

The Arc  
High Street  
Clowne  
Derbyshire  
S43 4JY

Date: 2<sup>nd</sup> December 2016

Dear Sir or Madam

You are hereby summoned to attend a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday 12<sup>th</sup> December 2016 at 1000 hours.

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 2.

Yours faithfully




Assistant Director of Governance and Monitoring Officer

To: Chairman and Members of the Customer Service and Transformation Scrutiny Committee

## ACCESS FOR ALL

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CUSTOMER  
SERVICE  
EXCELLENCE



**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**  
**Monday 12<sup>th</sup> December 2016 at 1000 hours in the Council Chamber,**  
**The Arc, Clowne**

Item No.		Page No.(s)
	<b><u>PART A – FORMAL</u></b>	
	<b><u>PART 1 OPEN ITEMS</u></b>	
1.	<b><u>Apologies for Absence</u></b>	
2.	<b><u>Urgent Items of Business</u></b>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972	
3.	<b><u>Declarations of Interest</u></b>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes of a meeting held on 14 <sup>th</sup> November 2016.	3 to 7
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	To Follow
6.	Work Plan	8 to 10
7.	<b>PART 2 – EXEMPT ITEMS</b>	
	<b><i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a (relevant exemption paragraph is cited next to the agenda item).</i></b>	
8.	Update on the Interim Report of the Scrutiny Review of Heating Costs to Tenants in Properties with a District Heating Scheme submitted to Executive on 28 <sup>th</sup> November 2016	Verbal Update
9.	Scrutiny Review of Heating Costs to Tenants in Properties with a District Heating Scheme – Final Report	To Follow

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held in the Council Chamber, The Arc, Clowne on Monday 14<sup>th</sup> November 2016 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, M.G. Crane, A. Joesbury, D. McGregor, J.E. Smith and R. Turner

Also in attendance until Minute No. 00441 with the permission of the Chair were Councillors T. Connerton (Cabinet Member for Neighbourhood Services), M. Dooley (Cabinet Member for Community Development and Integration) and M.J. Ritchie (Cabinet Member for Housing and Community Safety)

Officers:-

S.E.A. Sternberg (Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer) (from Minute No. 00442), K. Drury (Information, Engagement and Performance Manager) (until Minute No. 00441), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

### **00436. APOLOGIES**

Apologies for absence were received from Councillors C.P. Cooper, R.A. Heffer and E. Stevenson

### **00437. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **00438. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

### **00439. MINUTES – 17<sup>TH</sup> OCTOBER 2016**

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

**RESOLVED** that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 17<sup>th</sup> October 2016 be approved as a true and correct record.

### **00440. 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.J. Bowler and seconded by Councillor J.E. Smith

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

### **00441. CORPORATE PLAN TARGETS PERFORMANCE UPDATE JULY TO SEPTEMBER 2016 (Q2 – 2016/17)**

The Information Engagement & Performance Manager presented the report which gave details of the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30<sup>th</sup> September 2016. The information was correct as of 24<sup>th</sup> October 2016. Most of the targets were on track.

Aim – Providing our Customers with Excellent Customer Service

C 07 - Install 150 new lifelines within the community each year.

84 units had been installed so far which was on track. No concerns had been raised. The Cabinet Member for Housing and Community Safety noted that new equipment had been installed in Central Control and the Council was not now involved in the County Council scheme.

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

It was noted that the figure for Quarter 2 was 18.53 days which was well within the target.

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

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

It was noted that the figure for Quarter 2 was 8.47 days which was well within the target.

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

Members noted that the target was achieved every year and it may be time to look at increasing the target. It was noted that the department was reliant on referrals from Derbyshire County Council.

A discussion took place regarding whether the Council was receiving value for money from its occupational health appliance suppliers.

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

No update had been provided prior to the meeting. The Cabinet Member for Housing and Community Safety noted that the target was not currently being achieved as there were a high number of voids. A question was raised regarding the omission of sheltered accommodation.

C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.

No information was available this quarter as a new course had just commenced and evaluations are undertaken at the end.

Aim – Transforming our Organisation

T 01 – Retain accreditation against the Investors in People (IiP) extended framework by July 2015 and full external assessment in 2018

The Information Engagement & Performance Manager noted that information was awaited from the HR Department as to whether the Council would continue with IiP. A formal decision needed to be undertaken.

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

Members requested a full list of Council sites available for development (to include allotment sites)

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

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 1<sup>st</sup> December 2018

The Council had made its submission and the results were awaited.

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

It was noted that the target was on track, but it was likely that it would be flagged following the year end. As the target was so volatile, it was felt that a full year's results was necessary to see if the target was on track.

