

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

The Arc
High Street
Clowne
S43 4JY

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Friday, 29 January 2021

Dear Councillor

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Service & Transformation Scrutiny Committee of Bolsover District Council to be held as a Virtual Meeting on Monday, 8th February, 2021 at 10:00 hours.

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

Virtual Attendance

I have provided **all Members** with advice that all meetings **must** be held virtually during the National Lockdown. The Council Chamber will not be available for Members to attend the meeting physically during this time. **Should you decide to disregard this advice and potentially be in breach of the law, you will be deemed to have accepted the risk assessments listed for the Arc.**

The Governance and ICT teams supporting the meeting will be working remotely, and can provide assistance to you for joining virtually.



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

The following risk assessments are available on the Modern.Gov App library:

- 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

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 Steenberg". The signature is written in a cursive, flowing style.

Solicitor to the Council & Monitoring Officer

CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE AGENDA

Monday, 8th February, 2021 at 10:00 hours taking place as a Virtual Meeting

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for Absence	
2.	Urgent Items	
3.	Declarations of interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	5 - 9
	Minutes of a meeting held on 7 th December 2020.	
5.	List of Key Decisions and Items to be Considered in Private	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.	Ambition Plan Targets Performance Update - October to December 2020 (Q3 - 2020/21)	11 - 19
7.	Work Programme 2020/21	20 - 25
	<u>PART B - INFORMAL</u>	

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.

8. Review Work

Agenda Item 4

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a Customer Service and Transformation Scrutiny Committee held as a Virtual Meeting and in the Council Chamber on Monday 7th December 2020 at 1000 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

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

Officers:- Ken Eastwood (Joint Assistant Director - Environmental Health Service), Victoria Dawson (Deputy Monitoring Officer), Kath Drury (Information, Engagement and Performance Manager) up to Minute No. CUS33-20/21, Ann Bedford (Customer Standards and Complaints Officer) up to Minute No. CUS32-20/21, Joanne Wilson (Scrutiny and Elections Officer), Tom Scott (Governance Officer) and Liz Robinson (Governance).

Also in attendance at the meeting was Councillor Mary Dooley (Portfolio Holder for Partnerships and Leisure).

Councillor Rita Turner joined the meeting during Minute. No. CUS32-20/21.

Councillor Mary Dooley left the meeting during Minute No. CUS33-20/21.

CUS26-20/21 APOLOGIES

Apologies for absence were received on behalf of Councillor Anne Clarke, Councillor Tricia Clough and Councillor Paul Cooper.

CUS27-20/21 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

CUS28-20/21 DECLARATIONS OF INTEREST

There were no declarations of interest.

CUS29-20/21 MINUTES

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer.

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 12th October 2020 be agreed as a correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

CUS30-20/21 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

The Scrutiny and Elections Officer presented the October 2020 list of Key Decisions to Members.

Members were advised that all of the decisions in the list had now been approved and there were no future decisions for them to be aware of.

It was moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler to note the list of Key Decisions.

RESOLVED that the list of Key Decisions from October 2020 be noted.

CUS31-20/21 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2019/20 - 1ST APRIL 2020 TO 30TH SEPTEMBER 2020

The Customer Standards and Complaints Officer presented the Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 (1st April 2020 to 30th September 2020) to Members.

The purpose of the report was to:

- 1) Provide information on the Council's performance in relation to its customer service standards.
- 2) Provide information on the effective management of complaints and customer requests.
- 3) Provide information on the number of compliments, comments and complaints for the period 1st April 2020 to 30th September 2020.

The Customer Standards and Complaints Officer explained that based on a request at the previous meeting of Customer Service and Transformation Scrutiny Committee on 12th October 2020, she had now included cross-cutting data for Compliments, Comments and Complaints within the appendices of the report. Members agreed that they would like to receive cross-cutting data in this format with every future Customer Service Standards and Compliments, Comments and Complaints Report.

Councillor Ray Heffer referred to a mention in the report of 75 complaints on street services (recorded through Contact Centre) and asked if the Customer Standards and Complaints Officer could explain the issues this would include. She advised Councillor Ray Heffer that these complaints were mainly missed bin collections, and the figure had been negatively influenced by COVID-19 restrictions. She agreed to give the Committee a detailed breakdown of this figure after the meeting.

The recommendation in the report to 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

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

arrangements, was moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer.

RESOLVED that the Committee notes 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.

(Customer Standards and Complaints Officer)

CUS32-20/21 CORPORATE AMBITIONS PERFORMANCE UPDATE - JULY TO SEPTEMBER 2020 (Q2 - 2020/21)

(N.B. The Customer Standards and Complaints Officer left the meeting at this point.)

The Information, Engagement and Performance Manager presented the Corporate Ambitions Performance Update - July to September 2020 (Q2 - 2020/21) to Members.

The purpose of the report was to report the quarter 2 outturns for the Council's Ambition Plan 2020-2024 targets and relevant supporting service indicators.

(N.B Councillor Rita Turner joined the meeting at this point.)

Councillor Mary Dooley felt that Council staff meeting as many targets as they had in the middle of the COVID-19 pandemic was exceptional.

Councillor David Dixon referred to indicator CUS03 ('Ensure that at least 50% of transactions are made through digital channels by Dec 2024') and asked if the ICT systems had the resilience to meet such an ambitious target. The Information, Engagement and Performance Manager explained that she was confident that the ICT systems did have the resilience, and there were business continuity plans in place in case of a significant ICT failure. She added that a Strategic Risk Member/officer group had recently been formed and ICT security would be one of the areas they would monitor.

The recommendation in the report to note outturns against the Ambition Plan 2020-2024 targets and relevant service indicators was moved by Councillor Rose Bowler and seconded by Councillor David Dixon.

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

(Information, Engagement and Performance Manager)

CUS33-20/21 WORK PROGRAMME 2020/21

(N.B. Councillor Mary Dooley and the Information, Engagement and Performance Manager left the meeting at this point.)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Scrutiny and Elections Officer presented the Customer Service and Transformation Scrutiny Committee Work Programme 2020/21 to Members.

It was moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury to note the Work Programme 2020/21.

RESOLVED that the Committee notes this report and the Programme attached at Appendix 1.

(Scrutiny and Elections Officer)

CUS34-20/21 EXCLUSION OF PUBLIC

Councillor Rose Bowler moved and Councillor Rita Turner seconded 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.

RESOLVED that the public be excluded from the meeting during discussion of the following items of business.

CUS35-20/21 POST-SCRUTINY MONITORING: REVIEW OF DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING - PROGRESS UPDATE

The Scrutiny and Elections Officer presented the Review of Delivery of Environmental Health & Licensing – Post-Scrutiny Monitoring (Final Report) to Members.

The report included three recommendations to note the report, acknowledge exceptions to service delivery and make the review's findings public.

The Deputy Monitoring Officer and the Joint Assistant Director - Environmental Health Service explained some of the details in the report to Members.

The recommendations in the report were moved by Councillor David Dixon and seconded by Councillor Rose Bowler.

RESOLVED that the Committee:

- (1) Notes the progress against the review recommendations.
- (2) Acknowledges any exceptions to delivery and clarifies any additional action required by the service. Members should consider an extension to the monitoring period where recommendations have not been fully implemented.
- (3) Makes its findings public, in accordance with Part 4.5.17(3) of the Constitution.

(Deputy Monitoring Officer/Scrutiny and Elections Officer)

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The meeting concluded at 1100 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

8th February 2021

<p>Ambition Plan Targets Performance Update – October To December 2020 (Q3 – 2020/21)</p>
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Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 3 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 31st December 2020. Also included are the Q3 outturns for the relevant service indicators. (Information compiled on 19th January 2021).

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 targets in total
- 2 target is On Track

1.5 Service Indicators

- 21 indicators in total
- 13 indicators have positive outturns
- 3 indicators have been affected by the Covid19 pandemic
- 4 indicators have 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 all 6 (100%) are on track

2.2 Out of the 21 service indicators 13 (62%) have a positive outturn, 3 (14%) have been affected by Covid 19, 4 (19%) 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

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</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"/>	No
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<input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	Not applicable
Links to Council Plan priorities or Policy Framework	Links to all Council Ambition 2020-2024 aims and priorities

8 Document Information

Appendix No	Title	
1	Ambition Plan Performance Update – Q3 October to December 2020	
Background Papers		
All details on PERFORM system		
Report Author		Contact Number
Kath Drury, Information, Engagement & Performance Manager		01246 242280

**Bolsover District Council
Council's Ambition Update – Q3 – October to December 2020**

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Achieved	The target has been successfully completed within the target date. Success to be celebrated

Aim: Our Customers – Providing excellent and accessible services

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Key Council Target	Directorate	Status	Q3 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>We are awaiting the report from the questions seeking satisfaction with the Council and local area asked in the October Citizen Panel Survey. These will be reported at Q4.</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 will 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>We now have access to a web reporting tool (Silktide) that gives us scores out of 100 on the following areas: content (90), accessibility (95), user experience (97) and marketing (92) - all of which are showing as excellent. We are continually working our way through any errors the system is showing and</p>	Sat-31-Dec-22

Key Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			<p>this will enable us to improve our scores and the overall performance and usability of the website.</p>	
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	On track	<p>Digital Transactions - 20,314 Face/Face & Tel and all other non-digital contact - 35,549 Total contact transactions - 55,863 = <u>36% transactions via digital method</u> Digital channels involve no officer support 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>	Tue-31-Dec-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	<p>Executive have approved the first year review of the progress against the equality objectives set in the Single Equality Scheme 2019-2023. This will be published shortly on the website. The review has demonstrated wide and varied achievements against the four objectives and the public sector duty (Equality Act) generally. Work continues on promoting equalities with refresher awareness sessions for employees scheduled for late January and February.</p>	Sun-31-Mar-24
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	<p>No further update on financial figures from previous quarter (see below). A review of the 5% - 10% financial improvements suggestions from each Service Plan will be reviewed during January 2021.</p> <p>To date, £880,000 of financial improvements through 9 projects have been identified. Outturn savings for 2021/22 of £702,000 considered achievable (Internal Audit report 05/11/20 – Corporate Targets).</p>	Sun-31-Mar-23

Key Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track	 The Service Review process was incorporated into the Service Plan process which is now substantially completed. This target expected to be fully completed by Q4. .	Sun-31-Mar-22

Service Indicators

Performance	Q3 Target	Q3 Outturn	Status	
CSI 19 % FOI/EIR requests responded to in 20 working days (Quarterly) (NEDDC)	95%	97%	 	Above Target

Governance	Q3 Target	Q3 Outturn	Status	
CSP 11 % of Telephone calls answered within 20 seconds: Corporate (Quarterly)	93%	98%	 	On / Above Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	97%	95%	 	Below 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%	89%	 	Below Target
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	25	7.6	 	Below Target (Positive)

Exceptions

CSP 16 % written complaints responded to in 15 working days (Quarterly)

Quarter Value Target			Commentary
Q3	95%	97%	 55 (95%) out of the 58 formal investigations were responded to within 15 working days. 2 of those out of time were regarding further recalculations of leisure memberships and the remaining one was a complex housing transfer matter.
Q2	98%	97%	

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

Quarter Value Target			Commentary
Q3	100%	88%	 8 out of the 9 Internal Review complaints were responded to within 20 working days. The remaining one was a complex complaint involving a number of departments, insurance matters and part of which was outside the jurisdiction of this Council. It was responded to in 22 working days.
Q2	100%	88%	

Customer Services	Q3 Target	Q3 Outturn	Status	
CUS01 % of calls answered within 20 seconds	75%	84%		Above Target
CUS 02 - % customer enquiries dealt with at first point of contact	60%	0%		Unable to report on (see below)

Exception

CUS 02 - % customer enquiries dealt with at first point of contact (Quarterly)

Quarter	Value	Target		Commentary
Q3	0	60		Unable to report as not been able to sort a mechanism for measuring due to impact of COVID on the service

Financial Services	Q3 Target	Q3 Outturn	Status	
FS1 % Invoices paid within 30 days (quarterly)	98%	100%		On / Above Target
% Sundry Debtors arrears collected (Quarterly)	85%	66.4%		Below Target

Exception

% Sundry Debtors arrears collected (Quarterly)

Quarter	Value	Target		Commentary
Q3	66.4%	85%		The percentage is currently lower than the target as this point in the year, this is still good considering the pandemic we've been in throughout this financial year and the soft approach we've taken on debt recovery because of it.

Revenues and Benefits	Q3 Target	Q3 Outturn	Status	
% Council Tax arrears collected (Quarterly)	20%	19.7%		Within Target
% NNDR arrears collected (Quarterly)	40%	53.1%		On / Above Target
% Council Tax Collected (Quarterly)	97.8%	93.8%		Covid Affected
% Non-domestic Rates Collected (Quarterly)	98.5%	92.1%		Covid Affected
Benefit overpayments as a % of benefit awarded (Quarterly)	6%	2.87%		Below Target (Positive)

Revenues and Benefits	Q3 Target	Q3 Outturn	Status
% Recovery of overpayments within the benefits system (Quarterly)	17%	43.92%	On / Above Target
% Telephone Abandonment: Revenues (Quarterly)	12%	4.5%	Below Target (Positive)
% Calls answered within 20 seconds: Revenues (Quarterly)	70%	70.2%	On/Above Target
% Telephone Abandonment: Benefits (Quarterly)	3%	2.2%	Below Target (Positive)
% Calls answered within 20 seconds: Benefits (Quarterly)	78%	87.5%	On / Above Target

Exceptions

% Council Tax Collected (Quarterly)

Quarter	Value	Target	Commentary
Q3	93.1%	97.8%	Collection rates affected by the COVID crisis; including extended payment arrangements
Q2	93.1%	97.8%	

% Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target	Commentary
Q3	92.1%	98.5%	Impact of the COVID crisis and businesses unable to make payments
Q2	92.7%	98.5%	

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

8th February 2021

Scrutiny Committee Work Programme 2020/21
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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>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</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>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	N/A
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2020/21
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</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

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

Date of Meeting	Items for Agenda		Lead Officer
22nd June 2020	Part A – Formal	<ul style="list-style-type: none"> • CANCELLED 	
	Part B – Informal	<ul style="list-style-type: none"> • CANCELLED 	
24th July 2020	Part B – Informal	<ul style="list-style-type: none"> • Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20) 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Review work – Progress Updates 	Scrutiny & Elections Officer
3rd August 2020	Part A – Formal	<ul style="list-style-type: none"> • Corporate Ambitions Performance Update – April to June 2020 (Q1 – 2020/21) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> • Update on Voids Service – Target CUS.07(Verbal Report) 	Assistant Director of Development
		<ul style="list-style-type: none"> • Work Programme 2020/21 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • CANCELLED 	
14th September 2020	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2019/20 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> • Work Programme 2020/21 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work – Review of New Bolsover New Beginnings 	Chair
12th October 2020	Part A – Formal	<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Progress Update 	Chair/Scrutiny & Elections Officer/ Governance Manager

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Update on Website re-development 	Communications, Marketing & Design Manager
		<ul style="list-style-type: none"> Transformation Governance Group Update 	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> Impact of Covid-19 on Customer Services/Contact Centres 	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> Work Programme 2020/21 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
9th November 2020	Part A – Informal	<ul style="list-style-type: none"> CANCELLED 	
	Part B – Informal	<ul style="list-style-type: none"> Review of IT Services & Support – Evidence gathering 	Scrutiny & Elections Officer/ Governance Manager
7th December 2020	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1st April 2020 to 30th September 2020 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Corporate Ambitions Performance Update – July to September 2020 (Q2 – 2020/21) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Progress Update 	Interim Head of Environmental Health Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2020/21 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review of IT Services & Support – Evidence gathering 	Scrutiny & Elections Officer/ ICT Services
8th February 2021	Part A – Formal	<ul style="list-style-type: none"> Corporate Ambitions Performance Update – October to December 2020 (Q3 – 2020/21) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2020/21 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
8th March 2021	Part A – Formal	<ul style="list-style-type: none"> Work Programme 2020/21 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> TBC 	

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