The Arc
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To: Chair & Members of the Customer Services Scrutiny Committee

Contact: Tom Scott
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Friday 13th May 2022

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 at the Council Chamber, The Arc, Clowne on Monday, 23rd May, 2022 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 onwards.

Yours faithfully

J. S. Fielding

Solicitor to the Council & Monitoring Officer

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

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CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA

Monday, 23rd May, 2022 at 10:00 hours taking place at the Council Chamber, The Arc, Clowne

Item No.		Page No.(s)
	PART A - FORMAL	
1.	**Apologies for Absence**	
2.	**Urgent Items** 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 (21st March 2022)** To consider the minutes of the meeting on 21st March 2022.	4 - 10
5.	**Minutes (Extraordinary Meeting - 26th April 2022)** To consider the minutes of the Extraordinary meeting on 26th April 2022.	11 - 13
6.	**List of Key Decisions and Items to be Considered in Private** *(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).*	14
7.	**Transformation Programme Review**	15 - 19
8.	**Work Programme 2022/23**	20 - 25

PART B - INFORMAL

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, so members of the public should leave.

9. Review Work

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 21st March 2022 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

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

Officers: Victoria Dawson (Assistant Director - Housing Management & Enforcement), Theresa Fletcher (Assistant Director of Finance and Resources & Section 151 Officer), Ian Barber (Assistant Director of Property Services & Housing Repairs), Diane Parker (Joint Housing Policy and Intelligence Officer), Hannah Cash (Legal Executive), Jo Wilson (Scrutiny & Elections Officer) and Tom Scott (Governance Officer).

Also in attendance for the meeting was Councillor Clive Moesby (Portfolio Holder – Finance). The Assistant Director of Property Services & Housing Repairs and the Joint Housing Policy & Intelligence Officer left the meeting during Minute No. CS50-21/22. The Assistant Director - Housing Management & Enforcement and the Legal Executive left the meeting during Minute No. CS51-21/22. The Portfolio Holder – Finance and the Section 151 Officer left the meeting during Minute No. CS53-21/22.

CS44-21/22 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillor David Downes (Portfolio Holder - Leisure and Tourism), Councillor Stan Fox, Councillor Ray Heffer and Thomas Evans (Empty Property Officer).

CS45-21/22 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS46-21/22 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS47-21/22 MINUTES

Moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury
RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 21st February 2022 be approved as a correct record.

CS48-21/22 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 Rose Bowler and seconded by Councillor Andrew Joesbury
RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

CS49-21/22 HOUSING STRATEGY - MONITORING UPDATE

The Joint Housing Policy and Intelligence Officer presented a report which gave an update on the Housing Strategy 2021 – 2024's Action Plan. Due to some gaps in the update report further detail was given by Assistant Directors directly within the meeting.

Key Priority 1 – Providing Good Quality Housing

(Aim 1) To date Bolsover Homes had delivered 16 homes with a further 21 to be handed over. Work was also now commencing on site at The Woodlands in Langwith, where new sustainable construction methods would be used. Further development was planned at Market Close, Shirebrook and two further sites were earmarked in Langwith. There were also plans in place for the Woburn Close area in Blackwell. In total all of this should lead to 120 properties.

Councillor Andrew Joesbury asked if building on old garage sites was an idea that had been explored. The Assistant Director of Property Services & Housing Repairs explained that officers had batched them together in Pinxton and South Normanton, but doing the same in Clowne did not stack up financially.

Councillor Andrew Joesbury was concerned that because there was no Council owned land to build on in South Normanton, it would mean no Council Houses being built there. The Assistant Director of Property Services & Housing Repairs assured him that the Council was always looking for land to purchase, and the Dragonfly scheme was partly carried out in South Normanton.

Councillor David Dixon also requested that further discussions take place with Barlborough Parish in relation to garage sites within the locality.

Councillor Clive Moesby declared for transparency that he was the ward Councillor for Blackwell, where housing was planned.

The Housing Policy and Intelligence Officer stated she would investigate how many private households were due to be created in South Normanton and pass the information back to Members. Councillor Andrew Joesbury also requested that she investigate how many of the houses in the Strategy, earmarked for that area, were going to be affordable housing.

(Aim 2) The Assistant Director of Property Services & Housing Repairs explained that officers had spoken to Keepmoat Homes about sites in Hodthorpe and Pinxton. To date 14 homes had been secured from Keepmoat in Bolsover, 9 from Avant in Creswell

and 3 in South Normanton. However, he noted that due to changes in Homes England guidelines this was now proving a more difficult route to securing additional stock.

(Aim 3) The Assistant Director of Property Services & Housing Repairs explained noted that the Bolsover Homes 'Woodlands' development at Langwith would be built to the Platinum level of the Sustainable Homes standard. Properties under B@Home were built to Bronze level. Councillor David Dixon referred to the Code for Sustainable Homes (low carbon housing stock) and asked what had been done to the Council's stock. The Assistant Director of Property Services & Housing Repairs explained that they would collect rain water and have air tests. He added that Ground Source heating pumps were piloted 10 years ago.

Councillor David Dixon felt that the wording in the Strategy about Carbon Reduction could be improved. The Housing Policy and Intelligence Officer explained that she would use the wording from the Carbon Reduction Plan. It was also noted that as work in this area had developed significantly since the Strategy was produced and that this action may require amendment to better reflect the work taking place.

(Aim 4) Officers noted that funding had been secured for External Wall Insulation linked to improving EPC ratings and that a match-funding approach was used where possible. A lengthy study had just taken place on our commercial properties and a bid for funding was planned for carbon reduction works. Members discussed the previous site visit to Parkfields, Clowne and requested if a re-visit was possible to see the completed Safe & Warm works. It was agreed to arrange this after the meeting.

(Aim 7) The Joint Housing Policy and Intelligence Officer noted that work was progressing on commissioning a strategy/plan for Private Sector stock. Officers were exploring options for funding to support the work which would include consideration of homelessness and health. It was also noted that there was legislation planned to extend the Decent Homes Standard to the private rented sector.

Councillor David Dixon referred to the Private Sector condition survey and felt pleased that the Council was trying to keep private properties up to standard.

(Aim 8) The Housing Policy and Intelligence Officer explained that after the meeting, Thomas Evans (Empty Property Officer) would send Members a briefing note on a flat in Whitwell that had been empty for 25 years.

Councillor David Dixon asked if it was known how many private landlords were operating in the District. The Housing Policy and Intelligence Officer explained that there was not a national register, but the Housing Strategy could help identify them because it would include a census.

Key Priority 2 – Enabling Housing Growth

Councillor Andrew Joesbury referred to Aim 1 in Key Priority 2 ('Regeneration') and felt 'Town Centre' should be removed from "The Housing Strategy Strengthen housing links to the Town Centre Regeneration programmes by building the right property types". The Scrutiny & Elections Officer also suggested that this aim could be titled 'Growth' as opposed to 'Regeneration'. It was agreed to re-word as there was limited emphasis on housing within the town centre regeneration programmes.

Councillor Andrew Joesbury referred to Aim 2 in Key Priority 2 ('Partnership working to enable housing growth') and felt that 'JV' should be changed to 'Joint Venture'. The Officer agreed to amend.

(Aim 3) As discussed previously, a briefing would be circulated by the Empty Property Officer after the meeting.

(Aim 4) The Assistant Director - Housing Management & Enforcement stated that a 'Support Gypsy and Travellers' draft Strategy was out for consultation. This would be brought to a future committee meeting.

Key Priority 3 – Supporting Vulnerable and Disadvantaged People

(Aim 1) A draft of the Derbyshire and Staffordshire Moorlands Homelessness & Rough Sleeping Strategy was out to consultation. Lee Pepper attended on behalf of BDC. The current BDC Strategy expires 2023 then this Strategy will be in place, and there will be something additional at a local Bolsover level.

Councillor David Dixon asked how much of a problem Homelessness and Rough Sleeping was at present. The Assistant Director - Housing Management & Enforcement explained that after the worst of the COVID pandemic, many Private Landlords had cut their losses, leading to an increase in Homelessness and Rough Sleeping. Family homelessness was more of an issue over single persons. Officers were working closely with registered providers to get people re-housed and provide bond if necessary.

Councillor Joesbury enquired whether the Council had 'hard to let' properties. The The Assistant Director - Housing Management & Enforcement explained that once a property had been through two advertising cycles without success then feedback was sought from those viewing to ascertain why it was deemed unsuitable.

(Aim 2) The Joint Housing Policy and Intelligence Officer noted that there was a lack of Young Persons Supported Housing and also a shortage of carers so DCC are struggling to develop additional provision but are hoping to remedy recruitment issues soon. Additional Supported Housing for complex needs was also required. The officer agreed to circulate the Young Persons Housing Strategy to the Scrutiny Officer for circulation.

(Aim 3) While the Housing Needs Manager had not been replaced, a new Manager for the Independent Living/Lifeline service had been recruited to lead on this area of provision. A big piece of work was required here in switching the service from analogue to digital phonelines. There was also a desire to expand provision of the service to ensure its sustainability in the long-term.

(Aim 5) It was acknowledged that the Committee had been heavily involved in this area with development of the Adaptations Policy.

(Aim 6) Councillor David Dixon referred to the 'new gas connections to homes on solid fuel heating systems' in Aim 6 Key Priority 3, and pointed out that giving everyone gas now might lead to a problem in the future when the Council removes them from it.

The Assistant Director of Property Services & Housing Repairs explained that they were already seeing gas companies reluctant to take on extra customers and that moving to hydrogen was the longer term strategy.

Moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury **RESOLVED** to note the Action Plan aims and updates.

(Joint Housing Policy & Intelligence Officer/ Assistant Director of Housing Management & Enforcement/ Assistant Director of Property Services & Housing Repairs)

CS50-21/22 TENANCY AGREEMENT

N.B. The Assistant Director of Property Services & Housing Repairs and the Housing Policy & Intelligence Officer left the meeting at this point.

The Assistant Director - Housing Management & Enforcement presented a report to consider and feedback on the new draft tenancy agreement. The agreement was currently out to public consultation, ending on 29 April. Once the consultation ended there would be a brief period to review comments then the new agreement would be approved and circulated to tenants.

Councillor Andrew Joesbury referred to paragraph 3.3 in the current agreement ("You must not keep or use any more bottled gas") and asked if this had been amended. The Assistant Director - Housing Management & Enforcement confirmed this has been changed in the draft agreement.

Councillor Andrew Joesbury referred to paragraph 4.3 in the current agreement ("You must not enter on any property that has not been let to you as part of the property") and asked the reasons for this paragraph. The Assistant Director - Housing Management & Enforcement explained that the paragraph was there because of boundary disagreements. This section was aimed at redefining access rights.

Councillor Andrew Joesbury referred to Section 10 in the current agreement ('Tenant Behaviour') and asked if enforcing it would be changed in the new draft. The Assistant Director - Housing Management & Enforcement explained that the new draft would have more substance on tenant anti-social behaviour, and give officers more options like protection notices or fines.

Councillor Andrew Joesbury referred to Section 4.54 in the current agreement ('Vehicles and Parking') and asked if some of it could be enforced. The Assistant Director - Housing Management & Enforcement explained that things had been added to the new draft to allow them to deal with parking, like obstructing access.

Councillor Clive Moesby asked if provisions would be included for tenants who take in Ukrainian refugees. The Assistant Director - Housing Management & Enforcement stated she would investigate if doing this would affect their benefits.

The Chair asked if the tenancy notice period was going to be reduced from four weeks to two weeks. The Assistant Director - Housing Management & Enforcement explained

that they would be allowed to give two weeks' notice in future where the property could be cleared in time. Notice would still need to be given on a Monday.

The Chair asked what the reasoning had been behind tenancies in the new draft being able to start on any day of the week instead of just Monday. The Assistant Director - Housing Management & Enforcement explained that it was something that began during the COVID pandemic, and carrying on with it would offer the Council more flexibility and reduce void periods.

The Assistant Director - Housing Management & Enforcement encouraged everyone to fill in the online Tenancy Agreement consultation questionnaire, which was in the 'Consultation' section of the Bolsover District Council website.

Moved by Councillor Rose Bowler and seconded by Councillor David Dixon
RESOLVED to note the draft Agreement and provide comments for consideration as part of the formal consultation.

(Assistant Director - Housing Management & Enforcement)

CS51-21/22 BUSINESS RATES MANDATORY AND DISCRETIONARY RATE RELIEF POLICY

N.B. The Assistant Director - Housing Management & Enforcement and the Legal Executive left the meeting at this point.

The Section 151 Officer presented a report for Members to consider and feedback on the revised Business Rates Mandatory and Discretionary Rate Relief Policy attached at Appendix 1.

Councillor Andrew Joesbury referred to South Normanton Parish Council trying to purchase the Zion Methodist Church, and asked if the Parish Council could get reduced business rates for the deal. The Section 151 Officer advised him to contact Revenue services.

Moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury
RESOLVED to note the Business Rates Mandatory and Discretionary Rate Relief Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

(Section 151 Officer)

CS52-21/22 COUNCIL TAX DISCRETIONARY RELIEF POLICY

The Section 151 Officer presented a report for Members to consider and feedback on the revised Council Tax Discretionary Relief Policy attached at Appendix 1.

The Section 151 Officer explained that the reason for the revision was to amend some of the out-of-date information in the policy, to ensure it remained fit for purpose.

Moved by Councillor Andrew Joesbury and seconded by Councillor Rose Bowler **RESOLVED** to note the Council Tax Discretionary Relief Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation.

(Section 151 Officer)

CS53-21/22 WORK PROGRAMME 2021/22

N.B. The Portfolio Holder – Finance and the Section 151 Officer left the meeting at this point.

Committee considered their work programme 2021/22.

The Chair referred to the mention in the item 'HOUSING STRATEGY - MONITORING UPDATE' of the Empty Property Officer sending Members a briefing note on a flat in Whitwell that had been empty for 25 years. The Chair asked Members if they would prefer this briefing to be sent to them or presented at a Committee meeting. Member agreed they would prefer it to be sent to them.

The Chair requested that for the Committee's agreement of the 'Review of Council-owned Adapted Accommodation' Scrutiny report, an Extraordinary meeting should be scheduled at the end of April 2022.

Moved by Councillor Rose Bowler and seconded by Councillor Andrew Joesbury **RESOLVED** that the Work Programme 2021/22 be noted.

(Scrutiny & Elections Officer)

The meeting ended at 12:10 hours.

EXTRAORDINARY CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of an Extraordinary meeting of the Customer Services Scrutiny Committee of Bolsover District Council held in the Council Chamber, The Arc, Clowne on Tuesday 26th April 2022 at 15:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

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

Officers: Karen Hanson (Executive Director – Resources) and Jo Wilson (Scrutiny & Elections Officer)

CS54-21/22 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Stan Fox and Sandra Peake and Vicky Dawson (Assistant Director - Housing Management & Enforcement) and Deborah Whallett (Housing Enforcement Manager).

CS55-21/22 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS56-21/22 REVIEW OF COUNCIL-OWNED ADAPTED ACCOMMODATION

The Scrutiny & Elections Officer presented the final version of the review report to Members, following extensive consultation on the final draft with service officers and the Portfolio Holder (Housing). Members agreed the report was an accurate reflection of the evidence that had been discussed during the course of the review.

The Scrutiny & Elections Officer notified Members of specific comments by the service managers during the drafting of the final report:

(1) Whilst officers appreciated the desire to improve mapping of the housing stock data, it was felt that mapping within Local Insight (Recommendation 1.5) would not be as beneficial as mapping within the GIS system (Recommendation 1.4) as the population deprivation data was not necessarily reflective of our tenant population. As such it was felt the recommendation would not lead to any noticeable improvements for the work that would be involved in implementation.

(2) Whilst officers appreciate the demographic analysis completed, again it was noted that this was reflective of the whole of the population in the District, not out tenant population. As such, while useful data, it may not be a fully accurate indication of where demand would come from.

Based on officer comments, the Scrutiny & Elections Officer asked Members to consider whether Recommendation 1.5 should be removed as it would not add value.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler
RESOLVED that Recommendation 1.5 be removed from the report prior to submission to Executive for approval.

(Scrutiny & Elections Officer)

At this point the Scrutiny & Elections Officer read a statement from the service managers thanking Members for the work of the Committee during the course of the review:

Firstly apologies for not being able to attend this meeting today.

The housing team would like to thank scrutiny for your time, and engagement in this specific work area. This review has come at the time when we have also been looking to improve internal procedures and to establish a policy to help support the work we do in terms of welfare adaptions.

You will recall that the review was requested by Executive after the service received 2 rather specific requests for disabled adapted properties where it was a child of the household who needed level access, so there was a specific need for a larger family home. This is not the kind of request we regularly get.

As we have said in previous meetings, it's important to understand that in most cases, the demand for either disabled adapted properties or any kind of adaptation tends to be generated by DCC social care. Most tend to be that people need an adaption to help them live more comfortably in their own home. A lot of the time we do this relatively quickly and easily. The disabled adapted or substantially adapted tend to be when there is a disability that affects mobility and there is a need for the property to be wheelchair friendly or have a stair lift, through floor lift to allow access to all rooms etc.

Whilst the report does provide a lot of useful data regarding disability benefits generally across wards to help and show where there may be a need for more stock, it is important to know there are a number of reasons why someone gets DLA and these reasons may not correlate with the need for an adapted property e.g. a child with severe autism wouldn't necessarily need a level access dwelling.

As stated in the report there is a good mix of both disabled adapted and significantly adapted properties across the district and in each of the main town centre areas. We consider the waiting list when looking at new builds under Bolsover Homes and have tried to include larger adapted bungalows on these schemes to boost housing stock. We also work with tenants to support them in their own home with adaptations and if that is not possible look to find suitable alternative accommodation.

Apologies for our non-attendance today but thank you once again for your engagement in this work area, and for working with us to produce a robust policy which reflects working practices and sets expectations to our tenants.

Following agreement to remove recommendation 1.5, the Chair asked for any final comments. A Member requested clarification that further consideration was being given to the policy around Mobility Scooters. It was noted that this was included at Recommendation 1.3 of the review and that a copy would come to Members as part of monitoring of the implementation of the recommendations.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer.

RESOLVED that (1) the Committee endorses the recommendations of the review outlined in section 2 of the attached report,

(3) Committee submits the report to Executive for approval, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (3) of the Constitution,

(4) following approval by Executive, monitoring of the recommendations by Committee takes place over a twelve month period via the PERFORM system with an update report to Committee at the end of the monitoring period.

(Scrutiny & Elections Officer)

The meeting ended at 15:21 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

Meeting of the Customer Services Scrutiny Committee on 23 May 2022

Transformation Programme Review

Report of the Assistant Director for Development and Planning

Classification	This report is Public
Report By	Chris Fridlington Assistant Director for Development and Planning
Contact Officer	Ext: 2354 E-mail: chris.fridlington@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

To update the scrutiny committee on the transformation programme and associated Transformation and Carbon Reduction Plans.

REPORT DETAILS

1. Background

1.1 In 2018, the Council adopted a Transformation Plan, which generated in excess of 130 ideas seeking to transform the work of the Council, generate additional income and/or make efficiency savings where appropriate.

1.2 These proposals were narrowed down to 57 projects of which 12 have since been completed, and a report to the Council's Executive in January 2020 forecasted these projects and initiatives were on target to deliver £1m of revenue efficiencies or additional income by 2022.

1.3 The same report also listed a number of achievements related to the transformation programme but also noted that the Transformation Governance Group considered many of the remaining projects had since been embedded within individual service areas and as noted at that time, associated transformation projects continue to be delivered within service budgets as part of the day to day work of the Council's various service areas.

1.4 In the meantime, the transformation programme was adapted in 2020 and recast to meet the challenges of maintaining service delivery throughout the pandemic and associated lockdowns with particular consideration on the operational benefits / disbenefits of agile working and whether a permanent move towards home working would allow re-purposing of any vacant space in The Arc.

1.5 By late 2020, early 2021, the Transformation Governance Group also started to seek over sight of more strategic projects from the Council's covid recovery plans and carbon reduction plans including the BILD Programme, regeneration of Pleasley Mills, Bolsover Homes, a carbon marketing plan and, decarbonisation of the Council's estate and vehicles.

1.6 It was considered by the Transformation Governance Group that if these strategic projects were successful; they would deliver the majority of the remaining £1m transformation financial target and 90% of the overall (725 Tonne) carbon reduction target set out in the Council's Carbon Reduction Plan.

1.7 With the exception of the carbon marketing plan, these projects have since been embedded in the work of their respective service areas continuing the recasting of the way transformation is developed and delivered through the Council as part of officers' 'day to day' work.

1.8 Similarly, the Council's Carbon Reduction Plan was disestablished in March 2022 and replaced by an action-oriented framework based on the Midlands Energy 'Ten Point Plan for Green Growth'.

1.9 This framework sets out the 'day to day' work and other projects embedded within service areas that are required to ensure the Council achieves its ambitions around carbon reduction and transition to net zero.

2. Details of Proposal or Information

2.1 In light of the above information, the substantive update on the transformation programme and associated Transformation and Carbon Reduction Plans is that they have been discontinued.

2.2 In terms of income generation, the strategic projects that the Transformation Governance Group had earmarked all form part of the Council's Business Growth Strategy and progress on these projects is reported to the Local Growth Scrutiny Committee alongside further reporting on selected projects as part of the quarterly performance reviews.

2.3 In addition, the outturns from these projects alongside others in the Business Growth Strategy are regularly monitored and evaluated to inform the MTFP, which is now showing a positive balance for the next five years.

2.4 Smaller projects and other initiatives around efficiency savings and income generation are run as business as usual in the relevant service areas other than the Projects and Development Manager leads on digital innovation and the Council's Digital Action Plan.

2.5 Following reorganisation of some of the responsibilities of the Senior Leadership Team and in terms of services provided to this Council, the ICT service area currently reports to the Executive Director of Resources.

2.6 An ICT Strategy Working Group has also been set up and this groups reviews and co-ordinates the introduction of new digital technologies and software upgrades. In addition, there is an Idox Account Managers Meeting that co-ordinates service improvements to the software systems used by a number of service areas including Business Estates, Environmental Health and Planning.

2.6 It therefore considered that Digital Transformation, which forms the remaining 'standalone' element of the transformation programme, no longer warrants a separate lead officer and/or continuation of the Transformation Governance Group.

2.7 Equally, the Transformation Governance Group and a separate lead officer for transformation are no longer required with regard to the Council's ambitions around carbon reduction and transition to net zero taking into account

(i) the Assistant Director for Property Services and Housing Repairs is now the lead officer with overall responsibility for the carbon reduction framework, and

(ii) this officer also chairs the Low Carbon Thematic Group, which has oversight of the Council's performance on carbon reduction measures.

2.8 Taking these points together, it is considered that there are appropriate governance arrangements and appropriate strategic focus in place to ensure that discontinuing the transformation programme would not risk the Council failing to achieve its ambitions to become a self-sustaining Council or fail to make a proper contribution to addressing climate change.

3. Reasons for Recommendation

3.1 In conclusion, a number of significant changes have been made to the transformation programme since 2020 and the last update to this committee, which was presented on 27 November 2020 pre-dates the natural end of the transformation programme.

3.2 However, a change in emphasis in the transformation programme proposed at that time has resulted in substantial duplication of work and multiple governance groups dealing with the same issues whereas the covid-related work has now been completed. Other work to transform the organisation is embedded in the day to day work of service areas and their respective service plans.

3.3 Therefore, there are measures in place to ensure the overarching objectives of the original transformation programme will still be achieved and members are asked to note this report because there is no further action required at this time.

4 Alternative Options and Reasons for Rejection

4.1 The purpose of this report is provide information to members so no alternative options have been considered.

RECOMMENDATION(S)

1. Members note this 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.

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: None from this report.

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

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: **Revenue - £75,000 ☐ Capital - £150,000 ☐** ☒ *Please indicate which threshold applies*	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 ☐ Executive ☒** **SLT ☒ Relevant Service Manager ☒** **Members ☐ Public ☐ Other ☐**	Yes Details: Executive; Service managers

Links to Council Ambition: Customers, Economy and Environment.
All

DOCUMENT INFORMATION	
Appendix No	**Title**

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 Executive you must provide copies of the background papers).*

Rpttemplate/BDC/040222

Bolsover District Council

Meeting of Customer Services Scrutiny Committee on 23 May 2022

Agreement of Scrutiny Committee Work Programme 2022/23

Report of the Scrutiny & Elections Officer

Classification	This report is Public
Report By	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk
Contact Officer	Joanne Wilson, Scrutiny & Elections Officer, 01246 242385, joanne.wilson@bolsover.gov.uk

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2022/23.

REPORT DETAILS

1. Background

1.1 The main purpose of the report is to inform members of the meeting programme for the year 2022/23 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 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 2022/23 and the proposed agenda items for approval/amendment.

3. Reasons for Recommendation

3.1 This report sets the formal Committee Work Programme for 2022/23 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.

RECOMMENDATION(S)

1. That Members review this report and the Programme attached at Appendix 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

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: **Revenue - £75,000 ☐ Capital - £150,000 ☐** ☒ *Please indicate which threshold applies*	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 ☐ Executive ☐** **SLT ☐ Relevant Service Manager ☐** **Members ☐ Public ☐ Other ☐**	Yes Details: Committee Members

Links to Council Ambition: Customers, Economy and Environment.
All

DOCUMENT INFORMATION	
Appendix No	**Title**
1.	CSSC Work Programme 2022/23

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 Executive you must provide copies of the background papers).*
Previous versions of the Committee Work Programme.

Rpttemplate/BDC/040222

Customer Services Scrutiny Committee

Work Programme 2022/23

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
23 May 2022	**Part A – Formal**	• Agreement of Work Programme 2022/23	Scrutiny & Elections Officer
		• Transformation Programme Review	Assistant Director of Development & Planning
	Part B – Informal	• Review work	Scrutiny & Elections Officer
18 July 2022	**Part A – Formal**	• Review of Council-owned Adapted Accommodation: Executive Response	Scrutiny & Elections Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
10 October 2022	**Part A – Formal**	• Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1st October 2021 to 31st March 2022 and Annual Report 2021/22	Customer Standards and Complaints Officer
		• LG&SCO and Housing Ombudsman Annual Report 2021/22	Customer Standards and Complaints Officer
		• *Rent Arrears Policy - TBC*	*Assistant Director of Housing Management & Enforcement*
		• *Mobility Scooter Policy - TBC*	*Assistant Director of Housing Management & Enforcement*
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
12 December 2022	**Part A – Formal**	• Review of Council-owned Adapted Accommodation: Interim Monitoring Report	Scrutiny & Elections Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
13 February 2023	**Part A – Formal**	• Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1st April 2022 to 30th September 2022	Customer Standards and Complaints Officer
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
20 March 2023	**Part A – Formal**	• Housing Strategy – Monitoring Update	Assistant Director Economic Development, Regeneration and Housing Delivery; Assistant Director of Property & Housing Repairs; Assistant Director of Housing Management & Enforcement
		• Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer