



The Arc  
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To: Chair & Members of the Customer Services Scrutiny Committee

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Friday 11<sup>th</sup> February 2022

Dear Councillor

## **CUSTOMER SERVICES SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of Bolsover District Council to be held at the Council Chamber, The Arc, Clowne on Monday, 21st February, 2022 at 10:00 hours.

### 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
- Meetings – EM001 - Committee and Council Meetings during the Covid-19 pandemic

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



**Bolsover**  
District Council

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

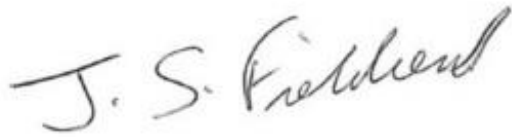
**If you require this agenda in large print  
or another format please call us on 01246 217753**

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.

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 onwards.

Yours faithfully

A handwritten signature in black ink, reading "J. S. Fielden". The signature is written in a cursive style with a large, sweeping initial "J".

Interim Monitoring Officer

**CUSTOMER SERVICES SCRUTINY COMMITTEE  
AGENDA**

**Monday, 21st February, 2022 at 10:00 hours taking place at the Council Chamber, The  
Arc, Clowne**

Item No.		Page No.(s)
	<b><u>PART A - FORMAL</u></b>	
1.	<b>Apologies for Absence</b>	
2.	<b>Urgent Items</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>	5 - 6
	To consider the minutes of the meeting on 13 <sup>th</sup> December 2021.	
5.	<b>List of Key Decisions and Items to be Considered in Private</b>	7
	<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 Report 2019/20 - 1st April 2020 to 30th September 2020</b>	8 - 77
7.	<b>Work Programme 2021/22</b>	78 - 84
	<b><u>PART B - INFORMAL</u></b>	

*The formal meeting of the 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.*

**8. Review Work**