

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 23rd July 2017 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, A. Joesbury, J.E. Smith and R. Turner.

Officers:- S.E.A. Sternberg (Joint Head of Corporate Governance), V. Dawson (Team Manager (Legal)), N. Calver (Governance Manager), S. Gillott (Environmental Health Manager), S. Bentley (Environmental Health Manager), J. Wilson (Scrutiny and Elections Officer) and A. Bluff (Governance Officer).

0174. APOLOGY

An apology for absence was received on behalf of Councillor E. Stevenson.

0175. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0176. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0177. MINUTES – 25th JUNE 2018

Moved by Councillor R.J. Bowler and R. Turner

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 25th June 2018 be approved as a correct record.

0178. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Due to the summer recess, the next List of Key Decisions and Items to be considered in private document would be published on 10th August 2018.

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

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RESOLVED that the update be noted.

0179. CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS ANNUAL REPORT 2017/18

Committee considered a report in relation to compliments, comments and complaints received for the Council during the period 1st October 2017 to 31st March 2018.

The report included an annual summary of performance for compliments, comments and complaints for 2017/18 with comparative data from the previous three years.

The report was a new report for Scrutiny and informed Members of volumes and trends regarding compliments, comments and complaints. Future reports would be presented on a six-monthly basis.

The report also formed part of a larger report which incorporated monitoring of Customer Service Standards to the Executive.

The six appendices attached to the report, individually provided information on compliments and comments, frontline resolution stage one complaints, formal investigation stage two complaints, internal review stage three complaints, Ombudsman complaints and performance.

With regard to performance, cumulatively, 98% of formal investigation complaints were responded to within 15 working days to date for the financial year 2017/18, which exceeded the target of 97%.

Members welcomed the report.

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the report be noted.

0180. JOINT EQUALITY AND DIVERSITY POLICY FOR SERVICE DELIVERY – REVIEW OF REVISED POLICY

Committee considered a report in relation to an amendment to the Joint Equality and Diversity Policy for Service Delivery.

The amendment to the Policy was to provide clarity for customers who chose to breastfeed while using Council facilities or premises.

Bolsover and North East Derbyshire District councils encouraged breastfeeding in their council buildings and recognised their obligation to not discriminate against mothers who chose to do so. However, there were occasions when other matters may lawfully impinge on individual rights, for example, the councils' obligations with regard to safeguarding, health and safety or the prevention of crime and disorder. This could necessitate the

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balancing of competing rights and responsibilities where the councils must exercise their judgement.

To ensure clarity in such circumstances where they related to breastfeeding on council premises, it was proposed to insert the following section to the joint Equality and Diversity Policy for Service Delivery: -

4.10 Breastfeeding

Under the Equality Act 2010 ([s13 \(6a\)](#)), treating a woman unfavourably because she is breastfeeding, when this treatment occurs within the period of 26 weeks beginning with the day on which she gave birth ([s.17\(4\)](#)), it is discriminatory. Outside of the 26 week period of protection specified in [s.17\(4\)](#), sex discrimination provisions may still apply to breastfeeding mothers. However, the Act does allow exceptions where there are genuine health and safety reasons. The Councils encourage breastfeeding in our Council buildings except where there are genuine health and safety reasons for not doing so.

Consultation with relevant officers had been undertaken and the Customer Standards and Complaints Officer had recommended that this approach was in line with guidance from the office of the Local Government Ombudsman.

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

RESOLVED that the paragraph relating to breastfeeding on council premises as stated above be incorporated into the Joint Equality and Diversity Policy for Service Delivery.

(Joint Head of Corporate Governance)

0181. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW (INITIAL BRIEFING AND SCOPING)

Committee considered a report which provided a brief to Members on the work undertaken by the Standards Committee and the background to a request for a review by Scrutiny on how Standards operated at Bolsover.

At its meeting held on 29th May 2018, Scrutiny had agreed to carry out a mini review of the Standards Committee as part of their work programme for 2018/19.

The request for the review had come from the Standards Committee who had previously given consideration to a consultation which was being undertaken by the Parliamentary Committee on Standards in Public Life in relation to Local Government Ethical Standards.

In answering the consultation questions Standards Members had in effect carried out their own internal review process of its ethical standards but felt it would also be beneficial to have Scrutiny carry out an overview on how Standards operated.

Standards Committee had suggested a range of lines of enquiry some of which would involve consultation both externally and internally and Members of the Scrutiny Committee were requested to consider the options for consultation as part of the review.

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Further to a lengthy discussion taking place regarding timescales to carry out a review and given that the Committee had a full work programme, Members agreed that the Chair and Vice Chair of the Committee carry out a mini review of Standards Committee outside of the Scrutiny meetings and report back to Scrutiny at the relevant time.

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the Chair and Vice Chair of the Committee carry out a mini review of Standards Committee outside of the Scrutiny meetings and report back to Scrutiny at the relevant time.

0182. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

Moved by Councillor R.A. Heffer and seconded by Councillor R.J. Bowler
RESOLVED that the Work Programme for 2018/19 be noted.

The formal part of the meeting concluded at 1100 hours and Members then met as a working party to continue their review work. The working party concluded at 1200 hours.