

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 February 2022 at 10:00 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

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

Officers: Vicky Dawson (Assistant Director - Housing Management & Enforcement), Deborah Whallett (Housing Enforcement Manager), Ann Bedford (Customer Standards and Complaints Officer), Eddie Raper (Planned Repairs Inspector), Jo Wilson (Scrutiny & Elections Officer) and Tom Scott (Governance Officer).

Also in attendance for the meeting was Councillor David Downes (Portfolio Holder - Leisure and Tourism). Councillor Andrew Joesbury entered the meeting during Minute No. CS42-21/22 and Ann Bedford (Customer Standards and Complaints Officer) left the meeting during Minute No. CS43-21/22.

CS37-21/22 APOLOGIES FOR ABSENCE

An apology for absence was received on behalf of Councillor David Dixon.

CS38-21/22 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS39-21/22 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS40-21/22 MINUTES

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

RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 13th December 2022 be approved as a correct record.

CS41-21/22 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.

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

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

CS42-21/22 CUSTOMER SERVICE STANDARDS AND COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2021/22 - 1ST APRIL 2021 TO 30TH SEPTEMBER 2021

The Customer Standards and Complaints Officer presented a report which informed Members of:

1. The Council's performance in relation to its customer service standards
2. The effective management of complaints and customer requests
3. The Council's performance in relation to its Customer Service Standards
4. The number of compliments, comments and complaints for the period 1st April 2021 to 30th September 2021.

N.B. Councillor Andrew Joesbury entered the meeting at this point.

The Chair asked Members if they were satisfied with the new design of the table in Appendix 3, because the additional detail had come as a result of a request by Customer Services Scrutiny Committee. All Members indicated they would like the new design going forward.

It was moved by Councillor Ray Heffer and seconded by Councillor Andrew Joesbury to note the report.

RESOLVED that the overall performance on Customer Service Standards and Compliments, Comments and Complaints be noted.

(Customer Standards and Complaints Officer)

CS43-21/22 WORK PROGRAMME 2021/2022

N.B. The Customer Standards and Complaints Officer left the meeting at this point.

Committee considered their work programme 2021/22.

Councillor Andrew Joesbury asked what the current situation was in terms of Garage site development/disposal. The Scrutiny & Elections Officer explained that it fell under the remit of Local Growth Scrutiny Committee, which had received a report in December.

Members mentioned issues for Streetscene in relation to: service performance issues as a result of COVID and staff absences, expected service changes as a result of new national guidance on Waste and Recycling, and staffing impacts as a result of drivers

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potentially leaving for other HGV roles, which they felt would need to be addressed after May 2022 in next year's Work Programme.

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

RESOLVED that the Work Programme 2021/22 be noted.

The meeting ended at 10:17 hours.