

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 17th June 2019 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 25 th March 2019.	3 to 6
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	7 to 14
6.	Corporate Plan Targets Performance Update – January to March 2019. (Quarter 4 – 2018/19).	15 to 24
7.	Review of Disability Adaptations to Council Properties – Post-Scrutiny Monitoring (Final Report).	25 to 36
8.	Scrutiny Committee Work Programme 2019/20.	37 to 46

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, High Street, Clowne on Monday 25th March 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

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

Officers:- J. Wilson (Scrutiny & Elections Officer) and A. Bluff (Governance Officer).

0807. APOLOGY

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

0808. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0809. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0810. MINUTES – 25TH FEBRUARY 2019

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 25th February 2019 be approved as a correct record.

0811. EXTRAORDINARY MINUTES – 19TH FEBRUARY 2019

Moved by Councillor R. Turner and seconded by Councillor R.J. Bowler
RESOLVED that subject to Councillor Mrs P.M. Bowmer being included in the list of Members present and that the meeting was held in Committee Room 2, the Extraordinary Minutes of a Customer Service and Transformation Scrutiny Committee held on 19th February 2019 be approved as a correct record.

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0812. 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.

For Committee's information, the Scrutiny and Elections Officer circulated a copy of a report which had been considered by the Executive on 18th February 2019. The report outlined a case for investing in a Combined Heat and Power unit (CHP) to be installed at the Arc and recommended that a robust competitive tender process be carried out. A further report would be considered by the Executive summarising the outcome of the tender exercise, update projections, payback period and requesting budget. The report noted that the benefit of a reduction in energy cost would be passed on to the Council's tenants based at the Arc.

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.

0813. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW – EXECUTIVE RESPONSE

Committee considered a report which provided the Executive's response to the Committee's Review of the Standards Committee – Operational Review.

The aim of the review was to consider the Council's response to the consultation by the Committee on Standards in Public Life Review and suggested areas for review and to examine a range of concerns raised by Standards Committee.

Seven recommendations were submitted via the Committee's Review which would hopefully assist the Council in improving existing approaches to Member training and engagement on Standards.

Executive advised Committee to commence a period of post-Scrutiny monitoring to ensure effective implementation of the approved recommendations.

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

RESOLVED that (1) the Executive's response to the Review of Standards Committee – Operational Review be noted,

(2) the report and findings be made public in accordance with Part 4.5.17(3) of the Council's Constitution,

(3) Officers monitor progress on the recommendations and report in twelve months' time highlighting any exceptions to delivery.

(Scrutiny & Elections Officer)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0814. REVIEW OF DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING – EXECUTIVE RESPONSE

Committee considered a report which provided the Executive's response to the Committee's Review of the Delivery of Environmental Health & Licencing.

The aim of the review was to establish how the service operated across the two councils in relation to Members accessing the service, to identify the advantages and disadvantages of the arrangement and to make recommendations which would improve the service received by Members of Bolsover District Council.

Three recommendations were submitted via the Review, which would hopefully support further sustainability and development of the joint Environmental Health & Licensing Service.

Executive advised Committee to commence a period of post-Scrutiny monitoring to ensure effective implementation of the approved recommendations.

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

RESOLVED that (1) the Executive's response to the Review of Delivery of Environmental Health & Licencing be noted,

(2) the report and findings be made public in accordance with Part 4.5.17(3) of the Council's Constitution,

(3) Officers monitor progress on the recommendations and report in twelve months' time highlighting any exceptions to delivery.

(Scrutiny & Elections Officer)

0815. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for the remainder of 2018/19.

Due to a lack of business for the Committee, it was suggested that the meeting scheduled for 23rd April 2019 be cancelled.

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

RESOLVED that the Customer Service and Transformation Scrutiny Committee meeting scheduled for 23rd April 2019 be cancelled.

(Scrutiny & Elections Officer)

The Chair thanked Members for their support over the previous year and noted that Councillor Bowmer would not be standing in the forthcoming District Elections. The Chair thanked Councillor Bowmer for her contribution to the Committee's work and stated that she would be missed.

Councillor Bowmer thanked the Chair for her kind words and stated that she had enjoyed being part of the Committee – the Reviews carried out by the Committee had been good

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

and beneficial to the Council and the communities in the District and outcomes had been achieved.

Councillor Smith stated that he wished to thank the Scrutiny & Elections Officer and the Governance Officer for their work in helping the Committee over the previous year.

Councillor Turner stated that she wished to thank the Chair and Vice Chair for all their hard work behind the scenes that Members didn't see.

The meeting concluded at 1015 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: 24th May 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.

Members of Executive are as follows:

Councillor Steve Fritchley - Leader
Councillor Duncan McGregor – Deputy Leader
Councillor Mary Dooley
Councillor Clive Moesby
Councillor Sandra Peake

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 also shows the reports intended to be dealt with in private 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 and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. 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 2019/20 are as follows:

Monday 10 th June 2019	Monday 20 th January 2020
Monday 24 th June 2019	Monday 10 th February 2020
Monday 22 nd July 2019	Monday 24 th February 2020
Monday 16 th September 2019	Monday 9 th March 2020
Monday 14 th October 2019	Monday 30 th March 2020
Monday 18 th November 2019	Monday 27 th April 2020
Monday 16 th December 2019	Tuesday 26 th May 2020

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
Award of contract for roofing for Council properties	Executive	10 th June 2019	Report of Portfolio Holder - Housing and Environment	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.	Public
Safe and Warm Works At The Paddock Bolsover	Executive	10 th June 2019	Report of Portfolio Holder – Housing and Environment	Contract Administrator/ Building Surveyor	Yes – as the decision is likely to result in the Council incurring Capital expenditure £150,000 or more.	Exempt – Paragraph 3
Procurement report for the appointment of the facilities contractor following evaluation exercise	Executive	10 th June 2019	Report of the Leader	Corporate Property Manager	Yes – Revenue expenditure greater than £75,000.00	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
Combined Heat & Power Investment	Executive	24 th June 2019	Report of the Portfolio Holder Finance & Resources	Joint Head of Partnership and Transformation	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
Extension to Council Property at Bakestone Moor, Whitwell	Executive	24 th June 2019	Report of Portfolio Holder – Housing and Environment	Grant Galloway, 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 1
Decision to award contract to successful bidder in respect of tender for 'Bolsover voluntary community sector infrastructure support'	Executive	24 th June 2019	Report of the Portfolio Holder Partnerships and Transformation	Pam Brown, Partnerships, Strategy and Policy Manager	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Public

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
Proposal for a second phase of the Business Growth Fund	Executive	24 th June 2019	Report of the Portfolio Holder Partnerships and Transformation – Proposal for a second phase of the Business Growth Fund	Pam Brown, Partnerships, Strategy and Policy Manager	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Public
Decision to award contract to successful bidder in respect of tender for ‘Raising Aspirations’	Executive	22 nd July 2019	Report of the Portfolio Holder Partnerships and Transformation – Award of contract for Raising Aspirations programme	Pam Brown, Partnerships, Strategy and Policy Manager	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Public
Safe & Warm Upgrade Scheme Park View Barlborough	Executive	22 nd July 2019	Report of Portfolio Holder – Housing and Environment	R Mooney (Contract Administrator)	Yes - estimated value of works is £180K Capital spend	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

SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION

PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

17th June 2019

**Corporate Plan Targets Performance Update – January to March 2019
(Q4 – 2018/19)**

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 4 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 March 2019. (Information compiled on 31st May 2019)

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)
- 2 targets have been marked as failed as they have not achieved their intended outcomes by March 2019:
 - **C13** *Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019* – an improvement in performance has been recorded for 2018/19 at 29 days. See appendix for more information including performance outturns over the corporate plan period.
 - **C14** - *Attend 99% of repair emergencies within 6 working hours* – the annual outturn for this target was 97.5%.
- 12 targets have been achieved:
 - **C 01** - *Retain Customer Service excellence accreditation year on year*

- **C 02** - *Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.*
- **C 03** - *Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.*
- **C 05** - *Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.*
- **C 06** - *Prevent homelessness for more than 50% of people who are facing homelessness each year.*
- **C 07** - *Install 150 new lifelines within the community each year.*
- **C 08** - *Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.*
- **C 09** - *Process changes to Housing Benefit and Council Tax Support within an average of 10 days.*
- **C 10** - *Carry out 300 disability adaptations to Council houses each year.*
- **C 11** - *Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.*
- **C 12** - *Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.*
- **C 15** - *Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.*

1.4 **Transforming our Organisation**

- 14 targets in total (8 targets achieved previously – T02, T03,T04,T05,T07 T08 T11 & T12 and 2 withdrawn previously - T01, T14)
- 2 targets have been marked as failed as they have not achieved their intended outcomes by March 2019:
 - **T 09** - *Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.* – This target whilst failing to meet the reduction at March 2019 did meet that target at March 2017 and March 2018.
 - **T 13** - *Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.* – This target whilst not meeting its target in

2018/19 had exceeded its target in the preceding three years of the corporate plan.

➤ 2 targets have been achieved:

- **T 06** - *Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.* See appendix for a breakdown.
- **T 10** - *Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.*

2 Conclusions and Reasons for Recommendation

2.1 Out of the 30 targets, 14 achieved this time and 8 previously, 4 failed 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




<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	Not applicable
<p>Links to Corporate Plan priorities or Policy Framework</p>	Links to all Corporate Plan 2015-2019 aims and priorities

8 Document Information





Appendix No	Title
1.	Corporate Plan Performance Update – Q4 January to March 2019
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 – Q4 – January to March 2019

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Achieved	The target has been successfully completed within the target date. Success to be celebrated fully.
 Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

