

Date: 18th October 2018

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Dear Sir or Madam

**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE –
MONDAY 29TH OCTOBER 2018 AT 1000 HOURS**

You are hereby summoned to attend a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday 29th October 2018 at 1000 hours.

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 2.

Yours faithfully



Joint Head of Corporate Governance & Monitoring Officer

To: Chair and Members of the Customer Service and Transformation Scrutiny Committee

ACCESS FOR ALL

If you need help understanding this document or require a larger print or translation, please contact us on the following telephone number:-



01246 242529

Governance Team

Fax: 01246 242423



Tel 01246 242424 **Fax** 01246 242423
Email enquiries@bolsover.gov.uk **Web** www.bolsover.gov.uk

CUSTOMER
SERVICE
EXCELLENCE



CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 29th October 2018 at 1000 hours 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 1 st October 2018.	3 to 4
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	5 to 10
6.	Corporate Plan Targets Performance Update; Quarter 2 – July to September 2018.	To Follow
7.	Scrutiny Committee Work Programme 2018/19.	11 to 16
	<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.	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 1st October 2018 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors R.J. Bowler, P.M. Bowmer, M.G. Crane, A. Joesbury (from Minute No. 0339), J. E. Smith and E. Stevenson.

Officers:-

J. Wilson (Scrutiny and Elections Officer) and A. Brownsword (Senior Governance Officer)

0334. APOLOGIES

Apologies for absence were submitted by Councillors C.P. Cooper, R.A. Heffer and R. Turner

0335. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0336. DECLARATIONS OF INTEREST

There were no declarations of interest.

0337. MINUTES – 5TH SEPTEMBER 2018

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 5th September 2018 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0338. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the List of Key Decisions and Items to be considered in private.

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

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

Councillor A. Joesbury entered the meeting during the following item of business.

0339. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW

The Scrutiny and Elections Officer presented the report which updated Committee on the activity of the Working Group leading the Scrutiny Review.

It was noted that the Working Group had met twice and was basing the review on the issues raised by the Standards Committee. A benchmarking exercise had also been carried out looking at the Constitution, Standards Committee Terms of Reference and website of a number of surrounding local authorities.

A number of questions had been asked of the Standards Committee and it was hoped to have the answers by the end of the month to feed in to the draft report.

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

RESOLVED that Committee note the process so far and raise any queries or suggestions for further activity with the Working Group.

(Scrutiny and Elections Officer)

0340. CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

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

RESOLVED that the Work Programme for 2018/19 be noted.

The formal part of the meeting concluded at 1008 hours and Members then met as a working party to continue their review work. The working party concluded at 1043 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: 5th October 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 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 – 8 th October	2019 - 7 th January
5 th November	18 th February
3 rd December	4 th March
	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	5 th November 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	5 th November 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
Management of Corporate Debt – Write off of outstanding amounts	Executive	5 th November 2018	Report of Cllr B. Watson – Portfolio Holder for Finance and 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 – Paragraphs 1, 2 & 3

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
Safe and Warm Works to Hides Green and Hilltop, Bolsover	Executive	5 th November 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open
Property Investment Strategy and Next Steps	Executive	5 th November 2018	Report of Cllr A Syrett - Leader and Portfolio Holder for Overall Policy and Strategic Planning	Strategic Director - Place	Yes	Open
The provision of facilities management services to Bolsover and North East Derbyshire District Council	Executive	5 th November 2018	Report of Cllr J Ritchie – Portfolio Holder for Property and Commercial Services	Joint Head of Property and Commercial Services	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.
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Bolsover District Council

Customer Service & Transformation Scrutiny Committee

29th October 2018

Scrutiny Committee Work Programme 2018/19
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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

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

8 Document Information

Appendix No	Title
1.	Work Programme 2018/19
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)	
Previous versions of the Committee Work Programme.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

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	• Customer Service Standards and Compliments, Comments and Complaints Annual Report 2017/18	Customer Standards and Complaints Officer
		• Joint Equality & Diversity Policy for Service Delivery – Review of Revised Policy	Improvement Officer
		• Review of Standards Committee – Operational Review (Initial Briefing and Scoping)	Monitoring Officer/Governance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
5 th September 2018 <i>*Meeting moved from 3rd to 5th Sept.</i>	Part A – Formal	• Quarter 1 – Performance Report	Information, Engagement and Performance Manager
		• LG&SCO and Housing Ombudsman Annual Report 2017/18	Customer Standards and Complaints Officer
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
1 st October 2018	Part A – Formal	• Review of Standards Committee – Operational Review (Evidence Review)	Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
29 th October 2018	Part A – Formal	• Quarter 2 – Performance Report	Information, Engagement and Performance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
26th November 2018	Part A – Formal	• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report	Chair/Scrutiny & Elections Officer
		• Review of Standards Committee – Operational Review (Agreement of Recommendations)	Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
21st January 2019	Part A – Formal	• Transformation Programme – Monitoring Report	Joint Strategic Director – People
		• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Interim Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
25th February 2019	Part A – Formal	• Quarter 3 – Performance Report	Information, Engagement and Performance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
25th March 2019	Part A - Formal	• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
23rd April 2019	Part A - Formal	• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

29th October 2018

<p>Corporate Plan Targets Performance Update – July to September 2018 (Q2 – 2018/19)</p>
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Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

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

1 Report Details

- 1.1 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 September 2018. (Information compiled on 22/10/18)
- 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)
 - 12 targets on track
 - 2 targets have been flagged as 'alert' as they are unlikely to achieve their intended outcomes by March 2019:
 - **C13** *Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019 – see appendix for update*
 - **C14** - *Attend 99% of repair emergencies within 6 working hours – whilst the quarterly outturn is 97.10%, this % has not materially improved for a while.*
- 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)
 - 4 targets on track
 - 2 targets have been flagged as 'alert' as they are unlikely to achieve their intended outcomes by March 2019:
 - **T06** - *Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.- See appendix for update.*

- **T10** - *Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.* This target has not shown any % reduction during the corporate plan period due to newly arising former tenants arrears exceeding those amounts recovered and/or written off.

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 30 targets, 16 are on track, 4 have 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

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

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

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	Not applicable

Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities
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8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q2 July – September 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

Customer Service and Transformation Scrutiny Committee

29th October 2018

<p>Corporate Plan Targets Performance Update – July to September 2018 (Q2 – 2018/19)</p>
--

Report of the Information, Engagement & Performance Manager

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Purpose of the Report

- To report the quarter 2 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 September 2018. (Information compiled on 22/10/18)
- 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)
 - 12 targets on track
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2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 30 targets, 16 are on track, 4 have 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

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

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

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	Not applicable

Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities
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8 Document Information

Appendix No	Title
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All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager	01246 242280

Report Reference –