

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 Monday 27th July 2015 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

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

Also in attendance with the permission of the Chair was Councillor K. Reid (Portfolio Holder for Community Cohesion, Audit and Legal and Governance)

Officers:-

J. Foley (Assistant Director – Customer Service and Performance), K. Drury (Information, Engagement and Performance Manager), C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

0234. APOLOGY

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

0235. MINUTES SILENCE

A minutes silence was held for Councillor Eric Hall who had recently passed away.

0236. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0237. DECLARATIONS OF INTEREST

There were no declarations of interest.

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0238. MINUTES – 29TH JUNE 2015

Moved by Councillor J.E. Smith and seconded by Councillor R. Turner

RESOLVED that with the inclusion of apologies from Councillor R. Heffer, the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 27th July 2015 be approved as a true and correct record.

0239. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

It was noted that the next edition of the List of Key Decisions and Items to be Considered in Private would be published on 7th August 2015.

0240. INTRODUCTION TO CORPORATE PLAN TARGETS

The Assistant Director – Customer Service and Improvement gave a presentation in respect of the recently approved Corporate Plan targets. The Corporate Plan had been approved in July and had taken 12 months to develop. It was a new four year plan with new aims, priorities and targets which had been developed with the involvement of Members, Officers and public consultation.

The new Corporate Plan was based largely around the Growth Strategy and templates were to be completed regarding the targets to establish base line data. It was important to note that for some targets there would be legitimate time lags where the data was awaited from another source.

Two aims were relevant to the Customer Service and Transformation Scrutiny Committee and a document was circulated which gave Members information regarding the priorities and targets for each of the aims.

The first report would be presented to the November meeting of the Customer Service and Transformation Scrutiny Committee. Cabinet Members would be in attendance to answer any queries.

The targets had been assessed to ensure that they were SMART and updates should be transparent. Good performance should be celebrated and Officers should be honest about under performance. Consistent under performance could generate a scrutiny review.

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The presentation gave examples of good and bad performance updates and it was noted that Members needed to look at the updates in a strategic manner.

Members asked questions regarding non completion of updates and extension of target dates. The Assistant Director – Customer Service and Improvement noted that Officers had been informed that proper updates should be given. It was also noted that 86% of targets in the previous Corporate Plan had been achieved.

Moved and seconded

RESOLVED that the report be noted.

0241. WORK PLAN

The Customer Service and Transformation Scrutiny Committee Workplan was presented for Members information.

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

RESOLVED that the workplan be noted.

The formal part of the Customer Service and Transformation Scrutiny Committee meeting concluded at 1044 hours and members then met as a working party to continue their review work. The working party concluded at 1140 hours.