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

**RESOLVED** that progress against the Corporate Plan 2015-2019 targets be noted.

The Information Engagement & Performance Manager left the meeting.

The Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer entered the meeting.

### **00442. DRAFT PROCUREMENT STRATEGY**

The Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer presented the report which sought Members views on the draft Joint Procurement Strategy. It was noted that the development of a Procurement Strategy was a Corporate Plan Target.

It was noted that details regarding the NHS Procurement and the Strategic Alliance had been added to the Strategy and Members views were requested.

A comment was raised regarding whether the Council received value for money on individual items when procured as part of a framework.

Moved by Councillor J.E. Smith and seconded by Councillor D. McGregor

**RESOLVED** that any comments on the Draft Procurement Strategy be fed back to the Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### 00443. 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.

The formal meeting concluded at 1048 hours and members then met as a working party to continue their review work. The working party concluded at 1145 hours.

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2016 - 2017**

Date of Meeting	Items	Lead Officer	Notes
23 <sup>rd</sup> May 2016, 10.00 am	<ul style="list-style-type: none"> <li>• Quarter 4 Performance Monitoring</li> <li>• Scrutiny reviews 2016/17 – selection and scoping exercise</li> </ul>	<p>Jane Foley – JAD – Customer Service &amp; Improvement</p> <p>Claire Millington, Scrutiny Officer</p>	
27 <sup>th</sup> June 2016, 10.00 am	<ul style="list-style-type: none"> <li>• CAN Rangers update</li> <li>• Approval of Scoping Document – Review of District Heating System.</li> </ul>	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing.</p> <p>Claire Millington, Scrutiny Officer</p>	
25 <sup>th</sup> July 2016, 10.00 am	<ul style="list-style-type: none"> <li>• Quarter 1 Performance Monitoring</li> <li>• Assessing the impact of the automated cash machines (revisiting the recommendation made in the review of <i>impact of welfare reform on the Contact Centres – 2014</i>)</li> </ul>	<p>Kath Drury – Information, Engagement and Performance Manager.</p> <p>Jane Foley – JAD – Customer Service and Improvement + Alison Donohue – Customer Contact Manager</p>	



<p><b>19<sup>th</sup> September 2016, 10.00 am</b></p>	<ul style="list-style-type: none"> <li>• Increase in the use of on-line services – update</li>   <li>• Update on the Transformation Programme.</li> </ul>	<p>Jane Foley, JAD – Customer Service and Improvement -and- Charlotte Greveson – CIS Developer</p> <p>Jane Foley, JAD – Customer Service and Improvement</p>	
<p><b>17<sup>th</sup> October 2016, 10.00 am</b></p>	<ul style="list-style-type: none"> <li>• Employee Survey results</li> </ul>	<p>Steph Barker – JAD – Human Resources and Payroll</p>	
<p><b>14<sup>th</sup> November 2016, 10.00 am</b></p>	<ul style="list-style-type: none"> <li>• Quarter 2 Performance Monitoring</li>   <li>• Draft Procurement Strategy</li>   <li>• Mobile Device Policy</li>   <li>• Client ICT Strategy</li> </ul>	<p>Kath Drury, Information, Engagement and Performance Manager</p> <p>Sarah Sternberg, JAD – Governance and Monitoring Officer</p> <p>Nick Blaney, ICT Manager</p> <p>Nick Blaney, ICT Manager</p>	

<b>12<sup>th</sup> December 2016, 10.00 am</b>	<ul style="list-style-type: none"> <li>Scrutiny Review of Heating costs to tenants in properties with a District Heating Scheme – Final Report</li> </ul>		
<b>16<sup>th</sup> January 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li></li> </ul>		
<b>13<sup>th</sup> February 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>Quarter 3 Performance Monitoring</li> </ul>		
<b>13<sup>th</sup> March 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li></li> </ul>		
<b>18<sup>th</sup> April 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li></li> </ul>		
<b>15<sup>th</sup> May 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>Quarter 4 Performance Monitoring</li> </ul>		

Customer Service & Transformation Scrutiny Committee Membership

Councillors; - Rose Bowler (Chair), Jim Smith (Vice-Chair), Pauline Bowmer, Paul Cooper, Malcolm Crane, Ray Heffer, Andrew Joesbury, Duncan McGregor, Emma Stevenson, Rita Turner.



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## **Key Decisions & Items to be Considered in Private**

**To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012**

**Published on: 5<sup>th</sup> December 2016**

## INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Assistant Director – Governance & Monitoring Officer at this address or by email to [sarah.sternberg@bolsover.gov.uk](mailto:sarah.sternberg@bolsover.gov.uk).

