

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Matthew Kerry
Telephone: 01246 242519
Email: matthew.kerry@bolsover.gov.uk

Tuesday, 3rd September 2024

Dear Councillor,

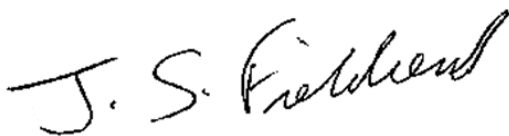
CUSTOMER SERVICES SCRUTINY COMMITTEE

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, 16th September, 2024 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 on page 3 onwards.

Yours faithfully,



Solicitor to the Council & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

**Monday, 16th September, 2024 at 10:00 hours taking place in the Council Chamber, The
Arc, Clowne**

Item No.		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.	List of Key Decisions and Items to be Considered in Private	5 - 12
	<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>	
5.	Minutes	13 - 16
	To consider the minutes of the last meeting held on 15 th July 2024.	
6.	Annual Letter from the Local Government & Social Care Ombudsman 2023/24 - Report	17 - 25
7.	Customer Service Standards and Compliments, Comments and Complaints 2023/24 - 1st April 2024 to 30th June 2024	26 - 59

- | | | |
|-----|--|---------|
| 8. | Review of Members ICT & Support and ICT Service Delivery - Post - Scrutiny Monitoring (Second Interim Report) | 60 - 75 |
| 9. | Review of Effectiveness of Council's Waste Collection and Disposal Education - Executive Response | 76 - 88 |
| 10. | Customer Services Scrutiny Committee Work Programme 2024/25 | 89 - 94 |

PART B - INFORMAL

- | | | |
|-----|--------------------|--|
| 11. | Review Work | |
|-----|--------------------|--|