

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

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, the Arc, Clowne, on Monday 15<sup>th</sup> July 2019 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor Rose Bowler in the Chair

Councillors Jane Bryson, Tricia Clough, David Dixon, Ray Heffer and Rita Turner.

Officers:- Lee Hickin (Strategic Director – People), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

Also in attendance at the meeting were Councillors Anne Clarke and Andrew Joesbury, observing.

### **0140. APOLOGY**

An apology for absence was received from Councillor Paul Cooper.

### **0141. URGENT ITEMS OF BUSINESS**

There were no urgent items of business to consider.

### **0142. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

### **0143. MINUTES – 17<sup>TH</sup> JUNE 2019**

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler  
**RESOLVED** that the Minutes of a Customer Service and Transformation Scrutiny Committee be approved as a correct record.

### **0144. LIST OF KEY DECISIONS & ITEMS TO BE CONSIDERED IN PRIVATE**

Committee considered the List of Key Decisions and items to be considered in private document.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

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

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

### **0145. POST SCRUTINY MONITORING ON STRATEGIC ALLIANCE**

Committee considered a report which provided the final post-scrutiny monitoring report on the Review of the Strategic Alliance.

Following Committee scrutinising the Strategic Alliance during 2017/18, an interim report was submitted to Executive in May 2018. The Committee concluded that due to the complexity of the topic reviewed, an interim report which further refined the scope and pinpointed more specific areas for review, was the best course of action.

A number of recommendations were put together which aimed to assist the Council in looking at the future arrangements for further development of the Strategic Alliance.

An appendix attached to the report acknowledged the progress made by officers implementing the recommendations. Two out of the 5 recommendations had been implemented to date. One recommendation required an extension to accommodate the current re-development of the website and 2 recommendations (2.2 and 2.4) required further clarity as to progress as the desired outcome had not been fully achieved during the twelve month monitoring period. It was likely these 2 recommendations would require an extension.

With regard to recommendation 2.2, at the point of Committee scrutinising the Review of the Strategic Alliance, scrutiny of the Transformation Programme had also been considered, however, it became apparent that a new Transformation Programme was being developed and Committee deferred consideration whilst receiving regular updates from the Joint Strategic Director - People.

The Strategic Director – People, outlined progress on the work of the new Transformation Programme. The first phase had been to put out information to staff on what was trying to be achieved. Within a 2 month period, between the 2 district councils, 500 ideas, some small, some big, had been put forward. The ideas were put into a coherent process to be discussed and the Transformation Governance Group was set up. Some of the ideas required consideration and approval by Executive and Council but others could be implemented straight away. To date, up to £500k of savings were to be made by the end of the current financial year (2020).

It had been previously agreed that ideas which would need to be submitted to Executive and Council, would be presented to Scrutiny Committee for discussion in the first instance and then to the Transformation Governance Group. The Strategic Director - People proposed to attend Committee on 9<sup>th</sup> September to provide Members with a presentation on the work of the Transformation Governance Group and current ideas which had been submitted. He would also liaise with the Scrutiny & Elections Officer with regard to attending future meetings to present to Members the ideas which would have developed and to provide updates and a further presentation.

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With regard to recommendation 2.4, the Strategic Director – People, noted that the Strategic Alliance currently had sixteen services which were either fully joint or partially joint with North East Derbyshire District Council and he requested clarity on the information that Members required. Members agreed that they wished to receive information at the next meeting and periodically afterwards, with regard to;

- how the joint services were working and what benefits had been achieved; acknowledging that some benefits may not necessarily be financial?
- did the joint services have the same approach across both councils?
- why were some services only partially joint and what were the benefits of the different approaches to each council?
- what had been delivered, i.e., the wider service level delivery?
- savings made to date and potential savings?
- benefits and changes made since entering into the Strategic Alliance and the rationale behind any changes.
- were any of the joint services politically sensitive?

The Strategic Director – People, noted that updates on progress were also presented to the quarterly performance meetings. The Scrutiny & Elections Officer felt that the information presented to the quarterly performance meetings was not necessarily reaching all Members and this recommendation from the Review was around improving that communication.

The Scrutiny & Elections Officer advised the meeting that the monitoring period for Recommendation 2.4 would be extended to October 2019 to enable Members to receive the report of the Strategic Director – People.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

**RESOLVED** that (1) progress against the review recommendations be noted,

(2) the monitoring period for recommendation 2.4 be extended to October 2019,

(3) the findings of the Review be made public in accordance with Part 4.5.17(3) of the Council's Constitution.

(Scrutiny & Elections Officer)

The Strategic Director – People left the meeting.

### **0146. SCRUTINY COMMITTEE WORK PROGRAMME 2019/20**

Committee considered their Work Programme 2019/20, which would be updated with items agreed at this meeting.

Members were reminded that the September meeting had been formally moved from 2<sup>nd</sup> September to 9<sup>th</sup> September 2019.

The Scrutiny & Elections Officer advised the meeting that she had been working with the Chair and Vice Chair on a brief with regard to a discreet review in relation to the progression of the refurbishment of New Bolsover Model Village.

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

Members agreed that the informal meeting of the Committee be arranged to be held at Bainbridge Hall, Bolsover in the afternoon of 9<sup>th</sup> September 2019 followed by a site visit to New Bolsover Model Village.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer

**RESOLVED** that (1) the Work Programme 2019/2020 be noted,

(2) an informal meeting be held at Bainbridge Hall, Bolsover on the afternoon of 9<sup>th</sup> September 2019 followed by a site visit to New Bolsover Model Village.

(Scrutiny & Elections Officer)

The meeting concluded at 1105 hours.