

## **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 12<sup>th</sup> 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 – 14<sup>TH</sup> 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 14<sup>th</sup> 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 28<sup>TH</sup> 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 28<sup>th</sup> November 2016 and would be added to the final report prior to submission to the Executive on 3<sup>rd</sup> 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 3<sup>rd</sup> January 2017.

(Scrutiny Officer)

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