

## **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 22<sup>nd</sup> January 2024 at 10:00 hours.

### **PRESENT:-**

Members:-

Councillor Donna Hales in the Chair

Councillors Rita Turner (Vice-Chair), Amanda Davis, Louise Fox and Vicky Waplington.

Officers:- Steve Brunt (Strategic Director of Services), Jim Fieldsend (Director of Governance and Legal Services & Monitoring Officer), Victoria Dawson (Assistant Director of Housing Management and Enforcement), Joanne Wilson (Housing Strategy and Development Officer), Thomas Dunne-Wragg (Scrutiny Officer), and Amy Bryan (Governance and Civic Manager).

### **CS39-23/24 APOLOGIES FOR ABSENCE**

An apology for absence was received on behalf of Councillor Phil Smith.

### **CS40-23/24 URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **CS41-23/24 DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **CS42-23/24 MINUTES**

Moved by Councillor Vicky Waplington and seconded by Councillor Rita Turner  
**RESOLVED** that the Minutes of the Customer Services Scrutiny Committee held on 20<sup>th</sup> November 2023 be approved as a correct record.

### **CS43-23/24 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE**

Moved by Councillor Vicky Waplington and seconded by Councillor Louise Fox  
**RESOLVED** that the List of Key Decisions and items to be considered in private document be noted.

## CUSTOMER SERVICES SCRUTINY COMMITTEE

### CS44-23/24 PRIVATE SECTOR HOUSING STRATEGY

The Housing Strategy and Development Officer presented the draft Private Sector Housing Strategy 2024-2027. The draft Strategy and a Delivery Plan were attached to the report at Appendices 1 and 2.

The report explained that during 2019 a desktop survey had been undertaken to assess the condition of private sector housing across Derbyshire. This survey established that the Council had complex housing issues within the private rented sector. As a result, it had been agreed to develop private sector housing strategies to help engage with the private sector, to improve the quality of accommodation, develop good management practices and reduce homelessness.

A Member of the Committee commented that a common complaint was that the Council focussed on landlords and not the tenants and it was therefore helpful that this strategy was clear about who was responsible for various issues. It was also noted that some of the main issues reported to Councillors were around repairs.

In answer to a question about how to address landlords who were not part of the scheme, the Housing Strategy and Development Officer confirmed that work was being undertaken to update the information it held on landlords but if Councillors became aware of new landlords they could signpost them to the Housing Team. It was also reported that once the Strategy had been approved by Executive there would be a launch event, newsletters twice a year and a landlords' forum.

Moved by Councillor Vicky Waplington and seconded by Councillor Rita Turner

**RESOLVED** that (1) the proposed Strategy and Delivery Plan, as reviewed by the Committee, be noted and all comments made be considered by officers as part of the consultation.

(2) the Committee considered that the proposals would meet the desired outcomes, with any amendments as necessary following consultation, and the Strategy be recommended to Executive for approval.

### CS45-23/24 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

Committee considered its current work plan for 2023/24.

Moved by Councillor Amanda Davis and seconded by Councillor Vicky Waplington

**RESOLVED** that the Work Programme 2023/24 be noted.

The meeting concluded at 10:21 hours.