



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

The Arc
High Street
Clowne
S43 4JY

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Friday 22nd November 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, 2nd December, 2019 at 10:00 hours.

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 on page 2.

Yours faithfully

Sarah Steenberg

Jo



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
AGENDA**

Monday, 2nd December, 2019 at 10:00 hours in the Council Chamber, The Arc, Clowne

Item No.	<u>PART 1 – OPEN ITEMS</u>	Page No.(s)
	<u>PART A - FORMAL</u>	
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 Customer Service and Transformation Scrutiny Committee meeting held on 4 th November 2019.	4 - 7
5.	List of Key Decisions and items to be considered in private.	8 - 13
6.	Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 - 1st April 2019 to 30th September 2019.	14 - 25
7.	Development of New Performance Framework to support the vision for 2019 - 2023.	26 - 27
8.	Housing Allocations Policy consultation and progress update.	To Follow
9.	Scrutiny Committee Work Programme 2019/20.	28 - 35
10.	Exclusion of the public	

To move:-

“That under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.” [The category of exempt information is stated after each Minute].

PART 2 - EXEMPT ITEMS

PARAGRAPH 3

11. **Submissions to Transformation Governance Group.** 36 - 38

PART B - INFORMAL

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.

12. **Review Work - Summary of Findings/Recommendations: Review of Reletting of Council Properties.**
13. **Review Work - Review of New Bolsover New Beginnings - Evaluating the Customer Experience.**

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 4th November 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Anne Clarke, Tricia Clough, Paul Cooper, David Dixon, Ray Heffer, Rita Turner and Andrew Joesbury.

Officers:- Victoria Dawson (Team Manager (Legal) (to Minute No. 0394), Kath Drury (Information, Engagement and Performance Manager) (to Minute No.0393), Clare Sansom (Tenancy Management Officer) (to Minute No. 0394), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

0387. APOLOGIES

There were no apologies for absence submitted.

0388. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0389. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0390. MINUTES – 7TH OCTOBER 2019

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury.

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 7th October 2019 be approved as a correct record.

0391. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury
RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0392. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – JULY TO SEPTEMBER 2019 (QUARTER 2 – 2019/20)

Committee considered the Quarter 2 (July 2019 to September 2019) performance outturn for Corporate Plan targets which sat under the 'Providing our customers with excellent service' and 'Transforming our organisation' aims as of 30th September 2019. (Information compiled on 17th October 2019).

Providing our customers with excellent service

There were 10 targets in total. 8 targets were on track and the 2 targets below were on alert, i.e., they may not achieve their intended outcomes.

C07 - Install 150 new lifelines within the community each year. April - Sept - 65 new units of equipment provided to older vulnerable people.

This was slightly below the average target, however, the service was currently receiving a high number of enquiries for telecare equipment. The lead officer expected the target to be met.

April - Sept - 65 new units of equipment provided to older vulnerable people

C10 - Carry out 300 disability adaptations to Council houses each year. - 104 welfare adaptations completed.

Works completed to date were larger, complex works, i.e., wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc) was currently being ordered. The demand for adaptations remained high and work planning would accommodate this. The lead officer expected the target to be met.

104 welfare adaptations completed.

A query was raised as to when Members would receive void property information previously requested by the Committee. The Chair advised the meeting that a software update was currently being carried out on the Housing system and she would report on this more in the informal part of the meeting.

Transforming our organisation

There was 1 target in total which was reported as being on track.

T13 - Increase on-line self- service transactions dealt with by the Contact Centre by 20% each year.

Quarter 2 - Online transactions = 1,739 (843 Self Service & 896 - Webchats) 462 new SELF accounts created. To date 3,219 transactions. This was 80% towards the annual target.

Redesign of the BDC Homepage to make the Self Service function easier to access and more prominent to go live for National Customer Service Week (NCSW) event Contact Centre staff promoting SELF and other online services available, payments, repairs and

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

benefits etc. Also registering customers with a new Self Service Account (NCSW week commencing 07/10/19) 2,875 residents had registered for a Self Service Account (2019/20 Q1 & Q2 462).

Target for on-line transactions for 2019/20 was 4,003 (this was a 20% increase on 3,336 - all online Self (2,350) 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 Andrew Joesbury and seconded by Councillor Ray Heffer
RESOLVED that the report be noted.

The Information, Engagement and Performance Manager left the meeting.

0393. RENT ARREARS POLICY – CONSULTATION

Committee's feedback was sought in relation to a proposed Rent Arrears Policy and procedure prior to approval by Executive.

It was considered good practice to have a policy which set out the Council's approach to prevention and collection of rent arrears.

The Council owned and managed its housing stock consisting of 5,061 properties as at October 2019. All tenants of the Council had signed a tenancy agreement which set out the rights and responsibilities of tenant(s) and the Council. The tenancy agreement stated that tenants should pay their rent on a weekly basis and if they failed to do so and fell into arrears, the Council could apply for possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).

The proposed Rent Arrears Policy and procedure had been developed by the Tenancy Management Team in consultation with Legal Services. The procedure, which sat alongside the policy, ensured that all officers involved in tenancy management at different levels or stages, adopted the same fair but firm approach and took account of the need to consider equality and proportionality when taking any action.

Member's queried what due care was taken by the Council so a tenant fully understood their tenancy agreement before they signed up to it - also the content of any letters sent to tenants if they fell into rent arrears. The Tenancy Management Officer advised Members that 'tenancy agreement' interviews were carried out which lasted around 45 minutes to an hour and were prepared for in advance. For example, there may be a need for a language interpreter, paperwork printed in a larger font or on different coloured paper. The Team Manager (Legal) added that the same approach was taken with rent arrears letters and any other letters sent out to tenants and also where contact by email had been requested in lieu of letters. Early intervention was key and a tenant in rent arrears would be signposted to the Citizens Advice Bureau and/or the Law Centre for advice.

A Member commented that the Council had previously held customer service consultation workshops across the District with local organisations and Members in

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

attendance. Residents could have their say on Council services including methods and content of communications they received from the Council. The Team Manager (Legal) agreed to look into options for Members to be more involved in this in the future.

In response to a Member's query, the Tenancy Management Officer agreed that any abbreviations in the Policy and Procedure would be removed and replaced by their full wording.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury

RESOLVED that (1) the Policy and Procedure be noted,

(2) any abbreviations contained in the Policy and Procedure be removed and replaced by their full wording.

(Tenancy Management Team/Legal)

The Team Manager (Legal) and the Tenancy Management Officer left the meeting.

0394. SCRUTINY COMMITTEE WORK PROGRAMME 2019/2020

Committee considered their Work Programme 2019/2020.

The Information, Engagement and Performance Manager would attend the Committee's December meeting to consult with Members on the development of new performance framework to support the Council's vision for 2019-2023. The Scrutiny & Elections Officer suggested Members look back on their June meeting papers at the Corporate Plan Targets Performance Update – January to March 2019 (Q4 – 2018/19) in order to understand the wider range of actions and performance indicators previously monitored, as preparation for discussions on the new performance framework.

Moved by Councillor Andrew Joesbury and Councillor Ray Heffer

RESOLVED that the report be noted.

The meeting concluded at 1040 hours.



The Arc
High Street
Clowne
Derbyshire
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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: 15th November 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:

- 6 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.

On 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 December 2019

Monday 20th January 2020
Monday 10th February 2020
Monday 24th February 2020
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
Award contract for flat roofing repair and replacement for BDC Housing Repairs Section	Executive	16 th December 2019	Report of the Portfolio Holder - Housing and Community Safety	Strategic Repairs Manager	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
Safe and Warm Scheme – Ashbourne Court, Shirebrook and Parkfields, Clowne	Executive	16 th December 2019	Report of the Portfolio Holder – Housing and Environment	Contract Administrator/ Building Surveyor	Yes – as the decision is likely to result in the Council incurring Capital expenditure £150,000 or more.	Exempt Paragraph 3 –
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

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
Medium Term Financial Plan – Revised Budgets 2019/20	Executive	16 th December 2019	Report of Portfolio Holder – Finance and Resources	Head of Finance and Resources and Section 151 Officer	Yes – all wards are affected.	Public
Appointment of a contractor to the 4 year New Build framework – Bolsover Homes	Exec	16 th December 2019	Report of the Portfolio Holder – Housing & Community Safety	Property Services Manager	Yes involves revenue expenditure of £75,000 or more and/or capital 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

Scrutiny

2nd December 2019

Customer Service Standards and CCC Report 2019/20 –
1st April 2019 to 30th September 2019

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 April 2019 to 30th September 2019.

1 Report Details

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards across the organisation.

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 – corporate (Appendix 2)

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2019 and 30th September 2019 by quarterly period. The report identifies 98% of incoming calls are being answered corporately within 20 seconds cumulatively. The department not achieving the key customer service standard of 93% over these periods was:

- Streetscene Services, who narrowly missed the target in Q1 (92%)

Contact Centres

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

Contact Centres achieved 76% and 78% for quarters 1 & 2 respectively (78% cumulatively). This is a significant improvement from the same reporting period last year (73%).

Revenues & Benefits (direct dial)

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

Revenues & Benefits 'direct dial' achieved 79% and 81% for quarters 1 & 2 respectively (80% cumulatively).

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 April 2019 to 30th September 2019:

- 7,459 email enquiries (3,750 in Q1 and 3,709 in Q2) 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.

Despite other contact channels being available e-mails still appear to be an increasingly popular method of contact, 6,026 e-mails were received in the same period in 2018/19.

Face to face monitoring

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

Waiting times were monitored during week commencing 15th July 2019. During the week 813 customers called into the Contact Centres 812 of which (99.88%) waited less than 20 minutes to be served.

During the same period, 199 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during week commencing 9th July 2018 to **1012**.

Compliments, Comments and Complaints (Appendix 3)

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 111 written compliments were received and represents a slight decrease of recorded compliments (we received 123 for the same period 2018/19). A good cross section of compliments was received from customers appreciating excellent service, including 23 for Housing, 22 for Streetscene Services, 18 for Leisure, 16 for Planning and 14 for Customer Services (Contact Centres). As there are some compliments which cross cut departments, the total 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. All 16 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Some

comments raised valid issues and cross cut departments, as such they were responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

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) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days. 91% were responded to within this timescale, which is a significant improvement from the 85% achieved in the same period last year, 2018/19.

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 98 complaints were received during this period. 97 (99%) were responded to within our customer service standard of 15 working days, the remaining 1 was partly regarding a service provided by another organisation and was responded to within 19 working days.

There were no trends for this period.

As some complaints cross cut departments, the total 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. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 28 stage three complaints were received, 93% (26) of which were responded to within standard. As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2019/20 as of 18th November 2019. During this period, we received eight decisions from the Local Government and Social Care Ombudsman of 'closed after initial enquiries', one of 'not upheld: no maladministration' and one of 'upheld: maladministration and injustice'. This last complaint was a complex one and the criticism was about a delay in putting the person back on the housing waiting list. We received one decision of 'close the case' from the Housing Ombudsman (HO) and another of 'close the case' for a review of the same complaint as at 18th November 2019.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding customer service standards and compliments, comments, complaints and to maintain and improve upon our Customer Service targets.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and 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 and 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 and Social Care 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 and Social Care 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 Scrutiny note the overall performance on compliments/comments and complaints and customer service standards.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
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District Wards Affected	All wards
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	Pages
Appendix 1	Customer Service Standards performance by quarterly period 1/4/19– 30/9/19	19
Appendix 2	Corporate telephony performance by quarterly period 1/4/19 – 30/9/19	20
Appendix 3: A: B: C: D: E: F:	Compliments, Comments and Complaints information: Compliments by department 1/4/19 – 30/9/19 Comments by department 1/4/19 – 30/9/19 Frontline resolution complaints by department 1/4/19 – 30/9/19 Formal Investigation complaints by department 1/4/19 – 30/9/19 Internal Review complaints by department 1/4/19 – 30/9/19 Ombudsman complaints summary for 1/4/19 – 30/9/19	21 - 25
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

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	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	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	4104	97%	18,874	76%	79%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	4,104	97%	18,874	76%	79%	3,750	100%	98%			56	100%
July to September	3,865	98%	19,486	78%	81%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	7,969	98%	38,360	78%	80%	7,459	100%	99%	813	100%	98	99%
October to December												
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												

Appendix 2 - Telephony Figures 1/4/19 – 30/9/19

Corporate target 93%	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
Department (by directorate)						
People Directorate						
Partnerships & Transformation	135	135	100%	102	102	100%
Customer Services	44	42	95%	39	37	95%
ICT	940	936	100%	1037	1036	100%
Leisure	80	77	96%	83	82	100%
Legal, Governance, Scrutiny & Elections	489	483	99%	551	544	99%
HR, Payroll & Health & Safety	546	545	100%	582	581	100%
Performance	101	98	97%	151	149	99%
Finance	175	174	99%	165	164	99%
Revenues & Benefits	94	97	93%	74	73	99%
Streetscene Services	860	787	92%	575	541	94%
	3464	3374	97%	3359	3309	99%
Place Directorate						
Housing & Community Safety	175	164	94%	153	142	93%
Property & Commercial Services	195	189	97%	240	230	96%
Planning	95	89	94%	93	90	97%
Economic Development	175	174	99%	20	20	100%
	640	616	96%	506	482	95%
Total	4104	3990	97%	3865	3791	98%
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 1/4/19- 30/9/19		Number
People	Customer Services	14
	Leisure	18
	Legal, Governance & Elections	1
	Communications	9
	Revenues & Benefits	10
	Streetscene Services	22
		74
Place	Housing	23
	Environmental Health	5
	Property & Commercial Services	1
	Planning	16
		45
Total		119

Compliments included:

Resident wishes to thank all involved in getting her missed bin collected. From the advisor who took the call (Customer Advisor) to the refuse team for collecting the bin on the day that was stated. Contact with the Contact Centres either face to face or over the telephone she always receives a great service and we are always polite, helpful and very patient	Customer Services Streetscene Services
Resident e-mailed to say he watched the video last week and he has nothing but praise for the efforts to promote the district. The video ought to be shown to a wider audience with input from other areas, maybe a slot on local tv.	Communications
Resident would like to say thank you to the Advisor who dealt with her yesterday with regards to the drainage complaint. The drains team came out and found a fault higher up and sorted it out. Customer would like to thank the drains team for sorting it out and explaining it to her, putting her mind at rest.	Customer Services Property & Commercial Services
Following my garden wall being graffitied, early hours of 19th March, just writing to thank everyone who got involved at Bolsover Council for their time, patience, listening ears and kindness after this very distressing incident, when I contacted them that day. Advisor from customer service was wonderful, very sympathetic and helpful. She alerted the Rangers, who came out to me that afternoon, reassured me and set me up with alarms etc. and promised it would be dealt with, they were so kind and helpful too. Also to the 2 chaps who came today, Tuesday 2nd April to remove it, I didn't get their names but they did a brilliant job and got rid of it all completely. Such a relief and am so pleased it was dealt with as quickly and thoroughly as it was. Delighted with your service all	Customer Services Streetscene Services Housing
Hi. Thought you'd appreciate hearing this, my daughter has recently had swimming lessons with you through Clowne Juniors. She had been scared of water until recently. We are currently in Gran Canaria and a little girl jumped in and couldn't get back to the surface. Lots of kids were jumping in and diving for toys so no one really noticed. My daughter grabbed the edge of the pool with her fingers in the drain grid and managed to get hold of the girls arm and dragged her to the edge. She coughed up some water and had a good cry but she was ok. My daughter said she learnt what to do during her lessons with you and if she didn't	Leisure

know, the little girl could've have ended having a holiday in hospital or much worse! My daughter is with St John Ambulance, wanting to be a paramedic and is so pleased she has already saved a life and wanted to thank the swim instructors for teaching her what to do!	
I wanted to drop you a quick line outlining the great work of both the Planning Manager and a Planner. We have been working together on the site in Bolsover for much of 2019 and both have been excellent to work with. In the private sector we appreciate that time and resources are stretched in local authority. Despite this both have been a pleasure to deal with. They have both sought to work with us through some challenging and complicated matters at the site, where we have all learnt as we have progressed by open and honest discussions and finding solutions to problem. Great work - and thank you for making the process simple and efficient – always with a polite smile!	Planning
Tenant rang to say that she had had two workmen out to her property today, one for electrics and the other to fix a handle on a door. She wanted to say that they were both very professional and did the jobs well and she was very pleased with the work and their attitude. She asked that this please be passed on to the relevant departments	Housing
Company would like to thank the Planner, they appreciate the speed of her response. An excellent pre-application experience, especially compared to the other Local Planning Authorities they work with. Thank you!	Planning
The staff are all extremely positive about the content of what is being delivered and the teaching and learning that is evident. The children are engaged and are constantly moving! (In relation to School Sports Coaching).	Leisure Services
Resident would like to say thank you to the Benefits Department for all their help and support during the last weeks	Revenues & Benefits
Resident would like to thank the Pest Control Officer for the service he provided in connection with a rat problem last week. His advice was very welcome and he was very kind	Environmental Health
Lady in Blackwell rang to compliment the two grounds maintenance workers who strimmed the gardens along Woburn Close on 19th August. They made a fantastic job and the area now looks lovely.	Streetscene Services

B - Comments 1/4/19 - 30/9/19		Number
People	Customer Services	1
	Leisure	3
	Legal, Governance & Elections	2
	Streetscene Services	6
		12
Place	Housing	4
	Environmental Health	2
	Property & Commercial Services	2
		8
Total		20

C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/19 - 30/9/19		Number	Out of timescale (3 working days)
People	Leisure	1	
	Revenues & Benefits	1	
	Streetscene Services (Grounds Maintenance)	20	2
	Streetscene Services (Refuse)	85	2
		107	4
Place	Housing	19	8
	Property & Commercial Services	5	
	Environmental Health	3	
		27	8
Total		134	12 (9%)

D – Number of Formal Investigation (Stage 2) complaints 1/4/19 - 30/9/19		Number	Within timescale of 15 working days	Out of timescale
People	Partnerships	1	1	
	Customer Services	5	5	
	Leisure	24	24	
	Legal, Governance & Elections	4	4	
	Performance	3	3	
	Finance	1	1	
	Revenues & Benefits	16	16	
	Streetscene Services	21	21	
		75	75	
Place	Housing	38	38	
	Environmental Health	5	5	
	Property & Commercial Services	8	7	1
	Planning	5	5	
	Economic Development	1	1	
		57	56	1
Total		132	131	1

E – Number of Internal Review (S3) complaints 1/4/19 - 30/9/19		Number	Within timescale of 20 working days	Out of timescale
	Legal, Governance & Elections	2	0	2
	Performance	3	3	
	Communications	2	2	
	Revenues & Benefits	4	4	
	Streetscene Services	1	1	
		12	10	2
Place	Housing	6	6	
	Environmental Health	3	2	1
	Property & Commercial Services	2	2	
	Planning	7	6	1
		18	16	2
Total		30	26	4

F - Ombudsman's Summary		Departments Involved	Date Decision Letter Received	Ombudsman Decision
03/12/18 13/02/19 04/03/19	LGSCO Initial enquiries. LGSCO (intention to investigate) LGSCO Investigation Complainant unhappy with noise nuisance outcome	Environmental Health	21/05/2019 12/06/19	Not upheld: no maladministration. There was no fault by the Council in the way it investigated complaints of a nuisance caused by the neighbour
05/03/19 16/04/19	LGSCO (intention to investigate) On behalf of son, wants an adapted Council property LGSCO Investigation Complainant unhappy with welfare adaptations	Housing	03/07/2019 17/9/19	Upheld: maladministration and injustice. There was delay in placing the complainant on the housing waiting list.
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.
10/04/19	LGSCO Initial enquiries - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault in the way the Council considered the complaint about a Councillor's conduct; and the matter does not cause the complainant a significant personal injustice which would warrant an Ombudsman investigation.
12/04/19	LGSCO Initial enquiries - Unhappy about the Council's decision not to enforce the license agreement in relation to a wildflower area near to his property	Streetscene Services Leisure	07/05/19	Closed after initial enquiries - not to investigate this complaint. This is because there is insufficient evidence of fault which has caused injustice.
08/05/19	LGSCO decision - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	Closed after initial enquiries - no further action. This is because there is not enough evidence of fault by the Council in the way it decided the councillor had not breached the Code of Conduct.

16/05/19	THO investigation about succession rights	Housing	29/07/19	Close the case - there was no maladministration by the Council in respect of the information it provided to the complainant regarding her son's possible succession to her tenancy
19/06/19	LGSCO Initial enquiries about why the complainant was excluded from the Housing Waiting list	Housing	11/07/19	Closed after initial enquiries - no further action. This is because there is insufficient evidence of fault by the Council.
02/07/19	LGSCO Initial enquiries about a planning decision	Planning	Commutated to Internal Review as complainant has not fully completed the complaints process	
08/07/19	LGSCO Initial enquiries about a company handling benefit reconsiderations	Revenues & Benefits	25/07/19	Closed after initial enquiries – no further action. This is because there is no injustice to the complainant or the housing provider he represents.
19/08/19	THO investigation review about succession rights	Housing	04/11/19	Close the case - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/8/19	LGSCO (intention to investigate)	Legal	Awaiting allocation to investigator	
10/09/19	LGSCO Initial enquiries Not happy with unadopted road status - feels planning should enforce	Legal	10/09/19	Closed after initial enquiries - out of jurisdiction
16/09/19	LGSCO Initial enquiries complaint about development near property	Planning	16/09/19	Closed after initial enquiries - no further action. This is because there is no evidence of fault by the Council.
07/10/19	LGSCO (intention to investigate)	Planning	Awaiting allocation to investigator	
5/11/19	LGSCO Initial enquiries regarding a complainant presenting themselves as homeless	Housing	Commutated to Internal Review as complainant has not fully completed the complaints process	

LGSCO* Local Government and Social Care Ombudsman

HO* Housing Ombudsman

Together let's deliver Bolsover District's ambitious future

I am not a big believer in setting strict and time-limited targets that restrict what we can do as a Council. We have to be more flexible and adaptable in our approach not be limited by far-off targets.

For this reason, we are not creating the normal Council or Corporate Plan for 2019-2023 but a vision of where we would like to be within the next four years. This will then be followed by annual reports of what we have achieved and what we would aim to do in the forthcoming year.

That's why this vision is flexible and adaptable. It has the scope for new projects to be delivered to address uncertainties such as reductions in funding and income we receive, changes in legislation that affect our services or influences that affect our local communities and their way of life.

The projects we implement to help us achieve this vision will be subject to revision as we continue to respond to the changing needs of our district.

The first change came in May 2019, at the local elections. This marked a significant political change for the Council meaning there is a much more diverse skill set, with councillors from a variety of backgrounds, both professionally and personally.

This can, and will, be of great benefit to the Council. Coupled with our excellent staff, together we must be '*masters of our own destiny*'. And to do this we need to invest. Invest in our staff, invest in our services and invest in our district so we can make a real difference in Bolsover District and for our communities.

So what's our vision?

To become a dynamic, self-sufficient and flexible Council that delivers excellent services, whilst adapting to local aspirations and acting as the economic and environmental driver for Bolsover District.

To do this we need to change. Change the way we operate. Challenge what has always been the norm. Be more flexible. Be bold in our decision-making. Provide services that not only meet but exceed the expectations of our residents'.

The following are just some areas we will be focusing on up to 2023 to help us achieve this vision.

- We need to deliver the services we say we will and not hide behind red-tape or legislation. By acting, and acting fast to deal with problems we will save both time and money and deliver good quality services.
- Our Transformation Programme is looking at how we provide these services and can they be better managed which will generate efficiencies both in terms

of money and service provision that can then be redeployed into providing better and more services to our communities.

- I want to see a dedicated team of officers whose sole aim is income generation. This aim will be clear direction and be unfettered by other demands on their time and purpose. A directorate wholly employed by Bolsover District Council to develop an income strategy that includes asset creation with a continuous revenue income. Rental income directly from residential and commercial property, indirectly through asset conversion sales etc, delivered either directly or indirectly through joint venture companies. This will, if successful, help secure the authority's future and protect staff from the vagaries of economic fluctuation and government diktat.
- We need to become more business-friendly. Support development opportunities that will help provide new jobs and increase the wealth of our local communities. To do this, we need to get into a business mind-set and have a positive approach that Bolsover District is the best place for available land, is the best place for the skills business need and is the best place for businesses to be based.
- We have some of the best tourist attractions in the country and we will be focusing on increasing the number of visitors who come to Bolsover District. This will be through closer working with the attractions, helping to promote what we have on offer by producing various publications and by working with town centre businesses to improve the offer to tourists, visitors and our residents.
- I am a great believer in diversifying our services and working collaboratively for the benefit of residents and therefore want to build upon our excellent partnership working to date and enhance the offer to wider sectors and organisations
- We need to protect the quality of life for residents and businesses across Bolsover District from the environmental challenges that we currently face, including, but not limited to the effects of climate change.

To do all this we need to be approachable, innovative and be able to deliver what we say we will for the benefit of our residents', businesses, partners and stakeholders. And by investing in our staff, our services and our communities, we believe we can build a bright future for Bolsover District.

Councillor Steve Fritchley

Council Leader

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

2nd December 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 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.
- 1.4 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.

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

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

Date of Meeting	Items for Agenda		Lead Officer
1st August 2019	Part B – Informal	<ul style="list-style-type: none"> Review Work – Briefing and discussion on revision of Housing Allocations Policy 	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer
9th September 2019 *Note revised date 10am at The Arc, Clowne 32	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 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

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work – Review of progress to date and next steps 	Scrutiny & Elections Officer
21st October 2019	Part B – Informal	<ul style="list-style-type: none"> Review work – Meeting with Friends of New Bolsover 	Scrutiny & Elections Officer
4th November 2019	Part A – Formal	<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"> Rent Arrears Policy and Procedure – Consultation 	Contentious Team Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
2nd December 2019 33	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1st April 2019 to 30th September 2019 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Development of new performance framework to support the vision for 2019-2023 	Joint Strategic Director – Place/ Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Housing Allocations Policy consultation and progress update 	Housing Needs Manager/Strategic Housing
		<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"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work - Summary of Findings/Recommendations: Review of Re-letting of Council Properties 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Review Work – Review of New Bolsover New Beginnings – Evaluating the Customer Experience 	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

Date of Meeting	Items for Agenda		Lead Officer
16 th March 2020		• Development of new performance framework to support the vision for 2019-2023	Joint Strategic Director – Place/ Information, Engagement and Performance Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Review of Re-letting of Council Properties	Scrutiny & Elections Officer
		• Review Work – Review of New Bolsover New Beginnings – Evaluating the Customer Experience	Scrutiny & Elections Officer
	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)	Scrutiny & Elections Officer
		• Review work – Approval of Final Report: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional)	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
		• Review work – Executive Response: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional)	Chair/Scrutiny & Elections Officer
		• 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

Agenda Item 11

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A% of the Local Government Act 1972.

Document is Restricted