

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 25th June 2018 at 1000 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

Councillors Mrs P.M. Bowmer, P. Cooper, M.G. Crane, A. Joesbury, J.E. Smith and R. Turner (from during Minute No. 0099).

Officers:- S.E.A. Sternberg (Head of Corporate Governance), J. Wilson (Scrutiny and Elections Officer), A. Bedford (Customer Standards and Complaints Officer) (to Minute No. 0099), D. Cartwright and A. Bluff (Governance Officer).

0093. APOLOGIES

Apologies for absence were received on behalf of Councillors R.A. Heffer and E. Stevenson.

0094. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0095. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0096. MINUTES – 29TH MAY 2018

Moved by Councillor J.E. Smith and seconded by Councillor P.M. Bowmer
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 29th May 2018 be approved as a correct record.

0097. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor J.E. Smith and seconded by Councillor R.J. Bowler
RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

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0098. REVIEW OF THE COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

Committee considered a report which informed Members of a revision to the Joint Compliments, Comments and Complaints policy (CCC). The policy was a joint policy with North East Derbyshire District Council.

The robust management of complaints corporately formed part of Customer Service Excellence accreditation of which both councils had been accredited. The Joint CCC Policy (and supporting procedure) had been reviewed and amended to reflect updated reporting practices. The procedure included a formalised procedure for Member of Parliament (MP) correspondence.

A consultation had been carried out with officers at both councils, the Citizen's Panel, customers during National Customer Service Week, a website survey and equality consultation groups at both councils.

Officers who dealt with complaints at both councils had reported that the system was working well and no major changes were requested. However, the Citizen's Panel surveys had indicated that 10 working days was a reasonable time to respond to a formal complaint. Further, the Customer Service Excellence Assessor had also commented that he would prefer all complaint responses to be reduced to 10 working days.

The Customer Standards and Complaints Officer advised the meeting that to accommodate a new timescale would mean the in-house CCC system would need to be developed and there was currently a six month waiting period for development work. Both councils would be unable to adopt a new timescale without this work being undertaken.

In light of this, it was proposed that the current 15 working day response time for all formal investigation complaints be retained for a further year and from 1st April 2018 monitoring continue at both councils to establish if a 10 working day target for straightforward formal investigation complaints (stage 2) was achievable. If it was decided to proceed to a 10 working day response time in the future, a new target would need to be set for performance monitoring purposes.

It was also recommended that the 15 working day timescale for complex formal investigation complaints (those crosscutting departments or presenting reputational damage) be retained to allow sufficient time for full and thorough investigation. It was further noted that the Local Government and Social Care Ombudsman recognised that 20 working days was a reasonable timescale to respond to complex matters.

An Equality Impact Assessment had been carried out on the CCC procedure but not on the policy as this was legislation led.

In response to a Member's query, the Customer Standards and Complaints Officer advised the meeting that a joint policy ensured that CCC's at both councils were managed under the same standard and criteria, however, each council had its own set of targets and its own Customer Standards and Complaints Officer.

Members agreed that the 15 working days for both straightforward and complex formal investigation complaints should be retained to allow sufficient time for full and thorough investigation and this be recommended to Executive.

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

RESOLVED that the report be received,

RECOMMENDED that Executive be (1) recommended to retain the 15 working days timescale for straightforward and complex formal investigation complaints (those crosscutting departments or presenting reputational damage) to allow sufficient time for full and thorough investigation and;

(2) approve the revised Joint Compliments, Comments and Complaints Policy for adoption.

(Customer Standards and Complaints Officer/Governance Manager)

The Customer Standards and Complaints Officer left the meeting.

0099. REVIEW OF THE STRATEGIC ALLIANCE – EXECUTIVE RESPONSE

Members considered a report which provided the Executive's response to the recommendations of the Committee's Review of the Strategic Alliance.

Committee had agreed to undertake a review of the Strategic Alliance as part of their 2017/18 work plan.

An interim report was approved by the Committee in April 2018 and submitted to Executive in May 2018.

Executive had agreed to all of the recommendations proposed in the Committee's Review and their detailed response was included in the appendix to the report.

A period of post scrutiny monitoring would commence to ensure effective implementation of the approved recommendations.

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

RESOLVED that (1) Executive's response to the Review of The Strategic Alliance be noted,

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

(3) progress on the recommendations be monitored by Members and officers and a report be presented to Committee in twelve months' time highlighting any exceptions to delivery.

(Scrutiny and Elections Officer)

0100. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

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Draft Scoping Document of Review of Delivery of Environmental Health and Licensing

Committee considered a draft scoping document for the Review of delivery of Environmental Health and Licensing.

The Scrutiny Officer advised Members that further to a discussion with the Environmental Health Manager, some amendments to the document would be necessary in relation to some technical details in terms of types of legislation. The amended document would be recirculated to Members.

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

RESOLVED that (1) the Work Programme be noted,

(2) the draft scoping document for the Review of delivery of Environmental Health and Licensing be approved subject to the amendments in relation to some technical details in terms of types of legislation.

(Scrutiny and Elections Officer)

The formal meeting concluded at 1030 hours and Members then met as a working party to continue their review work. The working party concluded at 1135 hours.