

Date: 16th November 2018

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Dear Sir or Madam

**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE –
MONDAY 26TH NOVEMBER 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 26th November 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:-



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CUSTOMER
SERVICE
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CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE
Monday 26th November 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 29 th October 2018.	3 to 7
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>	8 to 14
6.	Technology to Improve Support to Members and Transparency within the Democratic Function	15 to 21
7.	Customer Service Standards and CCC Report 2018/19 – 1 st April 2018 to 30 th September 2018	22 to 34
8.	Review of Disability Adaptations to Council Properties – Post-Scrutiny Monitoring (Interim Report)	35 to 45
9.	Scrutiny Committee Work Programme 2018/19	46 to 52
	<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.	
10.	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 29th October 2018 at 1000 hours.

PRESENT;-

Members:-

Councillor R.J. Bowler in the Chair

Councillors C.P. Cooper, M.G. Crane, R.A. Heffer, J.E. Smith, E. Stevenson and R. Turner

Also in attendance with the permission of the Chair was Councillor M. Dooley (Portfolio Holder for Partnership and Transformation) until Minute No. 0403.

Officers:-

J. Wilson (Scrutiny and Elections Officer), K. Drury (Information, Engagement and Performance Manager) (until Minute No. 0403), A. Brownsword (Senior Governance Officer) and L. Robinson (Finance Assistant)

0398. APOLOGY

An apology for absence was received from Councillor P.M. Bowmer.

0399. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0400. DECLARATIONS OF INTEREST

There were no declarations of interest.

0401. MINUTES – 1ST OCTOBER 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 1st October 2018 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0402. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

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

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

RESOLVED that the List of Key Decisions and Items to be Considered in Private be noted.

0403. CORPORATE PLAN TARGETS PERFORMANCE UPDATE; QUARTER 2 – JULY TO SEPTEMBER 2018

Committee considered a report which provided performance outturns for the period July 2018 to September 2018 in relation to Corporate Plan Targets under the Committee's remit of 'providing our customers with excellent service' and 'transforming our organisation'.

30 targets were under the Committee's remit; 16 were on track, 4 had been flagged as an 'alert', 6 had been previously achieved and 4 had been previously withdrawn.

With regard to four of the performance targets, queries had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and responses to those queries were circulated at the meeting as follows;

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

When are the Void Review recommendations being implemented? This has been mentioned in the last two updates but we are not aware of any briefings on this work now it is complete.

With regard to the reference to New Bolsover properties being excluded, we are aware that some are already complete. Should it not be the case that once they are complete they are eligible for inclusion in the figures again. Similarly if a B@Home property becomes complete and part of Council stock should it not be counted from that point onwards?

The majority of the void review recommendations have been implemented, but these take time to filter through impact on the statistics that are reported. It is our intention to provide an update on the void review at a future member development session. With regards to what to include / exclude. We use the old BVPI definitions which is The time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts.

Where a notice has been served, the tenancy will not count as terminated until the notice period has ended and the Local Authority has possession of the property

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Exclude properties:

- let through mutual exchanges;
- undergoing 'major works';
- the council intends to sell or demolish.
- A void should be classed as a 'major works' void only if an existing tenant would have had to be decanted in order for the works to take place.

Major works means:

- Structural works – which included floors/walls/roofs;
- Site works to remedy the safety and security of tenants (Asbestos removal etc);
- Works to basic amenities (gas/electricity/heating) only where lacking;
- Consequential works as a result of major works;
- Fire and Flood.

The void period will start from the date that the works are completed. When a void dwelling is squatted, the void period should only be counted once the Authority has regained possession of the property

When a void dwelling is taken over by the police etc, the void period up to when it is taken over should not be counted. The void period after the dwelling is handed back to the Authority should be counted provided the dwelling is not subject to major works. Where the Home Office takes over a property to use for asylum seekers the void period ends when the Home Office becomes responsible for the rent regardless of whether it is occupied or not.

B@Home properties are excluded as these are not relets.

NBMV have been excluded as we did not want to skew the figures – using the above definitions a property could have been empty for several years, but the clock only starts when the work was completed and would only be reported as 2 or 3 days void.

A discussion took place regarding the forthcoming Member Development Session and it was felt that the Committee should be updated prior to the Member Development Session.

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

Is the delay due to external contractors? How is this being monitored and challenged/improved? The commentary for this target is too minimal for us to take a judgement on progress and a full explanation would be appreciated.

This target has been included as a stretch target. I am unaware of any other authority that has a target that is less than 24 hours.

The target includes and internal and external contractors. We are carrying out an analysis and early findings suggest that the main issues are tenants not being in when the operative calls (which probably should be excluded) and a small number of repairs that are reported one afternoon (when the clock starts ticking) and completed the next day as if they were an emergency that was reported that day, which takes

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

the job slightly over the limit. We are looking to see if we can use the software to differentiate.

Members requested further information on the reasons for non attendance and a list of what was classed as an emergency.

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

*At Q1 Members asked for the schedule that was due to be presented to Cabinet – I refer you to the minutes of 5th September
<http://biisapp.bolsover.gov.uk/reportsagendas/Reports/report21014.pdf>*

Based on the more recent updates is it correct that we have completed 15 sites to date? Will the Pinxton and South Normanton sites complete before March 2019? Will this target roll over to the new Plan? Members query whether the target was set too high in the first place, given the length of time needed to identify and approve sites and the associated permissions.

Yes, this is currently being finalised, and can be circulated once completed. Indicative figures, at this time, are that 14 sites have been developed or are to be developed. A further 22 sites have been identified as possible development sites. We intend to identify a number of other sites to market at the custom and self-build market, this will leave a number to be disposed of. We are hoping to work with a group of Planning students to consider obtaining planning permission on the land prior to sale and therefore maximise the capital receipt.

A discussion took place regarding the current status of the garage sites and the possibility of a small income.

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

How is Universal Credit impacting on receipt on arrears? Is there a difference in the impact between Jobcentre areas as we are aware of different roll-out dates affecting the area and that they will fall under different Group Managers (i.e. Worksop, Staveley/Mansfield). Members would appreciate it if Michelle Whetton could attend with you to update Members on this and how BDC are working with DWP colleagues to minimise the impact of benefit changes

This indicator is former tenants arrears, and is unlikely to have been directly impacted by UC to date.

The reason why we are struggling to achieve this target is the number of newly arising FTA. For example during the last financial year, the FTA administrator recovered £47k in debt (payments excluding write offs) there was also £182k in write offs across the year (within budget). However there has been an increase in the number of newly arising FTAs' that are caused by people ending tenancies and leaving arrears – this totalled £187k for the same period.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The approach of the council is to make every attempt to recover money prior to write off, and it is unlikely that all the newly arising debt will either be recovered or written off within this corporate plan period

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

RESOLVED that (1) progress against the Corporate Plan 2015-2019 targets be noted,

(2) the Joint Head of Housing and Community Safety attend the next meeting of the Customer Service and Transformation Scrutiny Committee to give an update on the progress of the Void Review.

(Scrutiny and Elections Officer/Joint Head of Housing and Community Safety)

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

0404. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

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

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

The formal part of the meeting concluded at 1035 hours and Members then met as a working party to continue their review work. The working party concluded at 1039 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: 2nd November 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 – 5th November
3rd December

2019 - 7th January
18th February
4th March
1st 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
The provision of facilities management services to Bolsover and North East Derbyshire District Council	Executive	3 rd December 2018	Report of Cllr J Ritchie – Portfolio Holder for Property and Commercial Services	Joint Head of Property and Commercial Services	Yes	Open
Partnership Bi-Annual Report April – September 2018	Executive	3 rd December 2018	Report of Cllr M Dooley – Portfolio Holder for Partnership and Transformation	Joint Head of Partnership and Transformation	Yes	Open
Staffing Review in Chief Executive's and Partnership Team	Executive	3 rd December 2018	Report of Cllr M Dooley – Portfolio Holder for Partnership and Transformation	Joint Head of Partnership and Transformation	Yes	Exempt – Paragraph 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 Queens Court, Creswell	Executive	7 th January 2019	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 and Transformation Scrutiny Committee

26th November 2018

<p>Technology to Improve Support to Members and Transparency within the Democratic Function</p>
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Report of the Governance Manager

This report is public

Purpose of the Report

- To inform Members of the options available to improve transparency within the democratic function and how technology and new systems can improve the professional image of the authority in respect of democracy.
- For Members to pre-scrutinise options that are to be presented to Executive for decision for the purchase of a committee management system.

1 Report Details

EVIDENCE OF NEED / DEMAND

- 1.1 The Governance Team currently operate manual collation and despatch of reports which relies heavily on experienced and meticulous team members to ensure complete accuracy. It is paper heavy, with many physical processes to fold, staple, and stamp reports which is neither efficient nor supports reduction of paper usage and electronic working.
- 1.2 It is a challenge to locate Committee paperwork and current databases do not manipulate information to provide useful statistics to assist or improve the service nor to support other departments across the Council and Members.
- 1.3 There are a number service risks apparent in the existing arrangements, not only in incorrect information being published, but also version control on reports and exempt information.
- 1.4 Members' usage of the current electronic systems is limited and the technology solutions provided are not the most easy or quick to use.
- 1.5 A need for a committee management system has been long identified, and an in-house solution was partially developed. Sadly this fell short of the functionality required to deliver the service and it was not feasible to continue the project.

- 1.6 It becomes increasingly apparent that an 'off the shelf' solution to committee management would resolve the inefficiencies of the service, mitigate risks, and support Members to move to a modern way of delivering democracy.

OUTLINE OF PROJECT

- 1.7 It is proposed that an 'off the shelf' committee administration system be procured that provides an end to end service for agenda and report management. At the same time this system needs to support officers and Members to deliver democracy in a professional manner and in line with statutory requirements for transparency. It is effectively a back office software that is pre-populated with all the information that Democratic Services hold that is used to electronically create and despatch all committee paperwork. It pushes that information to an iPad application for Members, reducing the need for printing, numbering and posting. It has a much wider functionality, details of which are set out later in the report.
- 1.8 Such a system would involve officers and Members adopting a different way of working. For Members this would be using the iPad application to provide them with the ability to access information and to work electronically where they felt was not possible before. Each application would be tailored to each Member's preference – allowing quick access to reports they want to see, with the ability to annotate/mark up as if they were paper.
- 1.9 This technology would be compatible with existing systems in use and have the potential to open the Council to other options to improve transparency in decision making (outlined later in this report). Consideration would be given throughout the project to supporting Members – both in training and usage, and the IT and Governance service have been consulted from the scoping phase including the Members' IT and Training Officer who would be key to supporting the member side of this project.
- 1.10 The aims of the project concur with the Council's Carbon Reduction Management Plan and a paperless way of working for Members as well as officers who are involved in Committees and Working Groups and has the potential to create significant savings on printing, postage and physical resources.
- 1.11 The procurement of a committee management system forms part of the Council's Transformation Plan and ties in with wider digitalisation projects to modernise accessibility and ways of working.
- 1.12 Members should be aware that over 300 Local Authorities use Committee Management software, including the LGA and neighbouring Councils such as Chesterfield and Derbyshire County. The systems on the market are well used and have programmes of continual improvement and functionality.
- 1.13 A timeline for procurement to full launch of such a system has been devised, and at the appropriate time, will be presented to Executive for approval. It will include a tender exercise, system tailoring, training in stages for both staff and Members, a testing phase with a full launch proposed approx. 9 months following procurement.

KEY DELIVERABLES

1.13 The Executive and key members of staff have received a number of briefings and demonstrations on examples of software that can deliver the following:

1.13.1 A Fully Automated System – an automated workflow will ensure consistent working and mitigate service risks. Current working practices rely on individual knowledge and memory and this does not aid accuracy and team resilience. Below are some examples of how this would improve the service:

- Automated document packing – time efficiencies
- Automatic referral of items between Committees - accuracy
- Automated page numbering – time efficiencies / accuracy
- Agenda creation from Forward Plan – accuracy
- Electronic authorisation process for reports – version control / assurance
- Consistent Report, Minute and Agenda formats – accuracy/ ease of use
- Automated reminders to report writers – time efficiencies / accuracy

1.13.2 Audit Trail and Data Management – Data collection through a system would support the service in its effectiveness, and support senior Members and officers in the delivery of their roles.

- Automatic registration of DPIs and collation of declarations
- Forward Plan Management – full overview of Council business, not just Key and Exempt Decisions
- Database of all reports, minutes, agendas and supporting documents
- Archiving of old committee documents with search function
- Themed searches on reports – reveals threads between documents and decisions
- Timetable of meetings live and published electronically
- Task allocation from Minutes to Officer delivery
- Member information management which updates automatically with Declarations of Interest, Attendance at meetings, voting, outside bodies etc. Control over publishing different types of Member information

1.13.3 Supporting the Paperless Agenda and Transparency – More modern ways of working using technology complement the effectiveness of the service whilst reducing physical resources required and making savings. There is pressure for more transparency in Local Government around decision making and finances, with requirements frequently extended into new legislation for publicity of decisions and public rights to record and stream meetings. Off the shelf systems can support this in the following ways (however the functions do not all have to be used):

- Automated and simplistic electronic publishing
- Republishing with additional reports / addendums
- Integrated usage with the audio conferencing system (microphones), publishing recorded votes / electronic voting
- Motions, Questions and Substitutions automatically published
- Members Allowances administration

- Specialised simplistic app for Members and officers to access all reports either by iPad or laptop with mark-up features as if you were using paper.
- Integration with the Xpress software for election information
- Electronic consultation with Members, automated reports
- E-Petitions
- Diary Management for Members – creates personal diaries and highlights clashes and automatic reminders and/or delivery of apologies
- Supports and promotes Civic Diary Management and promotion of the First Person
- Potential to connect with webcasting / audio recording and live stream / upload for public viewing.

1.14 In addition, a committee management system can support the Council in the following ways:

- Mitigating risks around exempt information – A paper based system carries many risks around exempt reports with hard copies being produced and could be misplaced / left in meeting rooms, undisposed. Whilst exempt information will present risks in any format, a system can lock down information, sending it only to those who require it and make it available in searches to those authorised to view.
- Support Member usage of technology – An off the shelf system for Elected Members can be simplistic with an app on the iPad which is set to their needs and priorities for information. Members' use of IT has plateaued and it is hoped with the invigoration a new system could bring, that is completely designed with Member-use in mind, that Councillors will be inspired by a different way of working. Members may embrace paperless working as a better solution for them if barriers are removed such as the less than effective systems currently in place.
- Ensuring systems are up-to-date with new legal requirements as they are brought in – software providers are continually updating and improving their systems and ensuring that procedures and processes that may be required by new legislation are built in to the upgrades. This will ensure the Council is well placed to implement any new legal requirements without reliance upon the ICT service to develop the necessary infrastructure.
- Professionalise the way in which Governance information is presented to the Public – Automatic publishing of documents to the Council's website in an easy to access format projects a professionalism to the residents of the district who may wish to access this. A short demonstration will be given at the meeting of how other authorities use this kind of software integrated in to it's website.

FINANCIAL CONSIDERATIONS

1.15 A joint procurement exercise with North East Derbyshire District Council (NEDDC) is proposed in order to maximise savings on purchase and ongoing support costs.

Proposals have been put forward to NEDDC on an informal basis, and there has been no objection expressed to a joint purchase on a preferable rate.

- 1.16 NEDDC are considering similar proposals on the basis of a joint procurement for two separate systems to maintain the autonomy of each authority. There is an option available to Members to seek a joint procurement of a singular system, which would be a cheaper option. Members need to be aware however that dual branding and compatible templates would need to be applied in this instance.
- 1.17 Full financial information will be known should a procurement exercise be entered in to, however, enquiries with providers of suitable systems show indicative shared costs of circa £32,000 to purchase, with an ongoing shared license cost (from year 2) of circa £16,000.
- 1.18 It is proposed that as this project falls within the Transformation Programme, that the Transformation Fund Reserve would fund the initial payment for year one, with subsequent years being funded from within existing budgets. Full financial implications will form the proposals when made to the Executive.
- 1.19 Whilst the system supports a 'paper-light' approach to meeting management, this is not the main driver for the proposals made. However, Members should be aware that from research gleaned from similar authorities, paperless delivery of Committee management alone can save approximately £14,000 PA.

FUTURE CONSIDERATIONS

- 1.20 As outlined earlier in the report, choosing to invest in improving the service Governance can provide to Members, officers and the public opens opportunities for future developments and access to democracy. The options set out below are not being presented for decision and have not been assessed for financial viability nor necessity or desirability, and are above those provided by a committee management system:

- Webcasting: archive / live for planning and council
- Audio recordings
- Transcriptions services
- Electronic Voting – through conferencing units or handhelds, auto-filled in to committee management software
- Queuing Systems for speakers- names appear on screens
- Traffic light systems for speakers / voting – appear on screens
- Video conferencing between authorities / joint boards
- ID based conferencing system to log in to record voting and attendance so seating plans are not required.
- Live twitter feeds on Planning / Council
- Transcribed live subtitles

2 Conclusions and Reasons for Recommendation

- 2.1 Executive Members have requested for pre-scrutiny to take place on the proposals made to them in procuring a committee management system. This is to ensure that

all Members are aware that this matter is to be considered and to consult on their views.

- 2.2 As such a system would have an impact on the ways that Members access Council information and support them in their decision making, Executive members welcome scrutiny's input.

3 Consultation and Equality Impact

- 3.1 Consultation on proposals to improve support to Members and consider transparency options has taken place informally with Members of the Executive including detailed briefings with the Portfolio Holder for Corporate Governance.
- 3.2 In addition, Chief Officers and Governance staff have been involved throughout the scoping of the project.
- 3.3 Wider consultation is taking place by way of pre-scrutiny of proposals that will be put to Executive for decision, and views and recommendations will form final reports.

4 Alternative Options and Reasons for Rejection

- 4.1 Members are asked for their views and consideration of this matter. They may of course choose to acknowledge without offering opinion.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 Full financial implications will be presented to Executive, however indicative costs are set out in 1.15 – 1.19 of the report.

5.2 Legal Implications including Data Protection

- 5.2.1 During the procurement of a committee management system, legal implications will be given full consideration including lock down of exempt information.

5.3 Human Resources Implications

- 5.3.1 The Governance Team have been fully appraised of this project through its scoping phases. It will impact on staff within the service in terms of the type of work they carry out and the way in which the service is delivered. SAMT are also aware of the changes in ways of working required for all members of staff who may use this system. It is not expected for the system to replace work undertaken, only assist in accurate and efficient delivery.

6 Recommendations

- 6.1 That Members give consideration to the proposal to procure a committee management system and offer views and input to be presented alongside the business case to Executive.

- 6.2 That Members note the options available to improve transparency within the democratic function and how technology and new systems can improve the professional image of the authority in respect of democracy.

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: 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	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title
None	
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)	
None	
Report Author	Contact Number
Nicola Calver, Governance Manager	01246 217753

Bolsover District Council

Scrutiny

26th November 2018

Customer Service Standards and CCC Report 2018/19 –
1st April 2018 to 30th September 2018

Report of the Head of Corporate Governance

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2018 to 30th September 2018.

1 Report Details

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards across the organisation and provides supporting evidence for Customer Service Excellence. Elected Members will note that Customer Service Excellence is compliance checked annually to ensure that the organisation still meets the standard.

Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2018 and 30th September 2018 by quarterly period. The report identifies 98% (in both Q1 and Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments not achieving the key customer service standard of 93% for these periods were:

- Housing and Community Safety 88% in Q1 and 92% in Q2
- Customer Service 90% in Q2

Contact Centres

Target - 80% of incoming calls to be answered within 20 seconds

Contact Centres achieved 71% and 75% for quarters 1 & 2 respectively (73% cumulatively).

The main contributing factor on performance is the current staffing resource levels. However, 3 vacant posts have now been filled and it is envisaged that performance will start to improve with these new members of staff in post and also the return of staff from long term sickness.

Revenues & Benefits

Target - 60% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 75% and 79% for quarters 1 & 2 respectively (77% cumulatively).

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

For this reporting period, 1st April 2018 to 30th September 2018:

- 6,026 email enquiries (3,180 in Q1 and 2,846 in Q2) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99.7% were replied to in full within 8 working days.

Despite other contact channels being available e-mails still appear to be an increasingly popular method of contact, 4,846 e-mails were received in the same period in 2017/18.

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

Waiting times were monitored during week commencing 9th July 2018. During the week 894 customers called into the Contact Centres 891 of which (99.7%) waited less than 20 minutes to be served. 99% or 1,337 waited less than 15 minutes to be served. This exceeds the corporate target and demonstrates excellent service.

During the same period, 266 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during week commencing 9th July 2018 to **1160**.

Compliments, Comments and Complaints (Appendix 3)

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 123 written compliments were received and represents a slight decrease of recorded compliments (we received 130 for the same period 2017/18). A good cross section of compliments was received from customers appreciating excellent service, including 39 for Streetscene Services, 21 for Housing, 23 for Customer Services (Contact Centres), and 18 for Revenues and Benefits. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. All 45 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Some comments raised valid issues and cross cut departments, as such they were responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, and recorded on the Customer Information System (Firmstep) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days. 85% were responded to within this timescale, which is a significant improvement from the 60% achieved in the same period last year, 2017/18.

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 98 complaints were received during this period. 97 (99%) were responded to within our customer service standard of 15 working days, the remaining 1 had an extension applied and was responded to within 20 working days.

There were no trends for this period.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 16 stage three complaints were received, all of which were responded to within standard. As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2018/19 as of 31st October 2018. During this period, we received two decisions from the Local Government and Social Care Ombudsman of 'closed after initial enquiries'. We received one decision of 'Service failure' from the Housing Ombudsman (HO) for the same period. The HO's report highlighted that this was not a straightforward situation for the Council to address and that to a large extent the speed at which the situation could be resolved was beyond our control as we were reliant on the actions of Derbyshire County Council.

The HO decided that there was one particular aspect which the Council could have improved upon and that was in updating the complainant.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding customer service standards and compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

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

5 Implications

5.1 Finance and Risk Implications

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 and 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 and Social Care Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

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

6 Recommendation

That Customer Service and Transformation Scrutiny Committee note the overall performance on compliments/comments and complaints and customer service standards.

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	All wards
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 1/4/18– 30/9/18
Appendix 2	Telephony performance by quarterly period 1/4/18 – 30/9/18
Appendix 3:	Compliments, Comments and Complaints information
A:	Compliments by department 1/4/18 – 30/9/18
B:	Comments by department 1/4/18 – 30/9/18
C:	Frontline resolution complaints by department 2018/19
D:	Formal Investigation complaints by department 1/4/18 – 30/9/18
E:	Internal Review complaints by department 1/4/18 – 30/9/18
F:	Ombudsman complaints summary for 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)	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353

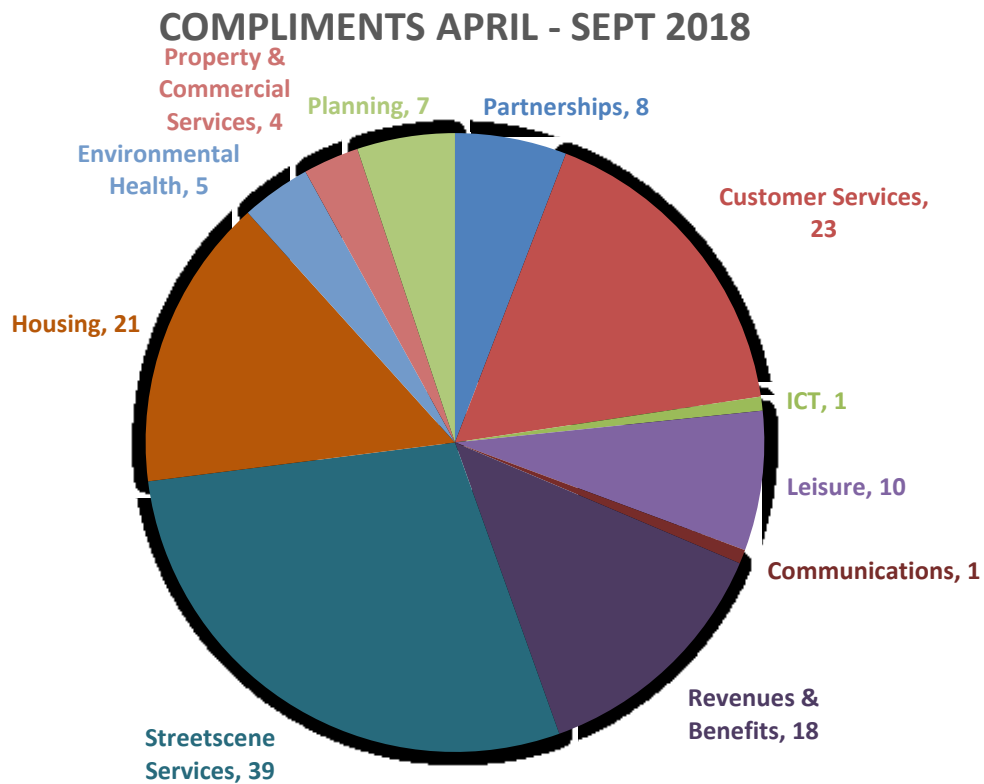
Appendix 1

[illegible]

Appendix 2 - Telephony Figures 1/4/18 – 30/9/18

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
People Directorate						
Partnerships & Transformation	195	195	100%	178	178	100%
Customer Services	67	65	97%	49	44	90%
ICT	1656	1645	99%	1126	1122	100%
Leisure	68	65	96%	99	98	99%
Legal, Governance, Scrutiny & Elections	570	567	97%	567	561	99%
HR, Payroll & Health & Safety	604	598	99%	563	561	100%
Performance & Communications	165	165	100%	177	177	100%
Finance	215	214	100%	229	228	100%
Revenues & Benefits	74	73	99%	66	65	98%
Streetscene Services	529	510	96%	560	533	95%
	4143	4097	99%	3614	3567	99%
Place Directorate						
Housing & Community Safety	177	156	88%	193	177	92%
Property & Commercial Services	240	227	95%	202	191	95%
Planning	132	127	96%	126	119	94%
Economic Development	48	48	100%	51	51	100%
	597	558	94%	572	538	94%
Total	4740	4655	98%	4186	4105	98%
Contact Centres Target 80%						
Total Contact Centres	20713	14596	71%	20895	15687	75%
Revenues & Benefits Target 60%						
Benefits	4502	4128	92%	3815	3558	93%
Billing	5327	3373	63%	5005	3389	68%
Business Rates	381	276	72%	211	166	79%
Recovery	4004	2905	73%	3992	3115	78%
Total	14214	10682	75%	13023	10228	79%
Abandonage	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	21582	20713	4%	21601	20895	3%
Revenues & Benefits Abandoned						
Benefits	4522	4502	0%	3823	3815	0%
Billing	5573	5327	4%	5269	5005	5%
Business Rates	398	381	4%	218	211	3%
Recovery	4535	4004	12%	4341	3992	8%
	15028	14214	5%	13651	13023	5%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.: Answered on the original extension within 20 seconds Transferred to another extension on divert within 20 seconds Picked up by a group pick up within 20 seconds Which ring off within 20 seconds						
Does not meet target						

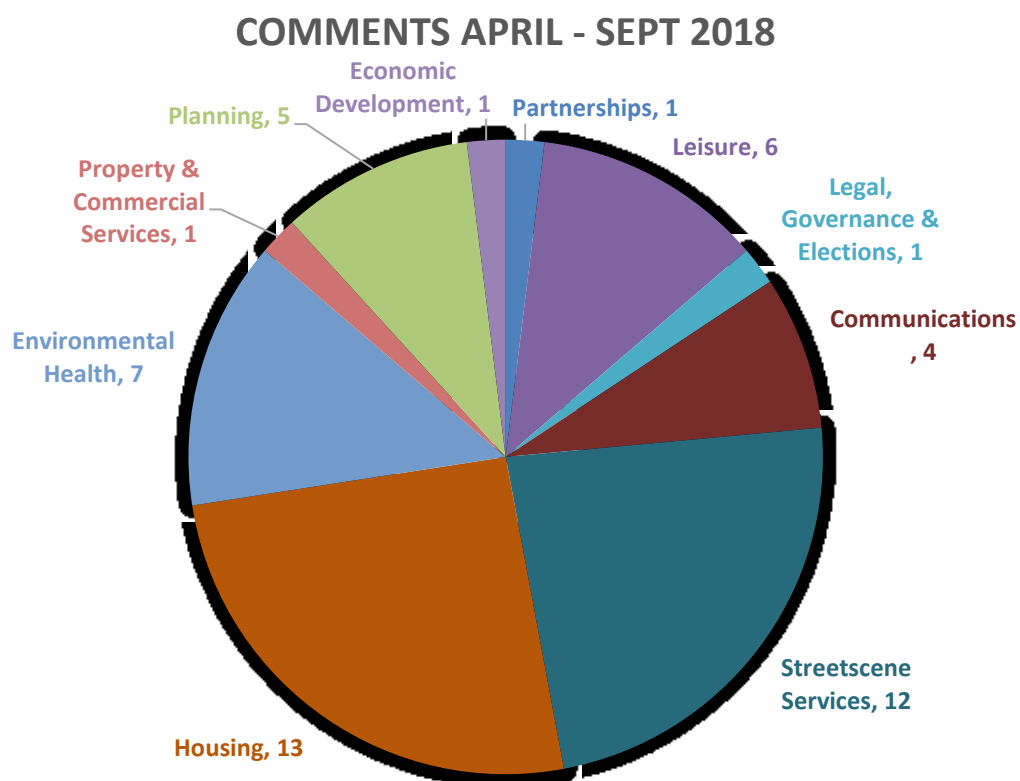
A- Compliments 1/4/18 - 30/9/18		Number	Percentage of all compliments received
People	Partnerships	8	5.8%
	Customer Services	23	16.7%
	ICT	1	0.7%
	Leisure	10	7.3%
	Communications	1	0.7%
	Revenues & Benefits	18	13.1%
	Streetscene Services	39	28.3%
		100	
Place	Housing	21	15.3%
	Environmental Health	5	4.2%
	Property & Commercial Services	4	2.8%
	Planning	7	5.1%
		37	
Total		137	100%



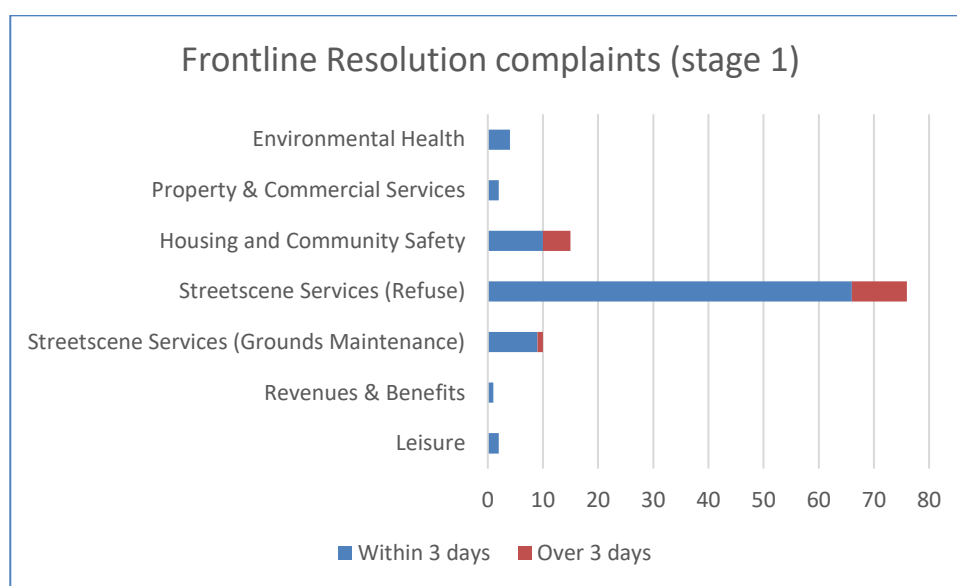
Compliments included:

Resident would like to thank the Grounds Maintenance team for the significant improvement they made to the public footpath 8 - Many thanks!	Streetscene Services
From not being able to ride a balance bike to riding a pedal bike in 12 weeks. If anyone wants their child to learn to ride a bike in a safe environment, indoor and have lots of fun at the same time, really recommend balanceability, those running the course are really enthusiastic.	Leisure
Customer had a new stop tap fitted under the kitchen sink today following a burst pipe last week, He was very happy with the service and thought the two plumbers were 'brilliant'.	Housing
Resident has been awarded DHP and says it has made his day, he feels like he has won the lottery. He'd had so much work cancelled. Aims to be off benefits asap but thanked Benefits for the DHP award which will help him greatly.	Revenues & Benefits
Resident would like to thank Officer for his help in getting Affordable Warmth funding. Many thanks	Environmental Health
The gentleman (Customer Advisor) who dealt with was very helpful & managed to get the bin crew to return to her missed bin that day. Resident said he was really good on the phone even when she got quite upset.	Customer Services
Tenant says she had a workman in her property from the council to fix her sink plug hole, dripping tap and sink u-bend and she said he was fantastic. She wanted to pass on her thanks to the workman and Repairs Department. The workman also put three screws into the lower part of her cupboard that needed fixing without her having to ask him to. Also worker left the place spotless.	Housing
Resident commented on how well our grounds maintenance team are working in the Hides Green area, they are doing a great job, working really hard and have not stopped all day.	Streetscene Services
Resident called complimenting the ranger service as it was very comforting to see them doing a patrol as requested and would like to say thank you	Housing
Resident is moving out of district, but would like to thank Benefits staff - 'all contact with Council staff, whether it has been by phone or personal contact, has been with courtesy and respect. I thank you for this, & if these attributes were applied by more people, wouldn't this be a much nicer world to live in?'	Revenues & Benefits
My first month at the gym has been fantastic the staff are helpful, approachable and make you feel comfortable! I was a bit sceptical before joining but definitely recommend to anyone! Just had my first bodypump session and can't wait to do more, the instructor has so much energy and pushes you to do your best.	Leisure
I just wanted to drop you a line to commend the Partnership Strategy Officer for her dedication and support in the Shirebrook area. She has worked tirelessly to engage the communities of Shirebrook with the Eats and Treats event and has personally made over 30 referrals to the event which will contribute massively to its success. I just wanted to let you know what a great job she was doing for the Building Resilience Programme to help strength not only the NG20 community but the wider community too.	Partnership Strategy
Can I thank you on behalf of our 'team' for your patience, diligence and professional approach with the consideration of this application.	Planning
Resident rang to say that the small road sweeper has been round and whoever did this has done an EXCELLENT job - it is the best it has been on this road	Streetscene Services

Customer would like to thank the Senior Benefits Officer for all her help with sorting his grandmother's housing benefit while she is in hospital			Revenues & Benefits
B - Comments 1/4/18 - 30/9/18		Number	Percentage of all comments received
People	Partnerships	1	2.0%
	Leisure	6	11.7%
	Legal, Governance & Elections	1	2.0%
	Communications	4	7.8%
	Streetscene Services	12	23.5%
		24	
Place	Housing	13	25.5%
	Environmental Health	7	13.7%
	Property & Commercial Services	1	2.0%
	Planning	5	9.8%
	Economic Development	1	2.0%
		27	
Total		51	100%

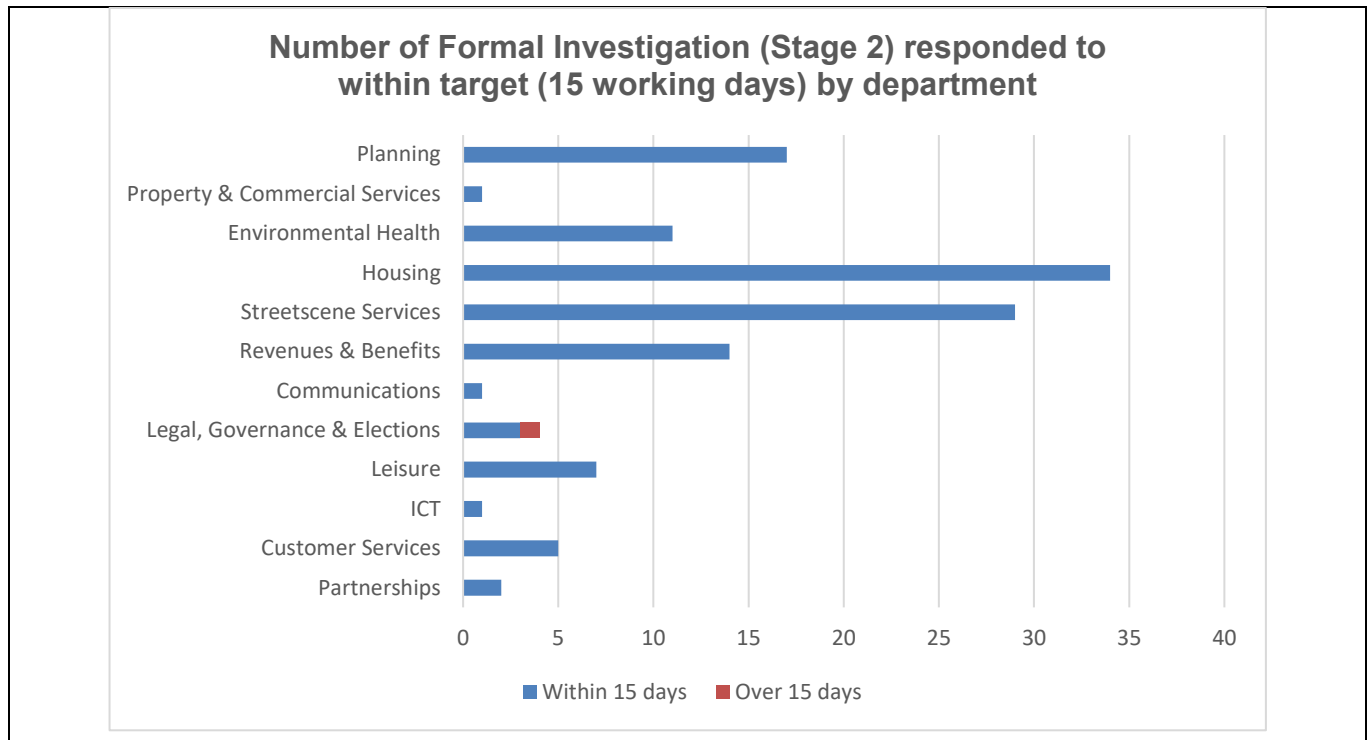


C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/18 - 30/9/18		Number	Out of timescale (3 working days)
People	Leisure	2	
	Revenues & Benefits	1	
	Streetscene Services (Grounds Maintenance)	10	1
	Streetscene Services (Refuse)	76	10
		89	
Place	Housing	15	5
	Property & Commercial Services	2	
	Environmental Health	4	
		21	
Total		110	16 (15%)



D – Number of Formal Investigation (Stage 2) complaints 1/4/18 - 30/9/18		Number	Within timescale of 15 working days	Out of timescale
People	Partnerships	2	2	
	Customer Services	5	5	
	ICT	1	1	
	Leisure	7	7	
	Legal, Governance & Elections	3	2	1 (Extension applied)
	Communications	1	1	
	Revenues & Benefits	14	14	
	Streetscene Services	29	29	
		62	61	1
Place	Housing	34	34	
	Environmental Health	11	11	
	Property & Commercial Services	1	1	
	Planning	17	17	
		63	63	

Total		125	124	1
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E – Number of Internal Review (S3) complaints 1/4/18 - 30/9/18		Number	Within timescale of 20 working days	Out of timescale
People	Leisure	2	2	
	Legal, Governance & Elections	3	3	
	Performance	2	2	
	Revenues & Benefits	2	2	
	Streetscene Services	1	1	
		10	10	
Place	Housing	4	4	
	Environmental Health	2	2	
	Planning	3	3	
		9	9	
Total		19	19	0

Appendix 3

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
01/11/17	HO* Tenant is experiencing antisocial behaviour from a previous tenant who has dementia and still believes they live at the property	Housing	26/09/18	Service failure in the Council's handling of this matter with regard to updating the complainant
12/09/18	LGSCO* Not happy with response regarding the difference between Planning Applications and the Local Plan	Planning	01/10/18	Closed after initial enquiries - no further action
09/10/18	LGSCO* Initial enquiries. Complaint that the weedspraying programme has damaged their beech hedge	Streetscene Services	24/10/18	Closed after initial enquiries - out of jurisdiction. This is because it is reasonable for the complainant to seek a remedy in the courts if the Council denies liability for negligence

LGSCO* Local Government Ombudsman
HO* Housing Ombudsman

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

26th November 2018

<p>Review of Disability Adaptations to Council Properties – Post-Scrutiny Monitoring (Interim Report)</p>
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Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present the Interim Post-Scrutiny Monitoring Report on the Review of Disability Adaptations to Council Properties to Customer Service & Transformation Scrutiny Committee.

1 Report Details

- 1.1 During 2017/18, the Customer Service & Transformation Scrutiny scrutinised 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 was 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 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 progress to date by the service delivering the Corporate Plan Target.

2 Conclusions and Reasons for Recommendation

- 2.1 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 There are no alternative options. Members are required to note the service's response to progress against the review recommendations.
- 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 the progress against the review recommendation.
- 6.2 That Members acknowledge any exceptions to delivery and clarify the additional action required by the service.
- 6.3 That Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution.
- 6.4 That Officers continue to implement the recommendations and submit a final report in six months' time highlighting exceptions to delivery.

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: 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	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All where there is provision of council housing
Links to Corporate Plan priorities or Policy Framework	Aim: Providing Our Customers with Excellent Service Priority: Supporting vulnerable and disadvantaged people

8 Document Information

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

Original Recommendation from Review and Executive's Response

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	<p>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.</p> <p>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.</p>	Executive agree to the continued monitoring of the Corporate Plan Target C10 via existing methods.

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW					
Title of Review:	Review of Disability Adaptations to Council Properties				
Timescale of Review:	October 2017 – December 2017		Timescale of Review:	October 2017 – December 2017	
Date agreed by Scrutiny:	February 2018		Date agreed by Scrutiny:	February 2018	
Total No. of Recommendations and Sub Recommendations	No. completed	1	No. partially completed	0	No. not progressed 0
<u>Key Achievements:</u> <ul style="list-style-type: none"> • 179 adaptations achieved year-to-date (YTD) • 1047 achieved during first three years of Corporate Plan against a target of 900 for that time period. 					
<u>Reasons for non-implementation of Recommendations:</u> None.					

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
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.	Head of Housing & Community Safety	March 2019 (Subsequent monitoring will be dependent on the detail of the revised Corporate Plan, currently in production)		On track		Officer and Member time	<p>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.</p> <p>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.</p> <p><u>Adaptation Panel Meetings</u></p> <p>These are held every five weeks and are attended by Diane Bonsor, Marilyn Greveson, Service Manager DCC and an Occupational Therapist (OT)</p> <p>All new referrals (Derbyshire Adaptation Partnership Requests - DAP's) are discussed and one of the following options are agreed:-</p> <ul style="list-style-type: none"> Accepted by ourselves and works are undertaken as part of the

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>programme of Adaptation works</p> <ul style="list-style-type: none"> • A joint visit between our Planned Repairs Inspector and an OT to clarify works or to check feasibility • Referred back to the OT for further information • Refused – e.g.: - if we are aware that the person is requesting rehousing or if we are aware the works are not feasible. <p>These regular meetings are central to the Welfare Adaptation Service (for both ourselves and DCC) and ensure we can gauge demand and trends.</p> <p><u>Contracts</u></p> <p>The welfare contract went live on the 3rd September 2018 and is a 2+1+1 term (i.e. an initial period of two years, with an option to extend for two further periods each of one year). The framework has 2 contractors K Swinstead, and Matthews & Tannert.</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>Initial feedback is that the arrangement is working well and as far as I am there have been no reported issues.</p> <p>As part of contract management Mark Dungworth has regular quarterly meetings with the contractors together with daily communication as and when required</p>

PERFORM Extract – Target C 10: Carry out 300 disability adaptations to Council houses each year

Aim		
Providing Our Customers with Excellent Service		
Priority		
Supporting vulnerable and disadvantaged people		
Target		
Carry out 300 disability adaptations to Council houses each year.		
Planned activities to deliver target		
<p>Continue to develop working practices with Adult Social Care which includes:-</p> <p>Joint monthly 'Panel Meetings' where all cases are considered and prioritised.</p> <p>Joint site visits to ensure all technical issues are addressed</p> <p>Regular joint Team Meetings between the Occupational Therapists and Housing staff.</p> <p>Constantly review contractor pricing to ensure best value for money.</p> <p>Ensure we continue to procure quality products at best rates.</p> <p>Work with staff and tenants representatives to develop and improve procedures and information to customers.</p> <p>Continue to review team structure and resources to ensure the most effective use of resources.</p> <p>Introduce added performance measurements</p>		
Owner		Lead Officer(s)
Peter Campbell - - Joint Head of Service - Housing and Community Safety		<p>Di Bonsor - Housing Needs Manager</p> <p>Mark Dungworth - Strategic Repairs Manager</p>
Target End Date		
Sun-31-Mar-19		
Status		Completion Percentage
On track		25%

Month	Comments
Nov 18/19	Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Oct 18/19	Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Jul 18/19	Q1 April - June 2018 - 59 completed adaptations Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Apr 18/19	Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Jan 17/18	Q3 April - December 2017 - 227 completed adaptations
Oct 17/18	Q2 April - September 2017 - 156 completed adaptations
Jul 17/18	Q1 April - June 2017 - 73 completed adaptations Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
May 17/18	Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
Apr 17/18	Q4 - April 2016 - March 2017 - 374 adaptations completed Q3 – 133 adaptations carried out Year to date - 335 adaptations completed
Jan 16/17	Q3 – 133 adaptations carried out Year to date - 335 adaptations completed
Oct 16/17	Q2 April - September 2016 - 202 adaptation completed
Jul 16/17	Q1 April - June 2016 - 78 adaptation completed
Apr 16/17	April - March 2016 - 386 adaptations completed. Year one achieved

Month	Comments
Jan 15/16	April - December 2015 - 353 adaptations completed
Oct 15/16	April - September 2015 - 210 adaptations completed
Sep 15/16	
Expected Outcomes	
Improved customer satisfaction.	
Updated and best fit products available for our tenants.	
Better value for money	
Best use of existing housing stock.	
Improved levels of service.	
Quicker turnaround times from referral to completion of adaptation.	
Background Material	
Equality Impact Assessment (EIA) -Welfare Adaptations	

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

26th November 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.
- 1.5 Members should note the addition of an Extraordinary meeting on the 19th February 2018 at 9:15am. This will allow completion of the Committee's review work prior to elections due to take place in May 2019.

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.
- 6.2 That Members note the Extraordinary meeting in their diaries.

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	• Customer Service Standards – Q1 & Q2 report	Customer Standards and Complaints Officer
		• Compliments, Comments and Complaints – Q1 & Q2 report	Customer Standards and Complaints Officer
		• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report	Chair/Scrutiny & Elections Officer/ Head of Housing & Community Safety
		• Technology to Improve Support to Members and Transparency within the Democratic Function	Governance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Review of Standards Committee – Operational Review (Agreement of Recommendations/Final Draft)	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 – Review of Delivery of Environmental Health & Licensing (Final Draft)	Scrutiny & Elections Officer
Extraordinary Meeting 19th February 2019 9:15am	Part A – Formal	• Review of Delivery of Environmental Health & Licensing – Approval of Final Report	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

Date of Meeting	Items for Agenda		Lead 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