

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

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Friday, 27 November 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 (if required) on Monday, 7th December, 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
- Meetings – EM001 - Committee and Council Meetings during the Covid-19 pandemic

*These 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, flowing style.

Solicitor to the Council & Monitoring Officer

**CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE  
AGENDA**

*Monday, 7th December, 2020 at 10:00 hours taking place as a Virtual Meeting and in the  
Council Chamber (if required)*

Item No.		Page No.(s)
	<b><u>PART A - FORMAL</u></b>	
1.	<b>Apologies for Absence</b>	
2.	<b>Urgent Items</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 - 11
	Minutes of a meeting held on 12 <sup>th</sup> October 2020.	
5.	<b>List of Key Decisions and Items to be Considered in Private</b>	12
	<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 Report 2019/20 - 1st April 2020 to 30th September 2020</b>	13 - 23
7.	<b>Corporate Ambitions Performance Update - July to September 2020 (Q2 - 2020/21)</b>	24 - 32
8.	<b>Work Programme 2020/21</b>	33 - 38

**9. Exclusion of Public**

To move:-

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

**PART B - EXEMPT ITEM**

- 10. Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing - Progress Update** 39 - 90

**PART C - INFORMAL**

*The formal meeting of the Customer Service and Transformation Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.*

- 11. Review of IT Services & Support - Evidence Gathering**

# Agenda Item 4

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

Minutes of a Customer Service and Transformation Scrutiny Committee held as a Virtual Meeting by Video Conference and Live Streamed on the Council's website on Monday 12<sup>th</sup> October 2020, at 1000 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

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

Officers:- Matt Broughton (Head of Organisation & Transformation) to Minute CUS25-20/21, Scott Chambers (Communications, Marketing and Design Manager), Lesley Botham (Customer Services Manager) to Minute CUS25-20/21 and Lisa Reeves (Contact Centre Manager) to Minute CUS25-20/21.

Also in attendance at the meeting was Councillor Clive Moesby, Portfolio Holder for Finance and Community Safety, and Mary Dooley, Portfolio Holder for Partnerships and Leisure.

### **CUS17-20/21      APOLOGIES**

An apology for absence was received on behalf of Councillor Allan Bailey.

### **CUS18-20/21      URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **CUS19-20/21      DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **CUS20-20/21      MINUTES – 14<sup>TH</sup> SEPTEMBER 2020**

Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner  
**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 14<sup>th</sup> September 2020 be agreed as a correct record.

### **CUS21-20/21      REVIEW OF STANDARDS COMMITTEE - OPERATIONAL REVIEW – POST SCRUTINY MONITORING FINAL REPORT**

Committee considered a post scrutiny monitoring report which provided details on progress regarding outstanding recommendations from the Committee's Review of the Council's Standards Committee carried out in 2018/2019.

Committee had considered a previous monitoring report at its meeting held on 16<sup>th</sup> March 2020, which had informed Members that 3 out of the 7 recommendations had

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

been implemented. Four of the recommendations had required an extension, which had been due to the timing of meetings of the Standards Committee post May 2019 Elections, the review of the Terms of Reference, the development of the new committee management system/current re-development of the Council's website and the availability within the Parish Council Liaison meeting schedule.

The 4 outstanding recommendations had been completed outside of the original timescale and evidence in relation to this was attached in the appendices to the report. However, 1 recommendation still required a further extension and this was due to the availability within the Parish Council Liaison (PCL) meeting schedule and the impact of Covid-19 on the ability for PCL to meet. It was suggested that Committee be updated on the progress of PCL meetings and associated presentations to Parish Councillors informally.

The Portfolio Holder for Finance and Community Safety, who was also a Member of the Standards Committee, welcomed the report. He added that the Standards Committee was currently undertaking arrangements to include 2 independent members from parish councils on the Committee from May 2021.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer  
**RESOLVED** that (1) progress against the review recommendations be noted,

(2) an extension to the outstanding recommendation as outlined in the report be approved,

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

(Scrutiny & Elections Officer)

### **CUS22-20/21      UPDATE ON THE COUNCIL'S WEBSITE REDEVELOPMENT**

Committee considered a report which provided an update on progress and implementation of the new Council website.

A review of the Council's website had been undertaken to enable it to be more mobile friendly, easier to navigate and use, and also meet accessibility standards which the Government had recently introduced and which came into force on 23<sup>rd</sup> September 2020.

Research was undertaken and other council's websites investigated for best practice. This led to a template being developed that contained a simple *A to Z* of Council services rather than departmental or service specific structure and would save any unnecessary maintenance as and when departmental responsibilities changed.

A facility of being able to search the website by speech was also being tested, however, it was noted that this may only work with Google Chrome. Members and staff with a microphone enabled device were encouraged to try this speech facility and any feedback would be welcomed by the Communications Team.

