

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Wednesday 5th September 2018 at 2pm

in the Council Chamber, The Arc, Clowne

Item No.	<u>PART A – FORMAL</u>	Page No.(s)
	<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 23 rd July 2018.	3 to 6
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>	7 to 12
6.	Annual Letter from the Local Government & Social Care Ombudsman 2017/18.	13 to 21
7.	Corporate Plan Targets Performance Update; Quarter 1 – April to June 2018.	22 to 29
8.	Scrutiny Committee Work Programme 2018/19.	30 to 35
	<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.	
9.	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 23rd July 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

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

Officers:- S.E.A. Sternberg (Joint Head of Corporate Governance), V. Dawson (Team Manager (Legal)), N. Calver (Governance Manager), S. Gillott (Environmental Health Manager), S. Bentley (Environmental Health Manager), J. Wilson (Scrutiny and Elections Officer) and A. Bluff (Governance Officer).

0174. APOLOGY

An apology for absence was received on behalf of Councillor E. Stevenson.

0175. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0176. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0177. MINUTES – 25th JUNE 2018

Moved by Councillor R.J. Bowler and R. Turner

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 25th June 2018 be approved as a correct record.

0178. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Due to the summer recess, the next List of Key Decisions and Items to be considered in private document would be published on 10th August 2018.

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

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

RESOLVED that the update be noted.

0179. CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS ANNUAL REPORT 2017/18

Committee considered a report in relation to compliments, comments and complaints received for the Council during the period 1st October 2017 to 31st March 2018.

The report included an annual summary of performance for compliments, comments and complaints for 2017/18 with comparative data from the previous three years.

The report was a new report for Scrutiny and informed Members of volumes and trends regarding compliments, comments and complaints. Future reports would be presented on a six-monthly basis.

The report also formed part of a larger report which incorporated monitoring of Customer Service Standards to the Executive.

The six appendices attached to the report, individually provided information on compliments and comments, frontline resolution stage one complaints, formal investigation stage two complaints, internal review stage three complaints, Ombudsman complaints and performance.

With regard to performance, cumulatively, 98% of formal investigation complaints were responded to within 15 working days to date for the financial year 2017/18, which exceeded the target of 97%.

Members welcomed the report.

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the report be noted.

0180. JOINT EQUALITY AND DIVERSITY POLICY FOR SERVICE DELIVERY – REVIEW OF REVISED POLICY

Committee considered a report in relation to an amendment to the Joint Equality and Diversity Policy for Service Delivery.

The amendment to the Policy was to provide clarity for customers who chose to breastfeed while using Council facilities or premises.

Bolsover and North East Derbyshire District councils encouraged breastfeeding in their council buildings and recognised their obligation to not discriminate against mothers who chose to do so. However, there were occasions when other matters may lawfully impinge on individual rights, for example, the councils' obligations with regard to safeguarding, health and safety or the prevention of crime and disorder. This could necessitate the

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

balancing of competing rights and responsibilities where the councils must exercise their judgement.

To ensure clarity in such circumstances where they related to breastfeeding on council premises, it was proposed to insert the following section to the joint Equality and Diversity Policy for Service Delivery: -

4.10 Breastfeeding

Under the Equality Act 2010 ([s13 \(6a\)](#)), treating a woman unfavourably because she is breastfeeding, when this treatment occurs within the period of 26 weeks beginning with the day on which she gave birth ([s.17\(4\)](#)), it is discriminatory. Outside of the 26 week period of protection specified in [s.17\(4\)](#), sex discrimination provisions may still apply to breastfeeding mothers. However, the Act does allow exceptions where there are genuine health and safety reasons. The Councils encourage breastfeeding in our Council buildings except where there are genuine health and safety reasons for not doing so.

Consultation with relevant officers had been undertaken and the Customer Standards and Complaints Officer had recommended that this approach was in line with guidance from the office of the Local Government Ombudsman.

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

RESOLVED that the paragraph relating to breastfeeding on council premises as stated above be incorporated into the Joint Equality and Diversity Policy for Service Delivery.

(Joint Head of Corporate Governance)

0181. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW (INITIAL BRIEFING AND SCOPING)

Committee considered a report which provided a brief to Members on the work undertaken by the Standards Committee and the background to a request for a review by Scrutiny on how Standards operated at Bolsover.

At its meeting held on 29th May 2018, Scrutiny had agreed to carry out a mini review of the Standards Committee as part of their work programme for 2018/19.

The request for the review had come from the Standards Committee who had previously given consideration to a consultation which was being undertaken by the Parliamentary Committee on Standards in Public Life in relation to Local Government Ethical Standards.