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	Achieved	 Council successfully retained accreditation in April 2018. This is effective until April 2019. Council has been accredited throughout this corporate plan period. Target achieved.	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	Achieved	 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	Achieved	 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	Achieved	 Q4 - GDPR and DPA 2018 well embedded across the Council. DPO continues to be busy providing advice and supporting service areas with customer requests, data breaches and raising awareness re compliance generally. This is now mainstreamed activity.	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	Achieved		Q4 April 2018 - March 2019 - 232 approaches of people seeking assistance, of which 156 cases were prevented from becoming homeless. 67%	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Place	Achieved		Q4 April 2018 - March 2019 - 162 units of Careline equipment installed	Sun-31-Mar-19
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	Achieved		2018/19 Annual Actual = 18.52 Days Q4 Actual - 15.83 days	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	Achieved		2018/19 Annual Actual = 5.48 Days Q4 Actual - 3.11 days	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	Achieved		Q4 April 2018 - March 2019 - 300 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	People	Achieved		Q4. A review of the Single Equality Scheme 2015-2019 has been undertaken, approved and published on the website and extranet. A new single Equality Scheme 2019-2023 has been produced, approved and published on the website and extranet. Task completed.	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	Achieved		Q4: A total of 34 new referrals were received during Q4, 17 of which were high risk. A total of 6 did not engage with the service and a total of 3 have not yet completed the feedback form. Positive responses were received from 25 service users who were asked: This equates to 100% <ul style="list-style-type: none"> • Did the service meet your needs? • Did the service make a difference? 	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<ul style="list-style-type: none"> How satisfied are you with the service you have been given? <p>2018/19 A total of 150 new referrals were received during 2018/2019, 50 of which were high risk.</p> <p>A total of 22 did not engage with the service and a total of 13 did not complete the feedback form.</p> <p>Positive responses were received from 115 service users (100%) who were asked:</p>	
<p>C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.</p>	Place	Failed	<p>Q4: The average relet time for the quarter is 20 days. (Including sheltered housing the overall average was 47 days).</p> <p>Taking the year as a whole the relet figure was 29 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 B@home properties and New Bolsover properties and these have been excluded from these figures.</p> <p>Corporate plan actuals: 2015/16 - 26.5 days 2016/17 – 35.5 days 2017/18 – 32.7 days</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
C 14 - Attend 99% of repair emergencies within 6 working hours	Place	Failed	<p>Q4 2018/19 - 97.50% of Emergency call outs attended to within 6hrs.</p> <p>Corporate plan actuals: 2015/16= 99.9% = Achieved 2016/17= 97.6 % = Failed 2017/18= 97.6% = Failed 2018/19 = 97.5% = Failed</p>	Sun-31-Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	Achieved	<p>Q4- 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>Timid to Tiger course ran for 10 weeks from January to March 19 - All 8 parents who started the course completed it and all expressed a positive outcome and would recommend the course to others.</p> <p>One to one support - the Parenting Practitioner also delivers a one to one support service and since April 18/19 there has been a total of 68 referrals.</p> <p>In 2018/19 the parenting support received 100% of parents expressed positive outcomes.</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	Achieved	<p>Corporate plan summary:</p> <p>38 sites have been progressed as follows:</p> <ul style="list-style-type: none"> 11 Garages demolished 14 Used or being used currently for B@home1 2 Demolished and are now used as additional parking 3 Demolished in readiness for B@home2 3 Sold 4 Used for new builds in New Houghton 1 To be used for Dragonfly <p>Also identified 25 other sites for possible future development however no action has yet been undertaken with those sites. (Baseline data - 152 sites of which 20% = 30 sites)</p>	Sun-31-Mar-19
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Place	Failed	<p>Q4 2018 - 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 4 2018 the figure stands at 2.8% (£600,927) which is an increase of 4% meaning that the target has not been met at March 2019. This target whilst failing to meet the reduction at March 2019 did meet that target at March 2017 and March 2018.</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>	Sun-31-Mar-19
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and	Place	Achieved	<p>Q4 2018 The baseline figure is £570,254 and a reduction in former Council housing tenants arrears by 10% by March 2019 if 10% is</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
effective monitoring by 2019.				<p>collected then that will be £513,227.</p> <p>At the end of Quarter 4 the figure was £438,810.52 which is a decrease of 23%.</p> <p>Since the start of the Corporate Target £215,735.39 former tenancy arrears has been collected and £582,683.30 written off which has been a reduction of £798,418.69.</p>	
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	People	Failed		<p>Q4 2018/19 - Online transactions = 630 transactions and 241 new SELF accounts created.</p> <p>2018/19 Total = 2,350 on line transactions against a target of 2,672 (2017/18 transactions 2,227). Below target as only a 5% increase against a target of 20%. 1,556 residents now have SELF accounts</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 aim to go Live May 2019.</p> <p>Despite not meeting the target this year, this target has been exceeded in years 1 to 3 of the corporate plan:</p> <p>2015/16 = 555 transactions. (Baseline) 2016/17 = 925 transactions. (Target: 666) 2017/18 = 2,227 transactions. (Target: 1100) 2018/19 = 2350 transactions (Target 2600)</p>	Sun-31-Mar-19

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

17th June 2019

**Review of Disability Adaptations to Council Properties – Post-Scrutiny
Monitoring (Final Report)**

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present the Final 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 across the 12 month post-scrutiny monitoring period, 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, and challenge where required.
- 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.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All where there is provision of council housing
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Aim: Providing Our Customers with Excellent Service</p> <p>Priority: Supporting vulnerable and disadvantaged people</p>

8 Document Information

Appendix No	Title
1 and 2	Review of Disability Adaptations to Council Properties – Action Plan
3	Extract from PERFORM of Target C10
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>All documents related to the Review of Disability Adaptations to Council Properties.</p> <p>Please contact Scrutiny & Elections Officer where further information is required.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

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	Monitoring of this activity is already in place via the Corporate Plan Performance Reports which are submitted to Scrutiny and the Executive on a quarterly basis. The service remains under continual review to ensure value for money and efficient delivery. Subsequent to the Review, revised procurement processes are being implemented to further ensure prompt turnaround of adaptations.	Executive agree to the continued monitoring of the Corporate Plan Target C10 via existing methods.

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	Interim Monitoring Report:	November 2018		
Date agreed by Scrutiny:	February 2018		Final Monitoring Report:	June 2019	
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"> • 300 adaptations achieved during 2018/19, giving a total of 1347 adaptations against a target of 1200. • 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)		Achieved		Officer and Member time	<p><u>Interim Report – Officer Comment</u></p> <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>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<ul style="list-style-type: none"> • Accepted by ourselves and works are undertaken as part of the programme of Adaptation works • 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</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>framework has 2 contractors K Swinstead, and Matthews & Tannert.</p> <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> <p><u>Final Report – Officer Comment</u></p> <p>The adaptation process as detailed above continues to work well with excellent customer satisfaction and spend within the £120,000 budget as set each year.</p> <p>Demand for major adaptations especially wet rooms continues to increase year on year however.</p> <p>The Corporate Plan Target C10 is to remain at 300 adaptations per year for 2019/20, while the</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								revised Corporate Plan for 2020 onwards is produced.

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. Joint site visits to ensure all technical issues are addressed Regular joint Team Meetings between the Occupational Therapists and Housing staff. Constantly review contractor pricing to ensure best value for money. Ensure we continue to procure quality products at best rates. Work with staff and tenants representatives to develop and improve procedures and information to customers. Continue to review team structure and resources to ensure the most effective use of resources. Introduce added performance measurements</p>

Owner	Lead Officer(s)
Joint Head of Service - Housing and Community Safety	Di Bonsor - Housing Needs Manager Mark Dungworth - Strategic Repairs Manager

Target End Date
<u>Sun-31-Mar-19</u>

Status	Completion Percentage
<u>On track</u>	<u>100%</u>

Month	Comments
May 19/20	** Updated Target for 2019/20**
Apr 19/20	<p>Q4 April 2018 - March 2019 - 300 completed adaptations</p> <p>Q3 April - December 2018 230 completed adaptations Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations</p>
Jan 18/19	<p>Q3 April - December 2018 230 completed adaptations</p> <p>Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations</p>
Nov 18/19	<p>Q2 April - September 2018 179 completed adaptations.</p> <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p>
Oct 18/19	<p>Q2 April - September 2018 179 completed adaptations</p> <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p>
Jul 18/19	<p>Q1 April - June 2018 - 59 completed adaptations</p> <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p>

Month	Comments
Apr 18/19	<p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p>
Jan 17/18	Q3 April - December 2017 - 227 completed adaptations
Oct 17/18	Q2 April - September 2017 - 156 completed adaptations
Jul 17/18	<p>Q1 April - June 2017 - 73 completed adaptations</p> <p>Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved</p>
May 17/18	Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
Apr 17/18	<p>Q4 - April 2016 - March 2017 - 374 adaptations completed</p> <p>Q3 – 133 adoptions carried out Year to date - 335 adaptations completed</p>
Jan 16/17	Q3 – 133 adoptions 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
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

17th June 2019

Agreement of Scrutiny Committee Work Programme 2019/20

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 2019/20.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2019/20 and planned agenda items (Appendix 1).
- 1.2 Attached at Appendix 2, is the list of topics discussed at the Scrutiny Conference 2019 for further consideration and selection by Committee.
- 1.3 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.4 Review Scopes will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.5 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2019/20 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 review the topics suggested for 2019/20 within Appendix 2 and select their priority topic(s) for 2019/20.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <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></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>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2019/20
2.	Scrutiny Topic Suggestions for 2019/20 – Customer Service & Transformation
<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 2019/20

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
17 th June 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Final Report	Chair/Scrutiny & Elections Officer
		• Corporate Plan Targets Performance Update – January to March 2019 (Q4 – 2018/19)	Information, Engagement and Performance Manager
		• Agreement of Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Scoping of Review Work	Scrutiny & Elections Officer
17 th July 2019	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19	Customer Standards and Complaints Officer
		• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20 – Agreement of Scope (TBC)	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Agreement of Initial Evidence	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer	
2 nd September 2019	Part A – Formal	<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2018/19 	Customer Standards and Complaints Officer	
		<ul style="list-style-type: none"> • Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20) 	Information, Engagement and Performance Manager	
		<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report 	Chair/Scrutiny & Elections Officer	
		<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Interim Report 	Chair/Scrutiny & Elections Officer	
		<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer	
Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer		
7 th October 2019	Part A – Formal	<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer	
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer	
4 th November 2019	Part A – Formal	<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer	
		Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
			<ul style="list-style-type: none"> • Training Session – Analysis/Evidence Interpretation Skills 	Monitoring Officer/Legal Team
2 nd December 2019	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	
		<ul style="list-style-type: none"> • Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20) 	Information, Engagement and Performance Manager	
		<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer	
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer	

Date of Meeting	Items for Agenda		Lead Officer
3rd February 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Transformation Programme – Monitoring Report (TBC) 	Joint Strategic Director – People/Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Carbon Reduction Plan 2018-30 – Monitoring Update (TBC) 	Joint Strategic Director – People
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
16th March 2020	Part A – Formal	<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Final Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Final Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
11th May 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer

Scrutiny Topic Suggestions for 2019/20 – Customer Service & Transformation

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
Review of Discretionary Rate Relief	Scrutiny Councillor	Finance	5/9 Low Priority	<p>Members reviewing the topic queried whether this was simply a communication problem and that publicity to businesses was more regular, than that to the VCS. It was noted that there was a 20% discretionary element which the VCS were eligible to apply for.</p> <p>This was a possible topic for Mini-Review.</p>	<p><u>Officer Comment following 2018 Conference</u></p> <p>Could be undertaken as a mini review to ensure Members are happy with the current processes/procedures in place.</p> <p>Currently, new requests are reviewed by an Officer and Member group.</p> <p><u>Officer Comment following 2019 Conference</u></p> <p><u>Awaiting Officer Comment</u></p>
Review of re-let times of Council properties	CS&T Committee/ Individual Scrutiny Cllrs	Housing	Identified during 2018/19 by Committee as a high priority issue.	Under-performance against Target C13 was identified throughout 2018/19 by the Committee, culminating in a report being submitted to Executive in April	<u>Awaiting Officer Comment</u>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
			Not scored at conference.	<p>2019 requesting further investigation.</p> <p>There are areas of concern across the District.</p> <p>It is not clear how/if this will be taken forward following the local elections.</p> <p>There are concerns due to the costs incurred both through loss of rent and extended renovations/maintenance.</p> <ul style="list-style-type: none"> • Is this contained within existing budgets? • The HRA outturn for 2018/19 shows positive variances in relation to repairs and maintenance – is this funding that should have partly been spent on void works? <p>Alongside concerns as to the efficiency of physical works required in order to re-let Council properties, Members query how we are supporting access to housing for priority groups,</p>	

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				<p>particularly Ex-servicemen (this supports the Armed Forces Covenant); and Young Care Leavers and how we can improve partnership working in this area.</p> <ul style="list-style-type: none"> • Can 'Hard-to-Let' properties be used as part of a partnership approach for these priority customer groups? 	
Review of the Accessibility of the BDC website	Scrutiny Cllrs/ Regulation amendments	Communications, Marketing and Design	<p>Not discussed at conference/scored.</p> <p>Identified subsequent to conference</p>	<p>Members have become aware of the need to review the website in light of the new accessibility regulations – Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018.</p> <p>Deadlines for compliance are as follows:</p> <ul style="list-style-type: none"> • New websites – 23/09/19 • Existing websites – 23/09/20 (some elements may still require compliance by 23/09/19) • Mobile Apps – 23/06/21 <p>Members are also aware of a number of issues in navigating the current site, efficiency of current</p>	<p>We added more resource to the team in January 2019 by employing a specific Web Development Officer. We are currently redesigning the corporate website to make it more user friendly, easier to navigate and mobile device friendly. As part of this revamp we will be adhering to the new regulations and will meet the required deadlines. I do not have a specific date for the re-launch but it will be in 2019.</p>

Review Topic	Source of Suggestion	Service Area	Score at Conference/Priority Ranking	Members Comment from Conference	Officer Comment
				<p>public access to committee papers/documents, which impacts how transparent we are as a public sector body.</p> <p>Key lines of enquiry:</p> <ul style="list-style-type: none"> • What work is required for BDC to comply with the regulations and do we have sufficient resource? • Will we be compliant by the required deadlines? • Aside from accessibility for those with disabilities covered by the new regulations, how are we looking to improve general user experience/accessibility? 	