

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 25th March 2019 at 1000 hours in the Council Chamber, the Arc, Clowne

Item No.	<u>PART A – FORMAL</u>	Page No.(s)
	<u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<u>Declarations of Interest</u>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 25 th February 2019.	3 to 7
5.	Minutes of an Extraordinary Customer Service and Transformation Scrutiny Committee held on 19 th February 2019.	8 to 9
6.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	10 to 14
7.	Review of Standards Committee – Operational Review – Executive Response.	15 to 23
8.	Review of Delivery of Environmental Health & Licensing – Executive Response.	24 to 29
9.	Scrutiny Committee Work Programme 2018/19.	30 to 36

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 February 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, E. Stevenson, P.M. Bowmer and A. Joesbury.

Officers:-

J. Wilson (Scrutiny and Elections Officer), K. Drury (Information, Engagement and Performance Manager), D. Stanton (Governance Officer – NED)

(A) APOLOGY

An apology for absence was received from Councillor R. Turner.

(B) URGENT ITEMS OF BUSINESS

There were no urgent items of business.

(C) DECLARATIONS OF INTEREST

There were no declarations of interest.

(D) MINUTES – 1ST OCTOBER 2018

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

RESOLVED that the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 21st January 2019 be approved as a true and correct record.

(E) 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.

(F) CORPORATE PLAN TARGETS PERFORMANCE UPDATE – OCTOBER 2018 TO DECEMBER 2018 (Q3 – 2018/19).

The Committee considered a report from the Information, Engagement and Performance Manager, that outlined the performance outturns from the period October 2018 to December 2018 in relation to Corporate Plan Targets under the Committee's remit of 'Providing our customers with excellent service' and 'Transforming our organisation'.

It was stated that out of the 30 targets, 14 were on track, 4 had been flagged as an 'alert', 2 had been achieved within Q3, 6 had previously been achieved, and 4 had been previously withdrawn.

With regard to the four performance targets at 'alert', queries had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and responses to those queries were circulated at the meeting as follows;

C 13 - Reduce average re-let times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

What is the 'small number' referred to within the report? (It is not clear from the narrative.)

The 'small number' refers to less than 10 properties that have been void for an extended period of time prior to successfully re-letting. The Void Review Task Group (VTG) identified a range of actions to improve these properties.

Why are these properties proving difficult to let and what action is being taken to address this?

The following actions have been agreed for ongoing properties

- Void Task Group (VTG) visiting properties that have not been let following two weeks of advertising.
- Identifying and carrying out additional works i.e. ad hoc redecoration, ensuring gardens are cut and cleared, offering enhancements including rent free week for tenant to move in/decorate.

These properties have since been successfully allocated in this quarter, however, the length of time void has skewed the figures in this quarter.

The reasons certain properties are proving difficult to let are varied:-

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- Location – remote location e.g. Briar Close.
- Environmental factors i.e. too small/too large gardens.
- Low demand: at certain times if there are a number of similar properties available in a village.

NB 47% of our stock is designated for elderly people (50 years plus) and applicants can exercise choice of location to be near family, friends shops etc. Few applicants choose to move to other villages/settlements.

Members made enquiries in regards to Target C13, and the possibility of offering reduced rent to tenants in order to encourage further demand for those properties that have proved difficult to let. The Committee discussed a number of factors as to why the Council had continued to fail in reaching the stated Target, including the poor maintenance of surrounding properties, and the need to be more proactive in assisting other residents in the upkeep of local housing.

Members reached a consensus that this target had struggled to be achieved for a number of years, and discussed the recommendations of reviews from a number of Committees. It was proposed that a list of those vacant properties be established to allow for potential site visits/further investigation, and that Councillors be notified of housing that struggled to be let so that they could notify constituents.

The Committee discussed provisions for Ex-Servicemen to take up those houses that are proving difficult to let, as they are often on the bottom of the housing register. Members agreed that this could be offered as well as support if they are experiencing mental ill-health.

C 14 - Attend 99% of repair emergencies within 6 working hours

Are you still looking to change the calculation method for this Target? If so, when will this new methodology commence?

A new calculation method which is more accurate is now being used. In January 2019 the figure reached 98.10%.

Members discussed target C14, and whether the aim of attending 99% of repair emergencies within 6 working hours was too high, as well as any plans to increase the target from 6 working hours as other Councils have done. The Committee was advised that there was no plans to increase the 6 hour target, and Members reached a consensus that the 99% target should remain.

T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.

Members are aware that the Council introduced Tenancy Management Officers to work on previous high rent arrears. Have these posts proved value for money given the current figures? Who is currently leading on this piece of work?

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

There is a full-time Former Tenants Rent Administrator within the Rents Team whose role is to collect FTA. This post reports directly to the Housing Enforcement Manager.

Housing have recently met with Legal to trial a process involving the Legal section in recovery of these arrears.

This is a new initiative which will add in a further layer of recovery for the Former Tenants Arrears (FTA). We are hoping that correspondence and possible action from the Council's Legal section will increase arrears recovery.

T 13 - Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year.

How was the original target of 20% agreed? We are concerned that there will be a natural saturation point, where an extra 20% each year becomes unachievable. We would like consideration to be given to a target of 10% increase, should a similar 'Corporate Target' to this remain in 2019/20 and beyond.

The target was set as part of the initial Transformation Programme to channel shift customers to a more efficient way of making transactions to the council. The 2015/16 External Satisfaction Survey Action Plan was also updated with an agreed planned action to increase the number of on-line services following comments recorded.

The Target was set at 20% as this was seen as a reasonable expectation following the implementation of the 'Self Service' module which was introduced on the council's website. Ongoing improvements to accessibility on the Councils website and the development of online forms/services are continuing to be made available online to increase customer contact via this channel

The latest External Satisfaction Survey 2017/18 also recommended that priority is given to Online Services, hence the decision to maintain the target at 20% for 2019/20 and monitor the transactions made.

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

RESOLVED that (1) the performance outturns from the period October 2018 to December 2018 in relation to Corporate Plan Targets be noted,

- (2) the Committee refers the minute of this item to the next Executive raising the Committee's concern in regards to the lack of action taken on achieving Target C 13, Members ideas

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for further action and that a list of vacant properties be made available to Councillors to facilitate further investigation.

(Scrutiny and Elections Officer/Joint Head of Housing and Community Safety)

(G) SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

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

RESOLVED that the Work Programme for 2018/19 be noted.

The meeting concluded at 1040 hours.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Extraordinary Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Tuesday 19st February 2019 at 0915 hours.

PRESENT;-

Members;-

Councillor R.J. Bowler in the Chair

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

Officers;-

J. Wilson (Scrutiny and Elections Officer) and D. Stanton (Governance Officer - NED).

(A) APOLOGY

Apologies for absence were received from Councillors R.A. Heffer and A. Joesbury.

(B) DECLARATIONS OF INTEREST

There were no declarations of interest.

(C) REVIEW OF DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING – APPROVAL OF FINAL REPORT

The Committee considered a report from the Chairman of the Customer Service and Transformation Scrutiny Committee, presented by the Scrutiny and Elections Officer, that outlined the recent Review of Delivery of Environmental & Health & Licensing.

Members were informed that a new recommendation had been added to the report, as requested at a previous meeting. If the recommendation was to be approved, Officers would be able to bring a draft to Informal Committee in July 2019, prior to submission to Executive/Strategic Alliance Joint Committee, for further discussion as part of the Post-Scrutiny Monitoring process.

Moved by Councillor J.E. Smith and seconded by Councillor R.J. Bowler
RESOLVED that (1) the recommendations of the review outlined in section 2 of the report be endorsed,

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

(2) the report be presented to Executive for approval in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (10) of the Council's Constitution,

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

(Scrutiny and Elections Officer)

The meeting concluded at 0916 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 1st March 2019

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer at this address or by email to sarah.sternberg@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The names of Executive members are as follows:

Councillor A.M. Syrett - Leader
Councillor M. Dooley
Councillor S.W. Fritchley
Councillor H.J. Gilmour
Councillor D. McGregor – Deputy Leader
Councillor B.R. Murray-Carr
Councillor M.J. Ritchie
Councillor B. Watson

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended in Part 2 and the reason why the reports are exempt or confidential. Members of the public may make representations to the

Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer about any particular item being considered in exempt.

The list does not detail all decisions which have to be taken by the Executive, only “Key Decisions. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive for 2018/19 are as follows:

2019 - 1st April

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Business Growth Fund	Executive	1 st April 2019	Report of Councillor Mary Dooley; Portfolio Holder – Partnerships and Transformation	Joint Head of Partnership and Transformation	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3
Combined Heat & Power Investment	Executive	1 st April 2019	Report of Councillor Brian Watson; Portfolio Holder - Finance & Resources and Sustainable Energy	Joint Head of Partnership and Transformation	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3
Award of contract for roofing for Council properties	Executive	1 st April 2019	Report of Councillor Hilary Gilmour; Portfolio Holder - Housing and Community Safety	Joint Head of Housing and Community Safety.	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session

**SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION**

**PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

25th March 2019

Review of Standards Committee – Operational Review – Executive Response

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present Executive's Response to the Review of Standards Committee – Operational Review to Customer Service & Transformation Scrutiny Committee.

1 Report Details

- 1.1 The Customer Service and Transformation Scrutiny Committee agreed to undertake a Review of Standards Committee – Operational Review, as part of the 2018/19 work plan following consideration of a range of topics suggested at the Annual Scrutiny Conference.
- 1.2 The aims of the review were:
- To consider the BDC response to the consultation by the Committee on Standards in Public Life review and suggest areas for review;
 - To examine a range of concerns raised by Standards Committee.
- 1.3 The Committee submitted seven recommendations which will hopefully assist the Council in improving existing approaches to Member training and engagement on Standards.
- 1.4 This report acknowledges Executive's response to the Review recommendations and advises Committee to commence a period of Post-Scrutiny Monitoring to ensure effective implementation of the approved recommendations.

2 Conclusions and Reasons for Recommendation

- 2.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(3) of the Constitution.
- 2.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 A key consideration has been that both Parish and District Councillors have equal access to the same information and training.

4 Alternative Options and Reasons for Rejection

- 4.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution and as such the report cannot be rejected.
- 4.2 That Members note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in twelve months' time, with any exceptions to expected delivery highlighted.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None directly from this report.

6 Recommendations

- 6.1 That Members note Executive's Response to the Review of Standards Committee – Operational Review.
- 6.2 That Members make its report and findings public, in accordance with Part 4.5.17(3) of the Constitution.
- 6.3 That Officers monitor progress on the recommendations and report in twelve months' time highlighting exceptions to delivery.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Aim: Transforming Our Organisation</p> <p>Priority: Demonstrating good governance</p>

8 Document Information

Appendix No	Title
1.	Review of Standards Committee – Operational Review – Action Plan
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>All documents related to the Review of Standards Committee – Operational Review Please contact Scrutiny & Elections Officer where further information is required.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW

Title of Review:	Review of Standards Committee – Operational Review		
Timescale of Review:	July 2018 – November 2018.	Post-Monitoring Period:	12 months commencing March 2019. Interim report due September 2019.
Date agreed by Scrutiny:	January 2019.	Date agreed by Executive:	February 2019.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc18/19 1.1	That training in relation to Code of Conduct and DPIs is programmed as part of District Member Induction Programme, with a refresher course two years later, to accommodate any changes to legislation/Council membership.	Improved knowledge of both newly elected and existing Members of the minimum standards expected of them.	May 2019 onwards	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	Officer time. Production and printing of training materials.	Agreed. This will help to improve not only the knowledge of Councillors but the standing of the Standards Committee and its role. This is also the same for the Monitoring Officer and Deputy Monitoring Officer.	Recommendation Approved.
CS&TSc18/19 1.2	That training in relation to Code of Conduct and DPIs is programmed on a minimum annual basis to Parish Council Liaison, to accommodate in-year changes to legislation/Council membership.	Improved knowledge of both newly elected and existing Members of the minimum standards expected of them.	May 2019 onwards	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	Officer time. Production and printing of training materials.	Whilst two sessions a year would be good, there is a capacity issue. It is also a concern that those who come to Parish Council Liaison are generally knowledgeable on the ethical framework so could be training the same Parish	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Councillors twice. Preference would be for once a year training at Parish Council Liaison, and a second session later in the year for Parish Clerks so they can train their own Parish Councillors.	
CS&TSc18/19 1.3	That the website is reviewed to ensure information in relation to the Standards Committee is both more accessible and user-friendly, including: <ul style="list-style-type: none"> • Publication of the Standards Annual Report as a document in its own right (rather than embedded in 	Greater clarity around the work of the Standards Committee and the functions that the Council is required to oversee – both for the public and District/Parish Elected Members.	October 2019	Governance Manager/ Communications, Marketing & Design Manager	Officer time	This is welcomed. It is clear we need to spend more time on the contents of the website to make it more user friendly. In terms of timescale for delivery, it may not be practical to implement all changes for the start of the new municipal year in May 2019. However, much of	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	<p>Committee papers);</p> <ul style="list-style-type: none"> • A review of Customer Information Booklet 8, with improved publicity of its availability given that it is not a hard-copy publication. 					<p>this should be addressed once the proposed committee management system is fully operational in late summer/early autumn 2019.</p>	
CS&TSc18/19 1.4	<p>That Standards Committee considers the analysis of our current membership and benchmark data, as part of any review of Article 9 of the Constitution.</p>	<p>That the findings of the scrutiny review supports the Standards Committee's annual review of the Constitution.</p>	April 2019	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	Member/Officer time as Constitution Working Group	<p>Agreed. The data collected will be very helpful in this task.</p>	<p>Recommendation Approved.</p>
CS&TSc18/19 1.5	<p>That the appointment of the Co-opted Independent Chair is maintained, as a demonstration of our commitment to the</p>	<p>That BDC is seen to adhere to the Seven Principles of Public Life and where possible go above the</p>	May 2019 onwards	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	Officer time/ Designated Allowance for Co-opted Members	<p>Agreed. This would be dealt with formally at the Annual Council Meeting in May 2019.</p>	<p>Recommendation Approved.</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	Seven Principles of Public Life.	required standards expected.					
CS&TSc18/19 1.6	That the information gathered as part of the review benchmark exercise is taken in to consideration when reviewing the Committee Terms of Reference, within Part 3.6 of the Constitution.	That the findings of the scrutiny review supports the Standards Committee's annual review of the Constitution.	April 2019	Joint Head of Corporate Governance and Monitoring Officer/ Governance Manager	Member/Officer time as Constitution Working Group	Agreed. This would be very helpful to the Standards Committee.	Recommendation Approved.
CS&TSc18/19 1.7	That the Standards Committee produces an Induction Pack for all new Councillors to be utilised by the Monitoring Officer/Parish Clerk when working with newly appointed District and Parish Councillors.	Improved knowledge of both newly elected and existing Members of the Code of Conduct and the Seven Principles of Public Life.	September 2019	Joint Head of Corporate Governance and Monitoring Officer/ Deputy Monitoring Officer	Member/Officer time Production and printing of training materials	The induction is put together by the Member Development Working Group. One of the first sessions is for the Monitoring Officer and Deputy Monitoring Officer to train all the Councillors on the ethical framework. It is a problem that	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Councillors reach overload at this time if given too much information. Therefore we would suggest a reminder in Sept 2019 by sending out a pack.	

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

25th March 2019

Review of Delivery of Environmental Health & Licensing– Executive Response

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present Executive's Response to the Review of Delivery of Environmental Health & Licencing to Customer Service & Transformation Scrutiny Committee.

1 Report Details

1.1 The Customer Service and Transformation Scrutiny Committee agreed to undertake a Review of Delivery of Environmental Health & Licencing, as part of the 2018/19 work plan following consideration of a range of topics suggested at the Annual Scrutiny Conference.

1.2 The aims of the review were:

- To establish how the service operates across the two Councils in relation to members accessing the service.
- To identify the advantages of the arrangement.
- To identify the disadvantages of the arrangement.
- To make recommendations as to improvements in the service which will improve the service received by Members of Bolsover District Council.

1.3 The Committee submitted three recommendations which will hopefully support further sustainability and development of the joint Environmental Health & Licensing Service.

1.4 This report acknowledges Executive's response to the Review recommendations and advises Committee to commence a period of Post-Scrutiny Monitoring to ensure effective implementation of the approved recommendations.

2 Conclusions and Reasons for Recommendation

2.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(3) of the Constitution.

2.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

4 Alternative Options and Reasons for Rejection

- 4.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution and as such the report cannot be rejected.
- 4.2 That Members note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in twelve months' time, with any exceptions to expected delivery highlighted.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None directly from this report.

6 Recommendations

- 6.1 That Members note Executive's Response to the Review of Delivery of Environmental Health & Licencing.
- 6.2 That Members make its report and findings public, in accordance with Part 4.5.17(3) of the Constitution.
- 6.3 That Officers monitor progress on the recommendations and report in twelve months' time highlighting exceptions to delivery.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC:</i> <i>Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC:</i> <i>Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Aim: Transforming Our Organisation</p> <p>Priority: Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance</p>

8 Document Information

Appendix No	Title
1.	Review of Delivery of Environmental Health & Licencing – Action Plan
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p> <p>All documents related to the Review of Delivery of Environmental Health & Licencing Please contact Scrutiny & Elections Officer where further information is required.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW			
Title of Review:	Review of Delivery of Environmental Health & Licensing		
Timescale of Review:	July 2018 – October 2018.	Post-Monitoring Period:	12 months commencing March 2019. Interim report due September 2019.
Date agreed by Scrutiny:	February 2019.	Date agreed by Executive:	March 2019.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc18/19 2.1	That the Healthy, Safe, Clean and Green Communities Scrutiny Committee keep the Customer Service & Transformation Scrutiny Committee briefed on the implementation of scrutiny recommendation HSCGC17/18 1.14.	That the online 'Report It' system is reviewed and refreshed to ensure that the facility remains customer friendly and simple to use.	June 2019.	Scrutiny & Elections Officer	Officer time.	An 'Interim Report' is due to be considered by Healthy, Safe, Clean and Green Communities Scrutiny Committee in March 2019. Final implementation of this recommendation was scheduled for December 2018 and an update will be given to Members following the March report.	Recommendation Approved.
CS&TSc18/19 2.2	That the Council's legal team produces a revised Service Level Agreement for approval by Executive and the Strategic Alliance Joint Committee.	That the Service Level Agreement for the Joint Service remains deliverable and fit for purpose.	September 2019	Joint Head of Corporate Governance & Monitoring Officer/Team Leader (Contentious)	Officer time.	This is currently being worked on by the service following attendance at Scrutiny Committee, with a view to completion by September 2019.	Recommendation Approved.
CS&TSc18/19 2.3	That the Customer Service & Transformation Scrutiny Committee receive the draft Service Level Agreement prior to	That Members are satisfied that the Service Level Agreement	July 2019	Joint Head of Corporate Governance & Monitoring Officer/Team	Officer time	Officers will be able to bring a draft to Informal Committee in July 2019, prior to submission to Executive/Strategic Alliance Joint Committee,	Recommendation Approved.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	submission to Executive for consideration	for the Joint Service remains deliverable and fit for purpose.		Leader (Contentious)		for further discussion as part of the Post-Scrutiny Monitoring process.	

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

25th March 2019

Scrutiny Committee Work Programme 2018/19

Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2018/19.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2018/19 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2018/19 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.
- 2.4 Committee is required to formally approve review scopes in advance of commencing a review.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	N/A
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2018/19
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Previous versions of the Committee Work Programme.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –