

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 6th January 2017

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 16th January 2017 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

If you need help understanding this document or require a larger print or translation, please contact us on the following telephone number:-

 **01246 242529**
Minicom: 01246 242450

Democratic Services
Fax: 01246 242423



Tel 01246 242424 **Fax** 01246 242423 **Minicom** 01246 242450
Email enquiries@bolsover.gov.uk **Web** www.bolsover.gov.uk

CUSTOMER
SERVICE
EXCELLENCE



CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE
Monday 16th January 2017 at 1000 hours in the Council Chamber,
The Arc, Clowne

Item No.		Page No.(s)
	<u>PART A – FORMAL</u> <u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u> 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.	<u>Declarations of Interest</u> 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 12 th December 2016.	3 to 5
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>	6 to 12
6.	Work Plan	13 to 15
7.	<u>PART 2 – EXEMPT ITEMS</u> <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>	
8.	Update on the Report of the Scrutiny Review of Heating Costs to Tenants in Properties with a District Heating Scheme submitted to Executive on 3 rd January 2017	Verbal Update
9.	Proposals on the District Heating System	To Follow
10.	Time of the Customer Service and Transformation Scrutiny Committee to be held on Monday 13 th February 2017	

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 12th December 2016 at 1000 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

P.M. Bowmer, C.P. Cooper, M.G. Crane, R.A. Heffer, A. Joesbury, D. McGregor, J.E. Smith and E. Stevenson.

Officers:-

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

0520. APOLOGY

An apology for absence was received from Councillor R. Turner.

0521. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0522. DECLARATIONS OF INTEREST

There were no declarations of interest.

0523. MINUTES – 14TH DECEMBER 2016

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 14th November 2016 be approved as a true and correct record.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0524. 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.

A question was asked regarding the Bolsover Safe and Warm Scheme and the length of time it was taking for contractors to be approved. The Chair noted that this would be raised with the Portfolio Holder for Housing and Community Safety.

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

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

0525. WORK PLAN

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

The Scrutiny Officer noted that there would be some room for flexibility for the remainder of the year, as the current review was almost complete. Members suggested that an investigation into why empty sheltered accommodation was not included within the Council's void property statistics should be carried out.

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

RESOLVED that an investigation into why empty sheltered accommodation was not included within the Council's void property statistics be carried out.

0526. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

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

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0527. 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 28TH NOVEMBER 2016

The Chair advised Members that the interim report and recommendation had been accepted by the Executive with a small change to the wording. A discussion took place regarding the change and the reasons it was made.

Moved by Councillor D. McGregor and seconded by Councillor R.A. Heffer
RESOLVED that the update be noted.

0528. SCRUTINY REVIEW OF HEATING COSTS TO TENANTS IN PROPERTIES WITH A DISTRICT HEATING SCHEME – FINAL REPORT

The Scrutiny Officer presented the report and circulated an additional appendix which was presented to Executive on 28th November 2016 and would be added to the final report prior to submission to the Executive on 3rd January 2017.

Members requested that a paragraph be added to the report to express their disappointment in the change to the recommendation included within the Interim Report. In addition a further recommendation requesting that any new charging scheme be presented to the Customer Service and Transformation Scrutiny Committee prior to being agreed by the Executive be added to the report.

A further addition was suggested regarding the length of time that the Bolsover Safe and Warm Scheme contract was taking to award.

Members thanked the Scrutiny Officer for her hard work in gathering information and compiling the report.

Moved by Councillor A. Joesbury and seconded by Councillor R.A. Heffer
RESOLVED that (1) the final report of the Scrutiny Review of Heating Costs to Tenants in Properties with a District Heating Scheme be approved with the above additions.

(2) the final report be submitted to the Executive on 3rd January 2017.

(Scrutiny Officer)

The Chair wished everyone a Merry Christmas and a Happy New Year and the meeting concluded at 1112 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

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: 3rd January 2017

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 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.

The list can also be accessed from the Council’s website at 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:

<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>
CCTV 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
Medium Term Financial Plan	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
Bolsover Safe and Warm Scheme 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
Irrecoverable Arrears over £2,500 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

<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>
Development Proposal Investment opportunity for the Council aimed at delivering new homes across the District	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
Funding Proposal 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
Chesterfield and District Crematorium Delivery Options 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

<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>
Fleet Vehicle Replacements To receive tenders	Executive	October 2016 – January 2017	Report of Councillor T Connerton - Portfolio Holder for Neighbourhood Services	Assistant Director - Streetscene	Yes – involves expenditure of £50,000 or more.	Public
Letting of Contracts for Various S106 Funded Recreation Schemes 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
Mobile Telephony Contract 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
Public Art contract- Gleeson Development- Doe Lea To receive tenders	Executive	March 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

<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>
Joint Venture Report To provide Members with an update	Executive	January 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

Customer Service and Transformation Scrutiny Committee

Work Programme – 2016 - 2017

Date of Meeting	Items	Lead Officer	Notes
23 rd May 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 4 Performance Monitoring • Scrutiny reviews 2016/17 – selection and scoping exercise 	<p>Jane Foley – JAD – Customer Service & Improvement</p> <p>Claire Millington, Scrutiny Officer</p>	
27 th June 2016, 10.00 am	<ul style="list-style-type: none"> • CAN Rangers update • Approval of Scoping Document – Review of District Heating System. 	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing.</p> <p>Claire Millington, Scrutiny Officer</p>	
25 th July 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 1 Performance Monitoring • 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>) 	<p>Kath Drury – Information, Engagement and Performance Manager.</p> <p>Jane Foley – JAD – Customer Service and Improvement + Alison Donohue – Customer Contact Manager</p>	

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

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

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.