

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

Minutes of a Customer Service and Transformation Scrutiny Committee held as a Virtual Meeting on Monday 8<sup>th</sup> March 2021 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, Jane Bryson, Anne Clarke, Tricia Clough, Paul Cooper, David Dixon, Ray Heffer and Andrew Joesbury.

Officers:- Matt Broughton (Head of Transformation & Organisation), Joanne Wilson (Scrutiny and Elections Officer), Tom Scott (Governance Officer) and Hannah Douthwaite (Governance).

Also in attendance at the meeting was Councillor Mary Dooley (Portfolio Holder for Partnerships and Leisure).

Councillor Mary Dooley and Matt Broughton left at the beginning of Minute No. CUS49-20/21.

### **CUS43-20/21      APOLOGIES**

Apologies for absence were received from Councillor Rita Turner.

### **CUS44-20/21      URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **CUS45-20/21      DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **CUS46-20/21      MINUTES**

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

**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 8<sup>th</sup> February 2021 be agreed as a correct record.

### **CUS47-20/21      LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

The Scrutiny and Elections Officer presented the list of Key Decisions to Members.

It was moved by Councillor Rose Bowler and seconded by Councillor David Dixon to note the list of Key Decisions.

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**RESOLVED** that the list of Key Decisions be noted.

### **CUS48-20/21      TRANSFORMATION PROGRAMME UPDATE**

The Head of Transformation & Organisation gave a presentation to Members updating them on progress of the Transformation Programme.

The presentation updated on the following areas of the Programme:

- 1) Service Transformation
- 2) Transforming Finances
- 3) Digital Transformation
- 4) Organisational Transformation
- 5) Environmental Transformation

Councillor David Dixon referred to the carbon reduction targets ('Reviewing the Carbon Reduction Plan 2019 – 2030 because the 3yr target of 750 Tonne reduction in carbon has already been achieved') and asked how much achieving this had cost. The Head of Transformation & Organisation explained that it was difficult to pinpoint exact costs because the issue was always developing, but all of the carbon calculations made by the Council were based on information provided by the Government.

Councillor Tricia Clough referred to one of the project examples ('Package of services developed for Parish/Town Councils under the 'Trusted Services' branding' with the outcome 'Circulated to Parish and Town Councils') and didn't believe the Parish Council she sat on had received this, and Councillor Anne Clarke and Councillor David Dixon stated their Parish Councils had not received it either. The Head of Transformation & Organisation explained that over 100 copies had been circulated to Parish Councillors, but he would investigate if these Members had been missed out and would e-mail the document to the Members of this Committee.

Councillor Rose Bowler referred to the 'enquiries@bolsover.gov.uk' general e-mail contact point for the Council and she felt having used it for a while, the speed of the responses had markedly improved. She also referred to the project titled 'Introduce Personal Trainers at NEDDC Leisure Facilities' and asked if there were Personal Trainers at Bolsover District Council as well. The Head of Transformation & Organisation confirmed that Bolsover District Council did have Personal Trainers.

Councillor Rose Bowler moved and Councillor Ray Heffer seconded to note the update provided in the Transformation Programme presentation.

**RESOLVED** that the update provided in the Transformation Programme presentation be noted.

(Head of Transformation & Organisation)

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### CUS49-20/21      WORK PROGRAMME 2020/21

*(N.B. Councillor Mary Dooley and the Head of Transformation & Organisation left the meeting at this point.)*

The Scrutiny and Elections Officer presented the Customer Service and Transformation Scrutiny Committee Work Programme 2020/21 to Members.

It was moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer to note the Work Programme 2020/21.

**RESOLVED** that the Committee notes this report and the Programme attached at Appendix 1.

(Scrutiny and Elections Officer)

The meeting concluded at 1048 hours.