

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

The Arc  
High Street  
Clowne  
S43 4JY

Contact: Tom Scott (Governance Officer)  
Telephone: 01246 217045  
Email: [tom.scott@bolsover.gov.uk](mailto:tom.scott@bolsover.gov.uk)

Friday, 4 September 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 as a Virtual Meeting and in the Council Chamber, The Arc, Clowne on Monday, 14th September, 2020 at 10:00 hours.

Members will be sent the details on how to access the Virtual Meeting by email.

Virtual Attendance and Hybrid Meetings

I have provided the Leader and Deputy Leader with advice on the holding of “hybrid” meetings outlining the risks including to employees dealing with the Chamber and to Members. Hybrid meetings are those where some attendance is in person in the Council Chamber and some is virtual.

I would encourage you all to attend virtually.

Accordingly if you attend in person you will be deemed to have accepted the following disclaimer (overleaf) as applying.



**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.

### Risk Assessment Disclaimer

When attending this meeting in person, I confirm that I have read and understood the contents of each of the following risk assessments and agree to act in line with its content.

- Covid-19 ARC RTW RA001
- Working in Offices At The Arc During Covid-19 Pandemic Guidance – ARC – SSW001

*Both documents have been emailed to Members and are available on the Modern.Gov App library.*

The same advice is given to officers who are also encouraged to participate in the meeting remotely.

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 3 onwards.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steuberg". The signature is written in a cursive style with a large, looped 'S' at the beginning and a long, sweeping tail at the end.

Solicitor to the Council & Monitoring Officer

## CUSTOMER SERVICE & TRANSFORMATION SCRUTINY COMMITTEE AGENDA

*Monday, 14th September, 2020 at 10:00 hours taking place as a Virtual Meeting and in the Council Chamber, The Arc, Clowne*

Item No.	PART 1 – OPEN ITEMS	Page No.(s)
	<b><u>PART A - FORMAL</u></b>	
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:	
	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>	5 - 9
	Minutes of a meeting held on Monday 3 <sup>rd</sup> August 2020	
5.	<b>List of Key Decisions and Items to be Considered in Private</b>	10
	<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>	
6.	<b>Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20</b>	11 - 24
7.	<b>Annual Letter from the Local Government &amp; Social Care Ombudsman 2019/20</b>	25 - 35
8.	<b>Work Programme 2020/21</b>	36 - 41

**PART B - INFORMAL**

- 9. Review Work – Review of New Bolsover New Beginnings**