

**CABINET****Tuesday, 1st November, 2022**

Present:-

Councillor P Gilby (Chair)

Councillors Blank  
D Collins  
Holmes  
J Innes

Councillors P Innes  
Mannion-Brunt  
Sarvent  
Serjeant

Non-voting P Innes  
Members

\*Matters dealt with under the Delegation Scheme

43 **DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS  
RELATING TO ITEMS ON THE AGENDA**

No declarations of interest were received.

44 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Ludlow.

45 **MINUTES**

**RESOLVED –**

That the minutes of the meeting of Cabinet held on 11 October 2022 be approved as a correct record and signed by the Chair.

46 **FORWARD PLAN**

The Forward Plan for the four month period November, 2022 to February 2023 was reported for information.

**\*RESOLVED –**

That the Forward Plan be noted.

**47 DELEGATION REPORT**

Decisions taken by Cabinet Members during September to October were reported.

**\*RESOLVED –**

That the Delegation Report be noted.

**48 REVISION OF THE CORPORATE COMPLAINTS PROCEDURES**

The Business Transformation Manager presented a report seeking approval to the revised Corporate Complaints policy and procedure which aimed to modernise the Council's approach to complaints handling and embed a "learning from customers" culture which would underpin the delivery of excellent customer services across the Council.

The number of stages in the complaint procedure had reduced from three to two. This would ensure that complaints were dealt with in a timely manner whilst also providing an opportunity for customers to escalate the complaint to an alternative, more senior person if they felt that the initial investigation was not completed fully.

Target response times when dealing with a complaint at Stage 1 had been reduced from fifteen to ten working days. Target response times when dealing with a complaint at Stage 2 had been extended to twenty working days, in recognition that further investigation may be necessary to resolve the complaint.

It was recommended that the complaints procedure was managed within the customer services function instead of the support services team, with customer services officers taking on the role and responsibility of complaints officer for the Council.

The new complaints policy and procedure would place focus on continuous improvement and learning from customer feedback, using data to improve service delivery. The customer services team would be

responsible for identifying trends and compiling reports and dashboards which would be regularly shared with service managers and the corporate leadership team, who would, in turn, be responsible for ensuring that actions were allocated within their own teams to ensure lessons were learnt and continuous improvement achieved.

#### **\*RESOLVED –**

1. That the revised two stage complaints procedure, as set out in Appendix 1 of the officer's report be approved for implementation.
2. That the co-ordination and oversight of corporate complaints be integrated into the Customer Services function and that Customer Services Advisers take on responsibility for the 'complaint officer' role as set out in the revised complaints procedure.

#### **REASONS FOR DECISIONS**

The changes in process will enable the Council to modernise and improve its complaints management system, streamline the data that is generated relating to complaints and comply with the legislative obligations placed on the Council by the Local Government and Social Care Ombudsman and the Housing Ombudsman.

#### **49 APPROVAL TO ADOPT THE ANTI-SOCIAL BEHAVIOUR STRATEGY 2022 - 2025**

The Head of Community Safety and Regulatory Services presented a report seeking approval and adoption of the new Chesterfield Borough Council Anti-Social Behaviour Strategy (ASB) for the period 2022 through to 2025.

The proposed Corporate Anti-Social Behaviour Strategy, attached at Appendix A of the officer's report, provided the framework for all Chesterfield Borough Council services involved in responding to ASB. The Strategy sought to ensure consistency of approach including the use of the various powers and responsibilities within each service area.

The new single strategy for the whole authority provided a clear structured approach from the strategic to operational levels. It outlined how the council would work with other key stakeholders to manage and reduce anti-social behaviour whilst aligning to the key legislative requirements of engagement with local communities, taking a preventative early intervention approach, being victim focused and using proportionate enforcement.

The key principles of the new ASB strategy were:

- Early Intervention and Prevention
- Enforcement
- Diversion and Engagement
- Communication

The consultation programme on the draft Anti-Social Behaviour Strategy had taken place between February and August 2022. This programme, in addition to ongoing internal officer engagement, included:

- An online survey for members of the public to respond
- A presentation and discussion with the Chesterfield Community Safety Partnership
- Workshops with external partners including Derbyshire Constabulary, Derbyshire Fire Service and Chesterfield Spire Trust

**\*RESOLVED –**

That Cabinet recommends to Full council:

That the Chesterfield Borough Council new Anti-Social Behaviour Strategy be approved and adopted for the period 2022 through to 2025.

## **REASONS FOR DECISIONS**

1. It is essential for the Council to have a modern and relevant Anti-Social Behaviour Strategy that reflects recent developments in anti-social behaviour (ASB) characteristics, legislation and national and local policies. This will enable the Council to strategically plan and prioritise resources across the Borough and work to work appropriately with stakeholders to maximise effectiveness.
2. The effective management of ASB related issues will support the Council's wider ambitions regarding making Chesterfield a thriving borough and improving the quality of life for local people by actively contributing to making Chesterfield a great place to live, work and visit.

### **50 EXCLUSION OF THE PUBLIC**

#### **RESOLVED –**

That under Regulation 21(1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 1 of Part I of Schedule 12A to the Local Government Act 1972.

### **51 \*ABSENCE OF MEMBER OF THE COUNCIL**

The Senior Democratic and Scrutiny Officer submitted a report enabling the Cabinet to consider, for the purposes of Section 85(1) of the Local Government Act 1972, the reasons for the absence of a Member of the Council from meetings of the Authority.

Councillor Andy Bellamy had been prevented from attending meetings of the Authority since his last attendance on 18 May, 2022 due to illness.

#### **\*RESOLVED**

That, for the purposes of Section 85(1) of the local Government Act, 1972, the reason for the absence from meetings of Councillor Andy Bellamy since 18 May, 2022 be approved and that his continued absence from meetings be authorised through until 31 January, 2023.

### **REASONS FOR DECISIONS**

To meet the requirements of Section 85(1) of the local Government Act 1972.