

**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY  
COMMITTEE AGENDA**

**Monday 19<sup>th</sup> October 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 21 <sup>st</sup> September 2015.	3 to 6
5.	List of Key Decisions & Items to be Considered in Private.	7 to 11
	<i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	
6.	Update on the Housing Working Group.	Verbal Update
7.	Work Plan.	12-13
	<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.	
8.	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 Monday 21<sup>st</sup> September 2015 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R. Bowler in the Chair

Councillors R. Heffer, A. Joesbury, D. McGregor, J.E. Smith, E. Stevenson and R. Turner

Also in attendance was Councillor M.J. Ritchie, Portfolio Holder for Housing and IT.

Officers:-

D. Bonsor (Housing Needs Manager), P. Coogan (Housing Innovation Officer), C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

### **0352. APOLOGIES**

Apologies for absence were received from Councillors P.M. Bowmer, M.G. Crane and C.P. Cooper

### **0353. URGENT ITEMS OF BUSINESS**

There were no urgent items of business

### **0354. DECLARATIONS OF INTEREST**

There were no declarations of interest

### **0355. MINUTES – 27<sup>TH</sup> JULY 2015**

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner

**RESOLVED** that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 27<sup>th</sup> July 2015 be approved as a true and correct record.

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

### **0356. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Members considered the List of Key Decisions document.

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

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

### **0357. CALL IN OF EXECUTIVE MINUTE NO. 0193 – CHOICE BASED LETTINGS 2015 REVIEW**

The Chair explained that Minute No. 0193 of the Executive held on 13<sup>th</sup> July 2015, Choice Based Lettings 2015 Review had been Called In by Councillors M.G. Crane and R. Turner who were Members of the Committee.

Councillor Crane was not present at the meeting, but had sent in a statement which was read out by the Chair. It was noted that the item had been Called In due to a procedural error, as the revision of the Allocations Policy included within the report had not been seen by Scrutiny, prior to approval by the Executive. Councillor Turner made no further comment.

The Chair then gave an opportunity for the Portfolio Holder for Housing and IT and Officers to comment. The Portfolio Holder for Housing and IT noted that the changes made had been based on a previous Scrutiny Review and as such, it had not been felt necessary to re-consult Scrutiny Members. The Housing Needs Manager also explained that the changes had been through the Housing Working Group.

It was noted that the previous Scrutiny Review had been carried out in 2012 and that the Housing Working Group had worked with the Assistant Director of Community Safety and Head of Housing in February and March 2015 to progress the amendments to the Allocations Policy. It was noted that the Housing Working Group was not a formal meeting of the Council.

The Chair then asked if Members of the Committee had any questions.

A question was asked regarding whether three years was too long to bar people from applying for Council housing following surrender of a tenancy and whether there were measures in place to ensure that vulnerable people could access housing.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Portfolio Holder for Housing and IT noted that the change was designed to stop those tenants who moved frequently, as this created costs to the Council. Those with genuine need would be referred to the Housing Allocation Review Panel (HARP) which would provide a safety net. The Housing Needs Manager explained that the measure was designed to stop perpetual transfers, but client need would always be taken into account. There was also the option of mutual exchange.

It was noted that there were a range of housing related support programmes which were used to help support Council tenants.

Members noted that the recommendations of the Executive had not been implemented due to the Call In, and had been formulated at the newly formed Housing Working Group, which had been established to look at Hard to Let properties.

Members asked why the telephone and text bidding was not better utilised by clients and the Housing Innovation Officer explained that both options had not been used by applicants as the process was long winded to use and it was felt that it was more cost effective to withdraw the options.

A discussion took place regarding whether the Council should enquire about the amount of savings a prospective tenant had and Members expressed their reservations. The Housing Needs Manager noted that it would be discussed by the newly formed Housing Working Group.

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer

**RESOLVED** that (1) no further action be taken and the recommendations of the Executive be endorsed. The decisions may be implemented immediately,

(2) a reminder be issued to all officers that any new policies or policy alterations/reviews (with the exception of HR policies) must be seen by the appropriate Scrutiny Committee(s) for comment prior to submission to the Executive.

(Housing Needs Manager/Scrutiny Officer)

### 0358. WORK PLAN

The Customer Service and Transformation Scrutiny Committee Work Plan was circulated for Members' information.

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

**RESOLVED** that the report be noted.

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

The formal meeting concluded at 1050 hours and members then met as a working party to continue their review work. The working party concluded at 1210 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: 2 October 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	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>Accessing and Benefitting from Devolved Funding via D2N2 for Employment and Skills Programmes</b>	Executive	October 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Assistant Director – Economic Growth	Yes – could impact on two or more District wards.	Public
<b>Medium Term Financial Plan 2015/16 to 2017/18</b>  To update Members regarding the current position and to agree financial savings in respect of this period whilst maintaining service delivery at agreed levels.	Executive	October 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Executive Director - Operations	Yes – involves expenditure of £50,000 or more.	Public
<b>Flat Roof Tender</b>  To approve the award of contract.	Executive	October 2015	Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs

<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>Refurbishment of Cotton Street property</b>  To agree costs of refurbishing a Council property on Cotton Street, Bolsover	Executive	October 2015	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Executive Director - Operations	Yes – involves expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs
<b>Waste Services Review</b>  To adopt a new local agreement for waste services and amend the Waste Services staffing budget and establishment	Executive	October 2015	Report of Councillor B Murray-Carr, Portfolio Holder for Environment	Assistant Director - Streetscene	Yes – significant impact on two or more District wards.	Public

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2015-16**

<b>Date of Meeting</b>	<b>Items</b>	<b>Lead Officer</b>	<b>Notes</b>
<b>3<sup>rd</sup> June 2015</b>	<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	
<b>29<sup>th</sup> June 2015, 10.00am</b>	<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	
<b>27<sup>th</sup> July 2015</b>	<ul style="list-style-type: none"> <li>• Introduction to Corporate Plan Targets.</li> <li>• Work Plan</li> </ul>	Jane Foley	
<b>21<sup>st</sup> September 2015</b>	<ul style="list-style-type: none"> <li>• Call in of Executive minute no. 0193 – Choice Based Lettings 2015 Review</li> </ul>		
<b>19<sup>th</sup> October 2015</b>	<ul style="list-style-type: none"> <li>• Review work</li> <li>• Update on the work of the Housing Working Group</li> </ul>	Councillor Bowler	
<b>16<sup>th</sup> November 2015</b>	<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>	<ul style="list-style-type: none"> <li>Review Work</li> </ul>		
<b>18<sup>th</sup> January 2016</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>		
<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>	<ul style="list-style-type: none"> <li></li> </ul>		
<b>18<sup>th</sup> April 2016</b>	<ul style="list-style-type: none"> <li></li> </ul>		
<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	