The new website was launched on Friday 18th September 2020 with initial feedback being very positive. The website would be fully accessible by April 2021.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

A Member commented that he had looked at the new website and at Planning in particular but had found it hard to navigate and still difficult to find what he was looking for. Another Member noted that this was also the case in searching for available Council houses. The Communications, Marketing and Design Manager replied that both the Planning and Housing pages were provided by an external website provider that the Council subscribed to and neither were in the control of the Communications Team. However, the Communications, Marketing and Design Manager would speak to Housing to see how Members could access the site in an easier way.

In response to a query from the Scrutiny and Elections Officer, the Communications, Marketing and Design Manager advised that any documents which had been on the old website but were not on the new website would need approval from departmental managers to be reinstated. Any information relating to Scrutiny would now need to be on the Mod.Gov system and not the Council's website.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler  
**RESOLVED** that progress on the new Council's website be noted.

### **CUS23-20/21            TRANSFORMATION GOVERNANCE GROUP UPDATE**

Committee considered a verbal update from the Head of Organisation & Transformation in relation to the Transformation Programme.

The Transformation Programme had achieved great things since its adoption in late 2018 which would have a lasting positive impact on the Council. However, it was recognised that Covid19 had significantly changed the context in which the programme operated and the Council needed to be agile and adaptive to the risks and opportunities presented.

The Head of Organisation & Transformation referred to a draft report to be presented to Executive at its meeting in November, which in line with the Covid19 Recovery Plan, would consider and propose a revision to the Transformation Programme for future years.

A summary of the proposed changes to the programme were;

- Reduction in governance of the programme which was recognised to be resource intensive due to the number and frequency of meetings.
- Monitoring of historic project ideas would be replaced by monitoring of strategic transformation projects. There would also be no further 'open call' for project ideas from staff which would be replaced with direct engagement with staff on specific issues.
- Financial savings would be monitored via the existing 'line by line' annual budget review process to remove the risk of double counting savings.
- Strategic Projects included home/agile working; review of vacant space; development of Leisure Infrastructure; Bolsover Homes; Pleasley Vale Mills; Corporate Asset Carbon Reduction; Climate change marketing campaign.

Further strategic projects had been identified and agreed between the Council and the local MP, Mark Fletcher, and these would be added to the list of Transformation Programme Strategic projects as they became closer to a delivery phase.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

A Member queried if the agreed strategic projects between the Council and the local MP had been agreed with all Members of Council or only with the Leader, and if the conclusions and reasons as set out at 2.1 in the draft report fitted in with the Ombudsman's principles of good administrative practices in his report dated May 2020.

The Head of Organisation & Transformation advised Committee that the agreed strategic projects outlined in the draft report were taken from a joint press release between the Leader and the local MP with regard to the aims of the Council. The Head of Organisation & Transformation would clarify the wording and advise Members. With regard to Ombudsman best practice, the Head of Organisation & Transformation would also clarify this and advise Members.

The Portfolio Holder for Leisure and Partnerships added that at its inset, the Transformation Programme had brought staff and Members together on how to improve Council services and it was now time to address parish and town councils. She commended the Head of Organisation & Transformation for his report.

A Member requested that the results from the survey of staff working from home could be provided to all Members. The Scrutiny & Elections Officer added that the Healthy Safe Clean and Green Communities Scrutiny Committee would also be looking at the results of the survey as part of their review work.

### **CUS24-20/21      IMPACT OF COVID 19 ON CUSTOMER SERVICE & CONTACT CENTRES**

Committee considered a report presented as a slide presentation by the Customer Services Manager in relation to the impact of Covid19 on customer service and the Contact Centres.

#### Customer Service

At the start of lockdown on 24<sup>th</sup> March, all Contact Centres were closed to the public. This included all front facing services:- face to face reception, Meet & Greet at the Arc and payment kiosks. Telephony, webchat, email and online contact remained available as the main contact channels to the public 9am-5pm, Monday to Friday. Posters were displayed on the front door of each Contact Centre informing customers how they could contact the Council, access services on line, make a payment and submit a form etc. Consultation had been undertaken with other service areas to ensure information was up to date and the recorded message on the Council's telephony was updated to reflect guidance which included 'self-isolation' advice for customers. These adjustments had resulted in an increase in telephone calls from customers who were concerned about rent accounts, Council Tax recovery, Planning and Land Charges.

#### Contact Centre Staff

The individual needs of Contact Centre staff were addressed with home working facilities issued to the most vulnerable and minimal staffing at each of the Contact Centres. Guidance was issued regarding social distancing and sanitising within the workplace, and workstations were arranged to comply with 2 metre social distancing. Weekly communication with staff was vital, providing guidance and updates, addressing any concerns raised by the team, recognising any support needed, wellbeing and



## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

mental health issues. Support from Management Team was also given individually and a fair approach maintained whilst embedding the 'Key Worker / Priority Service' status and service needs.

### Community Support

Through the Leader's Partnership Team, a Community Support Team (CST) was established for residents seeking guidance, assistance and support relating to Covid19. This was made accessible via the Council's main telephone number and online via the website Self Form. Some Contact Centre staff were deployed to help deliver this support service on site at Clowne, triaging all enquiries received via all contact channels. Data from residents who were self-isolating was collated to assess needs, offer regular contact and support and identify spikes of the virus. This service was initially delivered 7 days per week, including over the Easter Bank Holiday period. The Customer Services Manager asked Members to note that Contact Centre staff were committed, compassionate and embraced the project by demonstrating commendable flexibility.

As customers continued to register for support, Contact Centres were offering advice and /or signposting customers to various external agencies such as Foodbanks and pharmacies etc. Additional services included pharmacy assistance, Business Funding Grant enquiries and more recently to capture outlets not adhering to the wearing of a face mask which were passed on to Environmental Health.

### Financial Impact

Although there was a potential loss of revenue to the Authority through closure of the payment kiosks, there had been an increase in direct debit take up by customers. Customer Advisors were proactive in promoting other payment channels:- online and via the Automated Telephone Payment facility (ATP). Staff overtime had been required to deliver the Contact Centre service and additionally the Community Support service. There was also the provision of sanitising equipment, face masks/visors and ICT home working equipment.

### Reopening of Contact Centres

All 4 Contact Centres reopened on 15<sup>th</sup> June on reduced opening hours of 9am – 4.30pm, Monday to Friday. This was to allow for sanitising/cleaning of equipment. Risk assessments were carried out prior to opening and staff were consulted and any concerns recorded. Full PPE had been provided to staff and gels and wipes made available for customers. Advisory notices had been displayed regarding social distancing and cleaning requirements. Only 2 customers were allowed into the Contact Centre at any one time. Contact Centre staff were supported with continuing to work from home unless service needs required them to work on site.

The courier service had resumed to 3 days per week instead of the previous arrangement of 5 days as scanning of documents to service areas had been implemented where possible, for example, benefit claims and proofs.

Interview rooms in all 4 Contact Centres were to be installed with a facility for virtual 'Zoom' interviews to take place with back office services on an appointment basis. The online Digital Access area near Meet and Greet had been made available for external

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

organisations to view documents on a pre-arranged appointment basis with Planning and Land Charges. Sanitising equipment was also available for customer use.

Monitoring of access to the Contact Centres had taken place during the first 2 weeks of reopening by Customer Advisors floor walking and being proactive in dealing with enquiries where appropriate to reduce access. Further facilities to be introduced was a multi-channel system to enable webchat and email contact to be dealt with via one system and by staff who were able to work from home and also development of the website to incorporate more online services and forms.

Since the reopening of all 4 Contact Centres, Face to Face and telephone contact was increasing on a weekly basis, however, webchat and email continued to be higher than in the same period last year.

A consideration for the future was reduced Contact Centre opening hours and keeping one site open for payments and appointment only access.

In response to Members' queries, the Customer Services Manager explained that in line with Government guidance, the official NHS 'QR' code was only required for customers using the Go Active Leisure facility. Meet and Greet staff were recording customer car registrations for track and trace purposes which were kept for 21 days. In response to a Member's concern that he had witnessed some customers not using the QR Code when arriving at the Go Active Leisure facility, the Customer Services Manager would pass this on to the Leisure Operations Manager.

The Customer Services Manager confirmed that cash payments to the Council had dropped significantly due to the closure of the payment kiosks during lockdown and customer cheques to the Council had been deposited at the post office due to the suspension of the Security Plus service.

With regard to community support groups in the District, the Customer Services Manager agreed with a Member's suggestion that liaison with other community support groups in the District should be considered in the future.

A Member requested that in light of recent staff changes an up to date staff structure chart be provided to all Members.

The Portfolio Holder for Partnerships and Leisure commended the Customer Services Manager, Contact Centre staff and other front line staff for all their continued hard work during the pandemic.

The Head of Organisation & Transformation advised Members that Covid19 cases in the District were relatively low, however, cases were on the rise across the country and also in Derbyshire and this was being closely monitored. The District was in Tier 1 currently but it was anticipated that this may change in the near future  
Moved by Councillor Rose Bowler and seconded by Councillor Rita Turner  
**RESOLVED** that the update be noted.

The Head of Organisation & Transformation, the Customer Services Manager and the Contact Centre Manager left the meeting.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

### **CUS25-20/21      WORK PROGRAMME 2020/21**

Committee considered their work programme 2020/21.

In response to a Member's question, the Scrutiny & Elections Officer advised Members that Healthy Safe Clean and Green Communities Scrutiny Committee had looked at the impact of Covid19 on Leisure Services at their meeting on 6<sup>th</sup> October.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer  
**RESOLVED** that the Work Programme 2020/21 be noted.

The meeting concluded at 1125 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 and Transformation Scrutiny Committee

7<sup>th</sup> December 2020

<p><b>Customer Service Standards and CCC Report 2020/21 – 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020</b></p>
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### 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> April 2020 to 30<sup>th</sup> September 2020.

#### **1** Report Details

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

#### Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

#### Telephones – corporate (Appendix 2)

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

Appendix 2 shows the performance between 1<sup>st</sup> April 2020 and 30<sup>th</sup> September 2020 by quarterly period. The report identifies 97% of incoming calls are being answered corporately within 20 seconds cumulatively. The department not achieving the key customer service standard of 93% over these periods was:

#### Quarter 1

- Customer Services (80%)
- Revenues & Benefits, who narrowly missed the target (92%)

#### Quarter 2

- Revenues & Benefits (80%)
- Housing Repairs (87%)
- Partnerships (89%)

This is largely due to the arrangements put in place for the Covid-19 pandemic, with Officers being deployed to other duties and working from home (the system does not record forwarded calls).

## Contact Centres

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

Contact Centres achieved 82% and 54% for quarters 1 & 2 respectively (69% cumulatively).

## Revenues & Benefits (direct dial)

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

Revenues & Benefits 'direct dial' achieved 70% and 76% for quarters 1 & 2 respectively (73% cumulatively).

## E-mails

### **Target 1 - 100% to be acknowledged within 1 working day**

### **Target 2 - 100% to be replied to within 8 working days**

For this reporting period, 1<sup>st</sup> April 2019 to 30<sup>th</sup> September 2020:

- 6589 email enquiries (3,794 in Q1 and 2,795 in Q2) from the public were received through [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)
- All were acknowledged within one working day
- 98.5% were replied to in full within 8 working days.

Despite other contact channels being available, e-mail still appears to be a popular method of contact.

## Face to face monitoring

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

No monitoring has been carried out due to the Contact Centre being closed, as per the Covid-19 arrangements.

## Compliments, Comments and Complaints (Appendix 3)

### Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 123 written compliments were received and represents a slight increase of recorded compliments (we received 111 for the same period 2019/20).

A good cross section of compliments was received from customers appreciating excellent service, including 35 for Revenues & Benefits, 30 for Streetscene Services, 20 for Customer Services (Contact Centres), 16 for the Leaders Executive Team and 15 for Leisure. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

### Comments

Appendix 3 (B) shows the number of written comments received for the period. All 65 were acknowledged and passed to the respective department, within the target time of 3

working days, for consideration when reviewing their service. Some comments raised valid issues, particularly regarding the suspension of the 'green bin' recycling service (21) as such they were responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

### Complaints

#### Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, and recorded on the Customer Information System (Firmstep) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days. 93% were responded to within this timescale which is a slight improvement on the figures for the same period last year (91%).

#### Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 62 complaints were received during this period. 55 (88%) were responded to within our customer service standard of 15 working days. This does not meet the target and is largely due to the arrangements put in place for the Covid-19 pandemic, with Officers being deployed to other duties and working from home.

There were no trends for this period.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

#### Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 18 stage three complaints were received, 94% (17) of which were responded to within standard. The complaint out of time was responded to within 21 working days and was a particularly complex one involving an enforcement issue.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

### Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2020/21 as of 19<sup>th</sup> November 2020. During the reporting period, we received one decision from The Housing Ombudsman Service of 'No maladministration'. The report also shows a decision from the Local Government & Social Care Ombudsman on 2<sup>nd</sup> October 2020 (just outside of the reporting period) of the 'Ombudsman cannot investigate this complaint'.

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

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

## **3 Consultation and Equality Impact**

The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and compliments, comments and complaints. No consultation or equality impact assessment is required.

#### **4 Alternative Options and Reasons for Rejection**

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

#### **5 Implications**

##### **5.1 Finance and Risk Implications**

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government and Social Care Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner’s Office can issue decision notices and impose significant fines.

##### **5.2 Legal Implications including Data Protection**

The Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner’s Office can issue decision notices and impose significant fines. There are no Data Protection implications.

##### **5.3 Human Resources Implications**

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

#### **6 Recommendations**

That Scrutiny note the overall performance on compliments/comments and complaints and customer service standards, particularly in the light of the constraints Officers have been working within during the Covid-19 arrangements.

