



The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Alison Bluff
Telephone: 01246 242528
Email: alison.bluff@bolsover.gov.uk

Thursday, 2nd December 2021

Dear Councillor

CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 13th December, 2021 at 10:00 hours.

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 2 onwards.

Yours faithfully



Solicitor to the Council & Monitoring Officer



Bolsover
District Council

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.

CUSTOMER SERVICES SCRUTINY COMMITTEE

AGENDA

**Monday, 13th December, 2021 at 10:00 hours taking place in the Council Chamber,
The Arc, Clowne**

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies For Absence	
2.	Urgent Items of Business 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.	Declarations of Interest 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 To consider the minutes of the last meeting held on 18 th October 2021	4 - 6
5.	List of Key Decisions and 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. 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>	7
6.	Work Programme 2021/22	8 - 14
7.	PART B - INFORMAL <i>The formal meeting of the Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public.</i>	
8.	Adaptations Policy - Council Owned Properties	15 - 27

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 18th October 2021 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Rita Turner, Allan Bailey, David Dixon, Stan Fox, Ray Heffer and Andrew Joesbury.

Officers:- Sarah Sternberg (Monitoring Officer), Vicky Dawson (Assistant Director - Housing Management & Enforcement), Andrew Clarke (Operational Repairs Manager) (to Minute No CS24-21/22), Deborah Whallett (Housing Enforcement Manager), Eddie Raper (Planned Repairs Inspector), Marilyn Greveson (Specialist Housing Administrator) and Alison Bluff (Governance Officer).

CS18-21/22. APOLOGIES FOR ABSENCE

There were no apologies for absence.

CS19-21/22. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS20-21/22. DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS21-21/22. MINUTES – 13TH SEPTEMBER 2021

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

RESOLVED that the Minutes of a Customer Service Scrutiny Committee held on 13th September 2021 be approved as a correct record.

CS22-21/22. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor Andrew Joesbury and seconded by Councillor Ray Heffer

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS23-21/22. CONSULTATION ON HOUSING POLICIES - TENANT ALTERATION & IMPROVEMENT POLICY

Committee considered a report in relation to the Council's revised Tenant Alteration and Improvement Policy. A copy of the revised policy was attached to the report.

All tenants were entitled to make a request for alterations or improvements to their Council home. The Tenant Alteration and Improvement policy sat alongside and supplemented the tenancy agreement and ensured that all tenants were aware of their rights and responsibilities. It also ensured that officers involved in housing repairs and tenancy management adopted the same fair but firm approach and took account of the need to consider equality and proportionality when taking any action against a tenant.

The Council would not unreasonably refuse permission but may impose conditions or give genuine reasons why permission for alterations or improvements would be refused. For more complex requests an officer may be required to attend the property prior to any work being carried out to discuss the tenant's plans before permission could be granted. Where alterations or improvements had been carried out without permission or were considered dangerous, the Council would put this right and could recharge the tenant under the terms of the Tenancy Agreement. The policy set out how charges incurred by the Council were calculated to put work right and there was also a formal appeals process where a tenant was given an opportunity to challenge the reasons for refusal of permission and also any recharges or recharge amount.

In addition, where an improvement was carried out at the tenant's own expense, a statutory scheme set out the amount of compensation due to them if they vacated the property at a future date.

All requests must be made in writing and provide sufficient detail to be able to consider the request. Permission would be granted for 12 months and if the work was not commenced within that time, a tenant would need to re-apply.

In response to a Member's query regarding tenants who preferred to install their own kitchens, Committee was advised that the policy had been amended to no longer allow integrated appliances. This was to avoid any future problems with a kitchen if a tenant vacated the property.

In response to another Member's query, Committee was advised that the Council did not automatically replace kitchens in a property when a tenant vacated. However, if a kitchen was installed, then its expected lifespan would be around 20 years. If a kitchen installed by the Council was damaged on a tenant vacating a property, then the Council would pursue a recharge.

A Member commented that he felt the policy was a fair policy.

Moved by Councillor Andrew Joesbury and seconded by Councillor Rose Bowler
RESOLVED that the policy be noted.

The Operational Repairs Manager left the meeting.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS24-21/22 SCRUTINY COMMITTEE WORK PROGRAMME 2021/22

Committee considered their Work Programme 2021/22.

Moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury
RESOLVED that the Committee's work programme 2021/22 be noted.

The formal part of the meeting concluded at 1020 hours and Members then met as a working party to continue their review work. The formal meeting concluded at 1055 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 Services Scrutiny Committee

13 December 2021

Scrutiny Committee Work Programme 2021/22

Report of the Scrutiny & Elections Officer

Classification: This report is public.

Report By: Scrutiny & Elections Officer

Contact Officer: Joanne Wilson, joanne.wilson@bolsover.gov.uk

PURPOSE / SUMMARY

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2021/22.
-

REPORT DETAILS

1 Background *(reasons for bringing the report)*

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2021/22 and planned agenda items (Appendix 6.1).
- 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 submitted 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.
- 1.5 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.

1.6 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.

1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

2. Details of Proposal or Information

2.1 Attached at Appendix 1 is the meeting schedule for 2021/22 and the proposed agenda items for approval/amendment.

3 Reasons for Recommendation

3.1 This report sets the formal Committee Work Programme for 2021/22 and the issues identified for review.

3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.

3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

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(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

RECOMMENDATIONS

1. That Members review this report and the Programme attached at Appendix 6.1 for approval and amendment as required. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

None from this report.

On Behalf of the Section 151 Officer

Legal (including Data Protection):

Yes ☒

No ☐

Details:

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.

On Behalf of the Solicitor to the Council

Staffing: **Yes** ☐

No ☒

Details:

None from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	N/A
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: Committee Members

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

All

DOCUMENT INFORMATION

Appendix No	Title
1.	CSSC Work Programme 2021/22
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)	
Previous versions of the Committee Work Programme.	

Customer Services Scrutiny Committee

Work Programme 2021/22

Formal Items – Report Key

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

Date of Meeting	Items for Agenda		Lead Officer
28 June 2021	Part A – Formal	<ul style="list-style-type: none"> CANCELLED 	
	Part B – Informal	<ul style="list-style-type: none"> CANCELLED 	
2 August 2021	Part A – Formal	<ul style="list-style-type: none"> Briefing on Adapted Accommodation 	Head of Housing Management & Enforcement/ Housing Enforcement Manager
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
13 September 2021	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> LG&SCO and Housing Ombudsman Annual Report 2019/20 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> North Derbyshire Rough Sleeper Strategy 2021-2023 	Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> Consultation on Housing Policies – Rechargeable Repairs 	Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> Work Programme 2021/22 – Agreement of Review Scope 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
18 October 2021	Part A – Formal	• Consultation on Housing Policies – Tenant Alteration & Improvement Policy	Head of Housing Management & Enforcement
		• Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
13 December 2021	Part A – Formal	• Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
21 February 2022	Part A – Formal	• <i>Housing Strategy – Monitoring Update – TBC</i>	Head of Service – Economic Development, Regeneration and Housing Delivery; Head of Property & Housing Repairs; Head of Housing Management & Enforcement
		• <i>BDC Tenancy Agreement - TBC</i>	Head of Housing Management & Enforcement
		• Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1 st April 2020 to 30 th September 2020	Customer Standards and Complaints Officer
		• Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
21 March 2022	Part A – Formal	• Transformation Governance Group Update	Joint Head of Transformation & Organisation
		• Work Programme 2021/22	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
23 May 2022	Part A – Formal	• <i>TBC</i>	
		• Work Programme 2021/22	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer

Agenda Item 8

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted