

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

Friday, 24 January 2020

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, 3rd February, 2020 at 10:00.

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, 3 February 2020 at 10:00 hours in the Council Chamber, The Arc, Clowne

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for absence	
2.	Urgent Items of Business 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.	Declarations of interest 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 - 2nd December 2019	4 - 9
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. NB: 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>	10 - 14
6.	Corporate Plan Targets Performance Update - October to December 2019 (Quarter 3 - 2019/20).	15 - 20
7.	Development of new Performance Framework to support the vision for 2019-2023.	21 - 48
8.	Transformation Governance Group Progress Update.	49 - 92

- | | | |
|------------|---|---------|
| 9. | Scrutiny Committee Work Programme 2019/20. | 93 - 99 |
| 10. | Exclusion of the public. | |

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 item].

PART 2 - EXEMPT ITEMS

- | | | |
|------------|---|-----------|
| 11. | Post Scrutiny Monitoring - Review of Delivery of Environmental Health & Licensing - Progress Update. | 100 - 112 |
|------------|---|-----------|

PART B - INFORMAL

- | | | |
|------------|--|--|
| 12. | Review Work - Review of Reletting of Council Properties. | |
| 13. | Review Work - Review of New Bolsover New Beginnings - Evaluating the Customer Experience. | |