#### **7 Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	All wards



<b>Links to Corporate Plan priorities or Policy Framework</b>	Providing Our Customers with Excellent Service Transforming Our Organisation – good governance.
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## 8 Document Information

<b>Appendix No</b>	<b>Title</b>
Appendix 1	Customer Service Standards performance by quarterly period 1/4/20 – 30/9/20
Appendix 2	Corporate telephony performance by quarterly period 1/4/20 – 30/9/20
Appendix 3:	Compliments, Comments and Complaints information:
A:	Compliments by department 1/4/20 – 30/9/20
B:	Comments by department 1/4/20 – 30/9/20
C:	Frontline resolution complaints by department 1/4/20 – 30/9/20
D:	Formal Investigation complaints by department 1/4/20 – 30/9/20
E:	Internal Review complaints by department 1/4/20 – 30/9/20
F:	Ombudsman complaints summary for 1/4/20 – 30/9/20
<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 - 2020/21												
Period	Telephone Standards					E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%	60%		100%	100%		99%		97%
April to June	727	98%	17,898	82%	70%	3,794	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		20	70%
Quarter 1 Cumulative	727	98%	17,898	82%	70%	3,794	100%	99%			20	70%
July to September	1,712	97%	21,114	54%	76%	2,795	100%	98%			42	98%
Quarter 2 Cumulative	2,439	97%	39,012	69%	73%	6,589	100%	98.5%	No monitoring undertaken due to Covid-19 pandemic arrangements		62	88%
October to December									No monitoring undertaken due to Covid-19 pandemic arrangements			
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												

# Appendix 2

Telephony Figures 1/4/20 – 30/9/20

Corporate target 93% Department (by directorate)	Q1			Q2		
	Total	Total in standard	%age	Total	Total in standard	%age
<b>Corporate Resources</b>						
Partnerships & Transformation	31	31	100%	27	24	89%
Communications				10	10	100%
Customer Services	10	8	80%	28	26	93%
ICT	2	2	100%	749	747	100%
Leisure	3	3	100%	47	47	100%
Legal, Governance, Scrutiny & Elections	63	62	100%	83	74	94%
HR, Payroll & Health & Safety	149	149	100%	230	229	100%
Performance	10	10	100%	7	7	100%
Finance	46	46	100%	66	63	95%
Revenues & Benefits	14	13	92%	5	4	80%
	<b>328</b>	<b>324</b>	<b>99%</b>	<b>1252</b>	<b>1231</b>	<b>98%</b>
<b>Development</b>						
Housing Repairs	15	15	100%	39	34	87%
Property & Commercial Services	76	75	98%	60	57	95%
Planning	7	7	100%	34	32	94%
Economic Development	1	1	100%	4	4	100%
	<b>99</b>	<b>98</b>	<b>100%</b>	<b>137</b>	<b>127</b>	<b>93%</b>
<b>Environment &amp; Enforcement</b>						
Streetscene Services	279	268	96%	323	310	96%
Housing & Community Safety	14	13	93%			
	<b>300</b>	<b>288</b>	<b>96%</b>	<b>323</b>	<b>310</b>	<b>96%</b>
<b>Total</b>	<b>727</b>	<b>710</b>	<b>98%</b>	<b>1712</b>	<b>1668</b>	<b>97%</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>						

A- Compliments 1/4/20- 30/9/20		Number
<b>Corporate Services</b>	Leaders Executive Team	16
	Customer Services	20
	ICT	1
	Leisure	15
	Communications	3
	Governance	3
	Finance	1
	Revenues & Benefits	35
		<b>93</b>
<b>Development</b>	Business Growth	3
	Housing (Repairs)	9
		<b>12</b>
<b>Environment &amp; Enforcement</b>	Planning	2
	Housing (Allocations)	8
	Streetscene Services	30
	Environmental Health	2
	Community Safety	4
		<b>46</b>
<b>Total</b>		<b>151</b>

Compliments included:

<b>I just wanted to send a quick Thank you and let you know my black bin has now been emptied as you said. Can I take this opportunity to pass on my thanks to every one of your key workers at this awful time</b>	<b>Streetscene Services Customer Services</b>
Regarding Council Tax bill reconfiguration - Thank you for your email, I have received the revised bill today. Thank you for your support at this difficult time.	Revenues & Benefits
<b>Thank you so much for this information (in relation to a small business rates claim) I just wanted to say how helpful the ladies have been on the phone and of course I understand how hard everyone is working at this time. I didn't want to appear like I was moaning I know everyone is doing their best, I have just been stressing, it seem like most of my customers are holding payments back and am a little worried for the business hence the conversation with Amanda but it wasn't a criticism. Again thank you to you and all the team who are working so hard and doing a great job.</b>	<b>Revenues &amp; Benefits</b>
We just wanted to express our grateful thanks to Bolsover DC for help yesterday and today. The surgery sent a prescription immediately and on Friday (today), at very short notice, your people very kindly collected it and delivered it to us. The lady who did so was very kind and efficient and later even brought a prescription sheet! We are most grateful to Bolsover and to the lady who brought the prescription. We wish to thank you and express our gratitude.	Leaders Executive Team Leisure
<b>I just want to send a thank you message about the phone call from your rents dept asking about my welfare. I was most surprised and pleased that someone was keeping an eye on me. The lady who made the call was very nice and sounded like she cared. So thank you very much, you made my day better, and thank you Bolsover Council, my best wishes to all of you.</b>	<b>Housing</b>

Tenant has phoned to say thank you very much for the efficient, kind and quick service that she has received in response to her toilet. She is 98 years old and appreciates the OOH service yesterday and BDC service today. Both workman were very kind and helpful	Housing Housing Repairs
<b>Thank you for the lovely phone call, it was much appreciated. It was really nice to talk to someone who doesn't live in the same house, we've been in isolation for 3 1/2 months. Everyone at Bolsover District Council, take care and stay safe.</b>	<b>Revenues &amp; Benefits</b>
Resident rang to say he was very pleased with the service he received from the men who removed the flytipping he reported a couple of days previously. Thank you for removing it so promptly	Streetscene Services
<b>Nice to meet you, I had a look at the link for the Settle flowerpot festival their entries look amazing. Really enjoyed the workshop.</b>	<b>Leisure</b>

<b>A- Comments 1/4/20- 30/9/20</b>		<b>Number</b>
<b>Corporate Services</b>	Customer Services	2
	Leisure	2
	Communications	3
	Governance	7
	Revenues & Benefits	7
		<b>21</b>
<b>Development</b>	Business Growth	2
	Housing (Repairs)	3
	Property Services	3
		<b>8</b>
<b>Environment &amp; Enforcement</b>	Planning	5
	Housing (Allocations)	3
	Streetscene Services	21
	Environmental Health	9
	Community Safety	2
		<b>40</b>
<b>Total</b>		<b>69</b>


<b>C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/20 - 30/9/20</b>		<b>Number</b>	<b>Out of timescale (3 working days)</b>
<b>Corporate Services</b>	Customer Services	5	
		<b>5</b>	
<b>Development</b>	Property Services	1	1
		<b>1</b>	<b>1</b>
<b>Environment &amp; Enforcement</b>	Housing (Allocations)	5	
	Streetscene Services	75	3
	Environmental Health	1	
	Community Safety	1	
		<b>82</b>	<b>3</b>
<b>Total</b>		<b>88 (93%)</b>	<b>4 (7%)</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 1/4/20 - 30/9/19</b>		<b>Number</b>	<b>Out of timescale</b>
<b>Corporate Services</b>	Leisure	1	
	Communications	1	
	Governance	1	
	Finance	1	
	Revenues & Benefits	3	1
		<b>7</b>	<b>1</b>
<b>Development</b>	Business Growth	6	
	Housing (Repairs)	11	
	Property Services	3	
		<b>20</b>	
<b>Environment &amp; Enforcement</b>	Planning	7	1
	Housing (Allocations)	12	
	Streetscene Services	2	1
	Environmental Health	7	3
	Community Safety	7	1
		<b>35</b>	<b>6</b>
<b>Total</b>		<b>62</b>	<b>7</b>

<b>E – Number of Internal Review (S3) complaints 1/4/20 - 30/9/20</b>		<b>Number</b>	<b>Out of timescale</b>
<b>Corporate Services</b>	Governance	4	
	Revenues & Benefits	1	
		<b>5</b>	
<b>Development</b>	Housing (Repairs)	2	
	Property Services	1	
		<b>3</b>	
<b>Environment &amp; Enforcement</b>	Planning	1	
	Streetscene Services	3	
	Environmental Health	3	1
	Community Safety	4	
		<b>11</b>	<b>1</b>
<b>Total</b>		<b>19</b>	<b>18</b>

<b>F - Ombudsman's Summary</b>		<b>Departments Involved</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman Decision</b>
20/01/20	<b>LGSCO</b> complaint about regeneration work	Property & Commercial Services	Awaiting decision	
07/04/20	<b>HO</b> Noise complaint not investigated correctly	Housing Environmental Health	20/04/20	<b>No maladministration.</b>
10/09/20	<b>LGSCO</b> planning complaint	Planning	02/10/20	<b>Ombudsman cannot investigate this complaint.</b> This is because the complainant has already appealed to the Planning Inspector.

LGSCO\* Local Government and Social Care Ombudsman

 HO\* Housing Ombudsman

## Bolsover District Council

### Customer Service and Transformation Scrutiny Committee

7th December 2020

<p><b>Ambition Plan Targets Performance Update – July to September 2020</b> <b>(Q2 – 2020/21)</b></p>
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### Report of the Information, Engagement & Performance Manager

This report is public

#### Purpose of the Report

- To report the quarter 2 outturns for the Council's Ambition Plan 2020-2024 targets and relevant supporting service indicators.

#### **1 Report Details**

The attached contains the performance outturn for those targets which sit under 'Our Customers – Providing excellent and accessible services' aim and "Our Economy by driving growth, promoting the District and being business friendly" as of 30th September 2020. Also included are the Q2 outturns for the relevant service indicators. (Information compiled on 16th November 2020).

1.2 A summary of both is provided below:

#### **1.3 Our Customers – Providing excellent and accessible services**

- 4 targets in total
- 4 targets are On Track

#### **1.4 Our Economy by driving growth, promoting the District and being business friendly**

- 2 council plan targets in total
- 2 targets are On Track

#### **1.5 Service Indicators**

- 21 indicators in total
- 14 indicators have positive outturns
- 4 indicators have been affected by the Covid19 pandemic
- 2 indicator has a negative outturn
- 1 indicator is within target

1.6 Details have been provided in the appendix for those at exception including Covid19 affected.



**2 Conclusions and Reasons for Recommendation**

- 2.1 Out of the 6 council plan targets 6 (100%) are on track
- 2.2 Out of the 21 service indicators 14 (66%) have a positive outturn, 4 (20%) have been affected by Covid 19, 2 (9%) have a negative outturn and 1 (5%) is within target.
- 2.2 This is an information report to keep Members informed of progress against the Council's Ambition noting achievements and any areas of concern. It also provides information on relevant service indicators to inform of operational performance.

**3 Consultation and Equality Impact**

- 3.1 None.

**4 Alternative Options and Reasons for Rejection**

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

**5 Implications**

**5.1 Finance and Risk Implications**

None.

**5.2 Legal Implications including Data Protection**

None.

**5.3 Human Resources Implications**

None.

**6 Recommendations**

- 6.1 That outturns against the Ambition Plan 2020-2024 targets and relevant service indicators be noted.

**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: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/></p>	<p>No</p>
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NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	
<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>	Not applicable
<b>Links to Council Plan priorities or Policy Framework</b>	Links to all Council Ambition 2020-2024 aims and priorities

**8 Document Information**

Appendix No	Title	
1	Ambition Plan Performance Update – Q2 July to September 2020	
<b>Background Papers</b>		
All details on PERFORM system		
<b>Report Author</b>		<b>Contact Number</b>
Kath Drury, Information, Engagement & Performance Manager		01246 242280

**Bolsover District Council  
Council's Ambition Update – Q2 – July to September 2020**

**Status key**

<b>Target Status</b>	Usage
<span style="background-color: yellow;"> </span> On Track	The target is progressing well against the intended outcomes and intended date.

**Aim: Our Customers – Providing excellent and accessible services**

27

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources	On track	<p>Questions seeking satisfaction with the Council and local area featured in the October Citizen Panel Survey and were also made available on the website. This survey has now closed.</p> <p>Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards.</p> <p>Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The Performance team is currently undertaking an audit to establish gaps in customer satisfaction measurement and that information to inform a rolling programme.</p>	Sun-31-Mar-24
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.	Corporate Resources	On track	<p>First phase of the new website has been launched. We are now looking to develop the pages and content on the site and are awaiting an external test on the accessibility of the site.</p>	Sat-31-Dec-22

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	On track	<p>This target will only measure digital channels e.g. online transactions via the website and automated telephone payments (ATP). Customer Services, Leisure, Revenues and Streetscene have been selected to be monitored under this target. The methodology for this new target is still being evolved.</p> <p><u>Data from Customer Services for Q2:</u>            Online Transactions - 22,705 (see note)            Face/Face &amp; Tel and all other non-digital contact - 41,633            Total contact transactions – 64,338 = <b>35% transactions via digital method</b></p> <p>(Note: From 07/09/2020 - 21/09/2020 the link to report a repair online was removed from the website and Self in line with the close down of Academy for the Open Housing implementation)</p> <p><u>Data from Customer Services for Q1:</u>            Online Transactions - 18,504            Face/Face &amp; Tel and all other non-digital contact - 30,544            Total contact transactions – 49,048 = <b>37.7% transactions via digital method</b></p> <p>The other service areas will come on board in due course..</p>	Tue-31-Dec-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	<p>Progress against the equality objectives set in the Single Equality Scheme 2019-2023 has been undertaken for the period April 2019 to September 2020. A report will be going to SAMT on 16/10/20 and thereafter to Executive. The review has demonstrated wide and varied achievements against the</p>	Sun-31-Mar-24

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
			four objectives and the public sector duty (Equality Act) generally.	
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. <u>Note</u> This covers transformation programme 2 which started in 2018	Corporate Resources	On track	Note from audit inspection - Outturn is £702,000 - declared outturn is considered achievable in 2021/22  To date, £880,000 of financial improvements through 9 projects have been identified. 7 of those projects have been delivered with 2 in the pipeline (Selling Services and Green Technologies on Corporate assets).	Sun-31-Mar-24
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track	All Service Reviews will be undertaken as part of the Service Plan process which is due to be complete 31 Oct 2020.	Sun-31-Mar-24

## Service Indicators

Performance	Q2 Target	Q2 Outturn	Status	
CSI 19 % FOI/EIR requests responded to in 20 working days (Quarterly) (NEDDC)	95%	99.9%		Above Target

Governance	Q2 Target	Q2 Outturn	Status	
CSP 11 % of Telephone calls answered within 20 seconds: Corporate (Quarterly)	93%	97%		On / Above Target
CSP 12 % E-mails acknowledged within 1 working day: Enquiries email address (Quarterly)	100%	100		On / Above Target
CSP 13 % E-mails replied to within 8 working days: Enquiries email address (Quarterly)	98.67%	100		Within Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	97%	98%		On / Above Target
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%		On / Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	100%	88%		Below Target
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	19	5		Below Target (Positive)

### Exception

CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)

Quarter	Value	Target		Commentary
Q2/20/21	88%	100%		7 (89%) of 8 Internal Review complaints were responded to within 20 working days
Q1/20/21	100%	100%		

Customer Services	Q2 Target	Q2 Outturn	Status	
CC4 Telephone Abandonment: Contact Centre	10%	7%		Below Target (Positive)
CUS01 % of calls answered within 20 seconds	80	54%		Below Target

## Exception

### CUS 01 - % of calls answered with 20 seconds

Quarter	Value	Target		Commentary
Q2	54	80		Peak annual leave period, 3 vacant posts now recruited to - 2 undergoing training and 1 awaiting start date, and long term sickness has impacted on performance
Q1	82	80		

Financial Services	Q2 Target	Q2 Outturn	Status	
FS1 % Invoices paid within 30 days (quarterly)	98	99		On / Above Target

Revenues and Benefits	Q2 Target	Q2 Outturn	Status	
% Council Tax arrears collected (Quarterly)	20%	11.4%		Covid Affected
% NNDR arrears collected (Quarterly)	30%	<b>21%</b>		Covid Affected
% Council Tax Collected (Quarterly)	97.8%	<b>93.1%</b>		Covid Affected
% Non-domestic Rates Collected (Quarterly)	98.5%	<b>82.9%</b>		Covid Affected
Benefit overpayments as a % of benefit awarded (Quarterly)	6%	<b>2.15%</b>		Below Target (Positive)
% Recovery of overpayments within the benefits system (Quarterly)	17%	<b>69.51%</b>		On / Above Target
% Telephone Abandonment: Revenues (Quarterly)	12%	<b>6.3%</b>		Below Target (Positive)
% Calls answered within 20 seconds: Revenues (Quarterly)	65%	<b>66.6%</b>		On/Above Target
% Telephone Abandonment: Benefits (Quarterly)	3%	<b>1.8%</b>		Below Target (Positive)
% Calls answered within 20 seconds: Benefits (Quarterly)	78%	<b>85.8%</b>		On / Above Target

## Exceptions

### % Council Tax arrears collected (Quarterly)

Quarter	Value	Target		Commentary
Q2	11.4%	20%		Significantly reduced due to the impact of COVID crisis
Q1	5.8%	10%		Significantly reduced due to the impact of COVID crisis

**% NNDR arrears collected (Quarterly)**

Quarter	Value	Target	Commentary
Q2	21%	30%	Results will have been affected by COVID crisis and the initial hold on recovery action. Also changes to accounts following information obtained from businesses during the grant application process.
Q1	10.6%	20%	Varies considerably - results will have been affected by COVID crisis and hold on recovery action. Also changes to accounts following information obtained from businesses during the grant application process.

**% Council Tax Collected (Quarterly)**

Quarter	Value	Target	Commentary
Q2	93.1%	97.8%	Collection rates affected by COVID crisis
Q1	88.8%	97.8%	Collection rates affected by COVID crisis, including deferral of payments for this quarter.

**% Non-domestic Rates Collected (Quarterly)**

Quarter	Value	Target	Commentary
Q2	92.7%	98.5%	Impact of COVID crisis and businesses unable to make payments
Q1	82.9%	98.5%	Impact of COVID crisis and businesses unable to make payments/ deferral of payments for this quarter



## Bolsover District Council

### Customer Service & Transformation Scrutiny Committee

7<sup>th</sup> December 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
		<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>	Chair
<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</li> </ul>	Chair/Scrutiny & Elections Officer/ Governance Manager

Date of Meeting	Items for Agenda		Lead Officer
		<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</li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>Impact of Covid-19 on Customer Services/Contact Centres</li> </ul>	Joint Head of Transformation & Organisation
		<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</li> </ul>	Scrutiny & Elections Officer
<b>9<sup>th</sup> November 2020</b>	<b>Part A – Informal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review of IT Services &amp; Support – Evidence gathering</li> </ul>	Scrutiny & Elections Officer/ Governance Manager
<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>Post-Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing – Progress Update</li> </ul>	Interim Head of Environmental Health
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Chair/Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review of IT Services &amp; Support – Evidence gathering</li> </ul>	Scrutiny & Elections Officer/ ICT Services
<b>3<sup>rd</sup> February 2021</b>	<b>Part A – Formal</b>	<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
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
<b>8<sup>th</sup> March 2021</b>	<b>Part A – Formal</b>	<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>TBC</li> </ul>	

Date of Meeting	Items for Agenda		Lead Officer
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>	

# Agenda Item 10

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted