

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 9th September 2019 at 1000 hours in the Council Chamber, the Arc, Clowne

Item No.	<u>PART A – FORMAL</u>	Page No.(s)
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 15 th July 2019.	4 to 7
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	8 to 14
6.	Customer Service Standards and Compliments, Comments and Complaints - 1 st October 2018 to 31 st March 2019 and Annual Summary.	15 to 28
7.	Annual Letter from the Local Government & Social Care Ombudsman 2018/19.	29 to 40
8.	Corporate Plan Targets Performance Update – April to June 2019 (Quarter 1 – 2019/20).	41 to 46
9.	Update Briefing on Transformation Plan and submissions to Transformation Governance Group.	Presentation
10.	Post Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report.	47 to 59
11.	Post Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Interim Report.	60 to 73
12.	Scrutiny Committee Work Programme 2019/20 – Formal agreement of Scoping document.	74 to 80

PART B – INFORMAL

The informal part of the meeting will commence at 13.30pm at Bainbridge Hall, Bolsover.

The formal meeting of the Customer Service and Transformation Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.

13. Review Work – New Bolsover Model Village (site visit and background discussion); Agreement of Review Scope.

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 15th July 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Jane Bryson, Tricia Clough, David Dixon, Ray Heffer and Rita Turner.

Officers:- Lee Hickin (Strategic Director – People), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

Also in attendance at the meeting were Councillors Anne Clarke and Andrew Joesbury, observing.

0140. APOLOGY

An apology for absence was received from Councillor Paul Cooper.

0141. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0142. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0143. MINUTES – 17TH JUNE 2019

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee be approved as a correct record.

0144. LIST OF KEY DECISIONS & ITEMS TO BE CONSIDERED IN PRIVATE

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

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

0145. POST SCRUTINY MONITORING ON STRATEGIC ALLIANCE

Committee considered a report which provided the final post-scrutiny monitoring report on the Review of the Strategic Alliance.

Following Committee scrutinising the Strategic Alliance during 2017/18, an interim report was submitted to Executive in May 2018. The Committee concluded that due to the complexity of the topic reviewed, an interim report which further refined the scope and pinpointed more specific areas for review, was the best course of action.

A number of recommendations were put together which aimed to assist the Council in looking at the future arrangements for further development of the Strategic Alliance.

An appendix attached to the report acknowledged the progress made by officers implementing the recommendations. Two out of the 5 recommendations had been implemented to date. One recommendation required an extension to accommodate the current re-development of the website and 2 recommendations (2.2 and 2.4) required further clarity as to progress as the desired outcome had not been fully achieved during the twelve month monitoring period. It was likely these 2 recommendations would require an extension.

With regard to recommendation 2.2, at the point of Committee scrutinising the Review of the Strategic Alliance, scrutiny of the Transformation Programme had also been considered, however, it became apparent that a new Transformation Programme was being developed and Committee deferred consideration whilst receiving regular updates from the Joint Strategic Director - People.

The Strategic Director – People, outlined progress on the work of the new Transformation Programme. The first phase had been to put out information to staff on what was trying to be achieved. Within a 2 month period, between the 2 district councils, 500 ideas, some small, some big, had been put forward. The ideas were put into a coherent process to be discussed and the Transformation Governance Group was set up. Some of the ideas required consideration and approval by Executive and Council but others could be implemented straight away. To date, up to £500k of savings were to be made by the end of the current financial year (2020).

It had been previously agreed that ideas which would need to be submitted to Executive and Council, would be presented to Scrutiny Committee for discussion in the first instance and then to the Transformation Governance Group. The Strategic Director - People proposed to attend Committee on 9th September to provide Members with a presentation on the work of the Transformation Governance Group and current ideas which had been submitted. He would also liaise with the Scrutiny & Elections Officer with regard to attending future meetings to present to Members the ideas which would have developed and to provide updates and a further presentation.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

With regard to recommendation 2.4, the Strategic Director – People, noted that the Strategic Alliance currently had sixteen services which were either fully joint or partially joint with North East Derbyshire District Council and he requested clarity on the information that Members required. Members agreed that they wished to receive information at the next meeting and periodically afterwards, with regard to;

- how the joint services were working and what benefits had been achieved; acknowledging that some benefits may not necessarily be financial?
- did the joint services have the same approach across both councils?
- why were some services only partially joint and what were the benefits of the different approaches to each council?
- what had been delivered, i.e., the wider service level delivery?
- savings made to date and potential savings?
- benefits and changes made since entering into the Strategic Alliance and the rationale behind any changes.
- were any of the joint services politically sensitive?

The Strategic Director – People, noted that updates on progress were also presented to the quarterly performance meetings. The Scrutiny & Elections Officer felt that the information presented to the quarterly performance meetings was not necessarily reaching all Members and this recommendation from the Review was around improving that communication.

The Scrutiny & Elections Officer advised the meeting that the monitoring period for Recommendation 2.4 would be extended to October 2019 to enable Members to receive the report of the Strategic Director – People.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

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

(2) the monitoring period for recommendation 2.4 be extended to October 2019,

(3) the findings of the Review be made public in accordance with Part 4.5.17(3) of the Council's Constitution.

(Scrutiny & Elections Officer)

The Strategic Director – People left the meeting.

0146. SCRUTINY COMMITTEE WORK PROGRAMME 2019/20

Committee considered their Work Programme 2019/20, which would be updated with items agreed at this meeting.

Members were reminded that the September meeting had been formally moved from 2nd September to 9th September 2019.

The Scrutiny & Elections Officer advised the meeting that she had been working with the Chair and Vice Chair on a brief with regard to a discreet review in relation to the progression of the refurbishment of New Bolsover Model Village.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Members agreed that the informal meeting of the Committee be arranged to be held at Bainbridge Hall, Bolsover in the afternoon of 9th September 2019 followed by a site visit to New Bolsover Model Village.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer

RESOLVED that (1) the Work Programme 2019/2020 be noted,

(2) an informal meeting be held at Bainbridge Hall, Bolsover on the afternoon of 9th September 2019 followed by a site visit to New Bolsover Model Village.

(Scrutiny & Elections Officer)

The meeting concluded at 1105 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: 16th August 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 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 and Portfolio Holder - Policy, Strategy, Resources and Media
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder - Corporate Governance
Councillor Mary Dooley - Portfolio Holder - Partnerships and Transformation
Councillor Clive Moesby - Portfolio Holder - Finance and Resources
Councillor Sandra Peake Portfolio Holder - Housing and Community Safety
Councillor Nick Clarke - Portfolio Holder - Environmental Impact
Councillor Deborah Watson - Portfolio Holder – Street Scene and Environmental Health
Councillor Liz Smyth - Portfolio Holder – Economic Development

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 Corporate Governance & 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 16th September 2019	Monday 20th January 2020
Monday 14th October 2019	Monday 10th February 2020
Monday 18th November 2019	Monday 24th February 2020
Monday 16th December 2019	Monday 9th March 2020
	Monday 30th March 2020
	Monday 27th April 2020
	Tuesday 26th 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
Consultation on proposed Dog Control Public Space Protection Order	Executive	16 th September 2019	Report of the Portfolio Holder - Street Scene & Environmental Health	Solicitor - Team Manager (Contentious)	Yes – has the potential to be significant effect on two or more wards.	Public
Joint ICT Structure Review	Executive	16 th September 2019	Report of the Portfolio Holder – Corporate Governance	Head of Service – Partnership and Transformation	No	Exempt Paragraphs 1, 2, 3 and 4
Whitwell Cluster – B@Home Framework	Executive	16 th September 2019	Report of the Portfolio Holder – Housing & Community Safety	Property Services Manager	Yes, results in expenditure in excess of £75k	Exempt Paragraph 3
Payment Card Industry Compliance	Executive	16 th September 2019	Report of the Portfolio Holder – Corporate Governance	Head of Service – 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.	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
Skip service for Bolsover District Council Housing Repairs Section.	Executive	16 th September 2019	Report of the Portfolio Holder – Housing & Community Safety	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.	Public
Proposed staffing restructure	Executive and Council	16 th September 2019 and 13 th November 2019	Report of the Cabinet Member for Corporate Governance	Joint Chief Executive Officer	Yes – the result will mean the Council incurring Revenue expenditure of £75k or more	Exempt – Paragraphs 1, 2, 3 and 4
Corporate Plan Review process	Executive	16 th September 2019	Report of the Cabinet Member for Corporate Governance	Joint Strategic Director - Place	Yes – affecting two or more wards in the district	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
Award of contract for the supply of multi-functional devices (print/copy/scan)	Executive	16 th December 2019	Report of the Portfolio Holder – Corporate Governance	Joint Head of Partnerships 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

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

9th September 2019

**Customer Service Standards
and
Compliments, Comments and Complaints Report 2018/19
1st October 2018 to 31st March 2019 and Annual Summary**

Report of the Head of Corporate Governance

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st October 2018 to 31st March 2019
- To provide an Annual Summary on the above.

1 Report Details

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

Customer Service Standards

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

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st October 2018 and 31st March 2019 by quarterly period. The report identifies 96% (in both Q3 and Q4) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments not achieving the key customer service standard of 93% for these periods were:

- Housing and Community Safety 92% in Q3
- Customer Service 85% in Q3 and 91% in Q4
- Revenues & Benefits 81% in Q3 and 74% in Q4.

Contact Centres

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

Contact Centres achieved 85% and 80% for quarters 3 & 4 respectively (82% cumulatively).

This represents a significant improvement on the previous report where 73% was achieved.

Cumulatively performance is 78% over 2018/19, which falls just short of the target of 80%.

Revenues & Benefits

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

Revenues & Benefits 'direct dial' achieved 82% and 77% for quarters 3 & 4 respectively (79% cumulatively).

Cumulatively performance is 78% over 2018/19, which exceeds the target of 60%.

E-mails

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

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

For this reporting period, 1st October 2018 to 31st March 2019:

- 4,798 email enquiries (2,355 in Q3 and 2,443 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days.

Whilst there were slightly fewer e-mails compared to the same period (5,326 in 2017/18), this remains a popular method of contact.

Face to face monitoring

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

Waiting times were monitored during two weeks in 2018/19, weeks commencing 14th January 2019 and 15th July 2019. In total 1,703 customers called into the Contact Centres, 1698 of which (99.7%) waited less than 20 minutes to be served. This exceeds the corporate target and demonstrates excellent service.

Cumulatively, during the same periods, 380 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during the monitoring periods to **2083**.

Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 135 written compliments were received. Compliments were received from customers who appreciated excellent service. These included 39 for Leisure, 29 for the Housing Department and 28 for Streetscene Services. As there are some compliments which cross cut departments, the number does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. 100% (all 26) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints is 3 working days.

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 95 complaints were received during this period, 99% of which were responded to within our customer service standard of 15 working days. It is pleasing to report that this exceeds the target of 97%.

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

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 17 stage three complaints were received, 94% (16) of which were responded to within the standard of 20 working days.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2018/19 as at the end of March 2019. During this period five cases were closed after initial enquiries and the Council was awaiting further correspondence in respect two other complaints.

Summary for 2018/19

The following tables provide a summary of performance for compliments, comments and complaints for 2018/19, with comparative data from previous years.

Volume and Performance

Volume by type	2018/19 Total	2017/18 Total	2016/17 Total	2015/16 Total
Compliments	258	266	264	324
Comments	69	58	70	50
Formal Investigation Complaints (S2)	193	179	176	127
Internal Review Complaints (S3)	33	46	35	39
Total	553	549	545	540

Stage 1 Complaints	252	213	224	273
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%
% Stage 2 responded to within standard (target 97%)	99%	98%	99%	99%
Average response in days (target 15 working days)	11	10	10	10
% Stage 3 responded to within standard (target 100%)	97%	98%	100%	100%
Average response in days	16	14	14	14

When comparing 2018/19 to the previous year of 2017/18, the following is noted:

- There were slightly fewer written compliments
- We have received more comments
- We have received more frontline resolution complaints
- Received more formal investigation complaints
- Received fewer internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and Housing Ombudsman. When looking at ombudsman complaints decisions for this financial year, it is satisfying to note the Council has not been found at fault or received criticism regarding its complaint handling.

Complaints Feedback

There was no specific feedback leading to service improvements during this financial year.

2 Conclusions and Reasons for Recommendation

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

3 Consultation and Equality Impact

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

4 Alternative Options and Reasons for Rejection

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

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

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

5.2 Legal Implications including Data Protection

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

5.3 Human Resources Implications

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

6 Recommendations

That Customer Service and Transformation Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

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:</i> <i>Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC:</i> <i>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>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes

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

8 Document Information

Appendix No	Title
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints: A. Compliments by department 1/10/18 – 31/3/19 B. Comments by department 1/10/18 – 31/3/19 C. Frontline resolution complaints by department 1/10/18 – 31/3/19 D. Formal Investigation complaints by department 1/10/18 – 31/3/19 E. Internal Review complaints by department 1/10/18 – 31/3/19 F. Ombudsman complaints summary for 2018/19
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353

Appendix 1

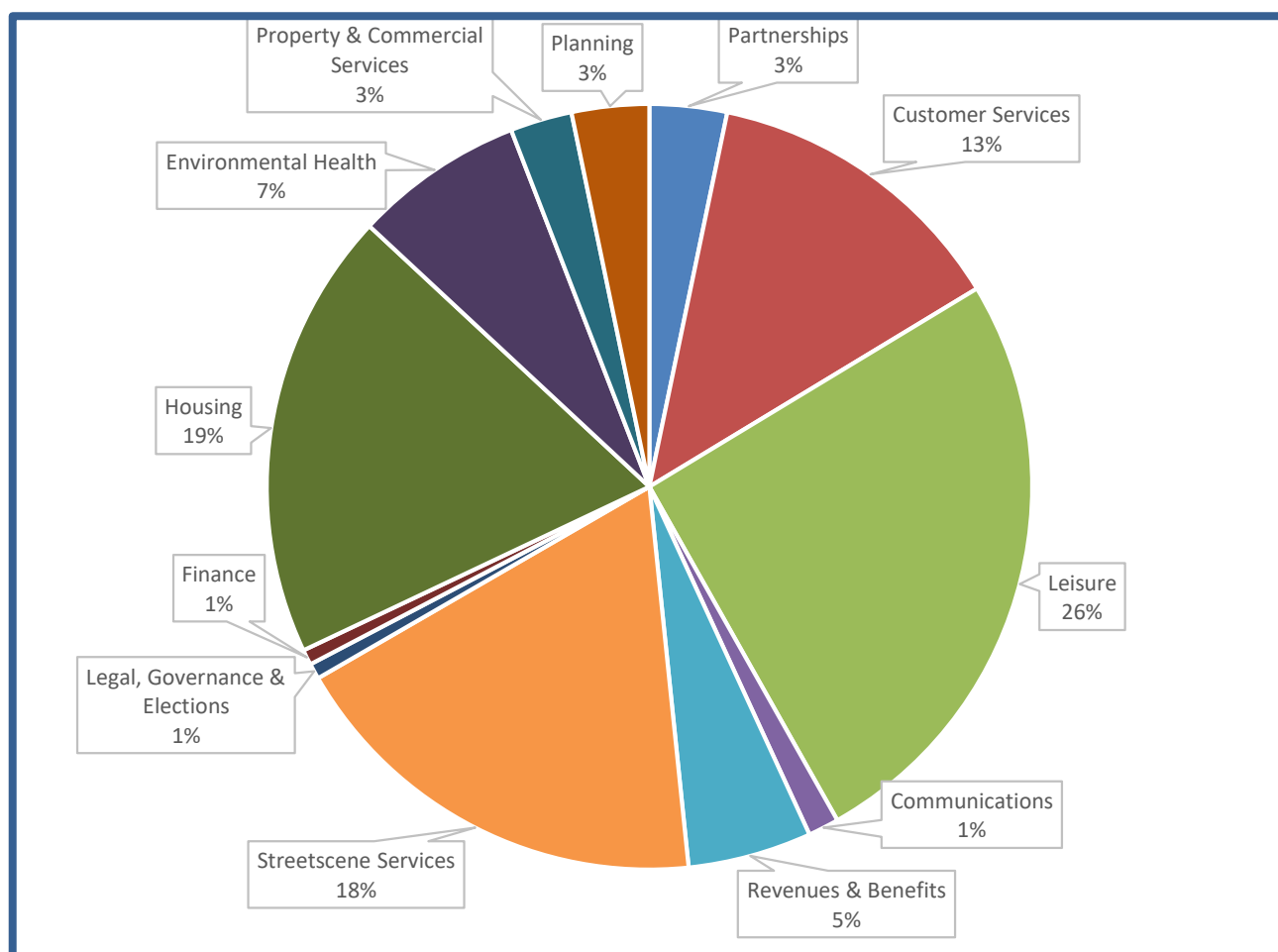
Key Customer Service Standards - Performance Monitoring - 2018/19													
Period	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	No. of Incoming Calls - Revenues	% of Calls Answered within 20 Seconds - Revenues	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99%		97%
April to June	5092	98%	20,713	71%	14,214	75%	3,180	100%	100%	No monitoring undertaken		54	100%
Quarter 1 Cumulative	5,092	98%	20,713	71%	14,214	75%	3,180	100%	100%			54	100%
July to September	4,740	98%	20,895	75%	13,203	79%	2,846	100%	99%	890	100%	44	100%
Quarter 2 Cumulative	9,832	98%	41,608	73%	27,417	77%	6,026	100%	100%	890	100%	98	100%
October to December	6,442	96%	18,181	85%	8,237	82%	2,355	100%	99%	No monitoring undertaken		42	100%
Quarter 3 Cumulative	16,274	97%	59,789	77%	35,654	79%	8,381	100%	99%			140	100%
January to March	9,303	96%	21,204	80%	12,924	77%	2,443	100%	99%	813	100%	53	96%
Quarter 4 Cumulative	25,577	97%	80,993	78%	48,578	78%	10,824	100%	99%	1,703	100%	193	99%

Appendix 2 - Telephony Figures 1/10/18 – 31/3/19

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
People Directorate						
Partnerships & Transformation	175	175	100%	154	153	99%
Customer Services	54	46	85%	32	29	91%
ICT	1171	1167	100%	936	933	100%
Leisure	101	96	95%	86	85	99%
Legal, Governance, Scrutiny & Elections	460	456	99%	504	502	100%
HR, Payroll & Health & Safety	609	606	100%	508	508	100%
Performance & Communications	184	184	100%	135	133	99%
Finance	240	240	100%	200	200	100%
Revenues & Benefits	2260	1833	81%	5604	4167	74%
Streetscene Services	580	563	98%	505	481	95%
	5834	5366	96%	8664	7191	96%
Place Directorate						
Housing & Community Safety	254	234	92%	294	275	94%
Property & Commercial Services	217	209	96%	218	211	97%
Planning	96	91	95%	84	79	97%
Economic Development	41	41	100%	43	43	100%
	608	575	96%	639	608	97%
Total	6442	5941	96%	9303	7799	96%
Contact Centres Target 80%						
Total Contact Centres	18181	15388	85%	21204	17067	80%
Revenues & Benefits Target 60%						
Benefits	2457	2278	93%	3654	3410	93%
Billing	3102	2228	72%	5511	3426	62%
Business Rates	166	149	90%	286	239	84%
Recovery	2512	2089	83%	3473	2872	83%
Total	8237	6744	82%	12924	9947	77%
Abandonage	Total	Answered	Abandon %age	Total	Answered	Abandon %age
Contact Centres Abandoned	18514	18181	2%	21855	21204	3%
Revenues & Benefits Abandoned						
Benefits	2465	2457	0%	3656	3654	0%
Billing	3225	3102	4%	5897	5511	7%
Business Rates	170	166	2%	291	286	2%
Recovery	2652	2512	5%	3685	3473	6%
	8512	8237	3%	13529	12924	4%
Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:						
Answered on the original extension within 20 seconds						
Transferred to another extension on divert within 20 seconds						
Picked up by a group pick up within 20 seconds						
Which ring off within 20 seconds						
Does not meet target						

A- Compliments 1/10/18 - 31/3/19		Number
People	Partnerships	5
	Customer Services	20
	Leisure	39
	Communications	2
	Revenues & Benefits	8
	Streetscene Services	28
	Legal, Governance & Elections	1
	Finance	1
		104
Place	Housing	29
	Environmental Health	11
	Property & Commercial Services	4
	Planning	5
		49
Total		153

Percentage of Compliments by department



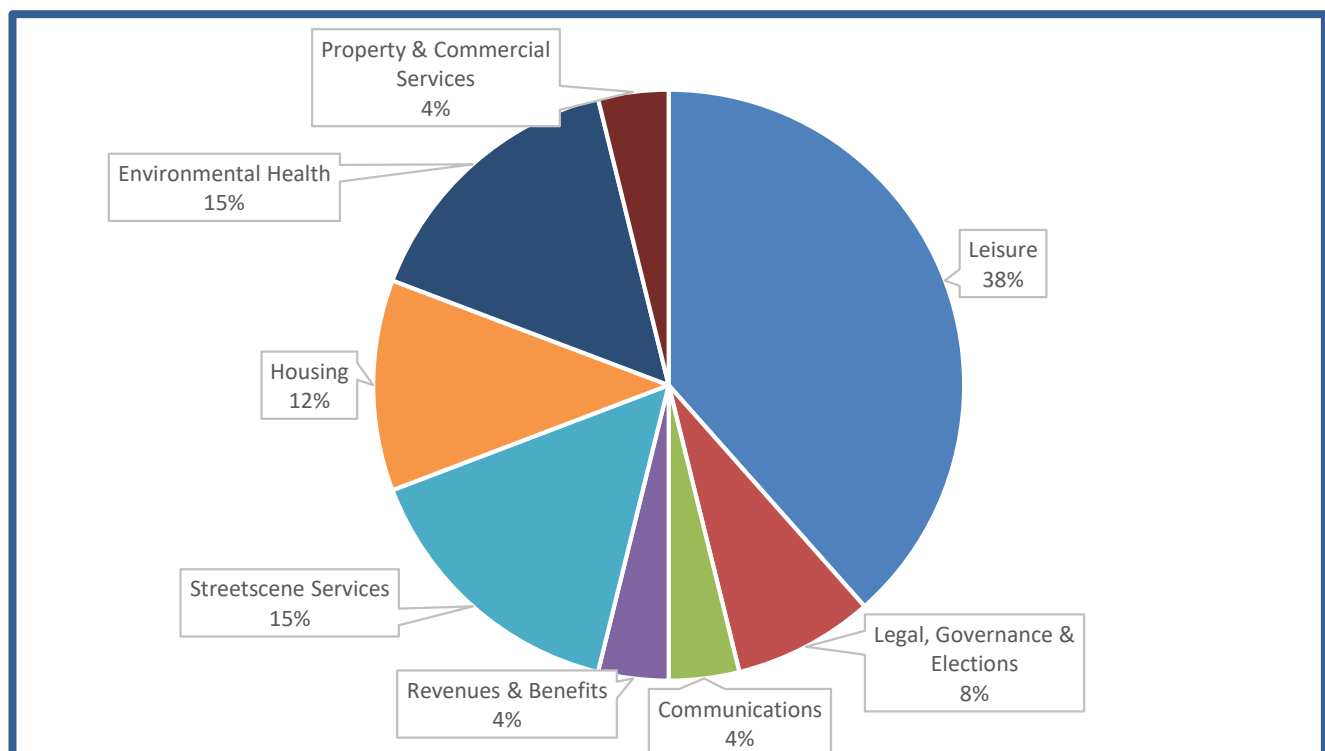
Compliments included:

Thank you for everything you have done for us, I will never forget it and don't know what I would have done without your support and understanding.	Revenues & Benefits
My two children have just completed the balanceability course and the instructors Tom and Ben we're both fantastic. My daughter was in the level 2 class with no confidence and is now fully riding by herself. My son who is only 2yrs old with no concentration span completed the level 1 and can fully glide with both his feet up (when he wants to of course).	Leisure
Tenant has recently had a new roof on her property and she wanted to compliment all the workmen and contractors who have been party to this. She says the works have been carried out with minimal disruption and everyone has been polite and courteous.	Housing
Resident is very pleased with the actions of the Council regarding securing the Criminal Behaviour Order for the perpetrator of antisocial behaviour and criminal damage. He says he has been critical of the Council in the past but is happy with the result. He now understands the action the Council had to take and how we had to carry it out.	Streetscene Services Housing Legal Environmental Health
Resident would like to say the Customer Advisor has been absolutely outstanding with Universal Credits online. She couldn't have done it without her, she who went over and above her duties, she is very grateful for all her help and advice	Customer Services
I would like to thank you from the bottom of my heart for not only understanding the noise problem caused by my neighbours but also for the swift response and settling the problem for me too as it was driving me insane and THANK YOU SO MUCH! 1ST CLASS SERVICE!	Environmental Health Customer Services
Resident spoke to a very helpful Officer who sorted his single occupier discount out for him.	Revenues & Benefits
Well done to the Partnership Manager and the Team! Fab achievement.	Partnership Strategy
Just a word of appreciation for the Planner's patience and perseverance in connection with the recent Reserved Matters Application, he trusts that most of her work is somewhat less complicated and more straightforward.	Planning
Resident would like to thank the crew who cut the tree outside his home. They made a great job, cleared up well and were very pleasant. Very much appreciated.	Streetscene Services
Officer put on a good presentation and very informative regarding the UK Coaching Safeguarding and Protecting Children's course	Leisure
Resident would like to thank Streetscene Services and Customer Advisors - her bin was repaired the day after she reported it	Customer Services Streetscene Services
Having been off the gym scene for a good 10 years and into my second year of early retirement winter times were getting tedious with little exercise and 4 walls so decided this year things will change after reading some reviews I was a bit apprehensive but took the plunge and went down and had a look round. I was very impressed with the gym and the amount of equipment so decided to join. Everyone I have met there has been really friendly especially the instructors and staff, can't fault them in any way they are always there if you need any advice or	Leisure

help with anything it's the best positive step I have made this winter for myself and body I would recommend anyone who is thinking of taking some exercise to go and have a look round and judge by yourselves

B - Comments 1/10/18 - 31/3/19		Number
People	Leisure	10
	Legal, Governance & Elections	2
	Communications	1
	Revenues & Benefits	1
	Streetscene Services	4
		18
Place	Housing	3
	Environmental Health	4
	Property & Commercial Services	1
		8
Total		26

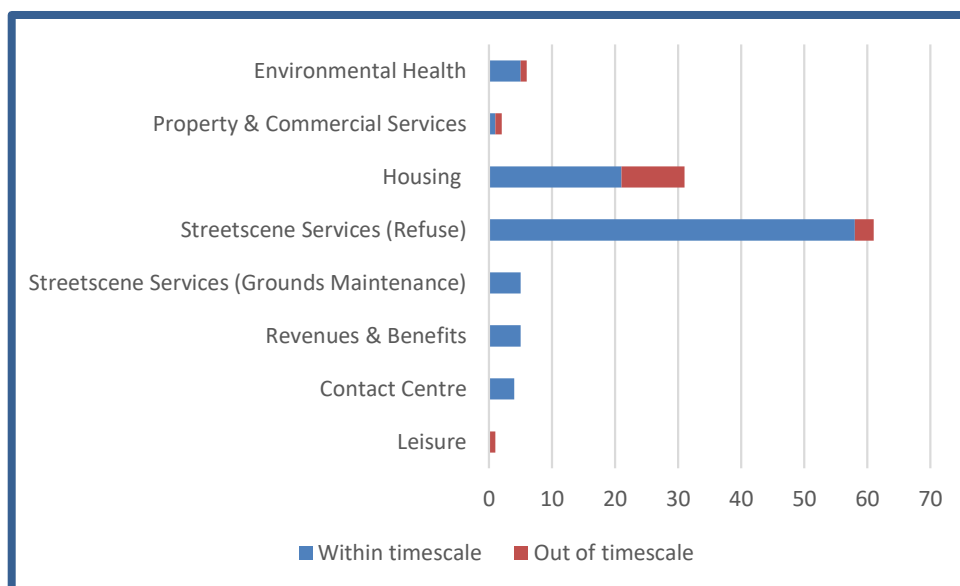
Percentage of Comments by department



C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/18 - 31/3/19		Number	Out of timescale (3 working days)
People	Leisure	1	1
	Contact Centre	4	
	Revenues & Benefits	5	
	Streetscene Services (Grounds Maintenance)	5	
	Streetscene Services (Refuse)	61	3
		76	4

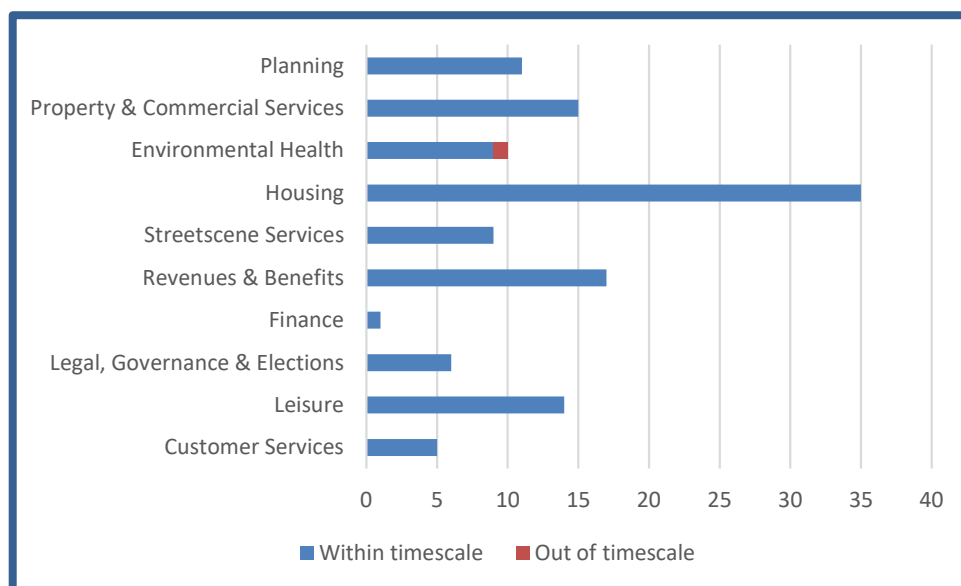
Place	Housing	31	10
	Property & Commercial Services	2	1
	Environmental Health	6	1
		39	12
Total		115	16 (14%)

Informal complaints (Stage 1) within target (3 working days) by department



D – Number of Formal Investigation (Stage 2) complaints 1/10/18 - 31/3/19		Number	Within timescale of 15 working days	Out of timescale
People	Customer Services	5	5	
	Leisure	14	14	
	Legal, Governance & Elections	6	6	
	Finance	1	1	
	Revenues & Benefits	17	17	
	Streetscene Services	9	9	
		52	52	
Place	Housing	35	35	
	Environmental Health	10	9	1
	Property & Commercial Services	15	15	
	Planning	11	11	
		71	70	1
Total		113	112	1

Formal Investigation (Stage 2) within target (15 working days) by department



E – Number of Internal Review (S3) complaints 1/10/18 - 31/3/19		Number	Within timescale of 20 working days	Out of timescale
People	Contact Centre	1	1	
	Leisure	1	1	
	Legal, Governance & Elections	3	3	
	Performance	4	4	
	Revenues & Benefits	3	3	
		12	12	
Place	Housing	6	5	1
	Environmental Health	3	3	
	Property & Commercial Services	1	1	
	Planning	3	3	
		13	12	
Total		25	24	1

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
01/11/17	HO Initial enquiries Tenant is experiencing antisocial behaviour from a previous tenant who has dementia and still believes they live at the property	Housing	26/09/18	Service failure in the Council's handling of this matter with regard to updating the complainant.
12/09/18	LGSCO Not happy with response regarding the difference between Planning Applications and the Local Plan	Planning	01/10/18	Closed after initial enquiries - no further action.
09/10/18	LGSCO Initial enquiries. Complaint that the weedspraying programme has damaged their beech hedge	Streetscene Services	24/10/18	Closed after initial enquiries - out of jurisdiction. This is because it is reasonable for the complainant to seek a remedy in the courts if the Council denies liability for negligence
03/12/18 13/02/19 4/3/19	LGSCO Initial enquiries. LGSCO (intention to investigate) LGSCO Investigation. Complainant unhappy with noise nuisance outcome	Environmental Health		Carried forward
13/02/19	LGSCO Initial enquiries. Not happy that 'grime' is not being cleaned	Streetscene Services	14/03/19	Closed after initial enquiries - no further action.
05/03/19	LGSCO (intention to investigate) Ms X on behalf of son, wants an adapted Council property	Housing		Carried forward
20/03/19	LGSCO Initial enquiries - wants a thorough investigation into conduct of a Parish Councillor	Legal	28/03/19	'Closed after initial enquiries - out of jurisdiction'. Complainant complains from his position as a councillor and so the complaint is outside the Ombudsman's legal remit.
20/03/19	LGSCO Initial enquiries - wants an investigation into why a Parish Council meeting was made exempt	Legal	03/04/19	Closed after initial enquiries - no further action'. Complainant is not caused a significant, personal injustice from his complaint.

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman

Bolsover District Council**Customer Service and Transformation Scrutiny Committee****9th September 2019**

Annual Letter from the Local Government & Social Care Ombudsman 2018/19

Report of the Head of Corporate Governance and Monitoring Officer

This report is public.

Purpose of the Report

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2018/19.

1 Report Details

The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31st March 2019. Please note that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.

The Annual Letter 2018/19 has been appended (Appendix 1) and supporting information Complaints Decided (Appendix 2), Complaints Received (Appendix 3), Compliance (Appendix 4) for your information.

Key points from the letter, specifically in relation to Bolsover District Council:

- The LGSCO received 15 enquiries and complaints during 2018/19, none of which was subject to a detailed investigation.
- The LGSCO decided 9 complaints, of which 2 were incomplete or invalid, advice was given in 1, 2 were referred back to the Council and 4 were closed after initial enquiries.

Benchmarking information - CIPFA Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints	Compliance rate	Total complaints received
Ashfield District Council	2	1	100%	19
Bassetlaw District Council	5	1	100%	14
Bolsover District Council	0	0	0*	15
Chesterfield District Council	2	0	0*	7
Erewash District Council	0	0	0*	7

Mansfield District Council	1	0	0*	14
NE Derbyshire District Council	1	0	0*	3

*No recommendations were due for compliance in this period

Whilst Bolsover District Council received 15 complaints against its services, none were the subject of a detailed investigation.

The LGSCO carried out 4,232 detailed investigations (up from 4,020 in 2017/18)

It is pleasing to report that there were no complaints upheld against this Council, against a background of the LGSCO upholding 58% (up from 57% in 2017/18) of complaints submitted to them.

The Ombudsman notes in his annual letter that the number of complaints does not in itself indicate reliably the Council's performance. The volume of complaints should be considered alongside the **upheld** rate (how often the LGSCO found fault when they investigated a complaint) alongside statistics that indicate the authority's willingness to accept fault and put things right when they go wrong.

They also provide a figure for the number of cases where Councils provided a satisfactory remedy before the complaint reached them, and new statistics about the Council's compliance with recommendations have been made.

The statistics on compliance are the result of a series of changes the LGSCO has made to how they make and monitor recommendations to remedy any fault they find. Recommendations are specific and often include a time-frame for completion, allowing them to follow up with authorities and seek evidence that recommendations have been implemented. As no complaints were upheld, there were no recommendations due for compliance in this period.

Although this report is regarding complaints directed to the LGSCO, the Council received no complaints via the Housing Ombudsman (HO) for the same period. There was 1 complaint outstanding from 2017/18 in which the HO recorded a decision of 'Service failure in the Council's handling of this matter with regard to updating the complainant'. The case was a particularly complex one and the HO noted:

To a large extent the speed at which this situation could be resolved was beyond the Council's control as it was reliant on DCC (Derbyshire County Council), which was responsible for Mr A's (the previous occupant who kept trying to access his former home) care, to consider its concerns and take the decision to relocate him.

It would therefore be unfair to criticise the Council for any delays in achieving that end, in particular as it has demonstrated that it was taking active steps to influence Mr A's care providers.

and

There is one particular aspect of this case, however, which the Council could have improved upon. Although it did not specify the regularity with which it would keep [the complainant] updated it did commit to do so in its letters to him of 7 and 31 August 2017. There is evidence that it kept him sufficiently informed during August 2017, however, its communication with him trailed off in the lead up to Mr A leaving his property at the beginning of December 2017.

The department has since put a process in place to give regular updates to customers who are awaiting information and, in the corporate Customer Service training, we reiterate that it is important to be more specific about the regularity of those updates, for example, weekly/ monthly etc.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding LGSCO/ HO complaints.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding LGSCO/ HO complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

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

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government & Social Care Ombudsman or the Housing Ombudsman.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman or the Housing Ombudsman. There are no Data Protection implications.

5.3 Human Resources Implications

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

6 Recommendation

That Scrutiny Committee receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2018/19.

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>	No
---	----

BDC:	Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/>	
NEDDC:	Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/>	
<input checked="" type="checkbox"/> Please indicate which threshold applies		
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)		No
Has the relevant Portfolio Holder been informed		Yes
District Wards Affected		All
Links to Corporate Plan priorities or Policy Framework		Providing Our Customers with Excellent Service. Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
1:	Annual Letter from the Local Government & Social Care Ombudsman 2018/19
2:	Complaints Decided
3:	Complaints Received
4:	Compliance
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353

24 July 2019

By email

Daniel Swaine
Chief Executive
Bolsover District Council

Dear Mr Swaine

Annual Review letter 2019

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2019. The enclosed tables present the number of complaints and enquiries received about your authority, the decisions we made, and your authority's compliance with recommendations during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

As ever, I would stress that the number of complaints, taken alone, is not necessarily a reliable indicator of an authority's performance. The volume of complaints should be considered alongside the uphold rate (how often we found fault when we investigated a complaint), and alongside statistics that indicate your authority's willingness to accept fault and put things right when they go wrong. We also provide a figure for the number of cases where your authority provided a satisfactory remedy before the complaint reached us, and new statistics about your authority's compliance with recommendations we have made; both of which offer a more comprehensive and insightful view of your authority's approach to complaint handling.

The new statistics on compliance are the result of a series of changes we have made to how we make and monitor our recommendations to remedy the fault we find. Our recommendations are specific and often include a time-frame for completion, allowing us to follow up with authorities and seek evidence that recommendations have been implemented. These changes mean we can provide these new statistics about your authority's compliance with our recommendations.

I would like to thank your Council for supporting the development of this work and offering valuable feedback on how this new data is described and presented.

I want to emphasise the statistics in this letter reflect the data we hold and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to your authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside our annual review of local government complaints. For the first time, this includes data on authorities' compliance with our recommendations. This collated data further aids the scrutiny of local services and we encourage you to share learning from the report, which highlights key cases we have investigated during the year.

New interactive data map

In recent years we have been taking steps to move away from a simplistic focus on complaint volumes and instead focus on the lessons learned and the wider improvements we can achieve through our recommendations to improve services for the many. Our ambition is outlined in our [corporate strategy 2018-21](#) and commits us to publishing the outcomes of our investigations and the occasions our recommendations result in improvements for local services.

The result of this work is the launch of an interactive map of council performance on our website later this month. [Your Council's Performance](#) shows annual performance data for all councils in England, with links to our published decision statements, public interest reports, annual letters and information about service improvements that have been agreed by each council. It also highlights those instances where your authority offered a suitable remedy to resolve a complaint before the matter came to us, and your authority's compliance with the recommendations we have made to remedy complaints.

The intention of this new tool is to place a focus on your authority's compliance with investigations. It is a useful snapshot of the service improvement recommendations your authority has agreed to. It also highlights the wider outcomes of our investigations to the public, advocacy and advice organisations, and others who have a role in holding local councils to account.

I hope you, and colleagues, find the map a useful addition to the data we publish. We are the first UK public sector ombudsman scheme to provide compliance data in such a way and believe the launch of this innovative work will lead to improved scrutiny of councils as well as providing increased recognition to the improvements councils have agreed to make following our interventions.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2018-19 we delivered 71 courses, training more than 900 people, including our first 'open courses' in Effective Complaint Handling for local authorities. Due to their popularity we are running six more open courses for local authorities in 2019-20, in York, Manchester, Coventry and London. To find out more visit www.lgo.org.uk/training.

We were pleased to deliver a planning complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was useful to you.

Finally, I am conscious of the resource pressures that many authorities are working within, and which are often the context for the problems that we investigate. In response to that situation we have published a significant piece of research this year looking at some of the common issues we are finding as a result of change and budget constraints. Called, [Under Pressure](#), this report provides a contribution to the debate about how local government can navigate the unprecedented changes affecting the sector. I commend this to you, along with our revised guidance on [Good Administrative Practice](#). I hope that together these are a timely reminder of the value of getting the basics right at a time of great change.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Bolsover District Council
For the Period Ending: 31/03/2019

For further information on how to interpret our statistics, please visit our [website](#)

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	1	4	0	5	0	3	2	0	15

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate (%)	Total
2	1	2	4	0	0	0	9
Note: The uphold rate shows how often we found evidence of fault. It is expressed as a percentage of the total number of detailed investigations we completed.							

Satisfactory remedy provided by authority

Upheld cases where the authority had provided a satisfactory remedy before the complaint reached the Ombudsman	% of upheld cases
0	0
Note: These are the cases in which we decided that, while the authority did get things wrong, it offered a satisfactory way to resolve it before the complaint came to us.	

Compliance with Ombudsman recommendations

Complaints where compliance with the recommended remedy was recorded during the year*	Complaints where the authority complied with our recommendations on-time	Complaints where the authority complied with our recommendations late	Complaints where the authority has not complied with our recommendations	
0	0	0	0	Number
	0%		-	Compliance rate**
Notes: * This is the number of complaints where we have recorded a response (or failure to respond) to our recommendation for a remedy during the reporting year. This includes complaints that may have been decided in the preceding year but where the data for compliance falls within the current reporting year. ** The compliance rate is based on the number of complaints where the authority has provided evidence of their compliance with our recommendations to remedy a fault. This includes instances where an authority has accepted and implemented our recommendation but provided late evidence of that.				

Reference	Authority	Category	Received
18000945	Bolsover District Council	Benefits & Tax	18 Apr 2018
18002576	Bolsover District Council	Environmental Services & Public Protection & Regulation	21 May 2018
18007178	Bolsover District Council	Planning & Development	06 Aug 2018
18007223	Bolsover District Council	Housing	07 Aug 2018
18007307	Bolsover District Council	Planning & Development	08 Aug 2018
18008293	Bolsover District Council	Environmental Services & Public Protection & Regulation	03 Sep 2018
18002549	Bolsover District Council	Environmental Services & Public Protection & Regulation	12 Dec 2018
18012379	Bolsover District Council	Housing	10 Jan 2019
18015517	Bolsover District Council	Environmental Services & Public Protection & Regulation	14 Jan 2019
18017618	Bolsover District Council	Corporate & Other Services	19 Feb 2019
18019117	Bolsover District Council	Corporate & Other Services	14 Mar 2019
18019438	Bolsover District Council	Corporate & Other Services	20 Mar 2019
18019695	Bolsover District Council	Corporate & Other Services	26 Mar 2019
18019732	Bolsover District Council	Environmental Services & Public Protection & Regulation	26 Mar 2019
18019779	Bolsover District Council	Housing	26 Mar 2019

Appendix 2

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement re
18000945	Benefits & Tax	18 Apr 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18002576	Environmental Services & Public Protection &	21 May 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18007223	Housing	07 Aug 2018	Premature Decision - advice given	Referred back for local	Null	
18007307	Planning & Development	08 Aug 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18007178	Planning & Development	01 Oct 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18008293	Environmental Services & Public Protection &	24 Oct 2018	26(6)(c) Court remedy	Closed after initial enquiries	Null	
18015517	Environmental Services & Public Protection &	14 Mar 2019	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18019779	Housing	26 Mar 2019	Signpost - go to complaint handling	Advice given	Null	
18017618	Corporate & Other	28 Mar 2019	S27 not by member of the public	Closed after initial enquiries	Null	

Appendix 3

No compliance data recorded for this period.

Appendix 4

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

9th September 2019

<p>Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20)</p>

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 1 outturns for the Corporate Plan 2019-2020 targets.

1 Report Details

- 1.1 The attached contains the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30th June 2019. (Information compiled on 24th July 2019)
- 1.2 A summary by corporate plan aim is provided below:
- 1.3 **Providing our Customers with Excellent Service**
 - 10 targets in total
 - 10 targets on track
- 1.4 **Transforming our Organisation**
 - 1 target in total
 - 1 target on track

2 Conclusions and Reasons for Recommendation

- 2.1 All 11 targets are on track
- 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 2019-2020 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</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>	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 2019-2020 aims and priorities

8 Document Information






Appendix No	Title
1.	Corporate Plan Performance Update – Q1 April to June 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 – Q1 – April to June 2019

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.

Aim – Providing our Customers with Excellent Service

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		Q1: 54 approaches from people facing homelessness. 28 cases prevented from becoming homeless (52%). 7 cases still open and receiving support.	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	On track		Q1: 41 new units of Careline equipment provided to older vulnerable people.	Mar-20
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q1: Data not available until the end of July 19. The data is obtained from a system extract. The data extraction date is determined by The Department for Work and Pensions.	Mar-20
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track		Q1: Data not available until the end of July 19. Data extraction date determined by The Department for Work and Pensions.	Mar-20
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	On track		Q1: 48 adaptations completed. Note: Target status to be reviewed at six months. The Council responds to requests from DCC for adaptations and these are scheduled according to Council budget and resource. Larger jobs e.g. wetrooms have been done in Q1 which affects the number recorded but provides a better outcome for the tenant.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	On track		Q1: Good progress is being made against the new equality objectives for 2019-2023, notable actions this quarter include holding a very positive meeting of the Equality Panel, providing equality & diversity training to Members and new staff starters, collated draft engagement plan ready for publishing on the council's website and supported the organisation of transgender guidance to NEDDC Leisure staff which the BDC Equality lead also attended.	Mar-20
C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	On track		A total of 31 new referrals were received during Q1, 11 of which were high risk. A total of 11 did not engage with the service. All feedback forms have been completed for those who did (20). Positive responses (100%) were received from 20 service users who were asked: <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? 	Mar-20
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	On track		Q1: The average relet time for the Quarter is 20 days. (Including sheltered housing the overall average was 55 days).	Mar-20
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		Q1: April to June 97.80% Lead Officer has requested that this target be reduced to 98% for 2019/20. As reported during the 2015-2019 corporate plan performance is consistently around 97.6%. It is not feasible to attain 99% for all emergencies received during office hours due to the overlap with the out of hours' service. The lead officer considers 98% attainable. Recommendation to be included in the Q1 Performance Report to Executive.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		Q1: 1 course has been completed Living with Teenagers and out of the 5 parents attending, all completed the course and questionnaire. All 5 (100%) express a positive outcome and would recommend to others.	Mar-20

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 13 - Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year.	People	On Track		<p>Q1: On line transactions = 1480 (Self Service – 628, Webchats 852). (286 new SELF accounts created).</p> <p>Implementation of the 'Do - it Online, Redesign SELF' project and the increase of forms available for the public to access has now been delivered and went live 01/05/19, in addition a refresh to the BDC website homepage to make the 'Self' facility more prominent is still ongoing. 21 additional new services are available with consideration for further forms where possible, this is an increase from 16 self-service forms which were available in 2018/19.</p> <p>(2018/19 total = 2,350 on line 'self' transactions against a target of 2,600).</p> <p>Target for on-line transactions for 2019/20 is 4003 (this is 20% increase on 3336 - all Online Self (2350) and Webchat (986) contact during 2018/19). From 01/04/19 baseline and target measurement to include webchats also to reflect all online activity.</p>	Mar-20

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

9th September 2019

<p>Review of Standards Committee-Operational Review – Post-Scrutiny Monitoring (Interim Report)</p>
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Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present the Interim Post-Scrutiny Monitoring Report on the Review of Standards Committee-Operational Review to Customer Service & Transformation Scrutiny Committee.

1 Report Details

- 1.1 During 2018/19, the Customer Service & Transformation Scrutiny scrutinised the work of the Standards Committee and how it operated. Committee concluded that the following were key issues requiring further activity:
- The introduction of a more formalised approach to training, particularly at Parish level;
 - Consideration of Article 9 of the Constitution and the Committee Terms of Reference (Part 3.6) as part of the annual review process – see benchmarking exercise at 5.5 and 5.6 in the main report which highlights areas for consideration;
 - Improved public information, both web-based and hard-copy, to ensure the role of Standards Committee is clear.
- 1.2 The Committee and subsequently Executive, approved seven recommendations which aimed to assist the Council in improving existing approaches to Member training and engagement on Standards.
- 1.3 The appendix to this report acknowledges progress by Officers implementing the recommendations:
- Two out of the seven recommendations have been implemented to date.
 - Two recommendations require an extension due to the timing of meetings of Standards Committee pre and post the May 2019 Elections. These recommendations should still be achieved during the 12 month monitoring period.
 - Three recommendations are ‘on track’ and further implementation will accommodate the timing of training and the development of the new committee management system/current re-development of the website.

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.
- 3.3 A key consideration of the review was that both Parish and District Councillors have equal access to the same information and training.

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. Where required, further monitoring may be 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 any additional action required by the service. Members should consider an extension to the monitoring period where recommendations have not been fully implemented.
- 6.3 That Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution.

7 Decision Information

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

8 Document Information

Appendix No	Title
1.	Review of Standards Committee – Operational Review – Original Service and Executive Response.
2.	Review of Standards Committee – Operational Review – Action Plan.
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All documents related to the Review of Standards Committee – Operational Review Please contact Scrutiny & Elections Officer where further information is required.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc18/19 1.1	That training in relation to Code of Conduct and DPLs is programmed as part of District Member Induction Programme, with a refresher course two years later, to accommodate any changes to legislation/Council membership.	Improved knowledge of both newly elected and existing Members of the minimum standards expected of them.	May 2019 onwards	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	Officer time. Production and printing of training materials.	Agreed. This will help to improve not only the knowledge of Councillors but the standing of the Standards Committee and its role. This is also the same for the Monitoring Officer and Deputy Monitoring Officer.	Recommendation Approved.
CS&TSc18/19 1.2	That training in relation to Code of Conduct and DPLs is programmed on a minimum annual basis to Parish Council Liaison, to accommodate in-year changes to legislation/Council membership.	Improved knowledge of both newly elected and existing Members of the minimum standards expected of them.	May 2019 onwards	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	Officer time. Production and printing of training materials.	Whilst two sessions a year would be good, there is a capacity issue. It is also a concern that those who come to Parish Council Liaison are generally knowledgeable on the ethical framework so could be training	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						the same Parish Councillors twice. Preference would be for once a year training at Parish Council Liaison, and a second session later in the year for Parish Clerks so they can train their own Parish Councillors.	
CS&TSc18/19 1.3	That the website is reviewed to ensure information in relation to the Standards Committee is both more accessible and user-friendly, including: <ul style="list-style-type: none"> Publication of the Standards Annual Report as a document in its own right (rather than 	Greater clarity around the work of the Standards Committee and the functions that the Council is required to oversee – both for the public and District/Parish Elected Members.	October 2019	Governance Manager/ Communications, Marketing & Design Manager	Officer time	This is welcomed. It is clear we need to spend more time on the contents of the website to make it more user friendly. In terms of timescale for delivery, it may not be practical to implement all changes for the start of the new municipal year in May 2019.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	<p>embedded in Committee papers);</p> <ul style="list-style-type: none"> A review of Customer Information Booklet 8, with improved publicity of its availability given that it is not a hard-copy publication. 					However, much of this should be addressed once the proposed committee management system is fully operational in late summer/early autumn 2019.	
CS&TSc18/19 1.4	That Standards Committee considers the analysis of our current membership and benchmark data, as part of any review of Article 9 of the Constitution.	That the findings of the scrutiny review supports the Standards Committee's annual review of the Constitution.	April 2019	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	Member/Officer time as Constitution Working Group	Agreed. The data collected will be very helpful in this task.	Recommendation Approved.
CS&TSc18/19 1.5	That the appointment of the Co-opted Independent Chair is maintained, as a demonstration of our	That BDC is seen to adhere to the Seven Principles of Public Life and where possible	May 2019 onwards	Joint Head of Corporate Governance and Monitoring Officer/	Officer time/ Designated Allowance for Co-opted Members	Agreed. This would be dealt with formally at the Annual Council Meeting in May 2019.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	commitment to the Seven Principles of Public Life.	go above the required standards expected.		Governance Manager			
CS&TSc18/19 1.6	That the information gathered as part of the review benchmark exercise is taken in to consideration when reviewing the Committee Terms of Reference, within Part 3.6 of the Constitution.	That the findings of the scrutiny review supports the Standards Committee's annual review of the Constitution.	April 2019	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	Member/Officer time as Constitution Working Group	Agreed. This would be very helpful to the Standards Committee.	Recommendation Approved.
CS&TSc18/19 1.7	That the Standards Committee produces an Induction Pack for all new Councillors to be utilised by the Monitoring Officer/Parish Clerk when working with newly appointed District and Parish Councillors.	Improved knowledge of both newly elected and existing Members of the Code of Conduct and the Seven Principles of Public Life.	September 2019	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	Member/Officer time Production and printing of training materials	The induction is put together by the Member Development Working Group. One of the first sessions is for the Monitoring Officer and Deputy Monitoring Officer to train all the Councillors on the ethical framework.	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						It is a problem that Councillors reach overload at this time if given too much information. Therefore we would suggest a reminder in Sept 2019 by sending out a pack.	

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW					
Title of Review:	Review of Standards Committee – Operational Review				
Timescale of Review:	July 2018 – November 2018.		Post-Monitoring Period:	12 months commencing March 2019. Interim report due September 2019.	
Date agreed by Scrutiny:	January 2019		Date agreed by Executive:	February 2019.	
Total No. of Recommendations and Sub Recommendations	No. completed	2	No. partially completed	5	No. not progressed 0
Total No. of Recommendations and Sub Recommendations	Achieved	2	On track	3	Extended 2
	Achieved (Behind target)	0	Overdue	0	Alert 0
<u>Key Achievements:</u> <ul style="list-style-type: none"> The 2019 Induction Programme included Code of Conduct and DPIs. A further session will be included in the Member Development Programme in 2021/22. The appointment of the Co-opted Independent Chair is maintained 					
<u>Reasons for non-implementation of Recommendations:</u> None.					

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/ Action
CS&TSc18/19 1.1	That training in relation to Code of Conduct and DPLs is programmed as part of District Member Induction Programme, with a refresher course two years later, to accommodate any changes to legislation/Council membership.	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	May 2019 onwards	May 2019	Achieved		Officer time. Production and printing of training materials.	Completed. The 2019 Induction Programme included Code of Conduct and DPLs. A further session will be included in the Member Development Programme in 2021/22.
CS&TSc18/19 1.2	That training in relation to Code of Conduct and DPLs is programmed on a minimum annual basis to Parish Council Liaison, to accommodate in-year changes to legislation/Council membership.	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	May 2019 onwards		On track		Officer time. Production and printing of training materials.	Development of this is still in progress. Date of training is still to be confirmed following the May 2019 elections
CS&TSc18/19 1.3	That the website is reviewed to ensure information in relation to the Standards	Governance Manager/ Communications, Marketing & Design Manager	October 2019		On track		Officer time	The Standards Annual Report was submitted to Council in July and a

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/ Action
	<p>Committee is both more accessible and user-friendly, including:</p> <ul style="list-style-type: none"> • Publication of the Standards Annual Report as a document in its own right (rather than embedded in Committee papers); • A review of Customer Information Booklet 8, with improved publicity of its availability given that it is not a hard-copy publication. 							publication version will shortly be published on the website under the Code of Conduct section. Further review of this information will be included in the implementation of the committee management software and/or new website design.
CS&TSc18/19 1.4	That Standards Committee considers the analysis of our current membership and benchmark data,	Joint Head of Corporate Governance and Monitoring Officer/	April 2019		Extended		Member/Officer time as Constitution Working Group	This has been included on the Standards Committee Work Programme for

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/ Action
	as part of any review of Article 9 of the Constitution.	Governance Manager						23 rd September 2019
CS&TSc18/19 1.5	That the appointment of the Co-opted Independent Chair is maintained, as a demonstration of our commitment to the Seven Principles of Public Life.	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	May 2019 onwards	May 2019	Achieved		Officer time/ Designated Allowance for Co-opted Members	Completed. No further action required
CS&TSc18/19 1.6	That the information gathered as part of the review benchmark exercise is taken in to consideration when reviewing the Committee Terms of Reference, within Part 3.6 of the Constitution.	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	April 2019		Extended		Member/ Officer time as Constitution Working Group	This has been included on the Standards Committee Work Programme for 23 rd September 2019.
CS&TSc18/19 1.7	That the Standards Committee produces an Induction Pack for all new Councillors to be utilised by the	Joint Head of Corporate Governance and Monitoring Officer/ Deputy	Sept 2019		On track		Member/ Officer time Production and printing of	A reminder to Members regarding the training pack would be

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/ Action
	Monitoring Officer/Parish Clerk when working with newly appointed District and Parish Councillors.	Monitoring Officer					training materials	discussed at the meeting on 23 rd September 2019.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

9th September 2019

<p>Review of Delivery of Environmental Health & Licensing – Post-Scrutiny Monitoring (Interim Report)</p>
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Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present the Interim Post-Scrutiny Monitoring Report on the Review of Delivery of Environmental Health & Licensing to Customer Service & Transformation Scrutiny Committee.

1 Report Details

- 1.1 During 2018/19, the Customer Service & Transformation Scrutiny scrutinised the work of the Environmental Health & Licensing Service, as a follow-up review to the Review of The Strategic Alliance. Committee concluded that the following were key issues requiring further activity:
- The development and approval of a revised Service Level Agreement;
 - A review of the online 'Report It' system to ensure that customer engagement remains efficient and effective, with systems that are simple to use.
- 1.2 The Committee and subsequently Executive, approved three recommendations which aimed to support further sustainability and development of the joint Environmental Health & Licensing service, enhancing their existing high performance.
- 1.3 The appendix to this report acknowledges progress by Officers implementing the recommendations. All three recommendations require an extension to the initial target dates but are still expected to complete during the 12 month monitoring period:
- Two of the recommendations relate to the production of the revised Service Level Agreement - a significant amount of work has progressed on the Service Level Agreement, but input is required to the service provision by the newly appointed Environmental Health manager whose employment commenced in August.
 - The recommendation related to the implementation of the previous Healthy, Safe, Clean and Green Communities recommendation HSCGC17/18 1.14, has also made significant progress and is due to complete its monitoring phase in October 2019, following the extended target date.

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.

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. Where required, further monitoring may be 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 any additional action required by the service. Members should consider an extension to the monitoring period where recommendations have not been fully implemented.

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

7 Decision Information

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

8 Document Information

Appendix No	Title
1.	Review of Delivery of Environmental Health & Licencing – Original Service and Executive Response.
2.	Review of Delivery of Environmental Health & Licencing – Action Plan
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All documents related to the Review of Delivery of Environmental Health & Licensing Please contact Scrutiny & Elections Officer where further information is required.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc18/19 2.1	That the Healthy, Safe, Clean and Green Communities Scrutiny Committee keep the Customer Service & Transformation Scrutiny Committee briefed on the implementation of scrutiny recommendation HSCGC17/18 1.14.	That the online 'Report It' system is reviewed and refreshed to ensure that the facility remains customer friendly and simple to use.	June 2019.	Scrutiny & Elections Officer	Officer time.	An 'Interim Report' is due to be considered by Healthy, Safe, Clean and Green Communities Scrutiny Committee in March 2019. Final implementation of this recommendation was scheduled for December 2018 and an update will be given to Members following the March report.	Recommendation Approved.
CS&TSc18/19 2.2	That the Council's legal team produces a revised Service Level Agreement for approval by Executive and the Strategic Alliance Joint Committee.	That the Service Level Agreement for the Joint Service remains deliverable and fit for purpose.	September 2019	Joint Head of Corporate Governance & Monitoring Officer/Team Leader (Contentious)	Officer time.	This is currently being worked on by the service following attendance at Scrutiny Committee, with a view to completion by September 2019.	Recommendation Approved.
CS&TSc18/19 2.3	That the Customer Service & Transformation Scrutiny Committee receive the draft Service Level	That Members are satisfied that the Service Level	July 2019	Joint Head of Corporate Governance & Monitoring Officer/Team	Officer time	Officers will be able to bring a draft to Informal Committee in July 2019, prior to submission to Executive/Strategic	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	Agreement prior to submission to Executive for consideration	Agreement for the Joint Service remains deliverable and fit for purpose.		Leader (Contentious)		Alliance Joint Committee, for further discussion as part of the Post-Scrutiny Monitoring process.	

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW						
Title of Review:	Review of Delivery of Environmental Health & Licensing – Interim Report					
Timescale of Review:	July 2018 – October 2018.		Post-Monitoring Period:		12 months commencing March 2019. Interim report due September 2019.	
Date agreed by Scrutiny:	February 2019		Date agreed by Executive:		March 2019	
Total No. of Recommendations and Sub Recommendations	No. completed		No. partially completed	3	No. not progressed	
Total No. of Recommendations and Sub Recommendations	Achieved	0	On track	0	Extended	3
	Achieved (Behind target)	0	Overdue	0	Alert	0
<u>Key Achievements:</u>						
<ul style="list-style-type: none">A significant amount of work has progressed on both the Service Level Agreement and the implementation of the previous Healthy, Safe, Clean and Green Communities recommendation HSCGC17/18 1.14.						
<u>Reasons for non-implementation of Recommendations:</u>						
<ul style="list-style-type: none">The delivery of all three recommendations is currently extended beyond the original Target date to enable effective delivery of the recommendations. As we are still in the initial 12 month monitoring period, this is not cause for concern and the recommendations will continue to be monitored closely prior to the receipt of the final monitoring report in March 2020.						

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
CS&TSc18/19 2.1	That the Healthy, Safe, Clean and Green Communities Scrutiny Committee keep the Customer Service & Transformation Scrutiny Committee briefed on the implementation of scrutiny recommendation HSCGC17/18 1.14.	Scrutiny & Elections Officer	June 2019.		Extended		Officer time.	<p>The initial delivery of this recommendation was due to complete in December 2018. An extension was agreed following the Interim update as the development of the new reporting system was taking place alongside a wider refresh of the website. The final update is being presented to Healthy, Safe, Clean and Green Communities Scrutiny Committee in October 2019.</p> <p>Interim Update was as follows:</p> <p><i>23/11/18 – User Testing carried out with Cllr Clifton, Cllr Moesby, Cllr Peake & EH officer Tommy Rush. Additional meeting/user group testing to be held once updates from ICT have been carried out. To look at delivering a presentation to all</i></p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p><i>members in conjunction with the re launch of the Online Services page of the BDC public website. Including how to access etc.</i></p> <p><i>Contact Centre – Team innovate have carried out some updates to the 'Online' reporting script. Meeting to be arranged with EH / CIS developer to discuss and carry out user testing.</i></p> <p><i>Feb 2019 – User testing has been completed by EH.</i></p> <p><i>Expected re-launch April 2019. Final amends taking place by IT and Communications to website homepage and individual report forms.</i></p>
CS&TSc18/19 2.2	That the Council's legal team produces a revised Service Level Agreement	Joint Head of Corporate Governance	September 2019		Extended		Officer time.	See commentary for Recommendation CS&TSc18/19 2.3 below.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
	for approval by Executive and the Strategic Alliance Joint Committee.	& Monitoring Officer/Team Leader (Contentious)						
CS&TSc18/19 2.3	That the Customer Service & Transformation Scrutiny Committee receive the draft Service Level Agreement prior to submission to Executive for consideration	Joint Head of Corporate Governance & Monitoring Officer/Team Leader (Contentious)	July 2019		Extended		Officer time	<p>Initially extended to September 2019 following an update to Committee in July 2019:</p> <p>In order to produce a Service Level Agreement for the Joint Environmental Health Service, the legal team have had to start from scratch. This has involved drafting an SLA that sets out the legal requirements of both parties, NEDDC as the host/supplier of the service and BDC as the client.</p> <p>This is a standard legal document which has various headings relating to the commencement and definitions within the agreement, addresses what happens if there is a</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>dispute, if there is termination how this is effected, discussed indemnities and insurances, Health and Safety, reporting and monitoring, FOI and Confidentiality. This is a fairly large document but is the essential basics and this document is completed.</p> <p>What sits within this will be a series of schedules. These set out:</p> <ul style="list-style-type: none"> • how service is structured in terms of teams and their roles, • an annual plan • financial information/payment charges etc. • any formal monitoring and agreed KPIs • Any target provision

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<ul style="list-style-type: none"> exit management and service transfer <p>The current document referred to for the Joint Service is largely linked to the last Corporate Plan of both authorities. As you are aware these are currently being reviewed and updated.</p> <p>In addition whilst some of the schedules referred to above are in draft form there is a strong possibility that changes are needed on the basis that:</p> <ul style="list-style-type: none"> As there is a refreshed Corporate Plan being developed from both Councils, this could form the basis of the annual plan obviously to change the name (and be on a 4 year cycle thereafter)

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<ul style="list-style-type: none"> • One of the EH managers has recently left, and the replacement is due to start on 16th August. This post is key to the development of the SLA • There is work being carried out to ensure that there are sufficient resources within the teams and to ensure that these resources are in the right place to deal with the current priorities. • We are commissioning a piece of work looking at enforcement generally, what tools and powers we have and looking at resources, which

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>may also impact on the SLA</p> <ul style="list-style-type: none"> The Head of Service role is currently vacant and therefore the Strategic Director, Karen Hanson, will need to be fully involved. <p>Please be assured that this piece of work is still high on the agenda and will be completed with input from the new Environmental Health Manager when he starts in post during mid-August.</p> <p>We would therefore like to ask for a minor extension to the original deadline of July, ideally to September/October. This will give us time to consider anything coming from the new Cabinet Portfolio Holders,</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								Corporate Plan priorities and the new Manager.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

9th September 2019

Scrutiny Committee Work Programme 2019/20
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Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 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 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 Attached at Appendix 2 is the draft scope for the Review of Current and Future External Funding for approval.
- 1.4 Review Scopes will be submitted 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 draft scope attached at Appendix 2, and approve the document, with amends if required, so the Review can commence.

7 Decision Information

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

8 Document Information

Appendix No	Title
1.	Work Programme 2019/20
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers) Previous versions of the Committee Work Programme.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Customer Service and Transformation Scrutiny Committee

Work Programme 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	• CANCELLED	Scrutiny & Elections Officer
15 th July 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Officer Briefing to support Scoping of Review; Agreement of Scope	Scrutiny & Elections Officer
1 st August	Part B – Informal	• Review Work – Briefing and discussion on revision of Housing Allocations Policy	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
9th September 2019 *Note revised date 10am at The Arc, Clowne	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19 	Customer Standards and Complaints Officer
		<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"> Update Briefing on Transformation Plan and submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<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 – Formal Agreement of Scope 	Scrutiny & Elections Officer
Commencing 1:30pm at Bainbridge Hall, Bolsover	Part B – Informal	<ul style="list-style-type: none"> Review Work – New Bolsover Model Village (site visit and background discussion); Agreement of Review Scope 	Scrutiny & Elections Officer
23rd September 2019	Part B – Informal	<ul style="list-style-type: none"> Review Work – Site visit to Doe Lea offices and discussion on revision of Housing Allocations Policy 	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer
7th October 2019	Part A – Formal	<ul style="list-style-type: none"> Redevelopment of BDC Website – Implementation of Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018 	Communications, Marketing and Design 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 – Agreement of Review Scope: New Bolsover Model Village (Provisional) 	Scrutiny & Elections Officer
4th November 2019	Part A – Formal	<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead 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 (TBC) 	Monitoring Officer/Legal Team
2nd 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"> Submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Review Work – Interim Report/Recommendations: Review of Re-letting of Council Properties (Provisional – 1st option) 	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
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"> Carbon Reduction Plan 2018-30 – Monitoring Update (TBC) 	Joint Strategic Director – People
		<ul style="list-style-type: none"> Review Work – Interim Report/Recommendations: Review of Re-letting of Council Properties (Provisional – 2nd option) 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional – 1st option) 	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
16th March 2020	Part A – Formal	<ul style="list-style-type: none"> Submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation

Date of Meeting	Items for Agenda		Lead Officer
		<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">Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional – 2nd option)	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
11 th 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">Review work – Executive Response: Review of Re-letting of Council Properties (Provisional)	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