

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday, 25 September 2023 at 10:00 hours.

PRESENT:-

Members:-

Councillor Donna Hales in the Chair

Councillors:- Amanda Davis, Louise Fox, Lisa Powell and Rita Turner (Vice-Chair).

Officers:- Jim Fieldsend (Monitoring Officer), Joanne Wilson (Housing Strategy and Development Officer) and Alison Bluff (Governance).

CS20-23/24 APOLOGIES FOR ABSENCE

An apology for absence were received on behalf of Councillor Vicky Waplington.

CS21-23/24 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

CS22-23/24 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS23-23/24 MINUTES

Moved by Councillor Amanda Davies and seconded by Councillor Louise Fox
RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 24th July 2023 be approved as a correct record.

CS24-23/24 LIST OF KEY DECISIONS TO BE CONSIDERED IN PRIVATE

Moved by Councillor Donna Hales and seconded by Councillor Amanda Davies
RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

CS25-23/24 ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2022/23

CUSTOMER SERVICES SCRUTINY COMMITTEE

Committee considered the annual letter from the Local Government and Social Care Ombudsman 2022/23.

The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contained an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2023.

The LGSCO received 3 enquiries and complaints during 2022/23 of which two were closed after initial enquiries, and one was not upheld with no fault found.

It should be noted that the data provided by the LGSCO may not align with the data the Council held because their numbers included enquiries from people who had been signposted by the LGSCO back to the Council, but who may then have chosen not to pursue their complaint.

Moved by Councillor Rita Turner and seconded by Councillor Louise Fox **RESOLVED** that the annual letter from the Local Government and Social Care Ombudsman 2022/23 be noted.

CS26-23/24 CUSTOMER SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

Committee considered their work programme 2023/24. Moved by Councillor Rita Turner and seconded by Councillor Amanda Davies **RESOLVED** that the Committee's work programme 2023/24 be noted.

The formal part of the meeting concluded at 10:15 hours and Members then met as a working party to continue their review work. The working party concluded at 10:30 hours.

CS27-23/24 REVIEW WORK

List of key decisions and items to be considered in private.