

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, High Street, Clowne on Monday 25th March 2019 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:- J. Wilson (Scrutiny & Elections Officer) and A. Bluff (Governance Officer).

0807. APOLOGY

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

0808. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0809. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0810. MINUTES – 25TH FEBRUARY 2019

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury
RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 25th February 2019 be approved as a correct record.

0811. EXTRAORDINARY MINUTES – 19TH FEBRUARY 2019

Moved by Councillor R. Turner and seconded by Councillor R.J. Bowler
RESOLVED that subject to Councillor Mrs P.M. Bowmer being included in the list of Members present and that the meeting was held in Committee Room 2, the Extraordinary Minutes of a Customer Service and Transformation Scrutiny Committee held on 19th February 2019 be approved as a correct record.

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0812. 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.

For Committee's information, the Scrutiny and Elections Officer circulated a copy of a report which had been considered by the Executive on 18th February 2019. The report outlined a case for investing in a Combined Heat and Power unit (CHP) to be installed at the Arc and recommended that a robust competitive tender process be carried out. A further report would be considered by the Executive summarising the outcome of the tender exercise, update projections, payback period and requesting budget. The report noted that the benefit of a reduction in energy cost would be passed on to the Council's tenants based at the Arc.

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.

0813. REVIEW OF STANDARDS COMMITTEE – OPERATIONAL REVIEW – EXECUTIVE RESPONSE

Committee considered a report which provided the Executive's response to the Committee's Review of the Standards Committee – Operational Review.

The aim of the review was to consider the Council's response to the consultation by the Committee on Standards in Public Life Review and suggested areas for review and to examine a range of concerns raised by Standards Committee.

Seven recommendations were submitted via the Committee's Review which would hopefully assist the Council in improving existing approaches to Member training and engagement on Standards.

Executive advised Committee to commence a period of post-Scrutiny monitoring to ensure effective implementation of the approved recommendations.

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

RESOLVED that (1) the Executive's response to the Review of Standards Committee – Operational Review be noted,

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

(3) Officers monitor progress on the recommendations and report in twelve months' time highlighting any exceptions to delivery.

(Scrutiny & Elections Officer)

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0814. REVIEW OF DELIVERY OF ENVIRONMENTAL HEALTH & LICENSING – EXECUTIVE RESPONSE

Committee considered a report which provided the Executive's response to the Committee's Review of the Delivery of Environmental Health & Licencing.

The aim of the review was to establish how the service operated across the two councils in relation to Members accessing the service, to identify the advantages and disadvantages of the arrangement and to make recommendations which would improve the service received by Members of Bolsover District Council.

Three recommendations were submitted via the Review, which would hopefully support further sustainability and development of the joint Environmental Health & Licensing Service.

Executive advised Committee to commence a period of post-Scrutiny monitoring to ensure effective implementation of the approved recommendations.

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

RESOLVED that (1) the Executive's response to the Review of Delivery of Environmental Health & Licencing be noted,

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

(3) Officers monitor progress on the recommendations and report in twelve months' time highlighting any exceptions to delivery.

(Scrutiny & Elections Officer)

0815. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for the remainder of 2018/19.

Due to a lack of business for the Committee, it was suggested that the meeting scheduled for 23rd April 2019 be cancelled.

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

RESOLVED that the Customer Service and Transformation Scrutiny Committee meeting scheduled for 23rd April 2019 be cancelled.

(Scrutiny & Elections Officer)

The Chair thanked Members for their support over the previous year and noted that Councillor Bowmer would not be standing in the forthcoming District Elections. The Chair thanked Councillor Bowmer for her contribution to the Committee's work and stated that she would be missed.

Councillor Bowmer thanked the Chair for her kind words and stated that she had enjoyed being part of the Committee – the Reviews carried out by the Committee had been good

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and beneficial to the Council and the communities in the District and outcomes had been achieved.

Councillor Smith stated that he wished to thank the Scrutiny & Elections Officer and the Governance Officer for their work in helping the Committee over the previous year.

Councillor Turner stated that she wished to thank the Chair and Vice Chair for all their hard work behind the scenes that Members didn't see.

The meeting concluded at 1015 hours.