

To: Chair and Members of the Customer Service  
& Transformation Scrutiny Committee

The Arc  
High Street  
Clowne  
S43 4JY

Contact: Alison Bluff  
Telephone: 01246 242528  
Email: [alison.bluff@bolsover.gov.uk](mailto:alison.bluff@bolsover.gov.uk)

Friday, 30th August 2019

Dear Councillor

### **CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Service & Transformation Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 9th September 2019 at 10.00 am.

Register of Members' Interests - 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 from page 2 onwards.

Yours faithfully



Joint Head of Corporate Governance & Monitoring Officer



**We speak your language**  
Polish **Mówimy Twoim językiem**  
Slovak **Rozprávame Vaším jazykom**  
Chinese **我们会说你的语言**

**If you require this agenda in large print  
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

# CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE AGENDA

Monday, 9th September 2019 at 10.00 am in the Council Chamber, The Arc, Clowne

Item No.	<b><u>PART A - FORMAL</u></b>	Page No.(s)
1.	<b>Apologies for absence</b>	
2.	<b>Urgent Items of Business</b>	
3.	<b>Declarations of interest</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: <ul style="list-style-type: none"> <li>a) any business on the agenda</li> <li>b) any urgent additional items to be considered</li> <li>c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.</li> </ul>	
4.	<b>Minutes</b>  To consider the minutes of the last meeting held on 15 <sup>th</sup> July 2019	4 - 7
5.	<b>List of Key Decisions and Items to be Considered in Private.</b>  <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. <b>NB:</b> If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	8 - 14
6.	<b>Customer Service Standards and Compliments, Comments and Complaints - 1st October 2018 to 31st March 2019 and Annual Summary.</b>	15 - 28
7.	<b>Annual Letter from the Local Government &amp; Social Care Ombudsman 2018/19 including Appendix A.</b>	29 - 40
8.	<b>Corporate Plan Targets Performance Update - April to June 2019 (Quarter 1 - 2019/20).</b>	41 - 46
9.	<b>Update Briefing on Transformation Plan and submissions to Transformation Governance Group - Presentation.</b>	
10.	<b>Post Scrutiny Monitoring: Review of Standards Committee - Operational Review - Interim Report.</b>	47 - 59

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| 11. | <b>Post Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing - Interim Report.</b> | 60 - 73 |
| 12. | <b>Scrutiny Committee Work Programme 2019/20 &amp; Formal agreement of Scoping document.</b>                  | 74 - 80 |

**PART 2 - INFORMAL**

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

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.