfer.</p> <p>As a result of discussing this topic a further topic was identified – Communications to Residents by Revenues & Benefits Team</p>	<p>balance payments from academy. This causes the issue identified by Scrutiny, that until this interface is run (overnight) the new tenant cannot make a payment at the kiosk. This is a problem that was introduced with the kiosk system and as far as I am aware did not exist with the previous software.</p> <p>I suspect there will be a technical solution to this, but at the moment the interface can be run from housing but the kiosk cannot accept a 'live feed' (i.e. it needs to be closed and reopened). This seems to be more of a kiosk issue than a rent system issue.</p> <p>The further complication is that we have just started a project to upgrade Academy Housing to a new product (Open Housing). This means that if the solution is to do with the interface, this would only have time-limited impact.</p> <p>The main 'work around' is simply to ask the new tenant to make a</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
					<p>payment the following day (at any contact centre). There are potentially options of making payments into a suspense account, but this is not without risk and I suspect this would not be acceptable to Audit.</p> <p>Potentially, we could make the kiosk software supplier aware of the issue, and ask them for a solution.</p>
Review of Communications by Revenues & Benefits team	Discussion group at Scrutiny Conference	Revenues & Benefits	Not ranked.	<p>Members queried the letters sent out and noted the language was not always simple and easy for the resident to understand. Members were made aware that this was already being looked at.</p> <p>In relation to Council Tax letters/communications, in particular when dealing with a deceased resident, again the language used was not always deemed to be appropriate. Members questioned if</p>	<p>A review of letters sent by R&B was undertaken by the Chief Executive and Cabinet member during the last 18 months.</p> <p>The CEO gathered letters from all Derbyshire & Nottinghamshire Councils and undertook a comparison with ours. It was found that letters were in line with other authorities.</p> <p>Not to rely on system generated letters would also increase staff involvement significantly and would undoubtedly require an increase in staffing numbers.</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				our approach was satisfactory and whether there was over-reliance on computer generated letters dictating the format of communication.	I understand that a review of letters was also undertaken by a group of members during the last 5 years and that current letters reflect what was agreed by this group.
Review of The Differences between the Pay Agreements in the two Councils in the Strategic Alliance and JE and the Impact this has on forming joint services.	CS&T 2017/18 Review	Human Resources	Not ranked.	Members briefly discussed but existing Members of CS&T acknowledged that a range of information had already been looked at, as part of the 2017/18 review (no conclusions have been drawn on this – only to investigate further). The CEO also noted that an examination of pay, (as a result of the different JE schemes) and the T&Cs was taking place.	HR have not received any further instruction to review pay and grading across both Councils at this stage. I would need to check with the CEO and Directors as to whether this is a priority over coming months. This would be a significant undertaking as Harmonisation would be a major project similar in capacity to implementing Single Status. We are reviewing reward initiatives (non-monetary) and will look at the BDC paycales as a result of the new pay award over the next 12 months.
Review of Recovery and Prevention of Debts	Cabinet	Revenues and Benefits/ Finance	7/9 Low Priority	Members felt this could be suited to an in-depth review. Whilst this scored highly, there were concerns that there had been a review	Within R&B and Rents, there are recovery processes in place for all types of debt. These follow national guidelines and in the case of council tax, we have very little discretion.

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				<p>by Growth Scrutiny Committee on debt and that CS&T wouldn't get to this for another year as they had a lot of work on already.</p> <p>Cabinet Member present in the discussion group suggested a review could take place at a Cabinet level with a report then back to Scrutiny.</p> <p>In terms of the recovery and prevention of debts the Cabinet reports should maybe go into more detail as to the procedure, or a briefing note should be produced that can be referred to by Cabinet when looking at writing off debts.</p> <p>There is a potential link between this topic and 'Review of Communications by</p>	<p>Presentations and discussions have taken place at scrutiny meetings in recent years on this topic in order to highlight the difficult and complex nature of this process.</p> <p>Prior to presenting the next write-off report to Executive, we are looking to review what information is included.</p> <p>In terms of prevention, we work with external partners within the voluntary sector as well as using our own money advice workers and visiting officer to assist where there is a need. There is a member and officer advice agency meeting which is for both BDC and NEDDC. Next one will be set up shortly.</p> <p>In order to aid residents with the introduction and transition to Universal Credit we have set up an officer working group which is also attended by the DWP. Very aware of the impact this could have on residents and</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				Revenues & Benefits Team'.	<p>tenants therefore R&B and Housing working closely to identify those who are impacted and when so that contact can be made. Council communication and website up to date.</p> <p>CAB have been engaged as our partner for delivering personal budgeting support to those identified by the DWP as in need of this.</p>