In answering the consultation questions Standards Members had in effect carried out their own internal review process of its ethical standards but felt it would also be beneficial to have Scrutiny carry out an overview on how Standards operated.

Standards Committee had suggested a range of lines of enquiry some of which would involve consultation both externally and internally and Members of the Scrutiny Committee were requested to consider the options for consultation as part of the review.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Further to a lengthy discussion taking place regarding timescales to carry out a review and given that the Committee had a full work programme, Members agreed that the Chair and Vice Chair of the Committee carry out a mini review of Standards Committee outside of the Scrutiny meetings and report back to Scrutiny at the relevant time.

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the Chair and Vice Chair of the Committee carry out a mini review of Standards Committee outside of the Scrutiny meetings and report back to Scrutiny at the relevant time.

0182. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

Moved by Councillor R.A. Heffer and seconded by Councillor R.J. Bowler
RESOLVED that the Work Programme for 2018/19 be noted.

The formal part of the meeting concluded at 1100 hours and Members then met as a working party to continue their review work. The working party concluded at 1200 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: 10th August 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
Councillor S.W. Fritchley
Councillor H.J. Gilmour
Councillor D. McGregor – Deputy Leader
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 dates for meetings of Executive for 2018/19 are as follows:

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

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	10 th September 2018	Report of Councillor B. Watson - Portfolio Holder for Finance & Resources and Sustainable Energy	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	10 th September 2018	Report of Councillor B. Watson - Portfolio Holder for Finance & Resources and Sustainable Energy	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	10 th September 2018	Report of Councillor B.R. Murray-Carr – Portfolio Holder for Street Scene	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
Alder House, Shirebrook	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Strategic Director - Place	No	Exempt – Paragraph 3
BDC Contact Centre Team Restructure	Executive	10 th September 2018	Report of Councillor D. McGregor - Deputy Leader and Portfolio Holder for Corporate Governance	Joint Strategic Director - People	Yes	Exempt – Paragraph 1
Safe and Warm Works to Orchard Close and Sandhills Road, Bolsover	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open
Asbestos Removal and re-roofing to Hides Green, Bolsover	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open
Asbestos removal and re-roofing to The Paddock, Bolsover	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open

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****5th September 2018****Annual Letter from the Local Government & Social Care Ombudsman 2017/18****Report of the Joint Head of Corporate Governance and Monitoring Officer**

This report is public.

Purpose of the Report

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2017/18.

1 Report Details

- 1.1 The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31st March 2018. Please note that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 The Annual Letter 2017/18 has been appended (Appendix A) and supporting information Complaints Decided (Appendix B) and Complaints Received (Appendix C) for your information.
- 1.3 Key points from the letter, specifically in relation to Bolsover District Council:
- The LGSCO received 5 enquiries and complaints during 2017/18, only 1 of which was subject to a detailed investigation.
 - The LGSCO decided 5 complaints, 1 was referred back to the Council, 2 were closed after initial enquiries, advice was given in 1 case and the remaining 1 was not upheld.
- 1.4 **Benchmarking information - CIPFA Nearest Neighbour**

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints	Total complaints received
Ashfield District Council	5	1	16
Bassetlaw District Council	6	3	18
Bolsover District Council	1	0	5
Chesterfield District Council	2	0	16
Erewash District Council	2	1	4
Mansfield District Council	5	3	17
NE Derbyshire District Council	2	0	11

Whilst Bolsover District Council received 5 complaints against its services, only 1 was the subject of a detailed investigation.

The LGSCO notes that the volume of complaints does not in itself indicate the quality of the Council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not receptive to user feedback, rather than always being an indicator that all is well.

The LGSCO would like councils to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics is the number of **upheld** complaints. This shows the number of times the LGSCO found fault with a council when they have investigated.

The LGSCO has also started to record 'complaints remedied by the LGSCO' and 'complaints remedied satisfactorily by the authority before the involvement of the LGSCO'. The latter indicates that, while the LGSCO found it had been at fault, a council has followed the right steps to put things right in its complaint response.

- 1.5 Although this report is regarding complaints directed to the LGSCO, the Council received 2 complaints via the Housing Ombudsman (HO) for the same period, 1 of which had a decision made of 'No maladministration' and we are providing further information relating to the remaining 1.
- 1.6 It is pleasing to report that against a background of the LGSCO upholding 57% of complaints submitted to them neither the LGSCO, nor the HO, has upheld a complaint against this Council during the financial year 2017/18.

2 Conclusions and Reasons for Recommendation

- 2.1 The report is to keep Elected Members informed of volumes and trends regarding LGSCO/ HO complaints.

3 Consultation and Equality Impact

- 3.1 The report is to keep Elected Members regularly informed of volumes and trends regarding LGSCO/ HO complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable as the report is keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government &

Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government & Social Care Ombudsman or the Housing Ombudsman.

5.2 Legal Implications including Data Protection

5.2.1 The Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman or the Housing Ombudsman. There are no Data Protection implications.

5.3 Human Resources Implications

5.3.1 Not applicable as the report is to keep Elected Members informed.

6 Recommendation

6.1 That Scrutiny note the statistics in the report and the Annual Letter from the Local Government & Social Care Ombudsman 2017/18.

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>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Providing Our Customers with Excellent Service – retain Customer Service Excellence accreditation year on year</p> <p>Transforming Our Organisation – good governance.</p>

8 Document Information

Appendix No	Title
1:	Annual Letter from the Local Government & Social Care Ombudsman 2017/18
2:	Complaints Decided
3:	Complaints Received
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)	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353

Local Government & Social Care OMBUDSMAN

18 July 2018

By email

Daniel Swaine
Chief Executive
Bolsover District Council

Dear Daniel Swaine,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,

A black and white image of a handwritten signature, which appears to be 'Michael King', written in a cursive style on a dark background.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Bolsover District Council
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	1	0	0	0	0	2	2	0	5

Decisions made

Detailed Investigations					Uphold Rate	Total
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Total
0	1	1	2	1	0	5

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	0

Appendix 2

Reference	Authority	Category	Decided	Decision	Remedy
16015978	Bolsover District Council	Planning & Development	13/11/2017	Closed after initial enquiries	Null
17004118	Bolsover District Council	Housing	30/01/2018	Not Upheld	Null
17009150	Bolsover District Council	Planning & Development	09/10/2017	Closed after initial enquiries	Null
17010332	Bolsover District Council	Housing	25/09/2017	Advice given	Null
17016786	Bolsover District Council	Benefits & Tax	25/01/2018	Referred back for local resolution	Null

Appendix 3

Reference	Authority	Category	Received
16015978	Bolsover District Council	Planning & Development	10/10/2017
17004118	Bolsover District Council	Housing	08/09/2017
17009150	Bolsover District Council	Planning & Development	05/09/2017
17010332	Bolsover District Council	Housing	25/09/2017
17016786	Bolsover District Council	Benefits & Tax	25/01/2018

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

5th September 2018

**Corporate Plan Targets Performance Update – April to June 2018
(Q1 – 2018/19)**

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 1 outturns for the Corporate Plan 2015-2019 targets.

1 Report Details

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 30th June 2018. (Information compiled on 15/08/2018)

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 (6 targets achieved previously – T02, T03,T04,T05,T07 & T12 and 2 withdrawn previously - T01, T14)
- 5 targets on track
- 1 target has been flagged as an 'alert' as it has not shown any improvement:
 - T10 – *Reduce the level of former tenants' arrears by 10% through early intervention and effective monitoring by March 2019. See appendix for update.*

2 Conclusions and Reasons for Recommendation

2.1 Out of the 30 targets, 19 are on track, 1 has been flagged as an 'alert', 6 have been achieved previously, and 4 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

5.1.1 No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

5.2.1 No legal implications within this performance report.

5.3 Human Resources Implications

5.3.1 No human resource implications within this performance report.

6 Recommendations

6.1 That progress against the Corporate Plan 2015-2019 targets be noted.

7 Decision Information

<p>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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies</p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	Links to all Corporate Plan 2015-2019 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q1 April – June 2018
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)	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager	01246 242280

Report Reference –

Bolsover District Council
Corporate Plan Targets Update – Quarter 1 April to June 2018

Status key

	On Track	The target is progressing well against the intended outcomes and intended date.
	Alert	The target is six months off the intended completion date and the required outcome may not be achieved. Also to flag annual indicators within a corporate plan target that may not be met.

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.	People	On track	Q1: Customer Service Excellence accreditation successfully retained following assessment in April 2018. No action plan required this year due to the small number of partial compliances (2) and improvements embedded. Achievement and feedback communicated on website, ERIC, press release etc.	Sun-31-Mar-19
C 02 - Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.	People	On track	Overall CSI (Customer Satisfaction Index) of 93.8% Biennial survey, next one scheduled February 2020	Sun-31-Mar-19
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	People	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%.	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	People	On track	Q1 - Key aspects of General Data Protection Regulation (GDPR) in place on 25/05/18 (when legislation came into effect) - council wide privacy statement and some service specific ones published, revised contract clauses where needed, updated customer and employee information on website and intranet, information provided to staff and Members, council wide review of systems which	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				process personal data undertaken and recommendations largely implemented. Some corporate GDPR work is still required (revised policy, establish a compliance programme and arrangements for data protection refresh training) and DPO continues to be busy supporting service areas with privacy statements and notices, and providing advice.	
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Place	On track		Q1 - 54 approaches for people seeking assistance, of which 33 cases were prevented from becoming homeless. 61%	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Place	On track		Q1 - 49 units of careline equipment installed.	Sun-31-Mar-19
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q1 = 20.93 days Annual 2017/18 = 18.39 days	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track		Q1 = 7.01 days Annual 2017/18 = 6.35 days	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	On track		Q1 - 59 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	People	On track		Q1. Work progressing on the Single Equality Scheme action plan - notable actions this quarter: Tailored training session delivered to BDC Planning service, with positive feedback. Equality Panel consulted on new Licensing policies relating to accessible taxis and licensing of taxi drivers. Hate incident reporting cards distributed to Contact Centres & Community Safety. Website information refreshed and updated.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	On track		<p>Q1: 45 new referrals were received during Q1, 16 of which were high risk. A total of 5 did not engage with the service and a total of 3 have not yet completed the feedback form. Positive responses were received from 37 service users (100%) who were asked:</p> <ul style="list-style-type: none"> • Did the service meet your needs? • Did the service make a difference? • How satisfied are you with the service you have been given? 	Sun-31-Mar-19
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Place	On track		<p>Q1- The average Relet time for the Quarter is 37 days. Including sheltered housing the overall average was 62days.</p> <p>As in previous quarters, the figures are skewed by a small number of properties that have been difficult to let. There are a number of measures coming from the void review to address this.</p> <p>To review target status at Q2</p>	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Place	On track		Q1 - 97.00% of Emergency call outs attended to within 6hrs	Sun-31-Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		<p>Q1 - 1 courses has been completed and out of the 5 parents attending, 4 completed the course feedback questionnaires show that all four express a positive outcome and would recommend to others.</p> <p>One to one support - the Parenting Practitioner also delivers a one to one support service and since April 18/19 there has been a total of 35 referrals.</p>	Sun-31-Mar-19

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status	Progress	Target Date
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Place	On track	<p>Q1 - 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)</p> <p>To review status at Q2</p>	Sun-31-Mar-19
T 08 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.	People	On track	<p>Q1 - A report is due to go to Council in September to request approval for changes to polling districts and places and progress is on track to implement all changes in advance of the publication of the 1st of December Electoral Register.</p>	Sat-1-Dec-18
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Place	On track	<p>Q1 - 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. At the end of Quarter 1 2018 the figure stands at 2.7% (£570,104) which is neither an increase not a decrease, the corporate plan target was met at the year-end 2018 and 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</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				arrears and allows comparisons with other, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$.	
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.	Place	Alert		<p>Q1 - 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 1 the figure was £655,650 which is an increase of 14% - 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 £170,563.75 former tenancy arrears has been collected and £290,435.39 written off which has been a reduction of £460,999.14.</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.	People	On track		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 - People.	Sun-31-Mar-19
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	People	On track		<p>Q1 2018/19 - On line transactions = 656 transactions and 194 new SELF accounts created.</p> <p>(Target for 2018/19 – 2672 transactions)</p>	Sun-31-Mar-19

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

5th September 2018

<p>Scrutiny Committee Work Programme 2018/19</p>

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 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be 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.
- 1.4 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.
- 2.4 Committee is required to formally approve review scopes in advance of commencing a review.

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 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 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.

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 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i></p> <p><i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i></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>Has the relevant Portfolio Holder been informed</p>	N/A
<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
		• Review of The Strategic Alliance – Executive Response	Chair/Scrutiny & Elections Officer
		• Work Programme 2018/19 – Agreement of Scope	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Agreement of Initial Evidence	Scrutiny & Elections Officer
		• Training Session – Analysis/Evidence Interpretation Skills	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"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2017/18 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Joint Equality & Diversity Policy for Service Delivery – Review of Revised Policy 	Improvement Officer
		<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
5 th September 2018 <i>*Meeting moved from 3rd to 5th Sept.</i>	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 and Housing Ombudsman 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) 	Scrutiny & Elections Officer/ 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

Date of Meeting	Items for Agenda		Lead Officer
26th 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"> Review of Standards Committee – Operational Review (Agreement of Recommendations) 	Scrutiny & Elections Officer/ 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
21st January 2019	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 2019	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 2019	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 2019	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