

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	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. This was a possible topic for Mini-Review.	<u>Officer Comment following 2018 Conference</u> Could be undertaken as a mini review to ensure Members are happy with the current processes/procedures in place. Currently, new requests are reviewed by an Officer and Member group. <u>Officer Comment following 2019 Conference</u> <u>Awaiting Officer Comment</u>
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>

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			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>	

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				<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>

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				<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? 	