

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 23rd July 2018 at 10.00 am 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 Customer Service and Transformation Scrutiny Committee meeting held on 25th June 2018.	4 to 7
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i> NB: Due to the summer recess, the next List of Key Decisions and Items to be Considered in Private document will be published on Friday 10th August 2018, (issue No 71).	—
6.	Customer Service Standards and Compliments, Comments and Complaints annual Report 2017/18.	8 to 17
7.	Joint Equality and Diversity Policy for Service Delivery – Review of Revised Policy.	18 to 38
8.	Review of Standards Committee – Operational Review (Initial Briefing and Scoping).	39 to 81
9.	Scrutiny Committee Work Programme 2018/19.	82 to 87

PART B – INFORMAL

The formal meeting of the Customer Service and Transformation 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. Review Work.