

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

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Friday, 4 September 2020

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 as a Virtual Meeting and in the Council Chamber, The Arc, Clowne on Monday, 14th September, 2020 at 10:00 hours.

Members will be sent the details on how to access the Virtual Meeting by email.

Virtual Attendance and Hybrid Meetings

I have provided the Leader and Deputy Leader with advice on the holding of “hybrid” meetings outlining the risks including to employees dealing with the Chamber and to Members. Hybrid meetings are those where some attendance is in person in the Council Chamber and some is virtual.

I would encourage you all to attend virtually.

Accordingly if you attend in person you will be deemed to have accepted the following disclaimer (overleaf) as applying.



**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.

### Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001

*Both documents have been emailed to Members and are available on the Modern.Gov App library.*

The same advice is given to officers who are also encouraged to participate in the meeting remotely.

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 3 onwards.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steuberg". The signature is written in a cursive style with a large, looped 'S' at the beginning and a long, sweeping tail at the end.

Solicitor to the Council & Monitoring Officer

**CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE  
AGENDA**

**Monday, 14th September, 2020 at 10:00 hours taking place as a Virtual Meeting and in the  
Council Chamber, The Arc, Clowne**

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
	<b><u>PART A - FORMAL</u></b>	
1.	<b>Apologies for Absence</b>	
2.	<b>Urgent Items of Business</b>	
3.	<b>Declarations of Interest</b>	
	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.	<b>Minutes</b>	5 - 9
	Minutes of a meeting held on Monday 3 <sup>rd</sup> August 2020	
5.	<b>List of Key Decisions and Items to be Considered in Private</b>	10
	<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>	
6.	<b>Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20</b>	11 - 24
7.	<b>Annual Letter from the Local Government &amp; Social Care Ombudsman 2019/20</b>	25 - 35
8.	<b>Work Programme 2020/21</b>	36 - 41

**PART B - INFORMAL**

9. **Review Work – Review of New Bolsover New Beginnings**

# Agenda Item 4

## **CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council held in a 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 (from Minute No CUS6-20/21), 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 16<sup>th</sup> March 2020 be approved as a correct record.

## CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

### 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

## **CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE**

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**

## **CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE**

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

## **CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE**

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 being 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.



**List of Key Decisions and items to be considered in private**

The latest version of the Forward Plan can be found here:

<https://committees.bolsover.gov.uk/mgListPlans.aspx?RPId=1147&RD=0&bcr=1>

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.

## **Bolsover District Council**

### **Customer Service & Transformation Scrutiny Committee**

**14<sup>th</sup> September 2020**

#### **Customer Service Standards/ Compliments, Comments and Complaints Report 2019/20**

1<sup>st</sup> October 2019 to 31<sup>st</sup> March 2020 and Annual Summary

#### **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 1<sup>st</sup> October 2019 to 31<sup>st</sup> March 2020
- To provide an Annual Summary on the above.

#### **1 Report Details**

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

##### **1.1 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**

##### **Target - 93% to be answered within 20 seconds**

Appendix 2 shows the performance between 1st October 2019 and 31st March 2020 by quarterly period. The report identifies 98% (in both Q3 and Q4) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments narrowly missing the key customer service standard of 93% for these periods were:

- Housing and Community Safety 92% in Q3
- Planning 92% in Q3.

Cumulatively performance is 98% over 2019/20.

##### **Contact Centres**

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

Contact Centres achieved 80% and 76% for quarters 3 & 4 respectively (78% cumulatively).

Cumulatively performance is 78% over 2019/20, which falls just short of the target of 80%.

## Revenues & Benefits

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

Revenues & Benefits 'direct dial' achieved 81% and 81% for quarters 3 & 4 respectively (81% cumulatively).

Cumulatively performance is 77% over 2019/20, which exceeds the target of 60%.

## 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, 1<sup>st</sup> October 2019 to 31<sup>st</sup> March 2020:

- 6,488 email enquiries (3,388 in Q3 and 3,100 in Q4) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days.

There were more e-mails compared to the same period (4,798) in 2018/19 and this remains a popular method of contact.

