



To: Chair & Members of the Customer
Service & Transformation Scrutiny
Committee

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Friday, 31st July 2020

Dear Councillor

**CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE –
MONDAY, 3RD AUGUST, 2020 AT 10:00 HOURS**

I refer to your recently circulated agenda for the above meeting and now enclose a copy of the papers which were marked 'To Follow'.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steenberg".

Solicitor to the Council & Monitoring Officer



We speak your language

Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

***Monday, 3rd August, 2020 at 10:00 in the Virtual Meeting by Video Conference
and Live Streamed***

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
6.	Corporate Ambitions Performance Update - April to June 2020 (Q1 - 2020/21)	3 -11

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

3rd August 2020

<p>Council Ambition Performance Update – January to March 2020 (Q1 – 2020/21)</p>
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Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 1 outturns for the Council Ambition Performance Framework 2020-2024 targets and relevant supporting service indicators.

1 Report Details

1.1 The attached contains the performance outturn for those targets which sit under 'Our Customers – Providing excellent and accessible services' aim as of 30th June 2020. Also included are the Q1 outturns for the relevant service indicators. (Information compiled on 29th July 2020).

1.2 A summary of both is provided below:

1.3 Our Customers – Providing excellent and accessible services

- 10 Council Ambition Performance Targets in total
- 6 targets are On Track
- 4 targets have been affected by the Covid19 pandemic:
 - **CUS.03** - *Ensure that at least 50% of transactions are made through digital channels by Dec 2024 - Baseline not completed due to COVID-19 and service area priorities.*
 - **CUS.07** - *Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter - Quarter one is 55 days The reason for the high figure is the impact that the Covid19 pandemic has had on the department and the halt on all lettings.*
 - **CUS.09** - *Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year. - All activities have been suspended since the lockdown due to Coronavirus.*

- **CUS.10** - *Deliver a health intervention programme which provides *** adults per year with a personal exercise plan via the exercise referral scheme* - The health referral programme has been suspended due to the lockdown and closure of the leisure facilities because of Coronavirus

1.4 **Service Indicators**

- 21 indicators in total
- 14 indicators have positive outturns
- 5 indicators have been affected by the Covid19 pandemic
- 1 indicator has a negative outturn
- 1 indicator is within target

1.5 Details have been provided in the appendix for those at exception including Covid19 affected.

2 **Conclusions and Reasons for Recommendation**

2.1 Out of the 10 Council Ambition Performance Targets 6 (60%) are on track and 4 (40%) have been affected by Covid 19.

2.2 Out of the 21 service indicators 14 (66%) have a positive outturn, 5 (24%) have been affected by Covid 19, 1 (5%) has had a negative outturn and 1 (5%) is within target.

2.2 This is an information report to keep Members informed of progress against the Council Ambition Performance targets noting achievements and any areas of concern. It also provides information on relevant service indicators to inform of operational performance.

3 **Consultation and Equality Impact**

3.1 None.

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**

None.

5.2 **Legal Implications including Data Protection**

None.

5.3 **Human Resources Implications**

None.

6 Recommendations

- 6.1 That outturns against the Council Ambition 2020-2024 Performance Targets and relevant service indicators 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: 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	Not applicable
Links to Council Ambition(BDC) or Council Plan (NEDDC) priorities or Policy Framework	Links to all Council Ambition 2020-2024 aims and priorities

8 Document Information

Appendix No	Title	
1	Council Ambition Performance Update – Q1 April to June 2020	
Background Papers		
All details on PERFORM system		
Report Author		Contact Number
Kath Drury, Information, Engagement & Performance Manager		01246 242280

Bolsover District Council
Council Ambition Performance Update – Q1 – April to June 2020

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Covid Affected	The target has been affected by the Covid 19

Aim: Our Customers – Providing excellent and accessible services

9

Key Council Target	Directorate	Status		Q1 2020/21 Progress Update	Target Date
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources	On track	 	Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards. Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The next step is to undertake an audit to establish gaps in customer satisfaction measurement and use that information to inform a rolling programme.	Sun-31-Mar-24
CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022.	Corporate Resources	On track	 	A new website is being developed and will be launched in September 2020. The template has been developed and the text/documents are currently being added.	Sat-31-Dec-22
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	Covid Affected	 	Baseline not completed due to COVID-19 and service area priorities. Service areas identified to measure target are Customer Services, Leisure, Revenues & Streetscene. Information is also being sought through the Service Planning process. Q1- 2020/21 Customer Services only - Online Transactions 2,605 Face/Face & Tel Contact 19,882 (F/F only from 15th June due to CC's not being open) (Q1 - 2019/20 Customer Service - Same period Online Transactions 641 F/F & Tel Contact 30,769)	Tue-31-Dec-24

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update		Target Date
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources	On track		During 2019 Thematic Action Groups worked on defining their new priorities and actions for the refreshed Sustainable Community Strategy 2020-2023. It was agreed that the document would align with the Council's Plan, therefore annual reviews will no longer be required. A draft was designed and sent to all partners for consultation during October/November 2019. Feedback and amendments received were made and a final draft was approved by Bolsover Partnership Executive Board in February 2020 and approved by full Council in March 2020. The Sustainable Community Strategy 2020 - 2023 refresh document was launched electronically at the Bolsover Partnership AGM in April 2020.	Sun-31-Mar-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track		<p>A review of performance against our corporate equality objectives for 2019/20 has commenced and will be published by September 2020.</p> <p>Due to C19 restrictions, our scheduled equality panel meetings have not taken place and have been suspended until further notice. It has not been possible to schedule Zoom panel meetings since various panel members do not have internet access.</p> <p>We finalised an Equality Impact Assessment for Video Conferencing and provided our Economic Development Team with advice and guidance on Equal Opportunities and Equality Monitoring.</p>	Sun-31-Mar-24
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track		36 approaches from people facing homelessness. 18 cases prevented from becoming homeless (this includes 4 cases still open and receiving support - 50% in total). These figures include 11 single people accommodated under the Governments 'Everyone In' requirement to ensure there was no one without accommodation during COVID	Sun-31-Mar-24
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development	Covid Affected		The average number of days for Quarter one is 55 days, and there has been no sheltered accommodation let in this time. The reason for the high figure is the impact that the Covid19 pandemic has had on the department and the halt on all lettings.	Wed-31-Mar-21
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development	On track		Currently the only tenant satisfaction that is captured is after a repair has been undertaken, for Quarter one 100% satisfaction was achieved. Over quarter two further work will be undertaken into how we can roll out measuring satisfaction across the whole of housing services, including how will this be captured and recorded. This work will be started once the two new Heads of Service are in place.	Sun-31-Mar-24

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources	Covid Affected	All activities have been suspended since the lockdown due to Coronavirus. We will be opening the Go Active facility on Saturday 25th July 2020 with limited access to the gym, swimming pool and exercise classes.	Sun-31-Mar-24
CUS.10 - Deliver a health intervention programme which provides *** adults per year with a personal exercise plan via the exercise referral scheme	Corporate Resources	Covid Affected	The health referral programme has been suspended due to the lockdown and closure of the leisure facilities because of Coronavirus. It is not anticipated that the programme will resume when we open the Go Active facility on 25th July 2020 as the majority of clients will be classed as at risk. We will monitor the situation and introduce the programme when advice and guidance allows us to do so safely. A target number will be assigned at that point.	Sun-31-Mar-24

Service Indicators

Performance	Q1 Target	Q1 Outturn	Status	
CSI 19 % FOI/EIR requests responded to in 20 working days (Quarterly) (NEDDC)	95%	97.2%		Above Target

Governance	Q1 Target	Q1 Outturn	Status	
CSP 11 % of Telephone calls answered within 20 seconds: Corporate (Quarterly)	93%	98%		On / Above Target
CSP 12 % E-mails acknowledged within 1 working day: Enquiries email address (Quarterly)	100%	100%		On / Above Target
CSP 13 % E-mails replied to within 8 working days: Enquiries email address (Quarterly)	100%	99%		Within Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	97%	70%		Covid-19 affected
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%		On / Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	100%	100%		On / Above Target
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	19	2.6		Below Target (Positive)

Exception

CSP 16 % written complaints responded to in 15 working days (Quarterly)

Quarter	Value	Target		Commentary
Q1	70%	97%		70% of the 20 complaints received were responded to within timescale. There were a number of factors which impacted on response times: Availability of officers during the pandemic and some complaints were particularly complex, involving multiple issues and statutory duties
Q4 2019/20	88%	97%		

Customer Services	Q1 Target	Q1 Outturn	Status	
CC4 Telephone Abandonment: Contact Centre	10%	2.3%		Below Target (Positive)
CUS01 % of calls answered within 20 seconds	80	82%		On/Above Target

Financial Services	Q1 Target	Q1 Outturn	Status
FS1 % Invoices paid within 30 days (quarterly)	98	99		On / Above Target

Revenues and Benefits	Q1 Target	Q1 Outturn	Status	
% Council Tax arrears collected (Quarterly)	10%	5.8%		Covid Affected
% NNDR arrears collected (Quarterly)	20%	10.6%		Covid Affected
% Council Tax Collected (Quarterly)	97.8%	88.8%		Covid Affected
% Non-domestic Rates Collected (Quarterly)	98.5%	82.9%		Covid Affected
Benefit overpayments as a % of benefit awarded (Quarterly)	6%	3.21%		Below Target (Positive)
% Recovery of overpayments within the benefits system (Quarterly)	17%	46.04%		On / Above Target
% Telephone Abandonment: Revenues (Quarterly)	12%	6.9%		Below Target (Positive)
% Calls answered within 20 seconds: Revenues (Quarterly)	65%	67.2%		On/Above Target
% Telephone Abandonment: Benefits (Quarterly)	3%	4.6%		Above Target (Negative)
% Calls answered within 20 seconds: Benefits (Quarterly)	78%	79.4%		On / Above Target

Exception

% Council Tax arrears collected (Quarterly)

Quarter	Value	Target		Commentary
Q1	5.8%	10%		COVID 19 has affected the ability to pay for businesses. For a number of customers that have requested it, their instalment plan has been changed so that their instalments run from June 2020 to March 2021 instead of April 2020 to January 2021. Recovery action has been suspended.
Q4 2019/20	34.8%	35%		

% NNDR arrears collected (Quarterly)

Quarter	Value	Target		Commentary
Q1	10.6%	20%		Varies considerably - results will have been affected by COVID crisis and hold on recovery action. Also changes to accounts following information obtained from businesses during the grant application process.
Q4 2019/20	34.8%	35%		

% Council Tax Collected (Quarterly)

Quarter	Value	Target		Commentary
Q1	88.8%	97.8%		Collection rates affected by COVID crisis, including deferral of payments for this quarter.
Q4 2019/20	97.5%	97.8%		

% Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target		Commentary
Q1	82.9%	98.5%		Impact of COVID crisis and businesses unable to make payments/ deferral of payments for this quarter
Q4 2019/20	97.5%	97.8%		

% Telephone Abandonment: Benefits (Quarterly)

Quarter	Value	Target		Commentary
Q1	4.6%	3%		Increase in calls abandoned - this reflects the impact of the beginning of the quarter, whilst staff were being set up to take the calls from home.
Q4 2019/20	1.6%	3%		