

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

The Arc
High Street
Clowne
S43 4JY

Contact: Alison Bluff
Telephone: 01246 242528
Email: alison.bluff@bolsover.gov.uk

Friday, 27th September 2019

Dear Councillor

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 7th October 2019 at 10.00 am.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised from page 2 onwards.

Yours faithfully

Sarah Steenberg

Joint Head of Corporate Governance & Monitoring Officer



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

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CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE AGENDA

Monday, 7th October 2019 at 10.00 am in the Council Chamber, The Arc, Clowne

Item No.	<u>PART A - FORMAL</u>	Page No.(s)
1.	Apologies for absence	
2.	Urgent Items of Business 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.	Declarations of interest 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 Minutes of a meeting held on 9 th September 2019.	3 - 13
5.	List of Key Decisions and 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. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	14 - 18
6.	Redevelopment of BDC Website - Implementation of Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018.	Presentation
7.	Post Scrutiny Monitoring: Review of the Strategic Alliance - Progress Update.	Presentation
8.	Scrutiny Work Programme 2019/20.	19 - 25
	<u>PART B - INFORMAL</u>	
9.	Review Work.	

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 9th September 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, Ann Clarke, Tricia Clough (from during Minute No. 0253), Ray Heffer, Rita Turner and Andrew Joesbury.

Officers:- Lee Hickin (Strategic Director – People) (to Minute No 0256), Ann Bedford (Customer Standards and Complaints Officer)(to Minute No. 0254), Kath Drury (Information, Engagement and Performance Manager)(to Minute No. 0255), (Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

Also in attendance at the meeting to Minute No 0256 were Councillors Mary Dooley, (Portfolio Holder – Partnerships and Transformation), Duncan McGregor, Deputy Leader and Portfolio Holder – Corporate Governance), Clive Moesby (Portfolio Holder - Finance and Resources) (from during Minute No. 0254) and Sandra Peake (Portfolio Holder – Housing and Community Safety).

0247. APOLOGIES

Apologies for absence were received on behalf of Councillors Jane Bryson, Paul Cooper and David Dixon.

0248. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0249. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0250. MINUTES – 15TH JULY 2019

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 15th July 2019 be approved as a correct record.

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0251. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

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

0252. CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS – 1ST OCTOBER 2018 TO 31ST MARCH 2019 AND ANNUAL SUMMARY

Committee considered a report which provided detailed information on the Council's performance in relation to its customer service standards and management of complaints during the last two quarter periods of 2018/19 – October 2018 to March 2019.

Telephones - Target - 93% to be answered within 20 seconds

The report identified that 96% (in both Quarter 3 and Quarter 4) of incoming calls were answered corporately within 20 seconds cumulatively. Those departments who did not achieve the key customer service standard of 93% for Quarter 3 and 4 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.

E-mails - Target 1 - 100% to be acknowledged within 1 working day and Target 2 - 100% to be replied to within 8 working days

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

Face to face monitoring - Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

Waiting times were monitored during weeks commencing 14th January 2019 and 15th July 2019. In total 1,703 customers called into the Contact Centres, 1,698 of which (99.7%) waited less than 20 minutes to be served. This exceeded the corporate target and demonstrated excellent service.

Compliments

In total 135 written compliments were received - this included 39 for Leisure, 29 for Housing and 28 for Streetscene. It was noted that some compliments received, however, cross cut with other departments. Members queried if the compliments were passed back to relevant staff and the Officer confirmed that information was filtered through to relevant departments.

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Comments

Twenty six written comments were received for the two quarter periods of which 100% were acknowledged and passed to the respective department within the target time of 3 working days.

Complaints

Frontline resolution (stage one)

Frontline Resolution complaints received by the Contact Centre were recorded on the Customer Information System (Firmstep) by department. The customer service standard for responding to these complaints was 3 working days.

Formal Investigation (stage two)

95 Formal Investigation complaints were received during the two quarter periods of which 99% were responded to within the customer service standard of 15 working days. Some complaints cross cut with other departments. It was noted that this exceeded the target of 97%.

Internal Review (stage three)

Stage three complaints were complainants who had made a stage two complaint but had still felt dissatisfied. During the two quarter periods, 17 stage three complaints were received, 94% (16) of which were responded to within the standard of 20 working days.

Ombudsman

During 2018/19 as at the end of March 2019, five cases were closed after initial enquiries and the Council was awaiting further correspondence in respect of 2 other complaints.

The results would show that the Council had an easy to access complaints system as recommended by the Local Government & Social Care Ombudsman and Housing Ombudsman.

Members welcomed the report and noted the good results achieved.

Moved by Councillor Rita Turner and seconded by Councillor Rose Bowler

RESOLVED that the report be noted.

0253. ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2018/19

Committee considered a report which provided an annual summary of statistics on the complaints made about the Authority for the financial year ending 31st March 2019.

Committee was asked to note that the data provided by the Local Government & Social Care Ombudsman may not align with the data that the Council held. This was because their numbers included enquiries from people who had been signposted by the LGSCO

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back to the Council but then the customer may have chosen not to pursue their complaint.

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

It was noted in the report that the data provided by the LGSCO may not align with the data this Council holds. This was because their numbers included enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.

Members noted that the report was a good report.

Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner
RESOLVED that the report be noted.

The Customer Standards and Complaints Officer left the meeting.

0254. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – APRIL TO JUNE 2019 (QUARTER 1 – 2019/20)

Committee considered a report which provided the Quarter 1 outturns (April to June 2019) for the Corporate Plan 2019-2020, which sat under the 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30th June 2019.

There were 11 targets in total of which all were on track;

- Providing our Customers with Excellent Service - 10 targets in total.
- Transforming our Organisation - 1 target in total.

Providing our Customers with Excellent Service;

C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.

There were 54 approaches made to the Council in Quarter 1 from people facing homelessness. 28 cases were prevented from becoming homeless (52%). 7 cases were still open and receiving support.

C 07 - Install 150 new lifelines within the community each year.

There were 41 new units of Careline equipment provided to older vulnerable people in Quarter 1.

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C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days

Quarter 1 data would not be available until the end of July 2019. The data was obtained from a system extract of which the date was determined by the Department for Work and Pensions (DWP).

A query had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and a response to the query was circulated at the meeting as follows;

Is the data available?

Officer Response;

Quarter 1 2019/20 = 15.79 days (Actual).

C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.

Quarter 1 data would not be available until the end of July 2019. The data was obtained from a system extract of which the date was determined by the Department for Work and Pensions (DWP).

A query had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and a response to the query was circulated at the meeting as follows;

Is the data available?

Officer Response;

Quarter 1 2019/20 = 5.39 days (Actual).

C 10 - Carry out 300 disability adaptations to Council houses each year.

There were 48 disability adaptations completed in Quarter 1. The target status was to be reviewed at 6 months. The Council responded to requests from DCC for adaptations and these were scheduled according to Council budget and resource. Larger jobs, e.g., wet rooms had been done in Quarter 1, which affected the number recorded but provided a better outcome for the tenant.

C 11 - Monitor performance against the corporate equality objectives and publish information annually.

Quarter 1 - Good progress was being made against the new equality objectives for 2019-2023. Notable actions in the quarter included holding a very positive meeting of the Equality Panel, providing equality & diversity training to Members and new staff starters, collation of draft engagement plan ready for publishing on the Council's website and supporting the organisation of transgender guidance to NEDDC Leisure staff which the BDC Equality lead also attended.

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C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.

A total of 31 new referrals were received during Quarter 1 of which 11 were high risk. A total of 11 did not engage with the service. For those who did (20), all feedback forms had been completed. Positive responses (100%) were received from 20 service users.

C 13 - Reduce average re-let times of Council properties (not including sheltered accommodation) to 20 days by March 2020.

Queries had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and a response to those queries was circulated at the meeting as follows;

Members are pleased to note the improved performance. Could the commentary pleased be expanded to make reference to what actions have taken place over the quarter to ensure the target was met i.e. is it just as a result of the Voids Review/ Voids Task Group?

In addition, following Officers attending at the last meeting as part of our current review, there was a discussion as to the Members receiving additional information on number of voids/location of voids/length of time void. It would be useful to know if there could be any further detail at this stage.

Officer Response;

Revised update:- The average re-let time for Quarter 1 was 20 days. (Including sheltered housing the overall average was 55 days). The target was also achieved in Quarter 4 2018/19 – 20 days (Including sheltered housing – 47 days). So this target had shown improved performance from January 2019. This reflected the impact of the Voids Review.

The Action Plan from the Voids Review identified the following 'tools' to be used by the Voids Task Group:-

- Erection of 'For Rent' boards on low demand properties.
- The remodelling of kitchens/bathrooms on bungalows/ground floor flats as part of void works.
- The installation of wet rooms to bungalow as part of void works.
- To add all properties to the ground maintenance schedule (rather than one off cuts).
- Removal of shutters prior to viewings.
- To ensure staff communicate through the void period to identify and action potential issues.

During Quarter 1 some of these measures had not been needed, e.g. advertising boards. Relevant Housing Teams (Needs and Repairs) work closely on monitoring interest in properties and use the tools where required.

The method of collating and reporting void data was being reviewed in preparation for the refresh of the Council's corporate performance arrangements currently being undertaken.

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These measures include:-

- Undertaking benchmarking work with other housing providers. (A neighbouring Council has approached us to detail our working practices as our void performance is good. We have shared the work undertaken by the Voids Review and the Action Plan).
- Utilising the facilities of the new OPEN Housing Management System being implemented to provide more detailed data.

