



Date: 19<sup>th</sup> June 2015

The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

Dear Sir or Madam

You are hereby summoned to attend a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council to be held in Chamber Suites 1 and 2, The Arc, Clowne on **Monday 29<sup>th</sup> June 2015** at **1000** hours.

Register of Members' Interest - 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 on page 2.

Yours faithfully

Assistant Director of Governance and Monitoring Officer

To: Members of the Customer Service and Transformation Scrutiny Committee

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Chief Executive Officer: Wes Lumley, B.Sc. F.C.C.A.



The Government Standard

**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY  
COMMITTEE AGENDA**

**Monday 29<sup>th</sup> June 2015 at 1000 hours in Chamber Suites 1 and 2, The  
Arc, Clowne**

<b>Item No.</b>		<b>Page No.(s)</b>
	<b><u>PART A – FORMAL</u></b>	
	<b><u>PART 1 OPEN ITEMS</u></b>	
1.	<b><u>Apologies for Absence</u></b>	
2.	<b><u>Urgent Items of Business</u></b>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972	
3.	<b><u>Declarations of Interest</u></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.	Minutes of a meeting held on 3 <sup>rd</sup> June 2015	3 to 5
5.	List of Key Decisions & Items to be Considered in Private.	6 to 11
	<i>(NB: Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	
6.	Impact of Welfare Reforms Scrutiny Review Update	Verbal Report
7.	Hard to Let Properties Scrutiny Review Update on Recommendations	Verbal Report
8.	Scoping Document for Approval – Review of CAN Ranger Service	12 to 15
9.	Scrutiny Workplan	16 to 17
	<b><u>PART B – INFORMAL</u></b>	
	The formal meeting of the Improvement 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.	
10.	Review of CAN Ranger Service	

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

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in Chamber Suites 1 and 2, The Arc, Clowne on Wednesday 3<sup>rd</sup> June 2015 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R.J. Bowler in the Chair

Councillors; P.M. Bowmer, P. Cooper, M.G. Crane, R. Heffer, A. Joesbury, J.E. Smith, E. Stevenson and R. Turner.

Officers: - C. Millington (Scrutiny Officer) and A. Bluff (Governance Officer)

### **0050. APOLOGY**

An apology for absence was received from Councillor D. McGregor.

### **0051. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0052. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0053. KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Members considered the list of key decisions document.

Moved by Councillor R. Heffer, seconded by Councillor R. Turner

**RESOLVED** that the Key Decisions and Items to be considered in Private document be noted.

### **0054. MANAGING A SCRUTINY REVIEW – CENTRE FOR PUBLIC SCRUTINY SKILLS BRIEFING**

The Scrutiny Officer took Members through the Centre for Public Scrutiny (CfPS) briefing note document, 'Managing a Scrutiny Review'.

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

The briefing document was one of a series exploring the skills required by Members for effective scrutiny. The paper specifically examined the process of managing a 'task and finish' scrutiny review.

### **0055. SELECTION OF SUBJECT FOR SCRUTINY REVIEW 2015 – TO AGREE THE SUBJECT FOR SCRUTINY REVIEW FROM THE SHORTLIST PRODUCED AT THE ANNUAL SCRUTINY CONFERENCE ON 19<sup>TH</sup> MAY 2015**

At the Annual Scrutiny Conference held on 19<sup>th</sup> May, Members had agreed that Customer Service and Transformation Scrutiny Committee carry out a Review of the Community Action Network Ranger Service.

Moved by Councillor R. Bowler, seconded by Councillor J.E. Smith

**RESOLVED** that the Customer Service and Transformation Scrutiny Committee carry out a Review of the Community Action Network Ranger Service.

### **0056. SCOPING THE SCRUTINY REVIEW – TO CARRY OUT A SCOPING EXERCISE ON THE CHOSEN SUBJECT FOR SCRUTINY REVIEW AND COMPLETE THE SCOPING DOCUMENT**

The Scrutiny Officer noted that the CAN Ranger Service came under the Transformation Directorate and the financing of the service came under the Operations Directorate.

An up to date job description of the CAN Rangers would be provided to Committee Members as part of the Review process to enable Members to collate questions to put to the Rangers for interview purposes in relation to the Review work.

In the first instance it was suggested that Councillor John Ritchie be invited to attend the next meeting of the Committee as he was involved as an Officer of the Council when the service was first set up which Members noted was approximately 16 years ago. Members also suggested that one of the CAN Rangers had been employed from the outset and he would also have the knowledge and experience of how the service had evolved over the last 16 years. Councillor Ritchie would be asked to give the reasons and background for setting up the service so that Members could start to identify how it has evolved over the years.

Moved by Councillor R. Heffer and seconded by Councillor R. Bowler

**RESOLVED** that Councillor Ritchie and the CAN Ranger be invited to the next meeting of the Committee to answer Members questions regarding the service.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### 0057. SCRUTINY COMMITTEE WORK PLAN – TO NOTE THE WORK PLAN FOR THE 2015/16 YEAR AND SUGGEST ANY FURTHER ISSUES THAT SHOULD BE CONSIDERED

The Scrutiny Officer circulated the Committee's Work Plan to the meeting which provided details of items to be discussed by the Committee during the year including Customer Service and Transformation performance targets.

Members were advised that the first performance monitoring would take place in November which would be a half year Performance update due to the fact that Council was not due to adopt the new Corporate Plan until July 2015.

Members would receive a briefing on relevant Corporate Plan targets in July to give Members an opportunity to familiarise themselves with the relevant targets to the Committee.

The Scrutiny Officer referred to the item scheduled for the next meeting relating to the Scrutiny Review of Hard to Let Properties which was due to be considered at the meeting of Executive on 15<sup>th</sup> June 2015. At the request of the Chair, a copy of the review report and the relevant extract of the Executive Minutes from the meeting held on 2<sup>nd</sup> March 2015 were circulated so that all Members were reminded of the discussion at Executive and what was expected at the Executive meeting on 15<sup>th</sup> June 2015.

A discussion took place relating to the outcome of the 2<sup>nd</sup> March Executive meeting and Members were referred to the resolution within the minutes. It was suggested that the Chair and Vice Chair of the Customer Services and Transformation Scrutiny Committee should be present at the Executive meeting on 15<sup>th</sup> June 2015 whilst the report from the Assistant Director of Community Safety and Head of Housing presents his report responding to the recommendations made in the Scrutiny Review.

Moved by Councillor R. Heffer and seconded by Councillor M. Crane  
**RESOLVED** that (1) the Work Plan be noted,

(2) Councillors Gilmour, Smith and Bowler attend the meeting of the Executive to be held on 15<sup>th</sup> June 2015.

(Scrutiny Officer)

The meeting concluded at 1150 hours.



The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 12 June 2015**

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Assistant Director – Governance & Monitoring Officer at this address or by email to [sarah.sternberg@bolsover.gov.uk](mailto:sarah.sternberg@bolsover.gov.uk).

The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk). The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The names of Executive members are as follows:

Councillor A M Syrett - Leader  
Councillor M Dooley – Deputy Leader  
Councillor T Connerton  
Councillor B R Murray-Carr  
Councillor K Reid  
Councillor J Ritchie

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Chamber Suites at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance & Monitoring Officer about any particular item being considered in exempt.

The list does not detail all decisions which have to be taken by the Executive, only “Key Decisions”. In these Rules a “Key Decision” means an executive decision, which is likely:

- (1) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (2) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that income or expenditure of £50,000 or more is significant.

**The dates for meetings of Executive in 2015/2016 are as follows:**

2015	13 July
	7 September
	5 October
	2 November
	30 November
2016	4 January
	1 February
	29 February
	4 April
	25 April



The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<b>Contract for security at empty properties</b>  To award the contract for the service	Executive	July 2015	Report Of Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety and Head of Housing (BDC)	Yes - Likely to result in expenditure over £50,000	Private – relates to business affairs of the Council
<b>Award of Reroofing Contract at Victoria House, Creswell</b>  To award the tender for the reroofing of Victoria House, Creswell	Executive	July 2015	Report Of Councillor A Syrett, Portfolio Holder for Property and Estates	Assistant Director – Property & Estates	Yes - Likely to result in income or expenditure over £50,000	Private - relates to the business affairs of the authority
<b>Enforcement Fund</b>  To seek approval to establish a fund for enforcement projects	Executive	July 2015	Report Of Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety & Head of Housing (BDC)	Yes - Likely to result in income or expenditure over £50,000	Public

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<p><b>Fraud Investigation Service</b></p> <p>To update Members concerning the current position with respect to the creation of the Single Fraud Service and to outline the options available to the Council to ensure that it retains sufficient Capacity and expertise to effectively manage the risk of fraud against the Council.</p>	Executive	July 2015	Report of Councillor A Syrett, Portfolio Holder for Finance	Executive Director - Operations	Yes – likely to result in savings or expenditure of £50,000 or more.	Private – relates to an individual, the financial affairs of the authority and potential legal privilege.
<p><b>Financial Outturn 2014/15 including impact on the Medium Term Financial Plan 2015/16 onwards</b></p>	Executive	July 2015	Report of Councillor A Syrett, Portfolio Holder for Finance	Executive Director - Operations	Yes – likely to result in savings or expenditure of £50,000 or more.	Public

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<p>To report the financial outturn position on the General Fund, HRA and Capital Programme in respect of the previous financial year (2014/15) and to seek Executive's approval to carry forward slippage in respect of the Capital Programme and to consider requests for the carry forward of unutilised resources into 2015/16. Consideration will also be given to the adjustment of 2015/16 and future years budgets in the light of the 2014/15 outturn position.</p>						

**BOLSOVER DISTRICT COUNCIL**

**SCRUTINY PROJECT MANAGEMENT**

**SCRUTINY REVIEW SCOPE**

**NAME OF COMMITTEE:**

Customer Service and Transformation

**SUBJECT TO BE REVIEWED**

**CAN Ranger Service**

**MEMBERSHIP**

Councillors Rose Bowler (Chair) Jim Smith (Vice Chair)  
Pauline Bowmner, Paul Cooper, Malcolm Crane, Ray Heffer,  
Andrew Joesbury, Duncan McGregor, Emma Stevenson and  
Rita Turner

**DIRECTOR**

Director of Transformation - Paul Hackett  
Director of Operations - Brian Mason

**REASON(S) FOR THE REVIEW**

To consider how the role of the CAN Rangers has evolved since the service was established to the present role and determine whether the service is prepared for future demands.

**IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS**

**CORPORATE PLAN AIM** – Transforming our Organisation  
**PRIORITIES** – Supporting and engaging with our employees  
- Making the best use of our assets.

**TERMS OF REFERENCE**

- To undertake a review of the CAN Ranger Service which considers the service provided to the authority.
- To make recommendations to Executive supported by evidence gathered throughout the review that follows the SMART methodology (*Specific, Measurable, Achievable, Realistic, Time bound*).

**This review will look at the service as a whole from a transformation point of view. It is not within the remit of the Customer Service and Transformation Scrutiny Committee to consider individual Community Safety concerns i.e how many Fixed Penalty Notices are issued within a certain period of time. These issues were considered in the review of Enforcement carried out by the Safe and Inclusive Scrutiny**

<b>Committee in 2014.</b>	
<b>AIMS AND OBJECTIVES OF REVIEW</b>	<p><b>Aim:</b> To identify whether the current CAN Ranger Service is the most appropriate and cost effective way of delivering Services to our Communities.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• To compare the job description/role from when the service was first established to the present role.</li> <li>• To understand how the authority discharges its duty under Section 17 of the Crime and Disorder Act 1998 and how this compares to other authorities.</li> <li>• To ascertain the involvement of Parish Councils in Community Safety and their duties under the Crime and Disorder Act.</li> <li>• To consider the Budget for the service.</li> </ul>
<b>KEY ISSUES</b>	<p>Staffing Budgets History/set up</p>

<b>TIMESCALE</b>	<b>ESTIMATED</b>	<b>REVISED</b>	<b>ACTUAL</b>
<b>Commencement</b>	29 June 2015		
<b>Interim Report/ Recommendations</b>			
<b>Finish</b>			
<b>Report</b>			

<b>METHOD(S) OF REVIEW:</b>	<p>Briefings Questioning/interviewing Written reports/evidence Desk based research Minutes and past reports</p>
<b>IMPLICATIONS:</b> (legislative, regulatory, etc)	<p>Section 17 of the Crime and Disorder Act 1998 places a duty on councils to do all they reasonably can to reduce crime and disorder locally and improve people's quality of life as a result.</p> <p>The duty gives a focus on how councils' delivery of core services can make a significant difference to crime reduction.</p> <p>The duty also extends to:</p>

	<ul style="list-style-type: none"> <li>• Anti-social behaviour</li> <li>• Substance misuse</li> <li>• Behaviour adversely affecting the environment.</li> </ul>
<b>DOCUMENTARY EVIDENCE:</b> (Internal/External)	<ul style="list-style-type: none"> <li>• Job description</li> <li>• Job sheets</li> <li>• Budget</li> </ul>
<b>STAKEHOLDERS</b>	<p><b>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</b></p> <ul style="list-style-type: none"> <li>• Peter Campbell – Joint Assistant Director of Community Safety &amp; Housing</li> <li>• Deborah Whallett – Housing Enforcement Manager</li> <li>• CAN Rangers</li> <li>• Community Safety Partnership</li> <li>• Parish Councils</li> </ul>
<b>CONSULTATION/ RESEARCH:</b>	There may be an opportunity for a benchmarking exercise to see how other authorities discharge the duty under the Crime and Disorder Act.
<b>SITE VISITS</b>	As above. Members may also have an opportunity to go out with Rangers to get a better understanding of day to day issues.
<b><u>SCRUTINY REVIEW OUTCOMES</u></b>	
<b>CONCLUSIONS:</b>	
<b>RECOMMENDATIONS:</b>	
<b>DRAFT REPORT SENT TO DIRECTOR &amp; ANY RELEVANT OFFICERS FOR COMMENT:</b>	
<b>DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:</b>	
<b>SIGNED OFF BY COMMITTEE/CHAIR:</b>	
<b>SIGNED OFF BY SCRUTINY</b>	

<b>MANAGEMENT BOARD:</b>	
<b>REVIEW OF PROCESS/COMMENTS:</b>	
<b>EXECUTIVE CONSIDERED:</b>	
<b>OUTCOME:</b>	
<b>FOLLOW UP:</b>	
<b>DATE:</b>	

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2015-16**

Date of Meeting	Items	Lead Officer	Notes
3 <sup>rd</sup> June 2015	<ul style="list-style-type: none"> <li>• Managing a Scrutiny Review – CfPS skills briefing</li> <li>• Selection of Scrutiny Review subject</li> <li>• Scoping Scrutiny Review</li> </ul>	Claire Millington  Claire Millington  Claire Millington	
29 <sup>th</sup> June 2015, 10.00am	<ul style="list-style-type: none"> <li>• Impacts of Welfare Reforms Scrutiny review update</li> <li>• Hard to Let Scrutiny review update on recommendations</li> <li>• Review work</li> </ul>	Councillor John Ritchie	
27 <sup>th</sup> July 2015	<ul style="list-style-type: none"> <li>• Introduction to Corporate Plan Targets.</li> </ul>	Jane Foley	
21 <sup>st</sup> September 2015			
19 <sup>th</sup> October 2015			
16 <sup>th</sup> November 2015	<ul style="list-style-type: none"> <li>• Half year Performance Update</li> </ul>	Kath Drury/Jane Foley	Half year update as the Corporate Plan was only agreed in July 2015.



<b>14<sup>th</sup> December 2015</b>			
<b>18<sup>th</sup> January 2016</b>			
<b>15<sup>th</sup> February 2016</b>	<ul style="list-style-type: none"> <li>• Quarter 3 Performance Update</li> </ul>	Kath Drury/Jane Foley	
<b>14<sup>th</sup> March 2016</b>			
<b>18<sup>th</sup> April 2016</b>			
<b>23<sup>rd</sup> May 2016</b>	<ul style="list-style-type: none"> <li>• Quarter 4 Performance Update</li> </ul>	Kath Drury/Jane Foley	