

## **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 14<sup>th</sup> 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 – 16<sup>TH</sup> 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 16<sup>th</sup> November 2015 be approved as a true and correct record.

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### **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.

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*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.

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*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.

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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.