

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 25th July 2016 at 1000 hours in the Council Chamber, 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 27 th June 2016.	3 to 5
5.	Corporate Plan Targets Performance Update – April to June 2016 (Q1 – 2016/17)	6 to 14
6.	Update on the Transformation Programme	Verbal update
7.	Assessing the Impact of the Automated Cash Payment Machines (Revisiting the Recommendation Made in Relation to the Review of the <i>Impact of Welfare Reform on the Contact Centres – 2014</i>)	
8.	B@Home – Local Letting Policy	15 to 17
9.	Work Plan	18 to 20
	<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.	
10.	Scrutiny Review Work – Scrutiny Review of Heating Costs to Tenants in Properties with a District Heating System	