## Face to face monitoring

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

Waiting times were monitored during one week (w/c 15<sup>th</sup> July 2019) in 2019/20 due to the Contact Centre being closed because of the Covid-19 pandemic. Of the 813 customers who called into the Contact Centres, 812 (99.9%) waited less than 20 minutes to be served. This exceeds the corporate target and demonstrates excellent service.

During the same period, 199 callers were served on Meet & Greet at The Arc in Clowne, bringing the total number of callers served during the monitoring period to **1012**.

## **1.2 Compliments, Comments and Complaints**

### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 218 written compliments were received. Compliments were received from customers who appreciated excellent service. These included 44 for Leisure, 35 for Streetscene Services, 35 for Revenues & Benefits and 26 for Housing. As there are some compliments which cross cut departments, the number 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. 100% (all 39) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

## 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) by department. The customer service standard for responding to these complaints is 3 working days.

### Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 110 complaints were received during this period, 92% of which were responded to within our customer service standard of 15 working days. This does not meet the target of 97%, however the contingency plans put in place for dealing with Covid-19 pandemic impacted on the availability of Officers and, consequently, response times.

As some complaints cross cut departments, the number 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 by department. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 13 stage three complaints were received, 77% (10) of which were responded to within the standard of 20 working days. Again, this does not meet the target of 100%, due to the Covid-19 pandemic impact on the availability of Officers and, consequently, response times.

## Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2019/20 as at the end of March 2020. During this period three cases were received, one decision was 'Not upheld: no maladministration', one was commuted to the Internal Review stage as the complainant had not fully completed the complaints process and the Council is awaiting the decision in respect of the third.

### **1.3 Summary for 2019/20**

The following tables provide a summary of performance for compliments, comments and complaints for 2019/20, with comparative data from previous years.

#### Volume and Performance

<b>Volume by type</b>	<b>2019/20 Total</b>	<b>2018/19 Total</b>	<b>2017/18 Total</b>	<b>2016/17 Total</b>
Compliments	<b>273</b>	258	266	264
Comments	<b>55</b>	69	58	70
Formal Investigation Complaints (S2)	<b>208</b>	193	179	176
Internal Review Complaints (S3)	<b>41</b>	33	46	35
<b>Total</b>	<b>577</b>	<b>553</b>	<b>549</b>	<b>545</b>

Stage 1 Complaints	<b>205</b>	<b>252</b>	<b>213</b>	<b>224</b>
<b>% Comments acknowledged within standard (target 3 working days)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>% Stage 2 responded to within standard (target 97%)</b>	<b>96%</b>	<b>99%</b>	<b>98%</b>	<b>99%</b>
Average response in days (target 15 working days)	<b>13</b>	<b>11</b>	<b>10</b>	<b>10</b>
<b>% Stage 3 responded to within standard (target 100%)</b>	<b>88%</b>	<b>97%</b>	<b>98%</b>	<b>100%</b>
Average response in days	<b>19</b>	<b>16</b>	<b>14</b>	<b>14</b>

When comparing 2019/20 to the previous year of 2018/19, the following is noted:

- There were more written compliments
- We have received fewer comments
- We have received fewer frontline resolution complaints
- Received more formal investigation complaints
- Received more internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman and Housing Ombudsman.

When looking at Ombudsman complaints decisions for this financial year, it is satisfying to note the Ombudsman has closed 8 of the 17 after making initial enquiries. Five complaints were 'Not upheld: no maladministration' or to 'Close the case' (Housing Ombudsman), 2 were commuted to Internal Review stage as the complainants had not fully completed the complaints process, one was 'Upheld: maladministration and injustice' and we are awaiting a decision in the remaining one.

As reported to Scrutiny on 2<sup>nd</sup> December 2019, the 'upheld' complaint was a complex one.

### Complaints Feedback

Whilst there were no real trends leading to service improvements during this financial year we have identified some issues around the New Bolsover regeneration project, which is currently the subject of a Scrutiny Review.

## **2 Conclusions and Reasons for Recommendation**

The report is to keep Elected Members informed of volumes and trends regarding compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

## **3 Consultation and Equality Impact**

The report is to keep Elected Members regularly informed of volumes and trends regarding 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 Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government 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 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**

6.1 That Scrutiny note the overall performance on Customer Service Standards and Compliments, Comments and Complaints.

#### 7 **Decision Information**

<b>Is the decision a Key Decision?</b> 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</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No

<b>Has the relevant Portfolio Holder been informed</b>	Yes
<b>District Wards Affected</b>	All
<b>Links to Corporate Plan priorities or Policy Framework</b>	All

**8 Document Information**

<b>Appendix No</b>	<b>Title</b>
Appendix:	
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints: A. Compliments by department 1/10/19 – 31/3/20 B. Comments by department 1/10/19 – 31/3/20 C. Frontline resolution complaints by department 1/10/19 – 31/3/20 D. Formal Investigation complaints by department 1/10/19 – 31/3/20 E. Internal Review complaints by department 1/10/19 – 31/3/20 F. Ombudsman complaints summary for 2019/20
<b>Background Papers</b> (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)	
<b>Report Author</b>	<b>Contact Number</b>
Customer Standards and Complaints Officer	Ext: 2353

Key Customer Service Standards - Performance Monitoring - 2019/20												
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
<b>Target</b>		<b>93%</b>		<b>80%</b>	<b>60%</b>		<b>100%</b>	<b>100%</b>		<b>99%</b>		<b>97%</b>
<b>April to June</b>	4104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
<b>Quarter 1 Cumulative</b>	4,104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
<b>July to September</b>	3,865	98%	19,486	78%	74%	3,709	100%	99%	813	100%	42	98%
<b>Quarter 2 Cumulative</b>	7,969	98%	38,360	78%	73%	7,459	100%	99%	813	100%	98	99%
<b>October to December</b>	3,807	98%	17,131	80%	81%	3,388	100%	99%			54	96%
<b>Quarter 3 Cumulative</b>	11,776	98%	55,491	78%	76%	10,847	100%	99%			152	98%
<b>January to March</b>	3,899	98%	19,755	76%	81%	3,100	100%	98%	No monitoring undertaken due to Covid-19 pandemic (CC closed)		56	88%
<b>Quarter 4 Cumulative</b>	15,675	98%	75,246	78%	77%	13,947	100%	99%			208	96%

# Appendix 2

Telephony Figures 1/10/19 – 31/3/20

Corporate target 93%	Q3			Q4		
	Total	Total in standard	%age	Total	Total in standard	%age
Partnerships & Transformation	106	106	100%	101	95	94%
Customer Services	44	43	98%	44	42	95%
ICT	973	971	100%	1343	1334	99%
Leisure	65	65	100%	72	71	99%
Legal, Governance, Scrutiny & Elections	562	557	99%	528	522	99%
HR, Payroll & Health & Safety	528	527	100%	500	498	100%
Performance	85	84	99%	84	84	100%
Finance	153	153	100%	153	153	100%
Revenues & Benefits	102	100	98%	18	18	100%
Streetscene Services	649	605	93%	563	534	95%
Housing & Community Safety	198	183	92%	149	141	95%
Property & Commercial Services	262	252	96%	263	256	97%
Planning	62	57	92%	71	67	94%
Economic Development	18	18	100%	10	10	100%
<b>Total</b>	<b>3807</b>	<b>3721</b>	<b>98%</b>	<b>3899</b>	<b>3825</b>	<b>98%</b>
<p><b>Total in standard includes all incoming calls between Monday to Friday 9.00 a.m. until 17.00 p.m.:</b>  <b>Answered on the original extension within 20 seconds</b>  <b>Transferred to another extension on divert within 20 seconds</b>  <b>Picked up by a group pick up within 20 seconds</b>  <b>Which ring off within 20 seconds</b></p>						
<p><b>Does not meet target</b> <input type="checkbox"/></p>						

# Appendix 3

A- Compliments 1/10/19 - 31/3/20		Number
<b>People</b>	Partnerships	6
	Customer Services	15
	Leisure	44
	Communications	6
	Revenues & Benefits	35
	Streetscene Services	35
	Legal, Governance & Elections	2
		143
<b>Place</b>	Housing	26
	Environmental Health	7
	Property & Commercial Services	4
	Planning	5
		42
<b>Total</b>		<b>185</b>

## Compliments included:

Regarding Bolsover TV and Arc Angels walking netball - It's brilliant. Thank you. Hopefully a bit uplifting for people, roll on when we can get back.	Communications Leisure
Resident would like to thank the Partnership Team and Streetscene Services for their response about the proposed work to the tree at Albine Road. You make living in our district a joy and a pleasure.	Streetscene Services Partnership Team
I just wanted to reiterate our thanks from Ashgate Hospice for your review of mandatory relief on our accounts and for the adjustment of retail relief. Thanks for your quick and helpful response.	Revenues & Benefits
Resident rang to say that she had had pest control service and that he was a very pleasant gentleman and wanted to pass on her thanks	Environmental Health
Resident would like to say a big thank you for helping her resolve problems with her previous landlord. They were sleeping four to a room downstairs because the property was in bad disrepair. This was reported to EH and they were helped to apply for housing. They have now received a housing association property.	Customer Services Partnership Strategy Housing Environmental Health
Tenant would like to thank the Benefits Section as she had received her payment into her account and she was grateful. It has helped her greatly	Revenues & Benefits
7 compliments received from feedback in relation to Safeguarding and Protecting Children course delivered by Leisure Officer: Lovely tutor very understanding Great tutor and excellent delivery of material It was informative and makes you aware off everything you need to be with regards to safeguarding. Was informative and relevant. I have received training from my school in relation to safeguarding and this course was similar but more relevant in a coaching capacity Tutor was friendly and welcoming. She made me feel comfortable within the group. She was very knowledgeable and supportive. Very good, good group interaction and an excellent facilitator The course was very interactive and gave me quite a lot of knowledge	Leisure
Resident wanted to say thank you for all the help after her husband had died. She had no food or money not even to bury her husband. All her benefits was sorted her tenancy is now in her name and with the help of Environmental Health the funeral was taken care of.	Housing Customer Services Environmental Health

B - Comments 1/10/19 - 31/3/20		Number
Leisure	19	1

<b>People</b>	Customer Services	1
	Legal, Governance & Elections	7
	ICT	1
	Revenues & Benefits	4
	Streetscene Services	3
		<b>17</b>
<b>Place</b>	Housing	11
	Environmental Health	13
	Planning	6
		<b>30</b>
<b>Total</b>		<b>47</b>

<b>C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/19 - 31/3/20</b>		<b>Number</b>	<b>Out of timescale (3 working days)</b>
<b>People</b>	Leisure	2	
	Customer Services	2	1
	Revenues & Benefits	3	
	Streetscene Services (Grounds Maintenance)	25	1
	Streetscene Services (Refuse)	126	2
		<b>158</b>	<b>4</b>
<b>Place</b>	Housing	13	14
	Property & Commercial Services	6	
	Environmental Health	8	2
		<b>27</b>	<b>16</b>
<b>Total</b>		<b>185 (90%)</b>	<b>20 (10%)</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 1/10/19 - 31/3/20</b>		<b>Number</b>	<b>Within timescale of 15 working days</b>	<b>Out of timescale</b>
<b>People</b>	Customer Services	5	5	
	Leisure	28	28	
	Legal, Governance & Elections	4	4	
	Finance	1	1	
	Revenues & Benefits	18	18	
	Streetscene Services	39	37	2
		<b>95</b>	<b>93</b>	<b>2</b>
<b>Place</b>	Housing	49	46	3
	Environmental Health	22	18	4
	Property & Commercial Services	22	20	2
	Planning	13	12	1
		<b>106</b>	<b>96</b>	<b>10</b>
<b>Total</b>		<b>201</b>	<b>189</b>	<b>12</b>

<b>E – Number of Internal Review (S3) complaints 1/10/19 - 31/3/20</b>	<b>Number</b>	<b>Within timescale of 20</b>	<b>Out of timescale</b>
--	---------------	-------------------------------	-------------------------

