

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 Council Chamber, The Arc, Clowne on Monday 27th June 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper, R.A. Heffer, D. McGregor, E. Stevenson and R. Turner

Officers:-

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

105. APOLOGIES

Apologies for absence were received from Councillors A. Joesbury and J.E. Smith

106. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

107. DECLARATIONS OF INTEREST

There were no declarations of interest.

108. MINUTES – 23rd MAY 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 23rd May 2016 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

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

110. REVIEW OF CAN RANGERS – UPDATE REPORT CONSIDERED BY THE EXECUTIVE ON 13TH JUNE 2016

The Chair noted that the Executive had received an update report on actions arising from the Review of CAN Rangers. It was noted that the recommendations of the Customer Service and Transformation Scrutiny had been accepted and an action plan implemented. An additional recommendation was added by the Executive to investigate a more joined up service.

The action plan noted that a review of CCTV provision within the District was being undertaken which may have an impact on the work of the CAN Rangers and a further report would be submitted to the Executive in the future. It was noted that the Chair and Vice Chair of the Customer Service and Transformation Scrutiny Committee should be involved in the consideration of options to be presented to the Executive.

Moved by Councillor D. McGregor and seconded by Councillor R.A. Heffer

RESOLVED that a written report be requested from the Assistant Director – Community Safety and Head of Housing (BDC) with a complete update of work carried out in response to the Review of CAN Rangers for consideration at a future meeting of the Committee.

(Assistant Director – Community Safety and Head of Housing (BDC))

111. SCRUTINY REVIEW SCOPING DOCUMENT – HEATING COSTS TO TENANTS IN PROPERTIES WITH A DISTRICT HEATING SYSTEM

The Scrutiny Officer presented the draft Scoping Document for Members comments. A discussion took place regarding who supplied the energy, whether smartmeters

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

would help and the numbers of properties involved. It was noted that these were issues which would be investigated in the course of the review.

Moved by Councillor D. McGregor and seconded by Councillor R.A. Heffer

RESOLVED that the Scoping Document be approved.

(Scrutiny Officer)

112. WORK PLAN

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

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

RESOLVED that the report be noted.

The formal meeting concluded at 1025 hours and members then met as a working party to continue their review work. The working party concluded at 1055 hours.