

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 the Chamber Suites, The Arc, Clowne on Monday 15th February 2016 at 1135 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper, M.G. Crane, R.A. Heffer, A. Joesbury (until Minute No. 0794), D. McGregor, J.E. Smith, E. Stevenson and R. Turner.

Also in attendance at the invitation of the Chair were Councillors T. Connerton (Portfolio Holder for Customer Services and Revenues & Benefits) (until Minute No. 0795), B.R. Murray-Carr (Portfolio Holder for Health and Wellbeing) (until Minute No. 0795) and Councillor M.J. Ritchie (Portfolio Holder for Housing and IT)

Officers:-

K. Drury (Information Engagement & Performance Manager) (until Minute No. 0795), C. Millington (Scrutiny Officer and A. Brownsword (Governance Officer)

0790. APOLOGIES

There were no apologies for absence

0791. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0792. DECLARATIONS OF INTEREST

There were no declarations of interest.

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0793. MINUTES – 18TH JANUARY 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 18th January 2016 be approved as a true and correct record.

0794. 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.

Councillor A. Joesbury left the meeting during discussion of the following item of business.

0795. CORPORATE PLAN TARGETS PERFORMANCE UPDATE OCTOBER TO DECEMBER 2015 (Q3 – 2015/16)

The Information Engagement & Performance Manager presented the report which gave information on the quarter 3 outturns for the Corporate Plan 2015-2019 targets. The information was correct as of 28th January 2016. Most of the targets were on track.

C 04 – Promote the Council website and increase (unique) visitor numbers by 7% year on year

It was noted that the 53.13% increase was large and the data was currently being analysed further.

C 08 – Process all new Housing Benefit and Council Tax Claims within an average of 20 days.

Quarter 3 results were 19.4 days which was still within the target despite there being a resource issue and the Christmas period within Q 3.

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C 09 – Process changes to Housing Benefit and Council Tax Support within an average of 10 days.

Quarter 3 result was 7.81 days which was well within the target range.

C 10 – Carry out 300 disability adaptations to Council houses each year

A discussion took place regarding what constituted an adaptation and a breakdown of the type of adaptations carried out was requested.

C 13 – Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019

It was noted that Members would be asked to reconsider the re-classification of some hard to let properties. The Portfolio Holder for Housing and IT noted that a few difficult to let properties could skew the figures and reclassification may make them easier to let. Architects drawings were awaited prior to a report being submitted to the Executive.

C 14 – Carry out 99% of emergency repairs within 6 working hours.

A discussion took place regarding whether the repairs were actually carried out, or whether an initial inspection was made. It was suggested that the wording be changed to 'attend 99% of emergency repairs within 6 working hours'.

T 06 – Introduce alternative uses to 20% of garage sites owned by the Council by March 2019

The Portfolio Holder for Housing and IT noted that there were plans for several garage sites and work was underway at Rogers Avenue, Creswell. There were some obstacles to overcome e.g. access rights, but investigations were being carried out.

A question was asked whether the empty sites could be rented in the meantime, as there was still some demand and this could create an income stream for the Council. Members also requested a list of sites and what was intended for each site.

T 08 – Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1st December 2018

The Portfolio Holder for Housing and IT confirmed that an initial meeting had been held with North East Derbyshire District Council and the Boundary Commission, as the review was being carried out jointly.

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The number of Councillors for Bolsover District Council was felt to be correct, but some minor boundary changes may be necessary. A question was asked regarding Member consultation and it was noted that both public and Member consultations would be held.

T 09 – Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019

A discussion took place regarding the target and some Members felt that due to Government changes and Welfare Reforms, the Council may never achieve the target.

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

RESOLVED that (1) early progress against the Corporate Plan 2015-2019 targets be noted,

(2) a breakdown of disabled adaptations be circulated for Members information,

(3) a list of garage sites and intended uses be circulated for Members information.

(Scrutiny Officer)

0796. 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 18th April 2016 would be cancelled.

Further to the Housing Working Group item detailed in the Work Plan, the Chair circulated a draft report from the Assistant Director of Community Safety and Head of Housing regarding a Proposed Local Lettings Policy for New Bolsover to accommodate tenants moving while refurbishment works were to be carried out, which was to be submitted to the Executive.

A discussion took place regarding the wording of the recommendations.

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

RESOLVED that (1) the Work Plan be noted,

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(2) The Assistant Director – Community Safety and Head of Housing be requested to remove the recommendation regarding priority points, prior to submission to the Executive.

The meeting concluded at 1255 hours.