

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 21st January 2019 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, R. Turner and A Joesbury (to Minute No. 0611).

Officers;-

L. Hickin (Joint Strategic Director - People), M. Broughton (Joint Head of Partnership and Transformation), K. Drury (Information, Engagement and Performance Manager), J. Wilson (Scrutiny and Elections Officer), N. Calver (Governance Manager) and D. Stanton (Governance Officer - NED).

0603. APOLOGIES

Apologies for absence were received from Councillors E. Stevenson and Mrs P.M. Bowmer.

0604. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0605. DECLARATIONS OF INTEREST

There were no declarations of interest.

0606. MINUTES – 26th NOVEMBER 2018

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

RESOLVED that the Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 26th November 2018 be approved as a true and correct record.

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0607. 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 document.

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 document be noted.

0608. SINGLE EQUALITY SCHEME 2019-23 – CONSULTATION ON REVISED SCHEME

Members were presented with a report from the Information, Engagement and Performance Manager. The purpose of the report was to seek comments on the proposed Single Equality Scheme (SES) and corporate equality objectives.

Members noted that the current SES was set to expire on the 31st March 2019, and that the Council was continuing with the SES approach so it could demonstrate its compliance with the general equality duty (Equality Act 2010). It was stated that the Authority was to do this every four years.

The officer explained that the proposed SES set out broader equality objectives, and that consultation on the draft SES was to run until 25th February 2019.

Members were satisfied with the draft document presented and had no further comments or amendments.

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

RESOLVED that the report of the Information, Engagement and Performance Manager be noted.

0609. TRANSFORMATION PROGRAMME – MONITORING REPORT

The Committee considered a report of the Joint Strategic Director – People, which was presented to provide Members of the Scrutiny Committee with an overview of the recent achievements via the outgoing Transformation Programme, the Transformation Plan 2018 and the proposed future programme of activity.

Members noted that the previous target of £600,000 had been superseded by the new Transformation Plan and programme from 1st April 2018. Progress against this programme would be reported under the new corporate plan.

Under the previous Transformation Programme a total of £515k had been achieved across both Councils, with £260k attributable to Bolsover and £255k attributable to

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NEDDC. This compares favourably when viewed against an adjusted 3 year target (to reflect that the target ran for 3 of the 4 years of the Corporate Plan period i.e. £450k).

The Committee heard of previous Transformation Projects and their outcomes. These included confirmation of a completed build programme for the new Clowne Leisure Facility. It was also explained to Members that following the Joint Venture Company (JVC) launched in 2016 with the Woodhead Group, a second Joint Venture model was being explored to help secure the future of Pleasley Vale Mills.

The Joint Strategic Director - People also detailed the outcomes of plans to increase online self-service transactions. It was stated that in 2013/14 there was 396 online transactions, and in 2017/18 this figure was 2,227. It was explained that this was improving efficiency for the Council, as the cost of a telephone transaction was £7.50, but an online transaction was just 20 pence.

The Joint Strategic Director - People assured the Committee that moving from the old to the new Transformation Programme would result in better progress, productivity and efficiency.

Members commented that they were looking forward to seeing the new Shirebrook Contact Centre, and that they wished to be updated further on the project.

The Committee then considered a presentation by the Head of Partnerships and Transformation, on the Council's new Transformation Programme. The presentation detailed the Council's visions and aims by 2021, in Service Transformation, Financial Transformation, Digital Transformation, Organisational Transformation, and Environmental Transformation. The officer outlined stages of how a decision would be made and the subsequent stages of approval.

Members noted some of the Authority's achievements so far, including a Pleasley Vale reception and CCTV upgrade, a customer services review, and the employee roll-out of HR21. These had helped to secure £119,000 in savings for the Council for the 2018/2019 year. The Officer then outlined further immediate and long term projects.

The Committee raised concerns with current ICT provisions, and the recent difficulties they had faced with their devices. The Officer acknowledged those problems, and stated that Members were due to have an ICT device refresh in May. It was agreed that it was essential for the Council to invest in good and practical ways to support Members ICT.

Members discussed regret that the report had already been taken to the Executive and approved without the prior input of the Scrutiny Committee. The Officer stated that whilst there had been a series of presentations given to the Committee, they acknowledged that more could have been done to involve them and agreed to return to the Committee to update Members on a quarterly basis.

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

RESOLVED that (1) the contents of the report submitted to Executive in December 2018 be noted,

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(2) the presentation from officers on current activity to deliver the Transformation Plan 2018 be noted,

(3) further reports be submitted to the Committee to providing a Quarterly update.

0610. CARBON REDUCTION PLAN 2019-23 – CONSULTATION ON REVISED SCHEME

The Committee considered a presentation from the Joint Strategic Director - People, updating Members on the Carbon Reduction Plan 2019-30 – consultation.

The presentation detailed the impact our carbon footprint was having on the planet, and its contribution to climate change. Members noted the policy drivers behind the desire to reduce carbon emissions, such as the Climate Change Act 2008, which legislated for all organisations to reduce its carbon emissions by 80% by 2050. By 2030, the Authority should be halfway to achieving that target. It was stated that the Council's emissions had halved since 2010.

Members noted that the Council should be viewed as a community leader, and as such should be leading the way in carbon reduction. The Joint Strategic Director - People detailed the range of economic and social benefits that this could bring to local residents, as well as listing the eight thematic areas by which the organisation would aim to reduce carbon emissions. It was stated that a 'Carbon Reduction Sub Group' of the 'Transformation Governance Group' would enable the Council to manage, monitor and review its actions.

Members agreed that it was important to hit the target set out in the 2008 Climate Change Act, and that current figures indicated the Council was setting an excellent example. It was acknowledged that we should all be thinking about future generations, and commended officers for their forward thinking.

Members recalled a discussion in previous years in regards to installing solar panels on the Council's housing stock. The officers confirmed that this had been discussed further but stated it was ultimately a question of practicality and investment return for the Authority.

The Committee commented on the growing pollution levels in the District, and the effect Markham Vale was having on carbon emissions. It was stated that whilst the area brought in many economic benefits, it having a negative impact on the environment mainly due to the volume of cars and lorries passing through. It was suggested that this could be reduced through a number of measures including further speed limits, as well as the gradual phasing in of electric cars.

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

RESOLVED that the presentation and report on the proposed Carbon Reduction Plan 2019-2030, which forms part of the Transformation Plan 2018 be noted.

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The Joint Strategic Director - People and the Joint Head of Partnership and Transformation left the meeting.

At this point in the meeting Councillor Joesbury gave his apologies, and withdrew from the meeting.

0611. REVIEW OF THE STRATEGIC ALLIANCE – POST SCRUTINY MONITORING (INTERIM REPORT)

Committee considered a report presented by the Scrutiny and Elections Officer, outlining that the Committee had put together a number of recommendations which aimed to assist the Council in looking at the future arrangements for further development of the Strategic Alliance. The report acknowledged progress to date by officers implementing the recommendations.

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

RESOLVED that (1) the progress against the review recommendations be noted,

(2) any exceptions to delivery and the additional action required by the services be acknowledged,

(3) Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution,

(4) Officers continue to implement the recommendations and submit a final report in six months' time highlighting exceptional delivery.

0612. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW

Committee considered a report presented by the Scrutiny and Elections Officer setting out the recent operational review of the Standards Committee. Members were asked to grant formal approval in order for the report to be submitted to the Executive.

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

RESOLVED that (1) the recommendations of the review outlined in section 2 of the attached report be endorsed,

(2) the review be recommended for approval by Executive, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (10) of the Constitution,

(3) following approval by Executive, monitoring of these recommendations by Committee takes place over twelve month period via the PERFORM system with an update report to Committee at the end of the monitoring period.

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0613. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee gave consideration to a report outlining its work programme for the 2018/19 municipal year.

