

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council held in the Virtual Meeting by Video Conference and Live Streamed on Monday, 3 August 2020 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Rita Turner (Vice-Chair), Jane Bryson, Paul Cooper, David Dixon, Ray Heffer and Andrew Joesbury.

Officers:- Kath Drury (Information, Engagement and Performance Manager), Chris Fridlington (Assistant Director of Development), Ian Barber (Property Services Manager), Joanne Wilson (Scrutiny & Elections Officer), Donna Cairns (Senior Governance Officer) and Alison Bluff (Governance Officer).

Also in attendance at the meeting was Councillor Mary Dooley, observing.

CUS1-20/21 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Allan Bailey, Anne Clarke and Tricia Clough.

CUS2-20/21 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CUS3-20/21 DECLARATIONS OF INTEREST

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

There were no declarations of interest made.

CUS4-20/21 MINUTES - 16TH MARCH 2020

Councillor Andrew Joesbury noted that his name appeared under Apologies in the Minutes, however, he had been in attendance at the meeting.

Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner

RESOLVED that subject to the above amendment, the Minutes of a Customer Service and Transformation Scrutiny Committee held on 16th March 2020 be approved as a correct record.

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CUS5-20/21 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee was advised that due to the upcoming August recess, the next List of Key Decisions and items to be considered in private document would be published in September.

Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner

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

Councillor Jayne Bryson joined the meeting at this point.

CUS6-20/21 CORPORATE AMBITIONS PERFORMANCE UPDATE - APRIL TO JUNE 2020 (Q1 - 2020/21)

Committee considered a report in relation to the Quarter 1 outturns (April to June 2020) for the Council's Ambition Performance Framework 2020-2024 targets and relevant supporting service indicators.

Ten targets supported '*Our Customers – Providing excellent and accessible services*' aim as of 30th June 2020. Six targets were on track and four targets had been affected by Covid19.

The following Targets were on Track;

CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme

This was a new target to audit front line services.

Contact Centres and Leisure Centres had arrangements in place to formally measure customer satisfaction every 2 years. A quick and easy system was being developed for capturing customer feedback, e.g., comment cards. Every 2 years Streetscene used the Citizen Panel to measure satisfaction with its suite of front line services. The next step was to undertake an audit to establish gaps in customer satisfaction measurement and use the information to inform a rolling programme.

CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022

A new website was being developed and would be launched in September 2020.

CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually

During 2019, thematic action groups worked on defining their new priorities and actions for the refreshed Sustainable Community Strategy 2020-2023. It was agreed that the document would align with the Council's Plan, therefore annual reviews would no longer be required. A draft had been designed and sent to all partners for consultation during

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October/November 2019. Feedback was received and amendments made with a final draft approved by Bolsover Partnership Executive Board in February 2020 and approved by Council in March 2020. The Sustainable Community Strategy 2020 - 2023 refresh document was launched electronically at the Bolsover Partnership AGM in April 2020.

CUS.05 - Monitor performance against the corporate equality objectives and publish information annually

A review of performance against corporate equality objectives for 2019/20 had commenced and would be published by September 2020.

Due to Covid 19 restrictions, scheduled equality panel meetings had not taken place and were suspended until further notice. It had not been possible to schedule Zoom panel meetings since various panel members did not have internet access.

An Equality Impact Assessment was finalised for Video Conferencing and provided our Economic Development Team with advice and guidance on Equal Opportunities and Equality Monitoring.

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

There had been 36 approaches from people facing homelessness. 18 cases had been prevented from becoming homeless (this included 4 cases still open and receiving support - 50% in total). These figures included 11 single people accommodated under the Government's 'Everyone In' requirement to ensure there was no one without accommodation during Covid 19.

CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services

The only tenant satisfaction currently captured was after a repair had been undertaken and for Quarter 1 - 100% satisfaction was achieved. Further work would be undertaken over quarter 2 on how to roll out measuring satisfaction across the whole of housing services, including how this would be captured and recorded.

