

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 8th January 2016

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 18th January 2016** 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: Chairman and Members of the Customer Service and Transformation Scrutiny Committee

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CUSTOMER
SERVICE
EXCELLENCE



CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 18th January 2016 at 1000 hours in Chamber Suites 1 and 2, The Arc, Clowne

Item No.		Page No.(s)
	<u>PART A – FORMAL</u> <u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u> 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.	<u>Declarations of Interest</u> 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 14 th December 2015.	3 to 7
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	8 to 12
6.	Update on Housing Working Group	Verbal Update
7.	Update on the Scrutiny Review of the CAN Rangers Service	Verbal Update
8.	Work Plan	To Follow

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 14th December 2015 at 1000 hours.

PRESENT:-

Members:-

Councillor R. J. Bowler in the Chair

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

Also in attendance with the permission of the Chair were Councillors K. Reid (Portfolio Holder for Community Cohesion/Audit and Legal and Governance) and M.J. Ritchie (Portfolio Holder for Housing and I.T)

Officers:-

P. Campbell (Assistant Director - Community Safety and Housing (BDC)), C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

0609. APOLOGIES

An apology for absence was received from Councillor E. Stevenson.

0610. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0611. DECLARATIONS OF INTEREST

There were no declarations of interest.

0612. MINUTES – 16TH NOVEMBER 2015

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

RESOLVED that the Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 16th November 2015 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0613. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Members considered the List of Key Decisions and Items to be Considered in Private document.

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

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

0614. ORDER OF BUSINESS

Due to the Assistant Director - Community Safety and Head of Housing not being invited to attend until 1015 hours, the Chair consented to the order of business being changed.

0615. 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 D. McGregor

RESOLVED that the report be noted.

The Assistant Director – Community Safety and Head of Housing entered the meeting.

0616. REVIEW OF CAN RANGER SERVICE

The Scrutiny Officer presented the draft report of the CAN Ranger Review for Members consideration.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Recommendation 2.1 - That the Assistant Director of Community Safety and Head of Housing together with the Portfolio Holder for Community Cohesion reiterate role and duties of the CAN Rangers Service with departments and partners, particularly the Police.

The Assistant Director – Community Safety and Head of Housing noted that there may have been issues in the past, but the relationship was getting better. The Council was getting better at saying no to the police.

It was not the responsibility of the CAN Rangers to respond to nuisance motorcycles or large groups of people however, it had not always been clear what the job was when the call came through to Central Control. There had been an issue with the 101 service advising the public to call the CAN Rangers for matters that should have been dealt with by the Police. However, CAN Rangers could be involved in planned initiatives with Environmental Health or the Police.

A discussion took place regarding whether the sentence regarding VARM Assessments should be removed.

Recommendation 2.2 - That a set of guidelines and/or a criteria is developed which assists the Rangers and Central Control in assessing the urgency of a job (particularly out of hours calls) where a job is not an emergency and could be left until the following day or if in fact some jobs should be attended at all.

The Assistant Director – Community Safety and Head of Housing explained that the CAN Rangers were not sent out to every Council tenant out of hours and that any criteria should take into account the circumstances of the tenant, not just the type of job. E.g. CAN Rangers would not be sent to the home of an ordinary tenant to change a light bulb, but may be sent to an elderly or vulnerable person.

Members asked what would happen if a tenant called in after the CAN Rangers shift had ended and it was noted that the out of hours contractor would be called. However, it was significantly cheaper to use the CAN Rangers. The Assistant Director – Community Safety and Head of Housing also noted that many of these type of calls came through the lifeline system rather than by telephone and many of the callers were vulnerable.

Recommendation 2.3 - That information be provided to Tenants which provides details and examples on what is classed as an emergency and what calls will be dealt with as part of the out of hours service.

The Assistant Director – Community Safety and Head of Housing noted that the information regarding emergency call-outs was included within the tenancy handbook and that it would be costly to send out a new leaflet to every tenant.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Recommendation 2.4 - That the Assistant Director of Community Safety and Head of Housing be asked to consider whether a contribution from the Community Safety Budget can be made towards the CAN Rangers Service.

The Assistant Director – Community Safety and Head of Housing noted that the 25% of funding from the General Fund was a contribution from the Community Safety Budget. The Police and Crime Commissioner grant to Community Safety was for specific projects and contributions could not be made to the CAN Rangers. No charge was currently made to other services who made use of the Ranger service.

Members noted that CAN Rangers were spending more than 25% of their time on Community Safety initiatives.

Recommendation 2.5 - That the CAN Rangers uniform include high visibility jackets so that it is clear to Members of the Public when there is a Ranger present in an area.

The Assistant Director – Community Safety and Head of Housing explained that the current uniforms had been specifically chosen so that the CAN Rangers were not confused with the Police. High visibility clothing was included, but for some initiatives, such as dog fouling initiatives, high visibility clothing made the CAN Rangers too visible.

Alternatives could be looked at when the uniforms were ready for replacement. Members felt that CAN Rangers needed to be easily identifiable and the current black uniform was not suitable.

Recommendation 2.6 - That a clear Training Record be developed which highlights dates that training is undertaken and dates of when the training needs to be renewed or updated.

The Assistant Director – Community Safety and Head of Housing noted that the regular mandatory training that all employees were subject to was carried out and training records were in place. Individual training requests were made through the authority's appraisal process.

Recommendation 2.7 - That the levels of staffing in the CAN Rangers Service be regularly monitored to ensure that the service is coping with current demand.

The Assistant Director – Community Safety and Head of Housing felt that this recommendation was in two parts. On demand, work needed to be monitored in more detail and the level of workload needed to be regularly reviewed to ensure that the correct staff levels were in place.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Assistant Director – Community Safety and Head of Housing left the meeting.

A discussion then took place regarding the report and the recommendations.

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

RESOLVED that the Draft CAN Ranger Review be forwarded to the Executive for their consideration.

The meeting concluded at 1200 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: 24 December 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.

The list can also be accessed from the Council’s website at 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:

2016	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:

<i>Matter in respect of which a decision will be taken</i>	<i>Decision-maker</i>	<i>Date of Decision</i>	<i>Documents to be considered</i>	<i>Contact Officer</i>	<i>Is this decision a Key Decision?</i>	<i>Is this decision to be heard in public or private session</i>
Building Control To consider proposals for the service	Executive	February 2016	Report of Councillor A. Syrett, Leader of the Council and Growth Portfolio Holder	Executive Director - Operations	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs
New Bolsover To outline progress in respect of the New Bolsover project including establishing a mechanism for the appointment of a contractor to deliver the scheme	Executive	February 2016	Report of Councillor J Ritchie, Portfolio Holder for Housing and IT	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Public
Oxcroft House Refurbishment Contract To approve the contract for the refurbishment of Oxcroft House	Executive	February 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs

<i>Matter in respect of which a decision will be taken</i>	<i>Decision-maker</i>	<i>Date of Decision</i>	<i>Documents to be considered</i>	<i>Contact Officer</i>	<i>Is this decision a Key Decision?</i>	<i>Is this decision to be heard in public or private session</i>
<p>Asset Backed Joint Venture</p> <p>To consider options for the creation of a joint venture partnership to optimise the use of the Council's land assets</p>	Executive	February 2016	Report of Councillor A Syrett, Leader of the Council	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs