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To: Chair & Members of the Customer
Services Scrutiny Committee

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Thursday, 2nd September 2021

Dear Councillor

CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 13th September, 2021 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 from page 2 onwards.

Yours faithfully



Solicitor to the Council & Monitoring Officer

Bolsover
District Council

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 SERVICES SCRUTINY COMMITTEE
AGENDA**

**Monday, 13th September, 2021 at 10:00 hours to be held in the Council Chamber,
The Arc, Clowne**

Item No.	<u>PART A FORMAL</u>	Page No.(s)
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 of the last meeting held on 2nd August 2021	3 - 6
5.	List of Key Decisions and items to be considered in private	
	<u>Link to List of Key Decisions and Items to the Considered in Private</u>	
6.	Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20	7 - 26
7.	LG&SCO and Housing Ombudsman Annual Report 2019/20	27 - 40
8.	North Derbyshire Rough Sleeper Strategy 2021-23	41 - 67
9.	Consultation on Housing Policies - Rechargeable Repairs Policy	68 - 98
10.	Scrutiny Committee Work Programme 2021/22 - agreement of work scope	99 - 107

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.