Targets affected by the Covid 19 lockdown:

CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024

Baseline not completed due to Covid19 and service area priorities. The service areas identified to measure the target were Customer Services, Leisure, Revenues and Streetscene. Information was also being sought through the Service Planning process. Q1- 2020/21 Customer Services only - online transactions 2,605 Face/Face & Tel Contact 19,882 (F/F only from 15th June due to Contact Centres not being open) compared to (Q1 - 2019/20 Customer Service - online transactions 641 F/F & Tel Contact 30,769).

CUS.07 - Reduce average relet times for standard voids (Council properties) to 20 calendar days by March 2021 and maintain thereafter

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The average number of days for Quarter 1 was 55 days. There had been no sheltered accommodation let during this time. The high figure was due to the impact of Covid19 on the department and the halt on all lettings.

CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year

All activities had been suspended due to Covid19. The Go Active facility would re-open on Saturday 25th July 2020 with limited access to the gym, swimming pool and exercise classes.

CUS.10 - Deliver a health intervention programme which provides * adults per year with a personal exercise plan via the exercise referral scheme**

The health referral programme had been suspended due to Covid19 and it was not anticipated to resume when the Go Active facility re-opened on 25th July 2020 due to the majority of clients being classed as 'at risk'. However, the situation would be monitored and the programme introduced when advice and guidance allowed. A target number would be assigned at that point.

Service Indicators

There were 21 supporting service indicators. Fourteen indicators had positive outturns, five indicators had been affected by Covid19, 1 indicator had a negative outturn and 1 indicator was within target. The Quarter 1 outturns for these indicators were included in the appendix to the report.

A Member queried if cash transactions had been re-established in the Contact Centres. The Information, Engagement and Performance Manager would enquire about this and advise Members.

Another Member queried if welfare adaptations would be incorporated in the new Performance Indicators, due to discussions by the Committee back in February. The Information, Engagement and Performance Manager replied that all Heads of Service would be putting their service plans together around October and she would pass this query on at service level. This area of service delivery had been highlighted to the relevant department for consideration.

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

CUS7-20/21 UPDATE ON VOIDS SERVICE - TARGET CUS.07

Committee considered a verbal update from the Assistant Director of Development and the Property Services Manager in relation to Performance Target CUS.07 - *Reduce average relet times for standard voids (Council properties) to 20 calendar days by March 2021 and maintain thereafter.*

The Assistant Director of Development reported that at the start of the Covid19 lockdown in March, Housing Services had focused on carrying out housing repairs. In April, the

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entire housing workforce worked on void properties and all were completed.

In May, when moving house again was allowed by the Government, the Choice Based Lettings service restarted with tenancy agreements being signed when contact centres re-opened in June. Sheltered accommodation would start again in August.

The Assistant Director of Development felt that the Housing department had managed the service well - around 76 properties were allocated and 100 void properties completed. Responsive repairs were also brought up to date.

The Property Services Manager acknowledged that void properties were a concern for Members and he was aware that Committee were in the process of carrying out a review.

The Property Services Manager would soon be taking up the position of Head of Property Services and Housing Repairs and voids would come under his remit. Data reporting on voids was currently being looked at and he would also engage with Members on their findings and recommendations from the review. However, Members could contact him at any time with any concerns they may have.

Members welcomed the update and commented that information on voids by ward would be helpful to them as this was something they had previously received a few years ago.

The Scrutiny & Elections Officer noted that there was scope to expand the information produced on voids and encouraged Members to speak to the Property Services Manager outside of the meeting. The Review on voids was in the process of being finalised and included points raised regarding Members receiving information and also how other local authorities monitored their void properties.

Moved and seconded

RESOLVED that the update be noted.

CUS8-20/21 WORK PROGRAMME 2020/21

Committee considered their Work Programme for 2020/21.

The Scrutiny & Elections Officer reported that she had received some ideas from Members regarding topics for review including the impact of the lockdown on services and how the Council was recovering etc.

Members agreed to include an update on the development of the new website for the September meeting to coincide with the deadline for completion.

Some reviews which took place in 2018/19 were still be monitored; Review of Standards Committee – update to be provided in October and Review of Environmental Health and Licensing - update to be provided in November.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer

RESOLVED that the Work Programme 2020/21 be noted.

The meeting concluded at 10:40 hours.