

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council in the Council Chamber, The Arc, Clowne on Monday 26th November 2018 at 1000 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

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

Officers:-

P. Campbell (Joint Head of Housing and Community Safety), N. Calver (Governance Manager), J. Wilson (Scrutiny and Elections Officer), A. Bedford (Customer Standards and Complaints Officer) and A. Brownsword (Senior Governance Officer)

0489. APOLOGIES

No apologies for absence were received.

0490. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0491. DECLARATIONS OF INTEREST

There were no declarations of interest.

0492. MINUTES – 29TH OCTOBER 2018

Moved by Councillor R.A. Heffer and seconded by Councillor J.E. Smith

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 29th October 2018 be approved as a true and correct record.

0493. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

The Committee considered the List of Key Decisions and Items to be Considered in Private.

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Moved by Councillor J.E. Smith and seconded by Councillor R.A, Heffer

RESOLVED that the List of Key Decisions and Items to be Considered in Private be noted.

0494. TECHNOLOGY TO IMPROVE SUPPORT TO MEMBERS AND TRANSPARENCY WITHIN THE DEMOCRATIC FUNCTION

The Governance Manager presented the report which informed Committee of the options available to improve transparency within the Democratic Function and how technology and new systems could improve the professional image of the authority in respect of democracy.

It was noted that the current system was currently a labour intensive, paper-heavy process and there were challenges around locating Committee documents. There were also risks apparent in relation to hard copies of exempt information and version control.

New systems would enable Members to access documents via an app on their iPads which could be tailored to meet individual Member needs. Documents would also be easily accessible by members of the public via a Bolsover District branded webpage.

A discussion took place regarding whether it would make finding Committee agendas easier to view and the Governance Manager explained that agendas could be downloaded prior to a meeting and annotated on screen. There would be a full timetable of training and support for Members as the system was being rolled out. Paper copies would be available until Members felt comfortable using the system.

A discussion took place regarding Members use of IT and the possibility of the Council providing printers for each Member. Concerns were raised regarding the possibility of stifling debate and possible problems with vision. It was also felt that the introduction of new technology was a positive step for existing and future Members.

Moved by Councillor R.A. Heffer and seconded by Councillor J.E Smith

RESOLVED that (1) Members give consideration to the proposal to procure a committee management system and offer views and input to be presented alongside the business case to Executive

(2) Members note the options available to improve transparency within the democratic function and how technology and new systems can improve the professional image of the authority in respect of democracy

(Governance Manager)

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0495. CUSTOMER SERVICE STANDARDS AND CCC REPORT 2018/19 1ST APRIL 2018 TO 30TH SEPTEMBER 2018

The Customer Standards and Complaints Officer presented the report which provided Members with information on the Council's performance in relation to its customer service standards and gave information on the number of compliments, comments and complaints for the period 1st April 2018 to 30th September 2018.

It was noted that the Council was performing well against its targets no trends had been identified and only one ombudsman complaint had resulted in a decision of 'service failure' and that was only for a small part of the complaint. Members were pleased to see the compliments that the authority had received.

Moved by Councillor R.A. Heffer and seconded by Councillor J.E. Smith

RESOLVED that Committee note the overall performance on compliments/comments and complaints and customer service standards.

(Customer Standards and Complaints Officer)

0496. REVIEW OF DISABILITY ADAPTATIONS TO COUNCIL PROPERTIES – POST SCRUTINY MONITORING (INTERIM REPORT)

The Scrutiny and Elections Officer informed Committee that regular monitoring reports arising from Scrutiny Reviews would now be presented.

The Joint Head of Housing and Community Safety explained that the monitoring excluded the Safe and Warm works in which wet rooms were being fitted as standard to sheltered accommodation. The contracts were performing well and were well monitored.

It was noted that part of the issue was Occupational Therapists giving tenants unrealistic expectations and the Joint Head of Housing and Community Safety noted that this was a difficult issue to tackle, but it was part of an ongoing conversation with Derbyshire County Council. Members felt that better communication with tenants would help. The Joint Head of Housing and Community Safety suggested that the Council work with the Occupational Therapists to create an information leaflet or letter that could be left with the tenant.

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer

RESOLVED that (1) progress against the review recommendation be noted,

(2) Members acknowledge any exceptions to delivery and clarify the additional action required by the service,

(3) Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution,

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(4) Officers continue to implement the recommendations and submit a final report in six months' time highlighting exceptions to delivery.

(Scrutiny and Elections Officer)

0497. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

The Scrutiny and Elections Officer noted that an Extraordinary meeting of the Committee would be held on 19th February in order to approve the final report of the Review of Delivery of Environmental Health and Licensing prior to purdah.

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

(Scrutiny and Elections Officer)

The formal part of the meeting concluded at 1150 hours and Members then met as a working party to continue their review work. The working party concluded at 1214 hours.