

# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 12<sup>th</sup> June 2017 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 15 <sup>th</sup> May 2017.	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.	Health and Wellbeing Update.	13 to 21
7.	Setting the Scrutiny Work Plan.	
8.	<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>	
9.	<b><u>Paragraphs 1, 3 and 4</u></b>  Executive 22 <sup>nd</sup> May Agenda items 4 and 5 – Application of key decisions procedures.	

## **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 15<sup>th</sup> May 2017 at 1000 hours.

### **PRESENT:-**

Members:-

Councilor R.J. 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

Also in attendance with the permission of the Chair were Councillors M. Dooley and M.J. Ritchie

Officers:-

K. Drury (Information, Engagement and Performance Manager), A. Bashir (Improvement Officer), C. Millington (Scrutiny Officer) and A. Brownsword (Senior Governance Officer)

### **0873. APOLOGIES**

There were no apologies for absence.

### **0874. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **0875. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **0876. MINUTES – 13<sup>TH</sup> MARCH 2017**

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer  
**RESOLVED** that the minutes of a meeting of the Customer Services and Transformation Scrutiny Committee held on 13<sup>th</sup> March 2017 be approved as a true and correct record.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### 0877. 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.

### 0878. QUARTERLY CORPORATE PLAN TARGET PERFORMANCE UPDATE REPORT – QUARTER 4 – 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 31<sup>st</sup> March 2017. The information was correct as of 9<sup>th</sup> May 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 had now taken place. Results were awaited.

C 03 – Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.

No surveys had been completed in the quarter, but a planned programme of satisfaction surveys was being created.

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

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

The Information Engagement and Performance Manager noted that the two targets had now been achieved and would continue to be monitored.

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

374 had been carried out so far this year, exceeding the target.

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

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

Members noted that the figures were disappointing and although the explanation was appreciated, queried why the target was still showing as 'on track'? The Information Engagement and Performance Manager explained that the target ran until 2019 and was showing as on track to allow the department to put measures in place to make planned improvements.

The Portfolio Holder for Housing and Community Safety noted that a full review of the relet procedure was to take place in 2017/18.

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

The Information Engagement and Performance Manager noted that the figures were awaited.

### **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 and Performance Manager noted that as the Council had made a decision not to continue with IIP, a report would be taken to Executive recommending withdrawal of the Corporate Plan Target.

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

The Information Engagement and Performance Manager noted that the target had been achieved at the quarter end and would continue to be monitored.

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

There had been an increase of 15% at the end of Quarter 4. The increase was mainly new debt. The department were still confident that the target could be achieved.

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner  
**RESOLVED** that progress against the Corporate Plan 2015-2019 targets be noted.

The meeting concluded at 1026 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: 19<sup>th</sup> MAY 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](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 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 - 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><b>Chesterfield and District Crematorium Delivery Options</b></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><b>Public Art contract - Gleeson Development- Doe Lea</b></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
<b>Kerbside Recycling Service Procurement arrangements for re-tendering the Council's Kerbside (burgundy bin) Recycling Service.</b>	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
<p><b>Raising Aspirations Commissioning Exercise</b></p> <p>To consider options for the procurement of this service</p>	Executive	June 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
<p><b>Konica Multi Functional Devices Direct Award Contract</b></p>	Executive	June 2017	Report of Councillor T Connerton - Portfolio Holder for Health and Wellbeing	Report of Joint ICT Manager	Yes – involves savings or expenditure of £50,000 or more.	Private – relates to the Council's financial or business affairs

<b>Matter in respect of which a decision will be taken</b>	<b>Decision Maker</b>	<b>Date of Decision</b>	<b>Documents to be considered</b>	<b>Contact Officer</b>	<b>Is this decision a Key Decision?</b>	<b>Is this key decision to be heard in public or private session</b>
<p><b>Financial Outturn 2016/17</b></p> <p>To provide details of expenditure and income during the previous financial year in respect of the General Fund, the HRA and the Capital Programme.</p>	Executive	June 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Economic Growth	Assistant Director – Finance and Revenues and Benefits	Yes – involves savings or expenditure of £50,000 or more.	Public