

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 3 February 2020 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Rita Turner (Vice-Chair), Allan Bailey, Jane Bryson, Anne Clarke, Tricia Clough, David Dixon, Ray Heffer and Andrew Joesbury.

Officers:- Karen Hanson (Strategic Director – Place), Kath Drury (Information, Engagement and Performance Manager), Matt Broughton (Head of Partnerships and Transformation) (for Minute No. 0606), Ken Eastwood (Interim Head of Environmental Health) (for Minute No. 0609), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

599 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Paul Cooper and Mary Dooley (Portfolio Holder for Partnerships and Transformation).

600 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

601 DECLARATIONS OF INTEREST

There were no declarations of interest made.

602 MINUTES - 2ND DECEMBER 2019

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 2nd December 2019 be approved as a correct record.

603 LIST OF KEY DECISIONS & ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler

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

604 CORPORATE PLAN TARGETS PERFORMANCE UPDATE - OCTOBER TO DECEMBER 2019 (QUARTER 3 - 2019/20).

Committee considered a report which provided the Quarter 3 outturns (October to December 2019) for the Corporate Plan 2019-2020, which sat under the 'providing our customers with excellent service' and 'transforming our organisation' aims as of 31st December 2019.

Providing our Customers with Excellent Service

There were 10 targets in total under this Corporate Aim – 8 targets were on track and 2 were on alert.

The following 2 targets were on alert as they may not achieve their intended outcome by 31st March 2020.

C10 - Carry out 300 disability adaptations to Council houses each year. 200 welfare adaptations completed. The report noted that works completed to date were larger, complex works i.e. wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc.) were currently being ordered. The demand for adaptations remained high and work planning would accommodate this. The lead officer expected this target to be met by 31st March 2020.

The Strategic Director – Place advised Members that there was a backlog due to the high demand for adaptations. Funding came directly from Government and consideration was now being given to use residual money from 2019/20 to help DCC with the assessments and reduce the backlog. In response to a Member's query, the Strategic Director – Place confirmed that any residual money was not required to be given back to the Government)

A Member felt that the target should be in relation to timescale and not the number of adaptations carried out as this would make the target more measureable. The Scrutiny & Elections Officer noted that it had been previously raised that customer satisfaction levels with works carried out could also be an alternative measure of success. Members agreed that both of these areas should be targets. The Strategic Director – Place agreed to implement these changes for the new targets in 2020-23.

C13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020. The outturn for this target was 25 days, which was the same in Quarter 2. The standard was achieved in Q1 at 20 days.

Transforming our Organisation

One target in total which was on track.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer
RESOLVED that the report be noted.

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605 DEVELOPMENT OF NEW PERFORMANCE FRAMEWORK TO SUPPORT THE VISION FOR 2019-2023

Committee considered a report which gave Scrutiny the opportunity to help develop a new performance framework to support the Council's ambition statement for 2019 – 2023.

Committee suggested that the following additions, highlighted in bold below, be added to the Aims and Values;

Aims

We will focus on:

- Our Customers by providing excellent **and accessible** services.

Values

We:

- Are proud, **caring and compassionate** ~~and passionate about what we do~~
- Will work with partners **and as a team** to provide quality services

Priorities - Customers:

- Promoting equality and diversity and supporting vulnerable and disadvantaged people
- Transforming services through the use of technology

A Member felt that these two priorities conflicted with each other as technology could leave vulnerable and disadvantaged people behind; he added that there were also those who did not want to embrace technology which was understandable. The Information, Engagement and Performance Manager replied that this was where consultation with residents was key and assumptions tested; she added that technology was a solution for some but not for all and it was important that the Council offered choice to customers on a range of options for access to its services.

- Improving health and wellbeing and increasing participation in sport and leisure activities

It was reported that there were no specific targets for this as Leisure Services received external funding for a lot of their activities and currently, it was uncertain what future funding they would be receiving.

- Prepare a Customer Satisfaction Survey for members of the public attending Planning Committee for implementation by May 2020

The Strategic Director – Place, advised Members that this target was in relation to finding out customers views of the service in terms of levels of response, timescales for speaking at Planning Committee etc. Members felt that any complaints in relation to these issues should be dealt with via the Compliments, Comments and Complaints system rather than

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surveys carried out. The Strategic Director – Place would take Members' views on this into consideration.

- Ensure that at least 50% of transactions are made through digital channels by Dec 2024

This was a Government standard target.

- To mobile enable 18 field workers by 31/03/2021

This was in relation to Environmental Health.

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

This was in relation to consulting with equality groups.

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

In response to a Member's question, the Strategic Director – Place advised that this target covered a range of issues in relation to preventing homelessness. The Council carried out a lot of work on homelessness prevention and the Strategic Housing Team had been put forward for an award regarding this.

- Reduce average relet times for standard voids (Council properties) to 20 calendar days by March 2021 and maintain thereafter

The Strategic Director – Place noted that void properties was a concern for Members and she reassured them that it was being looked at in detail. She added that a piece of work was being carried out on the Allocations Policy as well as voids.

The Scrutiny & Elections Officer noted that emergency repairs had been previously raised as a concern by Members and this wasn't included in the new targets. Other possible areas for future targets were Overall Satisfaction with Council Housing; and Disability Adaptations, as discussed under the previous agenda item.

A Member raised that there did not seem to be a mechanism for older and vulnerable people to bring forward any issues to the Council they may have. The Information, Engagement and Performance Manager replied that to monitor its equality objectives, the Council engaged with local disability groups through Equality Panels held on a quarterly basis. All staff had received adult and child safeguarding training and a lot of staff worked out in the District on a daily basis, for example, the CAN Rangers, refuse operatives etc who would report any issues to relevant officers. The Council also had a 24 hour emergency telephone number. Another Member raised that some people had been on the Council Housing waiting list for a very long time and others only months. The Strategic Director – Place replied that this was being looked at as part of a review of the Housing Allocations policy.

Priorities – Economy;

Add in 'education and skills'.

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- Through the Derbyshire Business Rates Retention Pilot grant scheme improve 40 shops fronts in Shirebrook town centre by 2023

A Member felt that investment was needed in all 4 market towns in the District. The Strategic Director – Place advised Members that the Director of Development would be focused on this. She added that the shop front refurbishment work in Shirebrook was linked to the Building Resilience Programme and this was why it was specific to Shirebrook. Another Member noted that villages in the District should also not be forgotten as some villages no longer had a shop.

A Member suggested that a business directory be produced for the District as there were a lot of businesses that people were unaware of - this would also contribute to promotion of the District.

It was felt there were some gaps in this part of the framework and the following was identified;

- No mention of B@Home phase 2 (Bolsover Homes) or Dragonfly and how this would be taken forward. The Strategic Director – Place replied that this would be added in.
- Current Growth Strategy – not mentioned, will it be refreshed, do we still need it, or will this document be all encompassing and it will be enough to do the Housing Strategy, or is it a gap?
- Investment Strategy – not mentioned - how do we become more commercial?
- A few of the targets are SMART i.e., an end date but not a lot of detail of how these will be measured, e.g., local skills base should be more detailed – lower level/higher level?
- Local labour clauses – do we want a minimum number secured? Does there need to be another level to show we've made progress?

Priorities – Environmental

Add in ***Enforcement re Environmental Crimes (suggest could be added in to 'Developing attractive neighbourhoods')***

In response to Members' comments regarding enforcement, the Strategic Director – Place advised that a lot of work had been carried out; fines had been issued and cases had been to court. Enforcement was a priority for the Council and more work would be done on this. It was agreed that the number of fixed penalty notices issued and public cases which had been to court needed publicising more. The Council employed two dedicated officers who went into schools to promote awareness of littering, flytipping and dog fouling and the Strategic Director – Place suggested these officers could provide a presentation to a future Committee on their work.

A Member queried if enforcement could be carried out where private properties were neglected, for example, overgrown gardens and rubbish laying around which attracted vermin. The Strategic Director – Place advised that this would come under a Section 215 Notice under the Town and Country Planning Act and dealt with by Environmental Health Officers.

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A Member queried if the CAN Rangers had a schedule of the areas they visited on a weekly basis. The Strategic Director – Place agreed to provide this to Members who could also advise of any hotspots in their ward.

- Provide 10 waste, recycling and environmental advice to schools and community events per year.

A Member felt that 10 events per year was not enough. The Information, Engagement and Performance Manager advised that this target was in relation to the activities carried out by Streetscene. It was noted that the Healthy Safe Clean & Green Scrutiny Committee had been monitoring a target in relation to the activities carried out by Environmental Health in schools and it was agreed that these two targets be combined. The Scrutiny & Elections Officer added that it was up to schools to take up the offer of the activities as this was something the Council could not enforce.

A Member raised concern regarding waste taken to landfill. The Strategic Director – Place agreed that a target could be included regarding this.

In relation to green waste it was noted that new regulations were awaited with regard to disposal of food waste which may affect the future scheduled collection of green bins.

- Co-ordinate and facilitate car parking patrols outside schools within the District, working with Derbyshire County Council, Police and Education partners by 31st June 2020.

Members raised concern that parking outside schools was a huge problem throughout the District. The Strategic Director – Place noted that the Council had carried out a successful car parking patrol pilot at a school where awareness had been raised of the impact on the environment of emissions from idling cars and also the safety of school children.

The Strategic Director – Place and the Information, Engagement and Performance Manager left the meeting.

606 TRANSFORMATION GOVERNANCE GROUP PROGRESS UPDATE

Committee considered an update report in relation to the Council's Transformation Plan 2018.

The Transformation Plan 2018 had been approved by Executive in December 2018 and set out the vision of "A self-sustaining Council, delivering excellent services to the community, when and how they want them".

Significant progress had been made on achieving the aims across all of the themes within the Transformation Programme and a report presented to Executive on 20th January 2020, which was appended to the report, provided a detailed update on each of these.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner
RESOLVED that (1) the report to Executive be noted,

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(2) the Digital Transformation Strategy be noted.
The Head of Partnerships and Transformation left the meeting.

607 SCRUTINY COMMITTEE WORK PROGRAMME 2019/20

Committee considered their work programme 2019/20.

Members were reminded that the scheduled meeting on 11th May would now take place on 13th May at 2pm.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer
RESOLVED that the Work Programme 2019/20 be noted.

608 EXCLUSION OF THE PUBLIC

Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner
RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

609 POST SCRUTINY MONITORING - REVIEW OF DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING - PROGRESS UPDATE EXEMPT PARAGRAPHS 1, 2, & 4

Following scrutiny of the Environmental Health & Licensing Service in 2018/19 the Customer Service & Transformation Scrutiny Committee recommended: -

- The development and approval of a revised Service Level Agreement (SLA).
- A review of the online 'Report It' system to ensure that customer engagement remains efficient and effective, with systems that are simple to use.

The Interim Head of Environmental Health provided Committee with a progress update in relation to the current review of the Environmental Health Service, which would further impact on delivery of the scrutiny review recommendations.

It was noted that progress had been made against both recommendations but due to the wider service review an extension was required to the agreed target dates, in order to fully implement the scrutiny recommendations as required.

Members were updated on the current position with the service and recent interventions/interim arrangements, and were briefed on a recent report submitted to Executive.

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Members agreed to a further extension of the target date for the scrutiny review recommendations, with a report to be submitted to Committee early in the new municipal year.

Moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury
RESOLVED that the update be noted.

The Interim Head of Environmental Health left the meeting.

The meeting concluded at 12:15 hours.