The list can also be accessed from the Council’s website at [www.bolsover.gov.uk](http://www.bolsover.gov.uk). The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The names of Executive members are as follows:

Councillor A.M. Syrett - Leader  
Councillor M. Dooley – Deputy Leader  
Councillor T. Connerton  
Councillor S.W. Fritchley  
Councillor B.R. Murray-Carr  
Councillor K. Reid  
Councillor M.J. Ritchie

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Chamber Suites at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance, Solicitor to the Council & Monitoring Officer about any particular item being considered in exempt.

The list does not detail all decisions which have to be taken by the Executive, only “Key Decisions”. In these Rules a “Key Decision” means an executive decision, which is likely:

- (1) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (2) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that income or expenditure of £50,000 or more is significant.

**The dates for meetings of Executive in 2016/17 are as follows:**

2017 3 January  
30 January  
27 February  
27 March  
24 April  
22 May

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<b>CCTV</b>  To consider future options for CCTV in the District	Executive	January/February 2017	Report of Councillor J. Ritchie – Portfolio Holder for Housing and Community Safety	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Public
<b>Medium Term Financial Plan</b>	Executive	January/February 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Economic Growth	Executive Director - Operations	Yes – involves savings or expenditure of £50,000 or more.	Public
<b>Bolsover Safe and Warm Scheme</b>  To approve contractors to upgrade district Heating Systems.	Executive	December / January 2017	Report of Councillor J. Ritchie – Portfolio Holder for Housing and Community Safety	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs
<b>Irrecoverable Arrears over £2,500</b>  To approve write-off of irrecoverable arrears	Executive	December/January 2017	Report of Councillor K. Reid – Portfolio Holder for Corporate Services	Executive Director - Operations	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council’s financial or business affairs
<b>Development</b>	Executive	January/February	Report of Councillor A	Assistant	Yes – involves	Private – relates to

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<b>Proposal</b>  Investment opportunity for the Council aimed at delivering new homes across the District		2017	Syrett - Leader of the Council, Portfolio Holder for Economic Growth	Director – Property and Estates	savings or expenditure of £50,000 or more.	the Council's financial or business affairs
<b>Funding Proposal</b>  To consider the opportunity to provide commercial loans to fund development	Executive	January/February 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Economic Growth	Assistant Director – Property and Estates	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs
<b>Chesterfield and District Crematorium Delivery Options</b>  To look at delivery options	Executive	January 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Health and Wellbeing	Report of Joint Crematorium Committee	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs
<b>Fleet Vehicle</b>	Executive	October 2016 –	Report of Councillor T	Assistant	Yes – involves	Public

<b><i>Matter in respect of which a decision will be taken</i></b>	<b><i>Decision-maker</i></b>	<b><i>Date of Decision</i></b>	<b><i>Documents to be considered</i></b>	<b><i>Contact Officer</i></b>	<b><i>Is this decision a Key Decision?</i></b>	<b><i>Is this decision to be heard in public or private session</i></b>
<b>Replacements</b>  To receive tenders		January 2017	Connerton - Portfolio Holder for Neighbourhood Services	Director - Streetscene	expenditure of £50,000 or more.	
<b>Letting of Contracts for Various S106 Funded Recreation Schemes</b>  To receive tenders	Executive	January 2017	Report of Councillor M. Dooley – Deputy Leader, Portfolio Holder for Corporate Plan, HR and Leisure	Assistant Director - Leisure	Yes – involves expenditure of £50,000 or more.	Public
<b>Mobile Telephony Contract</b>  To accept a tender for the provision of mobile telephony and call costs following completion of a procurement exercise	Executive	January 2017	Report of Councillor T. Connerton – Portfolio Holder for Neighbourhood Services	ICT Manager	Yes – involves savings or expenditure of £50,000 or more.	Public
<b>Telephony and Contact Centre Management software</b>	Executive	January 2017	Report of Councillor T. Connerton – Portfolio Holder for Neighbourhood Services	ICT Manager	Yes – involves savings or expenditure of £50,000 or more.	Public
<b>Public Art contract-</b>	Executive	March 2017	Report of Councillor M.	Assistant	Yes – involves	Public



<i>Matter in respect of which a decision will be taken</i>	<i>Decision-maker</i>	<i>Date of Decision</i>	<i>Documents to be considered</i>	<i>Contact Officer</i>	<i>Is this decision a Key Decision?</i>	<i>Is this decision to be heard in public or private session</i>
<b>Gleeson Development- Doe Lea</b>  To receive tenders			Dooley – Deputy Leader, Portfolio Holder for Corporate Plan, HR and Leisure	Director - Leisure	expenditure of £50,000 or more.	