

EXECUTIVE

Minutes of a meeting of the Executive of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 26th June 2017 at 1000 hours.

PRESENT:-

Members:-

Councillor A.M. Syrett in the Chair

Councillors M.J. Dooley, S.W. Fritchley, K. Reid and B. Watson

Officers:-

D. Swaine (Chief Executive Officer), B. Mason (Executive Director – Operations), A. Wylie (Team Leader (Contentious) Solicitor), A. Bedford (Customer Standards and Complaints Officer) (until Minute No. 0082) J. Clayton (Partnership Performance and Sustainability Officer) (until Minute No. 0083) and A. Brownsword (Senior Governance Officer)

0074. APOLOGIES

Apologies for absence were received from Councillors B.R. Murray-Carr and M.J. Ritchie

0075. URGENT ITEMS OF BUSINESS

The Chair had consented to the following additional urgent, exempt item of business being raised. The Chair of the Customer Service and Transformation Scrutiny Committee had been informed and had agreed and the relevant Notice had been published.

- Application of Key Decision Procedures
Exempt – Paragraphs 1, 3 and 4

0076. DECLARATIONS OF INTEREST

There were no declarations of interest.

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0077. EXTRAORDINARY MINUTES – 10TH MAY 2017

Moved by Councillor M.J. Dooley and seconded by Councillor K. Reid

RESOLVED that the minutes of an Extraordinary meeting of the Executive held on 10th May 2017 be approved as a true and correct record.

0078. MINUTES – 22ND MAY 2017

Moved by Councillor K. Reid and seconded by Councillor M.J. Dooley

RESOLVED that the minutes of a meeting of the Executive held on 22nd May 2017 be approved as a true and correct record.

0079. ITEMS RECOMMENDED FROM SCRUTINY COMMITTEES

There were no items recommended by Scrutiny Committees.

0080. POLICY AND BUDGET FRAMEWORK ITEMS

There were no policy and budget framework items.

0081. NON KEY DECISION APPOINTMENT OF REPRESENTATIVES TO SERVE ON OUTSIDE BODIES 2017/18 – CABINET FUNCTIONS

The Leader and Portfolio Holder - Strategic Planning and Regeneration presented the report to appoint Portfolio Holders as representatives to serve on relevant outside bodies.

Moved by Councillor M.J. Dooley and seconded by Councillor B. Watson

RESOLVED that the representatives to serve on outside bodies for 2017/18, relating to Cabinet functions, as attached at Appendix 1, be approved.

REASON FOR DECISION: To facilitate the appointment of members of the Cabinet to Outside Bodies.

OTHER OPTIONS CONSIDERED: There are no alternative options recommended as failure to make appointments would result in the Council not being represented on the Outside bodies.

(Senior Governance Officer)

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0082. NON KEY DECISION CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2016/17 – 1ST October 2016 TO 31ST MARCH 2017 AND ANNUAL SUMMARY

The Portfolio Holder – Neighbourhood Services presented the report which provided information on the Council's performance in relation to its customer service standards for the period 1st October 2016 to 31st March 2017, as well as an annual summary of the numbers of compliments, comments and complaints.

In relation to the period 1st October 2016 to 31st March 2017, the following headlines were noted:-

- The corporate target of 93% of calls to be answered within 20 seconds had been met.
- Contact centres had achieved their target of 80% of incoming calls to be answered within 20 seconds with an annual outturn of 80%, this was a significant improvement over the previous year (56%)
- Revenues and Benefits had exceeded their target of 60% of incoming calls to be answered within 20 seconds and improved on last years performance.
- Targets in respect of emails or face-to-face communication were reported at 99% and e-mail responses, in the face of a 25% increase in the amount of email communication received, 98%.

In respect of compliments, comments and complaints, a total of 126 written compliments had been received in the period including 48 for the Leisure Department following the opening of the new leisure facility. 34 comments had been received and acknowledged within target. Of complaints received, 110 were made at stage two and all responded to within the target 15 working days. Likewise, the 20 stage three complaints had been responded to within the standard 20 working days.

The Local Government Ombudsman had made a decision of maladministration and injustice in respect of one case which arose because the Council failed to inform a benefit applicant of a right of appeal and one case where the Council had not suspended payments at the correct time.

In respect of 2015/16 performance, the following points were noted when comparing against the previous year:-

- There were fewer written compliments
- We have received more comments
- We have received slightly fewer frontline resolution complaints
- Received more formal investigation complaints

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- Received slightly fewer internal review complaints

It was noted that the Council had an easy to access complaints system as recommended by the Local Government Ombudsman.

Moved by Councillor B. Watson and seconded by Councillor M.J. Dooley

RESOLVED that Executive notes the overall performance on customer service standards and compliments/comments and complaints.

REASON FOR DECISION: To keep Elected Members informed of volumes and trends regarding customer service standards and compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

OTHER OPTIONS CONSIDERED: Not applicable as the report is keep Elected Members informed rather than to aid decision making.

(Customer Standards and Complaints Officer)

The Customer Standards and Complaints Officer left the meeting.

**0083. NON KEY DECISION
BOLSOVER PARTNERSHIP FUNDING AND PERFORMANCE
MONITORING - APRIL 2016 TO MARCH 2017**

The Leader and Portfolio Holder - Strategic Planning and Regeneration presented a report of the Chief Executive's and Partnership Manager which provided details on the key activities that the Partnership Team had been working on between April 2016 and March 2017.

The report highlighted key statistics and trends for the District in relation to business and employment, health and wellbeing and raising aspirations. The report provided an overview of the Council's Grants to Voluntary Organisations programme and the impact of investment and highlighted case studies demonstrating the impact of project activity to local people including joint working with Woodheads and the Namibia Experience.

Moved by Councillor A.M. Syrett and seconded by Councillor M.J. Dooley

RESOLVED That the report be received.

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REASON FOR DECISION: To ensure that funding is targeted to best effect.

OTHER OPTIONS CONSIDERED: Not applicable as the report is keep Elected Members informed rather than to aid decision making.

(Chief Executive's and Partnership Manager)

The Partnership Performance and Sustainability Officer left the meeting.

0084. NON KEY DECISION MEDIUM TERM FINANCIAL PLAN - FINANCIAL OUTTURN 2016/17

The Leader and Portfolio Holder - Strategic Planning and Regeneration presented the report which informed Executive of the financial outturn position of the Council in respect of the 2016/17 financial year.

The Executive Director – Operations noted that the report had been prepared in time to meet the accelerated timescale implemented for the 2017-18 year. The draft Statement of Accounts 2016/17 were now subject to the independent audit from the Council's external auditors, KPMG.

A contribution of £1.433m had been made to the Transformation Reserve and £0.300 to the General Fund and the outturn position of the Housing Revenue Account and the position of the Capital Programme was noted.

Moved by Councillor A.M. Syrett and seconded by Councillor M.J. Dooley

RESOLVED that:

- (1) Members note the report and in particular the Council's financial outturn position in respect of 2016/17.

General Fund

- (2) Members request the Accountancy Section to undertake a review of the under spend position of 2016/17 to determine where budget changes may be made to the 2017/18 and future budgets.

Housing Revenue Account

- (3) Members note the outturn position of the HRA and the level of balances held at 31 March 2017 of £1,904,719.

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Capital Programme

- (4) Members approve the proposed carry forward of capital budgets detailed in Appendix D of the report and totalling £4,961,541.

Treasury Management

- (5) Members note the Treasury Management position as at 31 March 2017.

REASON FOR DECISION: The Statement of Accounts is required to be prepared by the 30 June each year. The Council has now completed the accounts and they have been signed off by the Chief Financial Officer as at the 26 May 2017 which secures compliance with the Council's legal obligations.

OTHER OPTIONS CONSIDERED:

- (1) The financial outturn report for 2016/17 is primarily a factual report which details the outcome of previously approved budgets therefore there are no alternative options to consider.
- (2) The allocation of resources to earmarked reserve accounts has been determined in the light of the previously agreed policies of the Council. If the issues and risks currently anticipated do not materialise or are settled at a lower cost than anticipated then the earmarked reserve will be reassessed and returned to general balances.

(Assistant Director – Finance and Revenues & Benefits)

0085. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor B. Watson and seconded by Councillor K. Reid

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Paragraph 3 of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

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**0086. NON KEY DECISION
APPLICATION OF KEY DECISION PROCEDURES
EXEMPT - PARAGRAPHS 1, 3 AND 4**

The Portfolio Holder – Corporate Services presented an urgent item of business which sought permission for the Executive to submit a report to Council providing a view as to whether the three exempt reports of the Chief Executive Officer, which were agreed by Executive at its Extraordinary meeting held on 10th May 2017, should have been classed as a Key Decision.

Moved by Councillor K. Reid and seconded by Councillor A.M. Syrett

RESOLVED that Executive:

- (1) Submit a report to Council providing a view as to whether the three exempt reports of the Chief Executive Officer, which were agreed by Executive at its Extraordinary meeting held on 10th May 2017, should have been classed as a Key Decision.

- (2) Work with the Deputy Monitoring Officer in drafting the report to Council.

REASON FOR DECISION: Paragraph 4.2.22(1) of the Constitution gives Scrutiny Committee the power to require Executive to submit such a report to Council. The constitutional power derives from Regulation 18 of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

OTHER OPTIONS CONSIDERED: Not to agree to submit a report to Council. The Council's constitution and Regulations require the Executive to submit a report and they should comply with such requirements.

(Team Leader (Contentious) Solicitor)

The meeting concluded at 1036 hours.