

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 2nd October 2017 at 1000 hours in the Council Chamber,
The Arc, Clowne

Item No.		Page No.(s)
	<u>PART A 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 Customer Service and Transformation Scrutiny Committee meeting held on 4 th September 2017.	3 to 6
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>	7 to 11
7.	Work Plan 2017/2018.	12 to 13
	<u>PART B – INFORMAL</u>	
	The formal meeting of the Improvement Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
8.	Operational Savings – to discuss ideas.	Discussion
9.	Joint Strategic Alliance.	Discussion

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 4th September 2017 at 1000 hours.

PRESENT:-

Members:- Councillors Mrs P.M. Bowmer, P. Cooper, M.G. Crane, R.A. Heffer, A. Joesbury, D. McGregor, J.E. Smith, E. Stevenson and R. Turner.

Officers:- D. Swaine (Chief Executive Officer) (to Minute No 0181 only), D. Clarke (Assistant Director Finance, Revenues and Benefits) (to Minute No 0181 only), P. Campbell (Assistant Director – Community Safety and Head of Housing) (to Minute No. 0182 only), D. Cairns (Governance Manager (Acting)) and A. Bluff (Governance Officer).

Councillor R.J. Bowler in the Chair

0175. APOLOGIES

Apologies for absence were received on behalf of Councillors Mrs P.M. Bowmer and R.A. Heffer and L. Cheong (Scrutiny Officer (Acting)).

0176. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0177. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0178. MINUTES – 24th JULY 2017

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

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 24th July 2017, be approved as a correct record.

0179. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE.

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

RESOLVED that the List of Key Decisions and Items to be considered in private document be noted.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0180. TRANSFORMATION PROGRAMME – PRESENTATION BY THE CHIEF EXECUTIVE OFFICER

The Chief Executive Officer provided a presentation to Members in relation to an update on the Council's Transformation Programme.

The presentation covered the background to the Transformation Programme, which was initially launched in January 2014 and revised in September 2015, to deliver a savings target of £600,000 per Council (Bolsover District and North East Derbyshire District Councils) for 2015/2020/21.

The Programme was a list of 36 initiatives or projects - some across the Strategic Alliance and some distinct to Bolsover District Council. The list classified the 36 initiatives into headings of transforming assets, services and workforce.

Reporting of progress towards the £600,000 target was done collectively via the quarterly performance reports.

The current position was that £260,000 of savings had been delivered so far with £340,000 remaining to meet the target.

Other savings, which had been identified in 2016/17, had reached an outturn of £1.43m, however, although these savings or 'additional income' contributed to the Council's financial position, they were not reflected in the list of Transformation initiatives or projects as they were considered as budgetary savings or surpluses, i.e., not considered as part of an agreed Transformation programme.

The Council needed to ensure that savings or income were based on clear, accepted and endorsed operating principles.

A table in the presentation set out the extent of the challenge to the Council for 2020/21 and showed the budget shortfall for each year and the options identified to address it.

These were;

- National Non Domestic Rates (NNDR) Growth Target
- Transformation, Secondments and Joint working
- Vacancy Management
- Assumed Council Tax Increase
- Unidentified savings target / call on reserves

Key Issues

Even with assumptions of NNDR Growth, vacancy management and Council tax increases there was still a significant shortfall from 2018/19.

The 2019/20 figures were based on the assumption that the loss of Revenue Support Grant (RSG) was offset by the existing arrangement for NNDR redistribution. This was a risk because if it reduced then the shortfall would increase. Further, if economic growth slowed, there would be additional pressure.

The existing programme did not specify how the unidentified savings targets would be met. The Council needed to determine how useable reserves could be maximised.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Actions

The Council needed to;

- Review the existing programme
- Agree the foundations for a future programme
- Develop, deliver and monitor the revised programme

A new programme would need to be based around clear operating principles;

- Business cost reduction
- Service redesign
- Income maximisation

A new programme would also need to be;

- Understood and agreed by Members
- Developed involving staff so it became part of the way the Council does business
- Using Scrutiny to help with developing and delivering the content

Members welcomed the presentation and a discussion took place.

Members felt that the Council should consider whether greater risk taking with respect of investments and treasury management would be appropriate. The Assistant Director Finance, Revenues and Benefits advised the meeting that the Council's Treasury Management advisors, Arlingclose Ltd, could provide Members with a presentation on this.

The Chief Executive Officer noted that the Council needed a clear strategy on financial risk taking; although more could be done, full Council approval would be required which would also need to be part of the Council's financial management programme.

Committee agreed with the Chief Executive Officer's comments.

A Member felt that the Council needed to look at how it operated as a business and that Cabinet be asked to look at ways for all Scrutiny Members to be involved and understand the path that the Council needed to take in developing the transformation programme.

The Chief Executive Officer suggested that Scrutiny Committees could be involved individually as well as all Members being involved collectively through Council meetings, and that a wider engagement of Members' ideas could be held through workshops.

Members thanked the Chief Executive Officer for his presentation and requested a copy of the slides to be emailed to them along with a list of Transformation Programme Projects which were agreed in September 2015.

Moved by Councillor D. McGregor and seconded by Councillor E. Stevenson
RESOLVED that the presentation be noted.

The Chief Executive Officer and the Assistant Director Finance, Revenues and Benefits left the meeting.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0181. NEW BOLSOVER DRAFT LOCAL LETTINGS SCHEME

Committee considered a draft Local Lettings Scheme in relation to properties at New Bolsover.

Section 166A(6)(b) of the Housing Act 1996, enabled housing authorities to allocate particular accommodation to people of a particular description outside a council's standard allocations procedure, provided that overall the authority was able to demonstrate compliance with the requirements of S.166A(3), '*to give overall priority for an allocation to people in the reasonable preference categories*'. This was the statutory basis for 'local lettings schemes', which may be used to achieve a wide variety of housing management and policy objectives.

The New Bolsover Local Lettings scheme would apply to all 196 Council owned properties at New Bolsover; the majority of which were or would be 2 bed houses after refurbishment works had been carried out.

The refurbishment required relocating tenants and residents, therefore, the scheme would only apply to all new lets, (i.e. to tenants who were not current Bolsover tenants at New Bolsover) and any subsequent lets thereafter for a total of three years; the three years commencing after the completion of works to the final property.

A Member queried why this type of lettings scheme couldn't be carried out District wide. The Assistant Director – Community Safety and Head of Housing replied that New Bolsover had had a high level of anti social behaviour in the past and this local lettings scheme would ensure a balanced, sustainable community.

Moved by Councillor D. McGregor and seconded by Councillor R.J. Bowler
RECOMMENDED that Council approve the draft Local Lettings Scheme for New Bolsover.

(Assistant Director – Community Safety and Head of Housing)

Councillor Stevenson and the Assistant Director – Community Safety and Head of Housing left the meeting at this point.

0182. WORK PLAN 2017/2018

Committee considered their Work Plan which would be updated with items raised by Members under the Chief Executive Officer's presentation on the Transformation agenda. Members also discussed whether the Committee's Work Plan might have capacity to consider a review of the Strategic Alliance during 2017/18 and agreed to consider this at the next meeting.

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

(Governance Manager (Acting))/Scrutiny Officer (Acting))

The meeting concluded at 1115 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: 8th September 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 S.W. Fritchley
Councillor B.R. Murray-Carr
Councillor K. Reid
Councillor M.J. Ritchie
Councillor B. Watson

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 revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

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

- 2017 - 9th October
 6th November
 4th December
- 2018 - 15th January
 19th February
 5th March
 23rd April
 21st 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	October 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Community Safety and Street Services	Report of Joint Crematorium Committee	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
<p>Konica Multi Functional Devices Direct Award Contract</p> <p>To receive tenders</p>	Executive	October 2017	Report of Councillor B Watson – Portfolio Holder for Neighbourhood Services	Report of Joint ICT Manager	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council’s financial or business affairs
<p>Medium Term Financial Plan</p>	Executive	October 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Finance and Revenues & Benefits	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	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
Medium Term Financial Plan	Executive	October 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Finance and Revenues & Benefits	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open

Customer Service and Transformation Scrutiny Committee

Work Programme – 2017 – 2018

Vision: to enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District

**Corporate Aims: Providing our customers with excellent service
: Transforming our organisation**

Date of Meeting	Items	Lead Officer	Notes
30th April 2018	<ul style="list-style-type: none"> Quarter 4 – Performance Report 	Kath Drury – Information and Engagement Manager	
12th March 2018	<ul style="list-style-type: none"> 		
12th February 2018	<ul style="list-style-type: none"> Quarter 3 – Performance Report 	Kath Drury – Information and Engagement Manager	
8th January 2018	<ul style="list-style-type: none"> 		
11th December 2017	<ul style="list-style-type: none"> 		
27th November 2017	<ul style="list-style-type: none"> Quarter 2 – Performance Report 	Kath Drury – Information and Engagement Manager	
30th October 2017	<ul style="list-style-type: none"> Disability adaptations 	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental	

		Health Manager	
2nd October 2017	<ul style="list-style-type: none"> • Selection of Scrutiny Review subject 		
4th September 2017	<ul style="list-style-type: none"> • Transformation Programme • Draft New Bolsover Local Lettings Scheme 	<p>Dan Swaine, CEO Dawn Clarke, Assistant Director of Finance, Revenues and Benefits</p> <p>Peter Campbell, Assistant Director of Community Safety and Head of Housing</p>	
24th July 2017	<ul style="list-style-type: none"> • Quarter 1 – Performance Report • Feedback from Elections Task and Finish Group • Transformation Programme update 	<p>Kath Drury – Information and Engagement Manager</p> <p>Members of the Task and Finish Group</p> <p>Cllr Bowler, Chair</p>	
12th June 2017	<ul style="list-style-type: none"> • Health and Well Being Strategy – update on the action plan. • Setting the work plan 	<p>Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner</p>	

Customer Service & Transformation Scrutiny Committee Membership – 10 Members

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

Future items to be included within the work plan - **Job evaluation and the Impact on recruitment and retention**

v.2 22.09.17