Further to requests from Members and in consultation with the Portfolio Holder for Housing, a schedule of properties allocated was being prepared detailing the number of voids, location and length of time void. This would be provided on a quarterly basis commencing Quarter 2 (June – Sept 2019). This schedule would also be amended to meet the requirements of revised performance indicators.

The Deputy Leader felt that void accommodation in sheltered housing complexes should be included in the reporting of the number of void properties as these also contributed to a loss of rent for the Council. He added that Council properties were only let on a Monday and this further contributed to a loss of rental income. The Chair noted that when a tenant passed away, relatives had to give notice and hand keys back in to the Council within a month - this has caused distress to families in some cases known to the Chair. The Portfolio Holder for Housing noted that these were issues she would be looking into.

C 14 - Attend 98% of repair emergencies within 6 working hours.

Quarter 1 – 97.80% - The Lead Officer had requested that this target be reduced to 98% for 2019/20. As reported during the 2015-2019 Corporate Plan, performance was consistently around 97.6%. It was 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 considered 98% attainable. Recommendation to be included in the Quarter 1 Performance Report to Executive.

C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.

1 course had been completed in Quarter 1, 'Living with Teenagers' and out of the 5 parents attending, all completed the course and questionnaire. All 5 (100%) expressed a positive outcome and would recommend to others.

Transforming our Organisation;

T 13 - Increase on-line self- service transactions dealt with by the Contact Centre by 20% each year.

Quarter 1 - On line transactions = 1,480 (Self Service (628) and Webchats (852))
286 new SELF accounts were created.

Implementation of the 'Do-it Online, Redesign SELF' project and the increase of forms available for the public to access had now been delivered and went live on 1st May 2019. In addition, a refresh to the BDC website homepage to make the 'SELF' facility

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more prominent was still ongoing. 21 additional new services were available with consideration for further forms where possible - this was an increase from 16 self-service forms, which were available in 2018/19. (2018/19 total = 2,350 on line 'self' transactions against a target of 2,600). Target for on-line transactions for 2019/20 was 4003 (this was 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.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner
RESOLVED that progress against the Corporate Plan 2019-2020 targets be noted.

The Information, Engagement and Performance Manager left the meeting.

0255. UPDATE BRIEFING ON TRANSFORMATION PLAN AND SUBMISSIONS TO TRANSFORMATION GOVERNANCE GROUP

Committee considered a presentation by the Strategic Director – People, which provided an update regarding the Council's Transformation Plan and submissions to the Transformation Governance Group.

The Strategic Director – People, provided some background information on what led to the necessity of the Transformation Plan for the Council. The Government's austerity measures had meant cuts in Revenue Support Grant which they provided to local authorities to operate their services. The Government wanted local authorities to be more self-sufficient and create locally generated funding to stimulate growth in their areas. Partner agencies were also subject to austerity cuts and this had further impacted on the Council.

The overarching vision of the Council's Transformation Plan was to deliver a self-sustaining Council; delivering excellent services to the community, when and how they wanted them. The three key areas focused on were - Income generation, Cost reduction and Service redesign.

Council staff were encouraged and empowered to be involved from the outset and a 'one team' approach was inspired via staff briefings, posters and team meetings etc. Over a two month period, 500 ideas were submitted by staff and Members across the organisation to make savings and to work in more efficient ways. Although, some ideas submitted were similar, this showed that staff and Members had bought into the programme.

So far, since 2018/19, £119,000 in annual savings had been secured against the £1m transformation target and the presentation provided a breakdown of the areas where this had been achieved.

The presentation also outlined further transformation plans which the Council hoped to achieve by 2021/22 which would increase savings to £760k.

To build on the idea of sustainable transformation and the skills needed to put into teams to encourage growth and development, the Change Makers Programme was created. This was a leadership programme aimed at staff who wanted to achieve more and try other areas of the business of the Council. The Programme focused on the right behaviours of staff from a leadership point of view and also embedded a coaching and

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

training programme that reflected what was needed i.e., the right skills. The Programme was more aligned to commerciality and business improvement and would equip teams with knowledge and skills necessary to achieve sustainable transformation.

In response to Members' queries, the Strategic Director – People noted the following; the Council held Employee Awards and also through the Strategic Alliance Management Team, awarded certificates to acknowledge good suggestions from staff. Departmental Service Reviews were currently being looked at and ideas would also come out of those reviews. With regard to being a paper light organisation, the Council would be rolling out Mod.Gov, which was a committee management software package, within the next few months further to staff and Member training sessions being held in the very near future.

A Member queried if the £1m transformation target was achievable. The Strategic Director – People felt this would be achieved prior to 2021/22.

Members thanked the Strategic Director – People for his presentation.

The Strategic Director – People and Councillors McGregor, Peake, Dooley and Moesby left the meeting.

