

Date: 16th July 2015

The Arc
High Street
Clowne
Derbyshire
S43 4JY

Dear Sir or Madam

You are hereby summoned to attend a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council to be held in Chamber Suites 1 and 2, The Arc, Clowne on **Monday 27th July 2015** at **1000** hours.

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 2.

Yours faithfully



Assistant Director of Governance and Monitoring Officer

To: Chairman and Members of the Customer Service and Transformation Scrutiny Committee

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 **01246 242529** **Democratic Services**
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Chief Executive Officer: Wes Lumley, B.Sc. F.C.C.A.



**CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY
COMMITTEE AGENDA**

**Monday 27th July 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.	Minutes of a meeting held on 29th June 2015.	To Follow
5.	List of Key Decisions & Items to be Considered in Private. <i>Please Note: As there is no Executive meeting scheduled in August, due to the summer recess, the next List of Key Decisions will be published on 7th August 2015 and will be circulated to Members on that date. (Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	To be circulated on 7 th August 2015
6.	Introduction to Corporate Plan Targets – presentation from Jane Foley, Assistant Director – Customer Service and Improvement.	Presentation
7.	Work Plan.	3 to 4
	<u>PART B – INFORMAL</u> The formal meeting of the Improvement Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
8.	Review of CAN Ranger Service.	

Customer Service and Transformation Scrutiny Committee

Work Programme – 2015-16

Date of Meeting	Items	Lead Officer	Notes
3rd June 2015	<ul style="list-style-type: none"> • Managing a Scrutiny Review – CfPS skills briefing • Selection of Scrutiny Review subject • Scoping Scrutiny Review 	<p>Claire Millington</p> <p>Claire Millington</p> <p>Claire Millington</p>	
29th June 2015, 10.00am	<ul style="list-style-type: none"> • Impacts of Welfare Reforms Scrutiny review update • Hard to Let Scrutiny review update on recommendations • Review work 	<p>Councillor John Ritchie</p>	
27th July 2015	<ul style="list-style-type: none"> • Introduction to Corporate Plan Targets. • Work Plan • Review work 	<p>Jane Foley</p>	
21st September 2015			
19th October 2015			

16th November 2015	<ul style="list-style-type: none"> • Half year Performance Update • Work Plan 	Kath Drury/Jane Foley	Half year update as the Corporate Plan was only agreed in July 2015.
14th December 2015	<ul style="list-style-type: none"> • Work Plan 		
18th January 2016	<ul style="list-style-type: none"> • Work Plan 		
15th February 2016	<ul style="list-style-type: none"> • Quarter 3 Performance Update • Work Plan 	Kath Drury/Jane Foley	
14th March 2016	Work Plan		
18th April 2016	Work Plan		
23rd May 2016	<ul style="list-style-type: none"> • Quarter 4 Performance Update • Work Plan 	Kath Drury/Jane Foley	