

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Date: 5th May 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 15th May 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

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CUSTOMER
SERVICE
EXCELLENCE



CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**Monday 15th May 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 13 th March 2017.	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>	8 to 13
6.	Quarterly Corporate Plan Target Performance Update report – Quarter 4 - 2016/17	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 13th February 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

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

Also in attendance with the permission of the Chair were Councillors T. Connerton, M. Dooley and M.J. Ritchie (until Minute No. 0670)

Officers:-

S.E.A. Sternberg (Assistant Director – Legal and Governance, Solicitor to the Council and Monitoring Officer), S. Barker (Assistant Director – Human Resources and Payroll) (until Minute No. 0671), K. Drury (Information, Engagement and Performance Manager) (until Minute No. 0670) and A. Brownsword (Senior Governance Officer)

0664. APOLOGIES

Apologies for absence were received from Councillors C.P. Cooper and R. Turner

0665. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0666. DECLARATIONS OF INTEREST

There were no declarations of interest.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0667. MINUTES – 16TH JANUARY 2017

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 16th January 2017 be approved as a true and correct record.

0668. 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 A. Joesbury

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

0669. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – OCTOBER TO DECEMBER 2016 (Q3 – 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 31st December 2016. The information was correct as of 31st January 2017. Most of the targets were on track.

Aim – Providing our Customers with Excellent Customer Service

C 01 – Retain Customer Service Excellence accreditation year on year.

The Information Engagement & Performance Manager noted that the 2017 assessment would take place in April and work would commence this quarter.

C 04 – Promote the Council website and increase (unique) visitor numbers by 7% year on year.

It was noted that this aim was operating well above the target.

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

It was noted that overall 138 lifelines had been installed so far and the target was expected to be met.

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

335 adaptations had been carried out to date in this year.

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

100% of feedback forms received expressed a positive outcome.

Aim – Transforming our Organisation

T 05 – Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016

The Leisure Centre was now fully operational.

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

It was hoped that work was to start on the Derwent Drive, Tibshelf and Hilltop Avenue, Shirebrook sites by the end of Quarter 4.

T 10 – Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019

The Assistant Director of Community Safety and Head of Housing (BDC) had previously confirmed that there was a reasonable chance of achieving the target by 2019.

T 12 – Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2017

The Assistant Director of Leisure was confident that the target would be achieved.

T 13 – Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.

The target had already been exceeded.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

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

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

Councillors T. Connerton, M. Dooley and M.J. Ritchie left the meeting.

The Information Engagement & Performance Manager left the meeting.

0670. ACTION PLAN AND UPDATE ON THE HEALTH AND WELLBEING SURVEY

The Assistant Director – Human Resources and Payroll presented the Action Plan and reminded Members that the Action Plan had been formulated by the Health Champions as a result of the Health and Wellbeing Survey undertaken with staff. A range of actions were proposed including free health checks and lunchtime fitness sessions.

Members asked whether the health checks would be available at venues other than The Arc and it was confirmed that the health checks would be available at outlying offices and feedback would be available following the sessions. Members asked questions regarding the numbers of employees and types of sessions to be offered.

The Assistant Director – Human Resources and Payroll also noted that following the Employee Survey, a consultant had been employed who was carrying out facilitated sessions with employees, particularly in areas which had indicated lower scores in terms of staff morale. Feedback would be available following the sessions.

Moved by Councillor J.E. Smith and seconded by Councillor P.M. Bowmer

RESOLVED that a quarterly update on the Health and Wellbeing Survey Action Plan and the Employee Survey be added to the Customer Service and Transformation Scrutiny Committee work Plan.

(Assistant Director – HR and Payroll/Scrutiny Officer)

0671. WORK PLAN

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

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Assistant Director –Governance, Solicitor to the Council and Monitoring Officer noted that the Risk Based Verification Policy would be presented to the Committee on 13th March and HR monitoring would be added to the meeting to be held on 15th May 2017. It was likely that the meeting scheduled for 18th April 2017 would be cancelled unless any items came forward for discussion.

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

0672. UPDATE ON THE REVIEW OF DISTRICT HEATING

The Chair updated Members on the progress of the Review of District Heating. It was noted that a greater reduction had been agreed than that reported to the last meeting of the Customer Service and Transformation Scrutiny Committee. The Assistant Director – Community Safety and Head of Housing (BDC) had been instructed to provide an update report to the Executive in 12 months time.

Members felt that the Committee had done the right thing by carrying out the review to reveal the unfairness within the system and it was part of the Scrutiny role. The commencement of the Safe and Warm Scheme would ensure that each property would be billed for the fuel used by the occupant. It was felt that all Council Members needed to be informed of the background to the Review.

The Chair noted that the Committee needed to keep pressure on the Executive to ensure that the Safe and Warm Scheme continued to roll out. An action plan, schedule and details of how the schemes were to be prioritised would be necessary for Members information.

Moved by Councillor D. McGregor and seconded by Councillor J.E. Smith
RESOLVED that the Assistant Director – Community Safety and Head of Housing (BDC) be invited to the next meeting of the Customer Service and Transformation Scrutiny Committee for an overall discussion on Hard to Let Properties and the Safe and Warm Scheme.

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

The meeting concluded at 1054 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: 21st APRIL 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 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 Council Chamber 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 in Part 2 and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance, & 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 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:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Chesterfield and District Crematorium Delivery Options</p> <p>To look at delivery options</p>	Executive	May/June/July 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
<p>Public Art contract - Gleeson Development- Doe Lea</p> <p>To receive tenders</p>	Executive	May/June/July 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

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Kerbside Recycling Service Procurement arrangements for re-tendering the Council's Kerbside (burgundy bin) Recycling Service.	Executive	February to July 2017	Reports of Councillor T Connerton, Portfolio Holder with Responsibility Neighbourhood Services	Assistant Director - Streetscene	Yes – likely to incur expenditure of £50,000 or more and is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.	Private – relates to the Council's financial or business affairs

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Regeneration Framework priority projects	Executive	April 2017	Report of the Leader of the Council.	Assistant Director – Economic Growth	Yes - is significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.	Public
Raising Aspirations Commissioning Exercise To consider options for the procurement of this service	Executive	May/June/July 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Economic Growth	Chief Executive's and Partnership Manager	Yes – involves savings or expenditure of £50,000 or more.	Public

COMMUNITY SAFETY 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 13th March 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper, M.G. Crane, R.A. Heffer, A. Joesbury, D. McGregor, J.E. Smith, E. Stevenson and R. Turner (until Minute No. 0748)

Also in attendance were Councillors S.W. Fritchley (Portfolio Holder for Commercial Development and Efficiencies) and M.J. Ritchie (Portfolio Holder for Housing and Community Safety) until Minute No. 0748.

Officers:-

B. Mason (Executive Director – Operations) (until Minute No. 0749), D. Clarke (Assistant Director – Finance and Revenues & Benefits) (until Minute No. 0749), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

0743. APOLOGIES

There were no apologies for absence.

0744. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0745. DECLARATIONS OF INTEREST

There were no declarations of interest.

0746. MINUTES – 13TH FEBRUARY 2017

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

COMMUNITY SAFETY AND TRANSFORMATION SCRUTINY COMMITTEE

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 13th February 2017 be approved as a true and correct record.

0747. 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 J.E. Smith and seconded by Councillor R.A. Heffer

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

0748. SAFE AND WARM SCHEME UPDATE

The Executive Director – Operations gave a presentation which updated Committee on the progress made concerning the Safe and Warm Scheme. It was noted that customer expectations had evolved away from traditional sheltered schemes with bedsit accommodation in favour of accommodation with separate bedrooms and controllable, efficient heating facilities. To upgrade sheltered accommodation and to meet these expectations it was necessary that in addition to the replacement of heating systems that wider refurbishment work was undertaken. To minimise disruption to the tenants this work would be undertaken at the same time. Phase 1 involved those properties where the boilers were at the highest risk of failure. Phase 2 works include those Sheltered Schemes where major refurbishment was required which could include conversion of bedsits to 1 bedroomed flats. Phase 1 was planned to start in April 2017 with completion by October 17. For Phase 2 the Council had commissioned architects drawings to help ensure a good quality scheme which would meet the needs of residents.

It was anticipated that the Phase 2 scheme would be out to tender in the Autumn of 2017, with start on site early in the 2018 calendar year. Phase 1 and Phase 2 work would account for 8 of the Sheltered Schemes, with the other schemes only requiring heating replacement. That replacement heating work would be planned around the Phase 1 and Phase 2 schemes. Normal maintenance work such as a new roof for Ashbourne Court would continue to be delivered as part of the capital programme.

The new heating arrangements would allow each individual property to regulate their own temperature and be charged on the basis of individual usage. It would also allow for central monitoring to ensure that residents were keeping their accommodation warm enough. Once the main contracted works were completed it was hoped to bring the monitoring work in-house.

COMMUNITY SAFETY AND TRANSFORMATION SCRUTINY COMMITTEE

In terms of hard to let properties, high levels of occupancy were required for a sustainable Housing Revenue Account and the current lettings policy worked well where there was good demand for properties. One of the objectives of the Safe and Warm Scheme works was to make the Sheltered Schemes more attractive to potential tenants to improve occupancy levels. It was noted that the investment in the Sheltered Schemes (£3m) was part of a wider programme of investment including at New Bolsover (£10m) and the B@Home programme designed to meet tenant requirements and to ensure high levels of occupancy.

A discussion took place regarding the length of time it had taken for the works to be planned and communicated to Members. The Portfolio Holder for Housing and Community Safety noted that a review of void properties was currently underway.

A question was asked regarding why the bedsits had not been renamed studio apartments as requested in a previous scrutiny review. The Executive Director – Operations apologised for the oversight and noted that this was currently in the process of being changed on the system.

The Portfolio Holder for Commercial Development and Efficiencies noted that the concerns and frustrations of the Scrutiny Committee's had been noted by Cabinet and it was hoped that there would be better communication in the future between Cabinet, Officers and Scrutiny Committees.

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith
RESOLVED that the update be noted.

Councillors R. Turner, S.W. Fritchley and M.J. Ritchie left the meeting.

0749. DERBYSHIRE REVENUES AND BENEFITS INITIATIVE – HOUSING BENEFIT AND LOCAL TAXATION SUPPORT VERIFICATION POLICY

The Assistant Director – Finance and Revenues & Benefits presented the report which sought support for the approval of the Housing Benefit and Local Taxation Support Verification Policy as part of implementing the ongoing Derbyshire wide benefits processing initiative.

It was noted that the policy would allow online application forms if the applicant wished to use them. The online facility would offer residents an additional choice which would simplify the application process for both local residents and for the

COMMUNITY SAFETY AND TRANSFORMATION SCRUTINY COMMITTEE

Council. It would, however, be an additional option and the existing methods of applying would remain in place.

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

RESOLVED that the Customer Service and Transformation Scrutiny Committee note the Housing Benefit and Local Council Tax Support Verification Policy to be submitted to Executive for approval.

(Assistant Director – Finance and Revenues & Benefits/
Senior Governance Officer)

The Executive Director – Operations and the Assistant Director – Finance and Revenues & Benefits left the meeting.

0750. ANNUAL SCRUTINY CONFERENCE

The Scrutiny Officer confirmed that the Annual Scrutiny Conference would be held on Wednesday 31st May 2017 at 0930 hours in the Council Chamber. A Budget Scrutiny Committee was scheduled in the afternoon, therefore a buffet lunch would be arranged.

Suggestions were requested for topics to be reviewed to be discussed at the conference. The following suggestions were received:

- Areas of concern within the District e.g. Castle Estate.
- Maintenance of closed cemeteries
- Usage of Bolsover District Council car parks
- Value for Money for disabled adaptation works
- Parking on verges

The Scrutiny Officer requested that any further suggestions be forwarded via email.

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

RESOLVED that the suggestions be noted and forwarded to the Annual Scrutiny Conference along with any further suggestions received.

(Scrutiny Officer)

COMMUNITY SAFETY AND TRANSFORMATION SCRUTINY COMMITTEE

0751. ARRANGEMENTS FOR THE NEXT MEETING OF THE CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

The Scrutiny Officer noted that there were currently no items for discussion at the next scheduled meeting and asked whether Members wished to cancel the meeting.

Moved by Councillor D. McGregor and seconded by Councillor R.A. Heffer
RESOLVED that the meeting of the Customer Service and Transformation Scrutiny Committee scheduled to be held on Tuesday 18th April 2017 be cancelled due to lack of business.

0752. WORK PLAN

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

The Scrutiny Officer informed Members that an invitation had been received to view a house and smart flat in Blackwell on 10th April 2017 at 1000 hours. Members were requested to contact the Scrutiny Officer if they wished to attend.

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith
RESOLVED that the Work Plan be noted.

The meeting concluded at 1155 hours.