

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 17th October 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors C.P. Cooper, R.A. Heffer, A. Joesbury, D. McGregor, J.E. Smith, E. Stevenson and R. Turner (From Minute No. 371)

Officers:-

P. Hackett (Executive Director – Transformation) (until Minute No. 371), C. Ashton (HR Manager) (until Minute No. 371), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

365. APOLOGIES

Apologies for absence were received from Councillors P.M. Bowmer and M.G. Crane

366. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

367. DECLARATIONS OF INTEREST

There were no declarations of interest.

368. MINUTES – 19TH SEPTEMBER 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 19th September 2016 be approved as a true and correct record.

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369. LIST OF KEY DECISIONS AND ITEMS TO BE HEARD 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 D. McGregor
RESOLVED that the List of Key Decisions and Items to be Considered in Private document be noted.

370. DRAFT PROCUREMENT STRATEGY

The Senior Governance Officer informed the meeting that following a meeting of the Strategic Alliance Management Team, there were some changes to be made to the Draft Procurement Strategy and it was suggested that the strategy be deferred.

Moved by Councillor R.A. Heffer and seconded by Councillor E. Stevenson
RESOLVED that the Draft Procurement Strategy be deferred.

Councillor R. Turner entered the meeting.

371. EMPLOYEE SURVEY RESULTS

The HR Manager gave a presentation which gave Members information regarding the Employee Survey. The presentation gave an overview of the survey, key data, strengths, areas for improvement, why employees work for the Council and details of local service area action plans. There had been a 49% response rate which was very good and responses had been received from every department. There were positive comments regarding communication and managers, but there were areas of improvement around receiving positive encouragement, and morale was fairly low in some areas.

A question was asked regarding recognition and the Executive Director – Transformation explained that there was an Employee Reward scheme currently in operation and any praise from customers was always passed to the employee. There was some work to be done around managers praising staff.

Members requested that a breakdown of responses by department be circulated and asked whether the questionnaires were anonymous. The HR Manager explained that a lot of work was done to ensure the anonymity of staff throughout the process and an external company was used who had provided the report. Further details could be reported back to the Committee once the report had been properly

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analysed. It was noted that some departments had very different results to others and Service level Improvement Plans would be necessary to address issues within each service. The difference in results may be attributed to the different types of job and markets that staff operate within.

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer
RESOLVED that the presentation be noted.

The Executive Director – Transformation and the HR Manager left the meeting.

372. 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 J.E. Smith
RESOLVED that the report be noted.

373. REMINDER – SCRUTINY TRAINING 3RD NOVEMBER 2016

Members were reminded that a Joint Scrutiny Training Session was taking place at North East Derbyshire District Council offices on 3rd November 2016.

The formal meeting concluded at 1040 hours and members then met as a working party to continue their review work. The working party concluded at 1050 hours.