

# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 25<sup>th</sup> March 2019 at 1000 hours in the Council Chamber, the Arc, Clowne

Item No.	<b><u>PART A – FORMAL</u></b>	Page No.(s)
	<b><u>PART 1 OPEN ITEMS</u></b>	
1.	<b><u>Apologies for Absence</u></b>	
2.	<b><u>Urgent Items of Business</u></b>	
	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.	<b><u>Declarations of Interest</u></b>	
	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 25 <sup>th</sup> February 2019.	3 to 7
5.	Minutes of an Extraordinary Customer Service and Transformation Scrutiny Committee held on 19 <sup>th</sup> February 2019.	8 to 9
6.	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>	10 to 14
7.	Review of Standards Committee – Operational Review – Executive Response.	15 to 23
8.	Review of Delivery of Environmental Health & Licensing – Executive Response.	24 to 29
9.	Scrutiny Committee Work Programme 2018/19.	30 to 36