

# CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**Monday 9<sup>th</sup> September 2019 at 1000 hours in the Council Chamber, the Arc, Clowne**

Item No.	<b><u>PART A – FORMAL</u></b>	Page No.(s)
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 15 <sup>th</sup> July 2019.	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>	8 to 14
6.	Customer Service Standards and Compliments, Comments and Complaints - 1 <sup>st</sup> October 2018 to 31 <sup>st</sup> March 2019 and Annual Summary.	15 to 28
7.	Annual Letter from the Local Government & Social Care Ombudsman 2018/19.	29 to 40
8.	Corporate Plan Targets Performance Update – April to June 2019 (Quarter 1 – 2019/20).	41 to 46
9.	Update Briefing on Transformation Plan and submissions to Transformation Governance Group.	Presentation
10.	Post Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report.	47 to 59
11.	Post Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Interim Report.	60 to 73
12.	Scrutiny Committee Work Programme 2019/20 – Formal agreement of Scoping document.	74 to 80

## **PART B – INFORMAL**

**The informal part of the meeting will commence at 13.30pm at Bainbridge Hall, Bolsover.**

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.

13. Review Work – New Bolsover Model Village (site visit and background discussion); Agreement of Review Scope.