

FINANCE AND CORPORATE OVERVIEW SCRUTINY COMMITTEE

Minutes of a meeting of the Finance and Corporate Overview Scrutiny Committee of the Bolsover District Council held in the Council Chamber on Wednesday, 15th May 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Lucy King in the Chair

Councillors: Jen Wilson (Vice-Chair), David Bennett, Rowan Clarke, Justin Gilbody and Chris Kane.

Officers:- Jim Fieldsend (Director of Governance and Legal Services & Monitoring Officer), Amar Bashir (Improvement Officer), Thomas Dunne-Wragg (Scrutiny Officer), and Matthew Kerry (Governance and Civic Officer).

Also in attendance at the meeting was Councillor Clive Moesby, Portfolio Holder for Resources (to Minute No. FCO6-23/24).

FCOSC53- APOLOGIES FOR ABSENCE 23/24

Apologies for absence were received on behalf of Councillors Tom Munro and Sally Renshaw, and from Theresa Fletcher (Director of Finance & Section 151 Officer).

FCOSC54- URGENT ITEMS OF BUSINESS 23/24

There were no urgent items of business to be considered.

FCOSC55- DECLARATIONS OF INTEREST 23/24

There were no declarations made at the meeting.

FCOSC56- MINUTES - 27TH FEBRUARY 2024 23/24

Moved by Councillor David Bennett and seconded by Councillor Rowan Clarke
RESOLVED that the Minutes of a Finance and Corporate Overview Scrutiny Committee meeting held on 27th February 2024 be approved as a correct record.

FCOSC57- LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN 23/24 PRIVATE

The Committee considered the List of Key Decisions and Items in the document.

RESOLVED that the document be noted.

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**FCOSC58-
23/24**

AMBITION PLAN TARGETS PERFORMANCE UPDATE - JANUARY TO MARCH 2024

Committee considered performance outturns against the Ambition Plan Targets for the last quarter of 2023/24.

Out of the 25 Ambition targets for Quarter 4, 16 (64%) had been achieved, 1 (4%) had not been achieved, and 8 (32%) were within target. Out of the 48 performance indicators, 35 (73%) had a positive outturn, 9 (18%) had a negative outturn, and 4 (8%) were within target.

Appendix 1 to the report provided a detailed breakdown of each target and the status it was at. For those shown as below target an explanation was provided.

1 Council target for Quarter 4 of 2024 had not been achieved; ENV.03 – to achieve a combined recycling and composting rate of 43% by March 2024. This challenging target had been set to increase the Council's combined recycling rate from 36% (2022\23) to 43% (2023\24), requiring combined burgundy and green bin material increase of 2,300 tonnes. However, throughout the 2023/24 period, 1,550 tonnes of material had been diverted, resulting in a 40.5% (approx.) recycling rate.

After a query from a Member, the Improvement Officer confirmed 'diverted' meant recycling waste that had been contaminated; the Strategic Director of Services had explained to the Improvement Officer that the cause of this diversion was food waste being contaminated with garden waste.

The Environment Act 2021 now required all English Councils to implement separate weekly collection of food waste from 1st April 2026 to achieve a combined recycling rate of 65% by 2035; this target had been set within in the Council's new plan for 2024-2028. The Portfolio Holder for Resources asked if this would require the use of another bin for collection, and a Member answered a grey bin for food waste would be deployed.

The Improvement Officer highlighted the breakdown of the performance indicators for supporting the Council's aims presented in the report.

In Customer Services, CSP11 (percentage of telephone calls answered within 20 seconds (Corporate) (Quarterly)) and CSP25 (percentage of Informal (stage 1) complaints responded to within 3 working days) were below target. The Improvement Officer noted it was at times unfair to only look at the numbers, as with regards to some complaints, these can be difficult to resolve.

240 requests for FOI/EIR had been made in Quarter 4 of 2024. While below the 95% target (87.9%), the team had been carrying a long-term absence which would be resolved in Quarter 1 of 2024/25.

For Revenues and Benefits, the collection of Council Tax Arrears and NNDR Arrears were below target, though the reasons for this were COVID-19 and the ongoing Cost of Living Crisis. Progress was being made, but this was down to external matters beyond the Council's control.

A Member noted RS06 (percentage of Council Tax Arrears collected (profiled target)) and RS07 (percentage of NNDR Arrears collected (profiled target)) were improving every

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quarter throughout 2023/24, and the Portfolio Holder for Resources added it was important the collection of these arrears did not come at the cost of those in financially vulnerable situations; it was better to collect a small amount than nothing at all.

The Improvement Officer highlighted that for NNDR arrears, whilst the target had not been met for Quarter 4 of 2024, payments of £334k had been received and there had been debit changes of £225k, increasing prior years' arrears and negatively impacting this measure.

The Housing Management performance indicators would likely improve with the purchase of new software and an increase in the number of staff in the team, to focus on those in need and either provide that support or signpost to other support services.

For Environmental Health, EH03 (percentage of high-risk food interventions undertaken against programme (A, B and C rated premises)) and EH04 (Percentage of business enquiries responded to within 3 working days) were below target. However, details of these were presented in the report and it was noted that for EH03, the numbers overall were small and there was a balance to setting a high target that was still achievable.

In Streetscene, the removal of 95% of hazardous fly tipping within 24 hours of it being reported was below target, achieving 75% for Quarter 4 of 2024. However, this quarter followed the December Holiday period where an increase in fly tipping always stretched resources.

The Improvement Officer referred the Committee to Appendix 2 of the report, which presented the full ambition target listing by aim.

Moved by Councillor David Bennett and seconded by Councillor Chris Kane
RESOLVED that the quarterly outturns against the Council Ambition 2020-2024 targets and relevant performance indicators be noted.

The Improvement Officer left the meeting.

FCOSC59-23/24 FINANCE AND CORPORATE OVERVIEW SCRUTINY COMMITTEE WORK PROGRAMME

The Monitoring Officer explained that the Work Programme 2023/24 was coming to an end, and while a new programme would be created, it would likely be very similar to what was already before the Committee.

The Chair thanked the Committee for the wonderful 2023/24 year.

The meeting concluded at 10:20 hours.