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

RESOLVED that the Scrutiny Committee Work Programme 2018/19 be noted.

The formal part of the meeting concluded at 1136 hours and Members then met as a working party to continue their review work. The working party concluded at 1149 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 18th January 2019

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate 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

Joint Head of Service for Corporate 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:

2019 - 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	18 th February 2019	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	18 th February 2019	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
Land Sale – Mill Lane, Bolsover	Executive	18 th February 2019	Report of Cllr J Ritchie – Portfolio Holder for Property and Commercial Services	Joint Head of Property and Commercial Services	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

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
Award of contract to supply UPVc external doors and windows to Council housing.	Executive	4 th March 2019	Report of H.J. Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety.	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
Award of contract to provide void cleaning to Council housing.	Executive	4 th March 2019	Report of H.J. Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety.	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
Award of contract to provide damp investigations and associated remedial work.	Executive	4 th March 2019	Report of H.J. Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety.	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Award of contract for roofing for Council properties	Executive	4 th March 2019	Report of H.J. Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety.	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
Anti-Social Behaviour Policy	Executive	4 th March 2019	Report of H.J. Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety.	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	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

25th February 2019

**Corporate Plan Targets Performance Update – October to December 2018
(Q3 – 2018/19)**

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 3 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 31st December 2018. (Information compiled on 11/02/19)

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 97.40%, 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)
- 2 targets on track
- 2 targets have been achieved:

- **T 08** - *Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral* - The Electoral Register was published on 1 December 2018, including all changes to boundaries, polling districts and places.
- **T 11** - *Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.* - This target has been superseded by the new transformation plan and programme from 01/04/18. Progress against this programme will be reported under the new corporate plan.

Under the previous transformation programme a total of £515k had been achieved across both Councils, with £260k attributable to Bolsover and £255k attributable to NEDDC. This compares favourably when viewed against an adjusted 3 year target (to reflect that the target ran for 3 of the 4 years of the corporate plan period i.e. £450k).

- 2 targets have been flagged as 'alert' as they are unlikely to achieve their intended outcomes by March 2019:
 - **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.
 - **T 13** - *Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year.* - 1721 transactions in 2018/19 against a target of 2672 online transactions.

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 30 targets, 14 are on track, 4 have been flagged as an 'alert', 2 achieved this time and 6 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 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	Yes
District Wards Affected	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q3 October to December 2018
Background Papers	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager	01246 242280

Bolsover District Council
Corporate Plan Targets Update – Quarter 3 October to December 2018

Status key

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

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status	Progress	Target Date
C 01 - Retain Customer Service excellence accreditation year on year.	People	On track	Q3 - Council successfully retained accreditation in April 2018. This is effective until April 2019. Council has been accredited throughout this corporate plan period and this target will be signed off as 'achieved' at Q4.	Sun-31-Mar-19
C 02 - Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.	People	On track	2018/19 - Biennial survey, next one scheduled February 2020 (Feb 2018 – 93.8% satisfaction score)	Sun-31-Mar-19
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	People	On track	Q3 - Overall satisfaction score of 79.70% A random sample of half the direct debit membership database was selected (676 individuals) 252 completed the survey. (63 paper copies and 189 online) (Nov 2017 – 80.77% satisfaction score)	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	People	On track	Q3 - Work continues on embedding GDPR and DPA 2018 after legislation came into force on 25th May 2018. Information Commissioner Office (ICO) still issuing guidance which DPO is considering and implementing as required. DPO continues to be busy providing advice and supporting service areas with customer requests, data breaches and raising awareness re compliance generally.	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Place	On track		Q3 April - December 2018 - 162 approaches of people seeking assistance, of which 108 cases were prevented from becoming homeless. 67%	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Place	On track		Q3 - 130 units of care line equipment installed	Sun-31-Mar-19
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q3 - 16.21 days	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track		Q3 - 6.18 days	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	On track		Q3 - 230 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	People	On track		Q3 - Equality objectives for the current scheme have been delivered. Work continues on embedding and promoting equality. Corporate equality training has been provided to new starters in December 2018. Transgender guidance for Leisure Services has been produced. A new single equality scheme for 2019-2023 has been drafted and will be consulted upon in January 2019.	Sun-31-Mar-19
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	On track		Q3 - A total of 36 new referrals were received during Q3, 8 of which were high risk. A total of 4 did not engage with the service and a total of 4 have not yet completed the feedback form. Positive responses were received from 28 service users who were asked: 100% <ul style="list-style-type: none"> • Did the service meet your needs? • Did the service make a difference? • How satisfied are you with the service you have been given? 	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Place	Alert		<p>Q3 - The average Relet time for the Quarter is 33 days. Including sheltered housing the overall average was 64 days.</p> <p>As in previous quarters, the figures are skewed by a small number of properties that have been difficult to let. The letting of these properties have come about after we introduced recommendations from the void review.</p> <p>Note there have been a significant number of new lets to Be@home properties and New Bolsover properties and these have been excluded from these figures.</p>	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Place	Alert		Q3 - 97.40% of Emergency call outs attended to within 6hrs	Sun-31-Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		<p>Q3- Courses - Since April 18/19, 1 course has been completed and out of the 5 parents attending, 4 completed the course the feedback questionnaires show that all four express a positive outcome and would recommend to others.</p> <p>There have been no courses this quarter the Timid to Tiger course planned for November was postponed and commenced January 2019. 8 parents commenced the 10 week course.</p> <p>One to one support - the Parenting Practitioner also delivers a one to one support service and since April 18/19 there has been a total of 50 referrals. (78 reported in quarter 2 was unfortunately an error).</p>	Sun-31-Mar-19

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status	Progress	Target Date
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Place	On Track	<p>Q3 2018. Additional garage sites for being used for B@Home schemes around Pinxton and South Normanton other site form part of pipeline B@Home developments. Three further sites have been demolished and are now used as additional parking for residents.</p> <p>14 sites have been developed or are to be developed.</p> <p>A further 22 sites have been identified as possible development sites.</p> <p>We intend to identify a number of other sites to market at the custom and self-build market,</p> <p>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.</p> <p>We will meet the corporate target in terms of planned alternative use, but behind schedule. The reason for the delay has been the enforced rent reduction.</p> <p>(Baseline data - 152 sites of which 20% = 30 sites)</p>	Sun-31-Mar-19
T 08 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.	People	Achieved	<p>Q3- The Electoral Register was published on 1 December 2018, including all changes to boundaries, polling districts and places.</p>	Sat-1-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
<p>T 09 - Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.</p>	<p>Place</p>	<p>On track</p>	<p>Q3 - The baseline figure (April 2015) is £562,328 (2.7% of the annual rent roll) and a reduction in Council Housing Tenants arrears by 10% by March 2019. At the end of Quarter 3 2018 the figure stands at 2.9% (£609,261) which is neither an increase or a decrease, the corporate plan target was met at the year-end 2017 and 2018. To continue to monitor this target until March 2019.</p> <p>Members should be aware that rent arrears are likely to rise in the first nine months of the year, but reduce in the last quarter which has been the pattern for several years.</p> <p>Members should also be aware that the impact of Government policies on welfare reform, are likely to make maintaining rent arrears at this level challenging.</p> <p>(Note: this target is a reduction in the percentage rather than the monetary value - this is common in measuring rent arrears and allows comparisons with other, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$).</p>	<p>Sun-31-Mar-19</p>
<p>T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.</p>	<p>Place</p>	<p>Alert</p>	<p>Q3 - The baseline figure is £570,254 and a reduction in former Council housing tenants' arrears by 10% by March 2019 if 10% is collected then that will be £513,227.</p> <p>At the end of Quarter 3 the figure was £669,075 which is an increase of 15% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p>	<p>Sun-31-Mar-19</p>

Key Corporate Target	Directorate	Status		Progress	Target Date
				Since the start of the Corporate Target £201,578.18 former tenancy arrears has been collected and £333,748.04 written off which has been a reduction of £535,326.22.	
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	People	Achieved		<p>Q3 - This target has been superseded by the new transformation plan and programme from 01/04/18. Progress against this programme will be reported under the new corporate plan.</p> <p>Under the previous transformation programme a total of £515k had been achieved across both Councils, with £260k attributable to Bolsover and £255k attributable to NEDDC. This compares favourably when viewed against an adjusted 3 year target (to reflect that the target ran for 3 of the 4 years of the corporate plan period i.e. £450k).</p>	Sun-31-Mar-19
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	People	Alert		<p>Q3 - Online transactions = 426 transactions and 106 new SELF accounts created.</p> <p>Q1/Q2/Q3 currently achieving a 10% increase for the current year</p> <p>Roll out of 30+ 'New' online Self Service forms and re design of the 'Do it Online' area within Bolsover District Council Website - IT/Customer Service project to be implemented March 2019.</p> <p>Year to date = 1721 transactions 2018/19 target – 2672 online transactions</p>	Sun-31-Mar-19

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

25th February 2019

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

Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

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

1 Report Details

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

2 Conclusions and Reasons for Recommendation

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

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

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

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

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

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/></p> <p><i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	N/A
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2018/19
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Previous versions of the Committee Work Programme.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

Customer Service and Transformation Scrutiny Committee

Work Programme 2018/19

Vision: To enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District

**Corporate Aims: Providing our Customers with Excellent Service
: Transforming our Organisation**

Formal Items – Report Key

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

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

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Review of Standards Committee – Operational Review (Initial Briefing and Scoping) 	Monitoring Officer/Governance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
5th September 2018 <i>*Meeting moved from 3rd to 5th Sept.</i>	Part A – Formal	<ul style="list-style-type: none"> Quarter 1 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> LG&SCO and Housing Ombudsman Annual Report 2017/18 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
1st October 2018	Part A – Formal	<ul style="list-style-type: none"> Review of Standards Committee – Operational Review (Evidence Review) 	Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
29th October 2018	Part A – Formal	<ul style="list-style-type: none"> Quarter 2 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
26th November 2018	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Compliments, Comments and Complaints – Q1 & Q2 report 	Customer Standards and Complaints Officer

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report • Technology to Improve Support to Members and Transparency within the Democratic Function • Work Programme 2018/19 	Chair/Scrutiny & Elections Officer/ Head of Housing & Community Safety Governance Manager Scrutiny & Elections Officer
21st January 2019	Part A – Formal	<ul style="list-style-type: none"> • Single Equality Scheme 2019-23 – Consultation on Revised Scheme • Transformation Programme – Monitoring Report • Carbon Reduction Plan 2018-30 – Consultation • Post-Scrutiny Monitoring: Review of The Strategic Alliance – Interim Report • Review of Standards Committee – Operational Review – Approval of Final Report • Work Programme 2018/19 	Information, Engagement and Performance Manager Joint Strategic Director – People/Head of Partnerships & Transformation Joint Strategic Director – People Chair/Scrutiny & Elections Officer Chair/Scrutiny & Elections Officer Scrutiny & Elections Officer
<u>Extraordinary Meeting</u> 19th February 2019 9:15am	Part A – Formal	<ul style="list-style-type: none"> • Review of Delivery of Environmental Health & Licensing – Approval of Final Report 	Scrutiny & Elections Officer
25th February 2019	Part A – Formal	<ul style="list-style-type: none"> • Quarter 3 – Performance Report • Work Programme 2018/19 	Information, Engagement and Performance Manager Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> • CANCELLED 	Scrutiny & Elections Officer
25th March 2019	Part A – Formal	<ul style="list-style-type: none"> • Review of Delivery of Environmental Health & Licensing – Executive Response 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Review of Standards Committee – Operational Review – Executive Response 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • CANCELLED 	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"> • CANCELLED 	Scrutiny & Elections Officer