			<b>working days</b>	
<b>People</b>	Leisure	1	1	
	Streetscene Services	3	3	
	Revenues & Benefits	3	2	1
		<b>7</b>	<b>6</b>	<b>1</b>
<b>Place</b>	Housing	5	4	1
	Environmental Health	2	0	2
	Property & Commercial Services	1	1	0
		<b>8</b>	<b>5</b>	<b>3</b>
<b>Total</b>		<b>15</b>	<b>11</b>	<b>4</b>

**F - Summary of Ombudsman Complaints 2019/20**

Date Received	Summary of Complaint	Departments Involved	Date Decision Letter Rec'd	Ombudsman's Decision
03/12/18 13/02/19 04/03/19	LGSCO Initial enquiries. LGSCO (intention to investigate) <b>LGSCO Investigation</b> Complainant unhappy with noise nuisance outcome	Environmental Health	21/05/2019 12/06/19	<b>Not upheld: no maladministration.</b> There was no fault by the Council in the way it investigated complaints of a nuisance caused by her neighbour.
05/03/19 16/04/19	LGSCO (intention to investigate) Ms C Fox on behalf of son, wants an adapted Council property <b>LGSCO Investigation</b> Complainant unhappy with welfare adaptations	Housing	03/07/2019 17/9/19	<b>Upheld: maladministration and injustice.</b>
20/03/19	<b>LGSCO Initial enquiries</b> - wants an investigation into why a Parish Council meeting was made exempt	Legal	03/04/19	<b>Closed after initial enquiries - no further action'</b> . Complainant is not caused a significant, personal injustice from his complaint.
10/04/19	<b>LGSCO Initial enquiries</b> - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	<b>Closed after initial enquiries - no further action.</b> 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	<b>LGSCO Initial enquiries</b> - 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	<b>Closed after initial enquiries - not to investigate this complaint.</b> This is because there is insufficient evidence of fault which has caused injustice.

08/05/19	<b>LGSCO decision</b> - wants an investigation into conduct of a Parish Councillor	Legal	08/05/19	<b>Closed after initial enquiries - no further action.</b> 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	<b>THO investigation</b>	Housing	29/07/19	<b>Close the case</b> - 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	<b>LGSCO Initial enquiries</b> about why the complainant was excluded from the Housing Waiting list	Housing	11/07/19	<b>Closed after initial enquiries - no further action.</b> This is because there is insufficient evidence of fault by the Council.
02/07/19	<b>LGSCO Initial enquiries</b> about a planning decision	Planning	<b>Committed to Internal Review as complainant has not fully completed the complaints process</b>	
08/07/19	<b>LGSCO Initial enquiries</b> about a company handling benefit reconsiderations	Revenues & Benefits	25/07/19	<b>Closed after initial enquiries – no further action.</b> This is because there is no injustice to the complainant or the housing provider he represents.
19/08/19	<b>THO investigation review</b>	Housing	04/11/19	<b>Close the case</b> - Ombudsman has reviewed their decision and concluded that their findings do not warrant amending
30/08/19	<b>LGSCO (intention to investigate)</b>	Legal	28/02/20	<b>Not upheld: no maladministration.</b> This is because they have not found the Council at fault in the way it looked into his environmental health reports or the way it responded to his complaints.
10/09/19	<b>LGSCO Initial enquiries</b> Not happy with unadopted road status - feels planning should enforce	Planning	10/09/19	<b>Closed after initial enquiries - out of jurisdiction</b>
16/09/19	<b>LGSCO Initial enquiries</b> complaint about development near property	Planning	16/09/19	<b>Closed after initial enquiries - no further action.</b> This is because there is no evidence of fault by the Council.

07/10/19	<b>LGSCO (intention to investigate)</b>	Planning	11/02/20	<b>Not upheld: no maladministration.</b> The Ombudsman has decided the Council was not at fault in how it dealt with the planning application and they cannot investigate complaints about the provision or management of social housing as the new property is social housing which was built by the Council in its role as a social landlord.
05/11/19	<b>LGSCO Initial enquiries</b>	Housing	<b>Commutated to Internal Review as complainant has not fully completed the complaints process</b>	
20/01/20	<b>LGSCO Initial enquiries</b>	Property & Commercial Services		<b>CFWD</b>

## **Bolsover District Council**

### **Customer Service & Transformation Scrutiny Committee**

**14<sup>th</sup> September 2020**

Annual Letter from the Local Government & Social Care Ombudsman 2019/20
---

### **Report of the Head of Corporate Governance and Monitoring Officer**

This report is public.

#### **Purpose of the Report**

- To provide information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2019/20.

#### **1 Report Details**

The document contains an annual summary of statistics on the complaints made about the Authority for the financial year ending 31<sup>st</sup> March 2020. Please note that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.

The Annual Letter 2020 has been appended (Appendix 1) and supporting information Excel workbook (Appendix 2) including 'Complaints Received', 'Complaints Decided', and Compliance for your information.

Key points from the information provided, specifically in relation to Bolsover District Council:

- The LGSCO received 11 enquiries and complaints during 2019/20, four of which were subject to a detailed investigation.
- The LGSCO decided 16 complaints, of which 2 were incomplete or invalid, 8 were closed after initial enquiries, 2 were referred back to the Council and 3 were 'no maladministration'. The remaining one was decided as 'Maladministration and injustice'. This was a particularly complex case and fault was found in the delays which occurred.

#### **Benchmarking information - CIPFA Nearest Neighbour**

When looking at close neighbouring authorities, the following is noted:

	Detailed investigations	Upheld complaints (average for similar authorities - 45%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	4	1 (25%)	100%	0
Bassetlaw District Council	4	2 (50%)	100%	0
<b>Bolsover District Council</b>	<b>4</b>	<b>1</b> <b>(25%)</b>	<b>100%</b>	<b>0</b>
Chesterfield District Council	0	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Erewash District Council	0	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Mansfield District Council	2	1 (50%)	100%	0
NE Derbyshire District Council	2	0	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period

One complaint was upheld against this Council (25%). Whilst 25% may appear to be high, it needs to be borne in mind that this is based on a small number on detailed investigations (4 in this period). By way of background information, the LGSCO upheld 61% of complaints submitted to them in 2019/20 (up from 58% in 2018/19) with the average being 45% for similar authorities.

Although this report is regarding complaints directed to the LGSCO, the Council received one complaint via the Housing Ombudsman (HO) for the same period, which was also reviewed by them. In both cases the decision was to 'close the case - there was no maladministration'.

## **2 Conclusions and Reasons for Recommendation**

The report is to keep Elected Members informed of volumes and trends regarding LGSCO/ HO complaints.

## **3 Consultation and Equality Impact**

The report is to keep Elected Members regularly informed of volumes and trends regarding LGSCO/ HO 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 & 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 & Social Care Ombudsman or the Housing Ombudsman.

### 5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government & Social Care Ombudsman or the Housing Ombudsman. There are no Data Protection implications.

### 5.3 Human Resources Implications

Not applicable as the report is to keep Elected Members informed.

## 6 Recommendation

- 6.1 That Scrutiny Committee receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2019/20.

## 7 Decision Information

<b>Is the decision a Key Decision?</b> 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:</i> <i>Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC:</i> <i>Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>Has the relevant Portfolio Holder been informed</b>	Yes
<b>District Wards Affected</b>	All
<b>Links to Corporate Plan priorities or Policy Framework</b>	Providing Our Customers with Excellent Service.  Transforming Our Organisation – good governance.

**8 Document Information**

Appendix No	Title
1:	Annual Letter from the Local Government & Social Care Ombudsman 2019/20
2:	Excel workbook:  Complaints Received  Complaints Decided  Compliance
<b>Background Papers</b> (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



# Appendix 1

## Local Government & Social Care

# OMBUDSMAN

22 July 2020

*By email*

Mr Hickin  
Director of Corporate Resources  
Bolsover District Council

Dear Mr Hickin

### **Annual Review letter 2020**

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

### **Complaint statistics**

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

**Complaints upheld** - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

**Compliance with recommendations** - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

**Satisfactory remedies provided by the authority** - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to

resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

### **Resources to help you get it right**

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

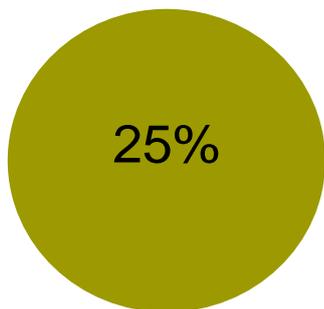
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

Yours sincerely,



Michael King  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England

### Complaints upheld



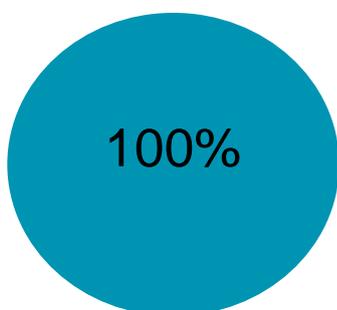
**25%** of complaints we investigated were upheld.

This compares to an average of **45%** in similar authorities.

**1**  
upheld decision

Statistics are based on a total of 4 detailed investigations for the period between 1 April 2019 to 31 March 2020

### Compliance with Ombudsman recommendations



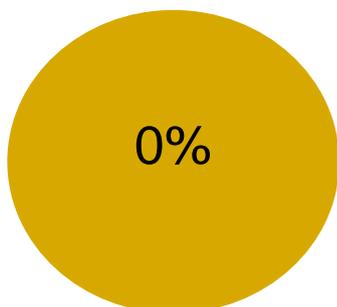
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of **99%** in similar authorities.

Statistics are based on a total of 1 compliance outcome for the period between 1 April 2019 to 31 March 2020

- Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

### Satisfactory remedies provided by the authority



In **0%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **20%** in similar authorities.

**0**  
satisfactory remedy decisions

Statistics are based on a total of 4 detailed investigations for the period between 1 April 2019 to 31 March 2020

<b>Reference</b>	<b>Authority</b>	<b>Category</b>	<b>Received</b>
18007307	Bolsover District Council	Planning & Development	19 Aug 2019
19000488	Bolsover District Council	Null	09 Apr 2019
19001599	Bolsover District Council	Housing	16 May 2019
19003062	Bolsover District Council	Benefits & Tax	28 May 2019
19004718	Bolsover District Council	Planning & Development	16 Jul 2019
19004972	Bolsover District Council	Corporate & Other Services	30 Aug 2019
19006429	Bolsover District Council	Planning & Development	17 Jul 2019
19009143	Bolsover District Council	Benefits & Tax	02 Sep 2019
19009839	Bolsover District Council	Housing	12 Sep 2019
19011357	Bolsover District Council	Benefits & Tax	07 Oct 2019
19014229	Bolsover District Council	Housing	20 Nov 2019

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement
18002549	Bolsover District Council	Environmental Services & Public Protection & Regulation	12/06/19	Not Upheld	no mal		
18007307	Bolsover District Council	Planning & Development	10/02/20	Not Upheld	no mal		
18012379	Bolsover District Council	Housing	17/09/19	Upheld	mal & inj	Apology, Other Remedy, Procedure or policy change/review	The Council will review how it records reasonable adjustments to ensure when a person nominates a representative or agrees other special arrangements with the Council these are adhered to.
18019117	Bolsover District Council	Corporate & Other Services	08/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019438	Bolsover District Council	Corporate & Other Services	03/04/19	Closed after initial enquiries	Not warranted by alleged injustice		
18019695	Bolsover District Council	Corporate & Other Services	08/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18019732	Bolsover District Council	Environmental Services & Public Protection & Regulation	03/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000488	Bolsover District Council	Null	09/04/19	Incomplete /Invalid	Insufficient information to proceed and PA advised		
19001599	Bolsover District Council	Housing	11/07/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19003062	Bolsover District Council	Benefits & Tax	24/07/19	Closed after initial enquiries	Other reason not to investigate		

19004718	Bolsover District Council	Planning & Development	13/09/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004972	Bolsover District Council	Corporate & Other Services	28/02/20	Not Upheld	no mal		
19006429	Bolsover District Council	Planning & Development	10/09/19	Closed after initial enquiries	26B(2) not made in 12 months		
19009143	Bolsover District Council	Benefits & Tax	31/10/19	Incomplete/ Invalid	Insufficient information to proceed and PA advised		
19009839	Bolsover District Council	Housing	05/11/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19011357	Bolsover District Council	Benefits & Tax	07/10/19	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18012379	Bolsover District Council	Housing	17-Sep-19	Apology Other Remedy Procedure or policy change/review	17-Oct-19	15-Oct-19	Remedy complete and satisfied

## Bolsover District Council

### Customer Service & Transformation Scrutiny Committee

14<sup>th</sup> September 2020

<b>Scrutiny Committee Work Programme 2020/21</b>
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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 2020/21.

#### **1 Report Details**

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2020/21 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 2020/21 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 The Scrutiny functions outlined in Part 3.6(8) 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 the Scrutiny functions outlined in Part 3.6(8) 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

<p><b>Is the decision a Key Decision?</b>  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:</p> <p><i>BDC: Revenue - £75,000 <input type="checkbox"/></i>  <i>Capital - £150,000 <input type="checkbox"/></i></p> <p><i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i>  <i>Capital - £250,000 <input type="checkbox"/></i></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	No
<p><b>Has the relevant Portfolio Holder been informed</b></p>	N/A
<p><b>District Wards Affected</b></p>	N/A
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	All

## 8 Document Information

Appendix No	Title
1.	Work Programme 2020/21
<p><b>Background Papers</b> (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)</p>	
<p>Previous versions of the Committee Work Programme.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

**Customer Service and Transformation Scrutiny Committee**

**Work Programme 2020/21**

**Formal Items – Report Key**

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

<b>Date of Meeting</b>	<b>Items for Agenda</b>		<b>Lead Officer</b>
<b>22<sup>nd</sup> June 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
<b>24<sup>th</sup> July 2020</b>	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Review work – Progress Updates</li> </ul>	Scrutiny & Elections Officer
<b>3<sup>rd</sup> August 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Corporate Ambitions Performance Update – April to June 2020 (Q1 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Update on Voids Service – Target CUS.07(Verbal Report)</li> </ul>	Assistant Director of Development
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
<b>14<sup>th</sup> September 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> <li>• LG&amp;SCO and Housing Ombudsman Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• Review work – Review of New Bolsover New Beginnings</li> </ul>	Scrutiny & Elections Officer
<b>12<sup>th</sup> October 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Progress Update – <i>PROVISIONAL</i></li> </ul>	Chair/Scrutiny & Elections Officer/ Governance Manager
		<ul style="list-style-type: none"> <li>• Update on Website re-development</li> </ul>	Communications, Marketing & Design Manager
		<ul style="list-style-type: none"> <li>• Transformation Governance Group Update – <i>PROVISIONAL</i></li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>• Impact of Covid-19 on Customer Services/Contact Centres – <i>PROVISIONAL</i></li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
40	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	
<b>9<sup>th</sup> November 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Post-Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing – Progress Update – <i>PROVISIONAL</i></li> </ul>	Interim Head of Environmental Health
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>• TBC</li> </ul>	Scrutiny & Elections Officer
<b>Part B – Informal</b>			
<b>7<sup>th</sup> December 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>• Corporate Ambitions Performance Update – July to September 2020 (Q2 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	
3 <sup>rd</sup> February 2021	Part A – Formal	<ul style="list-style-type: none"> <li>• Corporate Ambitions Performance Update – October to December 2020 (Q3 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	
8 <sup>th</sup> March 2021	Part A – Formal	<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	
17 <sup>th</sup> May 2021	Part A – Formal	<ul style="list-style-type: none"> <li>• Corporate Ambitions Performance Update – January to March 2021 (Q4 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	