

Customer Service and Transformation Scrutiny Committee

Work Programme – 2017 – 2018

Vision: to enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District

**Corporate Aims: Providing our customers with excellent service
: Transforming our organisation**

Date of Meeting	Items	Lead Officer	Notes
12 th June 2017	<ul style="list-style-type: none"> • Health and Well Being Strategy – update on the action plan. • Setting the work plan 	Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner	
24 th July 2017	<ul style="list-style-type: none"> • Quarter 1 – Performance Report • Feedback from Elections Task and Finish Group • Transformation Programme update 	Kath Drury – Information and Engagement Manager Members of the Task and Finish Group Cllr Bowler, Chair or Scrutiny Officer	
4 th September 2017	<ul style="list-style-type: none"> • Transformation Programme (provisional) 		

30th October 2017	•		
27th November 2017	• Quarter 2 – Performance Report	Kath Drury – Information and Engagement Manager	
11th December 2017	•		
8th January 2018	•		
12th February 2018	• Quarter 3 – Performance Report	Kath Drury – Information and Engagement Manager	
12th March 2018	•		
30th April 2018	• