

**BOLSOVER DISTRICT COUNCIL**  
**SCRUTINY PROJECT MANAGEMENT**  
**REVIEW SCOPE**

**NAME OF COMMITTEE:**

**Customer Service & Transformation Scrutiny Committee**

<b>SUBJECT TO BE REVIEWED</b>	<b>Heating costs to tenants in properties with a District Heating System</b>
<b>REASON(S) FOR THE REVIEW</b>	Complaints from tenants received regarding the high cost of heating in communal properties with a District Heating System.
<b>IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS</b>	<p><b>CORPORATE PLAN AIM –</b>          Providing our Customers with Excellent Service</p> <p><b>PRIORITIES –</b></p> <ol style="list-style-type: none"> <li>1. Supporting vulnerable and disadvantaged people</li> <li>2. Providing good quality council housing where people want to live</li> </ol>
<b>DIRECTOR</b>	Bryan Mason – Director of Operations
<b>AIMS AND OBJECTIVES OF REVIEW</b>	<p><b><i>Aim:</i></b> To understand the reason for the high cost of heating for tenants in properties with a District Heating System</p> <p><b><i>Objectives:</i></b></p> <ul style="list-style-type: none"> <li>• To obtain a comprehensive costing of heating costs for any property served by a District Heating System.</li> <li>• To establish what happens with any surplus monies.</li> <li>• To identify any ways to decrease the cost or provide support to our tenants</li> </ul>
<b>KEY ISSUES</b>	<ul style="list-style-type: none"> <li>• Identify who provides the heating</li> <li>• When was the matter last reviewed by the Authority</li> <li>• Number of properties served by a District Heating System</li> <li>• Replacement Boiler Programme</li> <li>• Occupation rates in properties served by a District Heating</li> </ul>

	System <ul style="list-style-type: none"> <li>• Fuel Poverty</li> <li>• Letter from a tenant relating to the cost of heating.</li> </ul>
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<b>TIMESCALE</b>	<b>ESTIMATED</b>	<b>REVISED</b>	<b>ACTUAL</b>
<b>Commencement</b>	27 <sup>th</sup> June 2016		
<b>Interim Report/ Recommendations</b>			
<b>Finish</b>			
<b>Report</b>			

<b>METHOD(S) OF REVIEW:</b>	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Questioning</li> <li>• Meeting/informal discussions with tenants</li> <li>• Research and best practice</li> </ul>
<b>IMPLICATIONS:</b> (legislative, regulatory, etc)	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>DOCUMENTARY EVIDENCE:</b> (Internal/External)	<ul style="list-style-type: none"> <li>• Letter from a tenant relating to heating costs.</li> <li>• Costings</li> <li>• Executive Report relating to replacement boiler schemes</li> <li>• Article from In-Touch Magazine – Nov 2015</li> </ul>
<b>STAKEHOLDERS</b>	<p><b>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</b></p> <ul style="list-style-type: none"> <li>• Councillor John Ritchie - Portfolio Holder for Housing</li> <li>• Peter Campbell – Assistant Director – Community Safety and Head of Housing</li> <li>• Housing Officers</li> <li>• Tenants (through Tenants Panel or Equality Panel?)</li> </ul>
<b>CONSULTATION/ RESEARCH:</b>	<ul style="list-style-type: none"> <li>• Consultation with Tenants</li> </ul>

<b>SITE VISITS</b>	
<b><u>SCRUTINY REVIEW OUTCOMES</u></b>	
<b>CONCLUSIONS:</b>	
<b>RECOMMENDATIONS:</b>	
<b>DRAFT REPORT SENT TO DIRECTOR &amp; ANY RELEVANT OFFICERS FOR COMMENT:</b>	
<b>DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:</b>	
<b>SIGNED OFF BY COMMITTEE/CHAIR:</b>	
<b>SIGNED OFF BY SCRUTINY MANAGEMENT BOARD:</b>	
<b>REVIEW OF PROCESS/COMMENTS:</b>	
<b>EXECUTIVE CONSIDERED:</b>	
<b>OUTCOME:</b>	
<b>FOLLOW UP:</b>	
<b>DATE:</b>	