

## **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, 23 May 2022 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

Councillors Rita Turner (Vice-Chair), Allan Bailey, David Dixon, Ray Heffer, Andrew Joesbury and Patricia Clough.

Officers: Chris Fridlington (Assistant Director of Development & Planning) and Joanne Wilson (Scrutiny & Elections Officer).

### **CS1-22/23            APOLOGIES FOR ABSENCE**

There were no apologies for absence.

### **CS2-22/23            URGENT ITEMS**

There were no urgent items of business.

### **CS3-22/23            DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS4-22/23            MINUTES (21ST MARCH 2022)**

Moved by Councillor David Dixon and seconded by Councillor Andrew Joesbury  
**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 21<sup>st</sup> March 2022 be approved as a correct record.

### **CS5-22/23            MINUTES (EXTRAORDINARY MEETING - 26TH APRIL 2022)**

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner  
**RESOLVED** that the Minutes of a Customer Services Scrutiny Committee held on 26<sup>th</sup> April 2022 be approved as a correct record.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

### CS6-22/23 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.

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.

### CS7-22/23 TRANSFORMATION PROGRAMME REVIEW

The Assistant Director for Development and Planning provided Members with a progress update on the Transformation Programme originally agreed in 2018. As noted in the report, the previous Customer Services & Transformation Scrutiny Committee monitored progress against the Plan, receiving periodic updates from the Transformation Governance Group.

Members were reminded that from 130 ideas, 57 projects were formed of which 12 have been completed and are forecast to deliver £1m in revenue efficiencies. The Assistant Director reminded Members of the changes that had taken place to the programme during the pandemic (sections 1.4 – 1.9). As noted in section 2 of the report, changes to staffing structures and responsibilities, alongside completion of projects and the integration of other monitoring arrangements via the Business Growth Strategy and the ICT Strategy Working Group, have resulted in the Council no longer needing a separate Transformation Programme and associated governance arrangements. Consequently the Transformation Governance Group has ceased.

Cllr Heffer raised concerns re electric fleet and the potential flexibility and sustainability of the vehicles. It was suggested that the relevant Assistant Directors be contacted, but was noted that the Climate Change & Communities Scrutiny Committee would look at this through their monitoring arrangements.

A discussion took place around transformation/development within the District's main town centres and it was noted the Council was looking at the Shared Prosperity Fund to help fund potential developments.

This update formed the last transformation update to the Committee.

Moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury

**RESOLVED** that the update on the Transformation Programme and the subsequent changes to the management and governance of the objectives formerly contained in the now discontinued Transformation and Carbon Reduction Plans, be noted.

(Assistant Director of Development & Planning)

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

### **CS8-22/23          WORK PROGRAMME 2022/23**

Committee considered their proposed work programme for 2022/23. Members discussed outstanding pieces of work to be completed in advance of the Elections in May 2023.

Cllr Joesbury requested that further information briefings took place on the impact of Levelling Up and the potential County Deal. The Scrutiny & Elections Officer agreed to follow this up with senior officers and Executive as it was relevant to all Members rather than the Committee.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner  
**RESOLVED** that the Work Programme 2022/23 be approved and noted.

(Scrutiny & Elections Officer)

The meeting concluded at 11:10 hours.