

## **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'.

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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.

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### 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.