

## **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 2 and 3, The Arc, Clowne on Monday 18<sup>th</sup> January 2016 at 1000 hours.

### **PRESENT:-**

Councillor R. Bowler in the Chair

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

Also in attendance was Councillor T. Munro (observing)

Officers:-

C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

### **0690. APOLOGY**

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

### **0691. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0692. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **0693. MINUTES – 14<sup>TH</sup> DECEMBER 2016**

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 14<sup>th</sup> December 2016 be approved as a true and correct record.

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### **0694. 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.

### **0695. UPDATE ON THE HOUSING WORKING GROUP**

The Chair noted that the Housing Working Group had not met since October 2014 and an email had been sent to the Portfolio Holder for Housing and IT and the Assistant Director – Community Safety and Head of Housing to request that a further meeting be arranged.

The original review would be a year old in March and the recommendations had not yet been accepted by the Executive. It was suggested that the Chair and Vice Chair write to the Cabinet asking when the review would go back to the Executive.

Moved by Councillor M.G. Crane and seconded by Councillor R.A. Heffer

**RESOLVED** that the Customer Service and Transformation Scrutiny Committee endorse the actions of the Chair and Vice Chair in writing to the Executive.

### **0696. UPDATE ON THE SCRUTINY REVIEW OF THE CAN RANGER SERVICE**

The Chair thanked the Members for their input into the review and the Scrutiny Officer and Governance Officer for their work. The Executive had accepted all the recommendations and the Chief Executive Officer had indicated that the service was likely to change due to more Blue Line responsibilities.

Devolution and new build council properties would all have an impact on the type of service carried out by the CAN Rangers. Progress on the recommendations would be reported back to the Executive in three months time.

Members noted that the Executive had been complimentary regarding the report and its contents.

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Moved by Councillor M.G. Crane and seconded by Councillor R. Turner

**RESOLVED** that the Customer Service and Transformation Scrutiny Committee support the Chair and Vice Chair in whatever actions necessary to ensure that progress on the recommendations be reported back to the Executive in three months time.

### **0697. WORK PLAN**

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

It was noted that there was a possibility that the meeting scheduled for 18<sup>th</sup> April 2016 could be cancelled to accommodate the Annual Scrutiny Conference.

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

**RESOLVED** that the report be noted.

The meeting concluded at 1020 hours.