0256. POST SCRUTINY MONITORING – REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW – INTERIM REPORT

Committee considered a report which provided six month monitoring period information in relation to their Review of Standards Committee (Operational Review).

During 2018/19, Committee 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 Council level;
- Consideration of Article 9 of the Constitution and the Standards 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.

Committee had agreed 7 recommendations which aimed to assist the Council in improving existing approaches to Member training and engagement on Standards.

Executive had approved Committee's recommendations and the report acknowledged progress to date by officers implementing them.

To date, 2 out of the 7 recommendations had been implemented. Two recommendations required an extension due to the timing of meetings of Standards Committee before and after the May 2019 Elections. These recommendations should still be achieved during the 12 month monitoring period. Three recommendations were 'on track' and further implementation would accommodate the timing of training and the

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

development of the new committee management system/current re-development of the Council's website.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury
RESOLVED that (1) progress against the Review recommendations be noted,

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

(Scrutiny & Elections Officer)

0257. POST SCRUTINY MONITORING – DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING – INTERIM REPORT

Committee considered a report which provided six month monitoring period information in relation to their Review of the Delivery of Environmental Health & Licensing.

During 2018/19, Committee 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.

Committee had agreed 3 recommendations which aimed to support further sustainability and development of the joint Environmental Health & Licensing service, enhancing their existing high performance.

Executive had approved Committee's recommendations and the report acknowledged progress to date by officers implementing them. All 3 recommendations required an extension to the initial target dates but were still expected to complete during the 12 month monitoring period.

Two of the recommendations related to the production of the revised Service Level Agreement of which a significant amount of work had been progressed, however, input was required to the service provision by the recently appointed Environmental Health Manager.

The recommendation relating to the implementation of the previous Healthy, Safe, Clean and Green Communities Scrutiny Committee's recommendation HSCGC17/18 1.14, had also made significant progress and was due to complete its monitoring phase in October 2019, following the extended target date.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner
RESOLVED that (1) progress against the Review recommendations be noted,

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

(Scrutiny & Elections Officer)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0258. SCRUTINY COMMITTEE WORK PROGRAMME 2019/20 – FORMAL AGREEMENT OF SCOPING DOCUMENT

Committee considered their Work Programme 2019/20.

Committee considered and agreed the scoping document in relation to their Review of the Re-letting of Council properties.

Committee agreed to hold an additional informal meeting on Monday 23rd September 2019 which would take place at the Riverside Depot at Doe Lea at 10am.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler

RESOLVED that (1) the Work Programme 2019/20 be noted,

(2) the scoping document in relation to the Review of the Re-letting of Council properties be agreed.

(Scrutiny & Elections Officer)

The meeting concluded at 1130 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: 13th September 2019

INTRODUCTION

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

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer at this address or by email to sarah.sternberg@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

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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.

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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
Strategic Alliance Management Team Structure Proposals	Executive	14 th October 2019	Report of the Portfolio Holder - Corporate Governance	Joint Chief Executive Officer	Yes – is likely to involve revenue income or expenditure of £75,000 or more	Exempt – Paragraphs 1, 2, 3 and 4
Whitwell Cluster – B@Home Framework	Executive	14 th October 2019	Report of the Portfolio Holder – Housing & Community Safety	Property Services Manager	Yes, results in expenditure in excess of £75k	Exempt Paragraph 3
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.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

7th October 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 New Bolsover New Beginnings – Evaluating the Customer Experience.
- 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 progress.

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	
2.	Review Scope	
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

Report Reference –

Customer Service and Transformation Scrutiny Committee

Work Programme 2019/20

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

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

Formal Items – Report Key

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

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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 2019	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 Commencing 12.30pm at Bainbridge Hall, Bolsover	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
	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 Review Work – Agreement of Draft Scope for New Bolsover review 	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"> Post-Scrutiny Monitoring: Review of The Strategic Alliance – Follow-up Report 	Joint Chief Executive/ Joint Strategic Director – People
		<ul style="list-style-type: none"> Work Programme 2019/20 – Formal Agreement of Scope 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
4 th November 2019	Part A – Formal	<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Training Session – Analysis/Evidence Interpretation Skills (TBC) 	Monitoring Officer/Legal Team
2 nd December 2019	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Compliments, Comments and Complaints – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> 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
3 rd 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

Date of Meeting	Items for Agenda		Lead Officer
16 th March 2020	Part A – Formal	• Submissions to Transformation Governance Group	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		• Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Final Report	Chair/Scrutiny & Elections Officer
		• Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Final Report	Chair/Scrutiny & Elections Officer
		• Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional – 2nd option)	Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
11 th May 2020	Part A – Formal	• Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)	Information, Engagement and Performance Manager
		• Review work – Executive Response: Review of Re-letting of Council Properties (Provisional)	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer