

To: Chair & 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 22nd November 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, 2nd December, 2019 at 10:00 hours.

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 on page 2.

Yours faithfully



Jc



**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, 2nd December, 2019 at 10:00 hours in the Council Chamber, The Arc, Clowne*

<b>Item No.</b>	<b><u>PART 1 – OPEN ITEMS</u></b>	<b>Page No.(s)</b>
	<b><u>PART A - FORMAL</u></b>	
1.	<b>Apologies for absence</b>	
2.	<b>Urgent Items of Business</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>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:	
	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.	<b>Minutes</b>	
	Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 4 <sup>th</sup> November 2019.	4 - 7
5.	<b>List of Key Decisions and items to be considered in private.</b>	8 - 13
6.	<b>Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 - 1st April 2019 to 30th September 2019.</b>	14 - 25
7.	<b>Development of New Performance Framework to support the vision for 2019 - 2023.</b>	26 - 27
8.	<b>Housing Allocations Policy consultation and progress update.</b>	To Follow
9.	<b>Scrutiny Committee Work Programme 2019/20.</b>	28 - 35
10.	<b>Exclusion of the public</b>	

To move:-

“That under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the stated Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.” [The category of exempt information is stated after each Minute].

## **PART 2 - EXEMPT ITEMS**

### **PARAGRAPH 3**

11. **Submissions to Transformation Governance Group.** 36 - 38

### **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.

12. **Review Work - Summary of Findings/Recommendations: Review of Reletting of Council Properties.**
13. **Review Work - Review of New Bolsover New Beginnings - Evaluating the Customer Experience.**