

# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**Monday 8<sup>th</sup> January 2018 at 1000 hours in the  
Council Chamber, the Arc, Clowne**

Item No.		Page No.(s)
	<b><u>PART A PART A – FORMAL</u></b>	
	<u>PART 1 OPEN ITEMS</u>	
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 Customer Service and Transformation Scrutiny Committee meeting held on 11 <sup>th</sup> December 2017.	3 to 4
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>	5 to 9
6.	Scoping Document for Review Work.	To Follow
7.	Work Plan 2017/2018.	10 to 12
	<b><u>PART B – INFORMAL</u></b>	
	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.	Review Work – Strategic Alliance.	

## **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 11<sup>th</sup> December 2017 at 1000 hours.

### **PRESENT:-**

Members:- Councillors P. Cooper, M.G. Crane, R.A. Heffer and D. McGregor.

Officers:- D. Swaine (Chief Executive Officer), L. Hickin (Strategic Director), S. Sternberg (Assistant Director Governance) and A. Bluff (Governance Officer).

Councillor J.E. Smith in the Chair

### **0470. APOLOGIES**

Apologies for absence were received on behalf of Councillors R.J. Bowler, Mrs P.M. Bowmer, A. Joesbury and R. Turner.

### **0471. URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **0472. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0473. MINUTES – 30<sup>th</sup> OCTOBER 2017**

Moved by Councillor R. Heffer and seconded by Councillor D. McGregor  
**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 30<sup>th</sup> October 2017 be approved as a correct record.

### **0474. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Members were advised that the List of Key Decisions and items to be considered in private document would be published on Friday 15<sup>th</sup> December 2017.

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

### **0475. WORK PLAN 2017/18**

Committee considered their work plan for 2017/18.

The Assistant Director Governance advised Committee that they would need to complete a scoping document in relation to their review work at the next meeting on 8<sup>th</sup> January 2018.

The formal meeting concluded at 1015 hours and Members then met as a working party to continue their review work. The working party concluded at 1110 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: 15<sup>th</sup> December 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 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 remaining dates for meetings of Executive in 2017/18 are as follows:**

2018 -       15<sup>th</sup> January  
                  19<sup>th</sup> February  
                  5<sup>th</sup> March  
                  23<sup>rd</sup> April  
                  21<sup>st</sup> 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
<b>Medium Term Financial Plan</b>	Executive	January 2018	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
<b>Medium Term Financial Plan</b>	Executive	January 2018	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
<b>Sherwood Lodge Regeneration Scheme</b>	Executive	January 2018	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Assistant Director – Economic Growth	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
<b>Contract Extension – Alarm Monitoring</b>	Executive	January 2018	Report of Councillor M. Dooley – Deputy Leader of the Council and Portfolio Holder – People and Places	Assistant Director – Community Safety and Head of Housing (BDC)	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open



**BOLSOVER DISTRICT COUNCIL**  
**SCRUTINY PROJECT MANAGEMENT**  
**REVIEW SCOPE**

<b><u>NAME OF COMMITTEE:</u></b>	<b><u>SCRUTINY OFFICER:</u></b>
<b>SUBJECT TO BE REVIEWED</b>	
<b>REASON(S) FOR THE REVIEW</b>	
<b>IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS</b>	<b>CORPORATE PLAN AIM –</b> <b>PRIORITY –</b>
<b>DIRECTOR</b>	
<b>AIMS AND OBJECTIVES OF REVIEW</b>	<i>Aim:</i>  <i>Objectives:</i>
<b>KEY ISSUES</b>	To consider;

<b>TIMESCALE</b>	<b>ESTIMATED</b>	<b>REVISED</b>	<b>ACTUAL</b>
<b>Commencement</b>			
<b>Interim Report/ Recommendations</b>			

<b>Finish</b>			
<b>Report</b>			

<b>METHOD(S) OF REVIEW:</b>	
<b>IMPLICATIONS:</b> (legislative, regulatory, etc)	
<b>DOCUMENTARY EVIDENCE:</b> (Internal/External)	
<b>STAKEHOLDERS</b>	<b>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</b>  Councillor
<b>CONSULTATION/ RESEARCH:</b>	
<b>SITE VISITS</b>	
<b><u>SCRUTINY REVIEW OUTCOMES</u></b>	
<b>CONCLUSIONS:</b>	
<b>RECOMMENDATIONS:</b>	
<b>DRAFT REPORT SENT TO DIRECTOR &amp; ANY RELEVANT OFFICERS FOR COMMENT:</b>	

<b>DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:</b>	
<b>SIGNED OFF BY COMMITTEE/CHAIR:</b>	
<b>SIGNED OFF BY SCRUTINY MANAGEMENT BOARD:</b>	
<b>REVIEW OF PROCESS/COMMENTS:</b>	
<b>EXECUTIVE CONSIDERED:</b>	
<b>OUTCOME:</b>	
<b>FOLLOW UP:</b>	
<b>DATE:</b>	

**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
12 <sup>th</sup> June 2017	<ul style="list-style-type: none"> <li>• <b>Health and Well Being Strategy – update on the action plan.</b></li> <li>• <b>Setting the work plan</b></li> </ul>	Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner	
24 <sup>th</sup> July 2017	<ul style="list-style-type: none"> <li>• <b>Quarter 1 – Performance Report</b></li> <li>• <b>Feedback from Elections Task and Finish Group</b></li> <li>• <b>Transformation Programme update</b></li> </ul>	Kath Drury – Information and Engagement Manager  Members of the Task and Finish Group  Cllr Bowler, Chair	

4 <sup>th</sup> September 2017	<ul style="list-style-type: none"> <li>• Transformation Programme</li> <li>• Draft New Bolsover Local Lettings Scheme</li> </ul>	<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>	
2 <sup>nd</sup> October 2017	<ul style="list-style-type: none"> <li>• Work Plan</li> <li>• Informal review work</li> </ul>		
30 <sup>th</sup> October 2017	<ul style="list-style-type: none"> <li>• Update on Corporate Plan Target C10: Disability adaptations</li> <li>• Work Plan</li> </ul>	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager</p>	
27 <sup>th</sup> November 2017	<ul style="list-style-type: none"> <li>• Quarter 2 – Performance Report</li> </ul>	<p>Kath Drury – Information and Engagement Manager</p>	
1 <sup>st</sup> December	<ul style="list-style-type: none"> <li>• Special informal meeting</li> <li>• Transformation: A programme for change - Presentation by Strategic Director</li> <li>• Selection of Scrutiny Review area</li> <li>• Scoping Scrutiny Review</li> </ul>	<p>Lee Hickin, Director</p>	<p>Topics for Review:</p> <ul style="list-style-type: none"> <li>• Transformation Programme</li> <li>• Strategic Alliance</li> </ul>
11 <sup>th</sup> December 2017	<ul style="list-style-type: none"> <li>• Work Plan</li> <li>• Review work</li> </ul>		<ul style="list-style-type: none"> <li>• Draft Review Report: Disability Adaptations</li> </ul>

<b>8<sup>th</sup> January 2018</b>	<ul style="list-style-type: none"> <li>• <b>Work Plan</b></li> <li>• <b>Scoping Document for Review subject</b></li> <li>• <b>Review work</b></li> </ul>	S. Sternberg	
<b>12<sup>th</sup> February 2018</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 3 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
<b>12<sup>th</sup> March 2018</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>30<sup>th</sup> April 2018</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 4 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	

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 LC

v.3 18.10.17 LC

v.4 30.11.17 LC