

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

AGENDA

Wednesday 3rd June 2015 at 1000 hours in Chamber Suites 1 and 2, The Arc, Clowne

Item No.		Page No.(s)
	<u>PART A – FORMAL</u>	
	<u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972	
3.	<u>Declarations of Interest</u>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	List of Key Decisions & Items to be Considered in Private.	3 to 7
	<i>(NB: Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	
5.	Managing a Scrutiny Review – Centre for Public Scrutiny Skills Briefing.	8 to 16
6.	Selection of Subject for Scrutiny Review – To agree the subject for Scrutiny Review from the shortlist produced at the Annual Scrutiny Conference.	To Follow
7.	Scoping the Scrutiny Review – To carry out a scoping exercise on the chosen subject for Scrutiny Review and complete the Scoping Document.	17 to 19
8.	Customer Service and Transformation Scrutiny Committee Workplan	To Follow