

To: Chair & Members of the Customer  
Service & Transformation Scrutiny  
Committee

The Arc  
High Street  
Clowne  
S43 4JY

Contact: Tom Scott (Governance Officer)  
Telephone: 01246 217045  
Email: [tom.scott@bolsover.gov.uk](mailto:tom.scott@bolsover.gov.uk)

Friday 24th July 2020

Dear Councillor

**CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council to be held as a Virtual Meeting by Video Conference and Live Streamed on Monday, 3rd August, 2020 at 10:00 hours.

Members will be sent the details on how to access the Virtual Meeting by email.

Virtual Attendance and Hybrid Meetings

I have provided the Leader and Deputy Leader with advice on the holding of “hybrid” meetings outlining the risks including to employees dealing with the Chamber and to Members. Hybrid meetings are those where some attendance is in person in the Council Chamber and some is virtual.

I would encourage you all to attend virtually.

Accordingly if you attend in person you will be deemed to have accepted the following disclaimer (overleaf) as applying.



**We speak your language**  
Polish **Mówimy Twoim językiem**  
Slovak **Rozprávame Vaším jazykom**  
Chinese **我们会说你的语言**

**If you require this agenda in large print  
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

### Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001

*Both documents have been emailed to Members and are available on the Modern.Gov App library.*

The same advice is given to officers who are also encouraged to participate in the meeting remotely.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised from page 3 onwards.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steuberg". The signature is written in a cursive style with a large, looped 'S' at the beginning and a long, sweeping tail on the 'g'.

Solicitor to the Council & Monitoring Officer

**CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE  
AGENDA**

**Monday, 3rd August 2020 at 10am taking place as a Virtual Meeting by Video Conference  
and Live Streamed**

<b>Item No.</b>	<b>PART 1 – OPEN ITEMS</b>	<b>Page No.(s)</b>
1.	<b>Apologies for absence</b>	
2.	<b>Urgent Items of Business</b>	
3.	<b>Declarations of interest</b>	
	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.	<b>Minutes – 16<sup>th</sup> March 2020.</b>	4 - 7
5.	<b>List of Key Decisions and Items to be Considered in private</b>	8
	<i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	
6.	<b>Corporate Ambitions Performance Update - April to June 2020 (Q1 - 2020/21)</b>	To Follow
7.	<b>Update on Voids Service - Target CUS.07</b>	Verbal Update
8.	<b>Work Programme 2020/21.</b>	9 - 14

# Agenda Item 4

## **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 16<sup>th</sup> March 2020 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

Councillors Anne Clarke, Patricia Clough, Paul Cooper, David Dixon, Ray Heffer and Rita Turner.

Officers:- Kath Drury (Information, Engagement & Performance Manager), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

### **0747. APOLOGIES**

Apologies for absence were received on behalf of Councillors Jayne Bryson and Andrew Joesbury.

### **0748. URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **0749. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0750. MINUTES – 3<sup>RD</sup> FEBRUARY 2020**

Moved by Councillor Ray Heffer and seconded by Councillor David Dixon  
**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 3<sup>rd</sup> February 2020 be agreed as a correct record.

### **0751. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner  
**RESOLVED** that the List of Key Decisions and items to be considered in private document be noted.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### 0752. POST SCRUTINY MONITORING – REVIEW OF STANDARDS COMMITTEE OPERATIONAL REVIEW – FINAL REPORT

Committee considered a final post monitoring report in relation to their Review of the Council's Standards Committee.

During 2018/19, the work of the Standards Committee and how it operated had been scrutinised by Committee and seven recommendations had been made.

The Review was presented to the Executive, who had approved all seven recommendations, which aimed to assist the Council in improving existing approaches to Member training and engagement on Standards.

The appendix to the report acknowledged progress made by officers implementing the recommendations and to date, 3 out of the 7 recommendations had been implemented.

Four recommendations required an extension, which was due to the timing of meetings of the Standards Committee post May 2019 Elections, the review of the Terms of Reference, the development of the new committee management system/current re-development of the Council's website and the availability within the Parish Council Liaison meeting schedule. It was suggested that the four recommendations be extended until June/July 2020 to accommodate their full implementation.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer  
**RESOLVED** that (1) progress against the review recommendations be noted,

(2) the suggested extension to the monitoring period where recommendations had not been fully implemented, as outlined in section 1 of the report and the appendix, be approved,

(3) the findings of the Review be made public in accordance with Part 4.5.17(3) of the Council's Constitution.

(Scrutiny & Elections Officer)

### 0753. POLICY REVIEWS

Committee considered the following 4 joint policies the Council had with North East Derbyshire District Council.

#### Joint Data Protection Policy

Previously, the councils had a combined Freedom of Information, Environmental Information Regulations and Data Protection policy. A separate policy had now been drafted to strengthen the accountability requirements under the General Data Protection Regulation (GDPR).

The policy set out the main requirements of the data protection legislation and how the councils would comply. It was not a statement of how compliance would be achieved as that continued to be a matter for operational procedures and processes.

## CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

### Joint Access to Information Policy

This policy covered requests made under the Freedom of Information Act, Environmental Information Regulation and Re-use Regulation. The policy had been reviewed and updated to reflect the data protection aspect being separated out. The policy ensured compliance with the relevant legislation and that customers gained appropriate access to information on request.

In response to a Member's query, the Information, Engagement & Performance Manager replied that the Council held performance data on the Council's adherence to timescales in relation to responses to Freedom of Information requests. One was a quarterly indicator and one an annual indicator. The Council's performance on this was always above 95%.

### Joint Overt Use of Surveillance Systems Policy

This was a new policy. A surveillance camera was a broad term to describe closed circuit television (CCTV), body worn cameras and other devices used for overt surveillance purposes. The councils used overt surveillance systems for the purposes of public safety, crime prevention, detection and prosecution of offenders, monitoring council buildings and assets to protect the public, staff, elected members and visitors, and its property. The councils used CCTV, body worn video (BWV) and deployable cameras and as such it was prudent for the councils to have a separate policy on the use of these systems.

In response to a Member's query, the Information, Engagement & Performance Manager replied that 'requirement to inform' was part of data protection legislation. Officers using overt surveillance, such as body worn video, had to inform individuals as soon as practicable, that this type of technology was being used. The same applied to cameras being used at flytipping hot spots – a sign noting that overt surveillance was being used in that particular area had to be in place to notify people.

### Joint Equality and Diversity Policy for Service Delivery

It was good practice to review policies every three years and this was contained within the councils' guidance on policy development. This policy was formally approved in 2016 and had been reviewed as part of the three year cycle. The main change was the inclusion of the Anti-Semitism definition following recent adoption by both councils. The other changes related to naming of forms and procedural housekeeping.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner  
**RESOLVED** that the joint policies be presented to Executive for approval.

The Information, Engagement & Performance Manager left the meeting.

### **0754. WORK PROGRAMME 2019/2020**

Committee considered their Work Programme 2019/2020

The Scrutiny & Elections Officer advised Members that the Police and Crime Commissioner Elections (PCC) would be postponed and the Count would not now take

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

place on Monday 11<sup>th</sup> May 2020. The May meeting of this Committee had been moved to Wednesday 13<sup>th</sup> May at 2pm to accommodate the PCC Count and Members were asked to consider if they wished their meeting to be put back to the scheduled date of 11<sup>th</sup> May. Members agreed that the meeting remain as rescheduled for Wednesday 13<sup>th</sup> May at 2pm.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer  
**RESOLVED** that the Work Programme 2019/2020 be noted.

The formal meeting concluded at 1027 hours and Members then met as a working party to continue their review work. The working party concluded at 1130 hours.



**List of Key Decisions and items to be considered in private**

The latest version of the Forward Plan can be found here:

<https://committees.bolsover.gov.uk/mgListPlans.aspx?RPId=1147&RD=0&bcr=1>

Members should contact the officer whose name appears on the List of Key Decisions for any further information.

**NB:** If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only.



## Bolsover District Council

### Customer Service & Transformation Scrutiny Committee

3<sup>rd</sup> August 2020

<b>Scrutiny Committee Work Programme 2020/21</b>
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### 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 2020/21.

#### **1 Report Details**

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2020/21 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 submitted 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 2020/21 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 The Scrutiny functions outlined in Part 3.6(8) 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 the Scrutiny functions outlined in Part 3.6(8) 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><b>Is the decision a Key Decision?</b>  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 <input type="checkbox"/></i>  <i>Capital - £150,000 <input type="checkbox"/></i></p> <p><i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i>  <i>Capital - £250,000 <input type="checkbox"/></i></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	No
<p><b>Has the relevant Portfolio Holder been informed</b></p>	N/A
<p><b>District Wards Affected</b></p>	N/A
<p><b>Links to Corporate Plan priorities or Policy Framework</b></p>	All

## 8 Document Information

Appendix No	Title
1.	Work Programme 2020/21
<p><b>Background Papers</b> (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 –

**Customer Service and Transformation Scrutiny Committee**

**Work Programme 2020/21**

**Vision: Providing excellent services**

**Corporate Ambition: Customers**

**Formal Items – Report Key**

<b>Performance Review</b>	<b>Policy Development</b>	<b>Policy/Strategy/ Programme Monitoring</b>	<b>Review Work</b>	<b>Call-In/Review of Executive Decisions</b>	<b>Petition</b>

<b>Date of Meeting</b>	<b>Items for Agenda</b>		<b>Lead Officer</b>
<b>22<sup>nd</sup> June 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• CANCELLED</li> </ul>	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• CANCELLED</li> </ul>	
<b>24<sup>th</sup> July 2020</b>	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)</li> </ul>	Scrutiny & Elections Officer
<b>3<sup>rd</sup> August 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Corporate Ambitions Performance Update – April to June 2020 (Q1 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>• Update on Voids Service – Target CUS.07 (Verbal Report)</li> </ul>	Assistant Director of Development
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
<b>14<sup>th</sup> September 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>• LG&amp;SCO and Housing Ombudsman Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> <li>Transformation Governance Group Update (<i>Provisional</i>)</li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
<b>12<sup>th</sup> October 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Progress Update - <i>PROVISIONAL</i></li> </ul>	Chair/Scrutiny & Elections Officer/ Governance Manager
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
<b>9<sup>th</sup> November 2020</b> 13	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing – Progress Update - <i>PROVISIONAL</i></li> </ul>	Interim Head of Environmental Health Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
<b>7<sup>th</sup> December 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>Corporate Ambitions Performance Update – July to September 2020 (Q2 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
<b>3<sup>rd</sup> February 2021</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Corporate Ambitions Performance Update – October to December 2020 (Q3 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
<b>8<sup>th</sup> March 2021</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	
<b>17<sup>th</sup> May 2021</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Corporate Ambitions Performance Update – January to March 2021 (Q4 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	