

## **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 Tuesday 29<sup>th</sup> May 2018 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R.J. Bowler in the Chair

Councillors Mrs P.M. Bowmer, P. Cooper, M.G. Crane, R.A. Heffer, J.E. Smith, E. Stevenson and R. Turner.

Officers:- J. Wilson (Scrutiny and Elections Officer) and A. Bluff (Governance Officer).

### **0025. APOLOGIES**

An apology for absence was received on behalf of Councillor A. Joesbury.

### **0026. URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **0027. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0028. MINUTES – 30<sup>th</sup> APRIL 2018**

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

**RESOLVED** that the Minutes of a meeting of a Customer Service and Transformation Scrutiny Committee held on 30<sup>th</sup> April 2018 be approved as a correct record.

### **0029. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

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

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

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### 0030. REVIEW OF DISABILITY ADAPTATIONS TO COUNCIL PROPERTIES – EXECUTIVE RESPONSE

Member's considered the response of the Executive in relation to the Committee's 'Review of Disability Adaptations to Council Properties'.

The aim of the Scrutiny review was to assess whether the process of providing disabled adaptations to Council properties worked efficiently to provide disabled residents with what they needed and also value for money.

The Scrutiny Committee had concluded that a reasonable course of action was to continue to monitor the Council's performance on carrying out 300 disability adaptations to Council houses each year.

The report acknowledged Executive's response to the review recommendations and advised Committee to commence a period of post-scrutiny monitoring to ensure effective implementation of the approved recommendations.

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

**RESOLVED** that (1) the Executive's response to the review of disability adaptations to Council properties be noted,

(2) the report and findings of the review be made public in accordance with Part 4.5.17(3) of the Constitution,

(3) Officers monitor progress on the recommendations and a report be presented to Committee in twelve months from the date of this meeting highlighting exceptions to delivery.

(Scrutiny and Elections Officer)

### 0031. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered a report which informed Members of the Committee's meeting programme for 2018/19 and planned agenda items. A list of topics discussed at the annual Scrutiny Conference held in April 2018 was also attached to the report for further consideration by Members.

Out of the long list of topics presented in Appendix 2 to the report, Members discussed the topics they felt were a higher priority.

An additional piece of work had come forward since the Scrutiny Conference was held and this was in relation to an operational review of Standards Committees at national level. Bolsover's Standards Committee had carried out their own internal review process but felt that it would be beneficial to have Scrutiny carry out an overview on how they operated. Members agreed that a mini review be carried out in relation to this.

#### Review of the Criteria for the Creation of New Shared Services

It was noted that this topic had not scored highly at Conference. In addition, concerns had been raised whether this topic could deliver outcomes with enough impact when compared

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to the some of the other topics, as a large number of areas already operated shared arrangements.

A Member raised concern that the Council used to have its own Building Control Service and this was now a private service situated in Matlock. The Scrutiny and Elections Officer advised the Member that while this was outside the scope of the proposed topic, this was now a countywide service of which all Derbyshire authorities paid into and she would pursue an officer response as to how this service was monitored for the Council and report back to Committee.

### Review of Delivery of Environmental Health (including Licensing)

It was noted that this had scored highly at Conference. Members felt that in the first instance they needed to consider the service level agreement that the Council had agreed in June 2012, with North East Derbyshire District Council for the Joint Environmental Health Service, which may need review to ensure it remained fit for purpose for the Council and its residents before a full review could be carried out.

Members also agreed that a meeting with North East Derbyshire District Councillors take place as part of the review to gain their perspective on the service level agreement and how the service operates.

### Review of Re-letting of Council Properties from Void

It was noted that this had scored highly at Conference. Members commented that a review had taken place in relation to the Contact Centres and use of the kiosks approximately four years ago. The Scrutiny & Elections Officer agreed to check through past paperwork to review any findings and recommendations that may have related to this issue.

Members felt that this topic did not require a review but agreed that an email be sent from Committee to the Cabinet Member and ICT Manager asking them to progress a review of the situation and then attend a future meeting of the Committee to provide an update on the ICT performance of the automated cash service machines.

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

**RESOLVED** that (1) the report and the work programme 2018/19 be noted,

(2) the Committee's topic for Review for 2018/19, be the Delivery of Environmental Health Service (including Licensing),

(3) a piece of work in relation to a review of Standard Committee be included in the work programme 2018/19.

(4) the Committee request the Cabinet Members for ICT, Customer Services and Housing, alongside the ICT Manager, review the existing process in relation to kiosk payments and report to a future meeting.

(Scrutiny and Elections Officer)

The formal meeting concluded at 1045 hours and Members then met as a working party to continue their review work. The working party concluded at 1110 hours.