

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 21st January 2019 at 1000 hours.

PRESENT;-

Members;-

Councillor R.J. Bowler in the Chair

Councillors C.P. Cooper, M.G. Crane, R.A. Heffer, J.E. Smith, R. Turner and A Joesbury (to Minute No. 0611).

Officers;-

L. Hickin (Joint Strategic Director - People), M. Broughton (Joint Head of Partnership and Transformation), K. Drury (Information, Engagement and Performance Manager), J. Wilson (Scrutiny and Elections Officer), N. Calver (Governance Manager) and D. Stanton (Governance Officer - NED).

0603. APOLOGIES

Apologies for absence were received from Councillors E. Stevenson and Mrs P.M. Bowmer.

0604. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

0605. DECLARATIONS OF INTEREST

There were no declarations of interest.

0606. MINUTES – 26th NOVEMBER 2018

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

RESOLVED that the Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 26th November 2018 be approved as a true and correct record.

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0607. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the List of Key Decisions and Items to be considered in private document.

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.

0608. SINGLE EQUALITY SCHEME 2019-23 – CONSULTATION ON REVISED SCHEME

Members were presented with a report from the Information, Engagement and Performance Manager. The purpose of the report was to seek comments on the proposed Single Equality Scheme (SES) and corporate equality objectives.

Members noted that the current SES was set to expire on the 31st March 2019, and that the Council was continuing with the SES approach so it could demonstrate its compliance with the general equality duty (Equality Act 2010). It was stated that the Authority was to do this every four years.

The officer explained that the proposed SES set out broader equality objectives, and that consultation on the draft SES was to run until 25th February 2019.

Members were satisfied with the draft document presented and had no further comments or amendments.

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

RESOLVED that the report of the Information, Engagement and Performance Manager be noted.

0609. TRANSFORMATION PROGRAMME – MONITORING REPORT

The Committee considered a report of the Joint Strategic Director – People, which was presented to provide Members of the Scrutiny Committee with an overview of the recent achievements via the outgoing Transformation Programme, the Transformation Plan 2018 and the proposed future programme of activity.

Members noted that the previous target of £600,000 had been superseded by the new Transformation Plan and programme from 1st April 2018. Progress against this programme would be reported under the new corporate plan.

Under the previous Transformation Programme a total of £515k had been achieved across both Councils, with £260k attributable to Bolsover and £255k attributable to

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NEDDC. This compares favourably when viewed against an adjusted 3 year target (to reflect that the target ran for 3 of the 4 years of the Corporate Plan period i.e. £450k).

The Committee heard of previous Transformation Projects and their outcomes. These included confirmation of a completed build programme for the new Clowne Leisure Facility. It was also explained to Members that following the Joint Venture Company (JVC) launched in 2016 with the Woodhead Group, a second Joint Venture model was being explored to help secure the future of Pleasley Vale Mills.

The Joint Strategic Director - People also detailed the outcomes of plans to increase online self-service transactions. It was stated that in 2013/14 there was 396 online transactions, and in 2017/18 this figure was 2,227. It was explained that this was improving efficiency for the Council, as the cost of a telephone transaction was £7.50, but an online transaction was just 20 pence.

The Joint Strategic Director - People assured the Committee that moving from the old to the new Transformation Programme would result in better progress, productivity and efficiency.

Members commented that they were looking forward to seeing the new Shirebrook Contact Centre, and that they wished to be updated further on the project.

The Committee then considered a presentation by the Head of Partnerships and Transformation, on the Council's new Transformation Programme. The presentation detailed the Council's visions and aims by 2021, in Service Transformation, Financial Transformation, Digital Transformation, Organisational Transformation, and Environmental Transformation. The officer outlined stages of how a decision would be made and the subsequent stages of approval.

Members noted some of the Authority's achievements so far, including a Pleasley Vale reception and CCTV upgrade, a customer services review, and the employee roll-out of HR21. These had helped to secure £119,000 in savings for the Council for the 2018/2019 year. The Officer then outlined further immediate and long term projects.

The Committee raised concerns with current ICT provisions, and the recent difficulties they had faced with their devices. The Officer acknowledged those problems, and stated that Members were due to have an ICT device refresh in May. It was agreed that it was essential for the Council to invest in good and practical ways to support Members ICT.

Members discussed regret that the report had already been taken to the Executive and approved without the prior input of the Scrutiny Committee. The Officer stated that whilst there had been a series of presentations given to the Committee, they acknowledged that more could have been done to involve them and agreed to return to the Committee to update Members on a quarterly basis.

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

RESOLVED that (1) the contents of the report submitted to Executive in December 2018 be noted,

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(2) the presentation from officers on current activity to deliver the Transformation Plan 2018 be noted,

(3) further reports be submitted to the Committee to providing a Quarterly update.

0610. CARBON REDUCTION PLAN 2019-23 – CONSULTATION ON REVISED SCHEME

The Committee considered a presentation from the Joint Strategic Director - People, updating Members on the Carbon Reduction Plan 2019-30 – consultation.

The presentation detailed the impact our carbon footprint was having on the planet, and its contribution to climate change. Members noted the policy drivers behind the desire to reduce carbon emissions, such as the Climate Change Act 2008, which legislated for all organisations to reduce its carbon emissions by 80% by 2050. By 2030, the Authority should be halfway to achieving that target. It was stated that the Council's emissions had halved since 2010.

Members noted that the Council should be viewed as a community leader, and as such should be leading the way in carbon reduction. The Joint Strategic Director - People detailed the range of economic and social benefits that this could bring to local residents, as well as listing the eight thematic areas by which the organisation would aim to reduce carbon emissions. It was stated that a 'Carbon Reduction Sub Group' of the 'Transformation Governance Group' would enable the Council to manage, monitor and review its actions.

Members agreed that it was important to hit the target set out in the 2008 Climate Change Act, and that current figures indicated the Council was setting an excellent example. It was acknowledged that we should all be thinking about future generations, and commended officers for their forward thinking.

Members recalled a discussion in previous years in regards to installing solar panels on the Council's housing stock. The officers confirmed that this had been discussed further but stated it was ultimately a question of practicality and investment return for the Authority.

The Committee commented on the growing pollution levels in the District, and the effect Markham Vale was having on carbon emissions. It was stated that whilst the area brought in many economic benefits, it having a negative impact on the environment mainly due to the volume of cars and lorries passing through. It was suggested that this could be reduced through a number of measures including further speed limits, as well as the gradual phasing in of electric cars.

Moved by Councillor R.J Bowler and seconded by Councillor R.A Heffer.

RESOLVED that the presentation and report on the proposed Carbon Reduction Plan 2019-2030, which forms part of the Transformation Plan 2018 be noted.

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The Joint Strategic Director - People and the Joint Head of Partnership and Transformation left the meeting.

At this point in the meeting Councillor Joesbury gave his apologies, and withdrew from the meeting.

0611. REVIEW OF THE STRATEGIC ALLIANCE – POST SCRUTINY MONITORING (INTERIM REPORT)

Committee considered a report presented by the Scrutiny and Elections Officer, outlining that the Committee had put together a number of recommendations which aimed to assist the Council in looking at the future arrangements for further development of the Strategic Alliance. The report acknowledged progress to date by officers implementing the recommendations.

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

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

(2) any exceptions to delivery and the additional action required by the services be acknowledged,

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

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

0612. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW

Committee considered a report presented by the Scrutiny and Elections Officer setting out the recent operational review of the Standards Committee. Members were asked to grant formal approval in order for the report to be submitted to the Executive.

Moved by Councillor R.J Bowler and seconded by R.A Heffer.

RESOLVED that (1) the recommendations of the review outlined in section 2 of the attached report be endorsed,

(2) the review be recommended for approval by Executive, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (10) of the Constitution,

(3) following approval by Executive, monitoring of these recommendations by Committee takes place over twelve month period via the PERFORM system with an update report to Committee at the end of the monitoring period.

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0613. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee gave consideration to a report outlining its work programme for the 2018/19 municipal year.

Moved by Councillor R.J Bowler and seconded by Councillor R.A Heffer.

RESOLVED that the Scrutiny Committee Work Programme 2018/19 be noted.

The formal part of the meeting concluded at 1136 hours and Members then met as a working party to continue their review work. The working party concluded at 1149 hours.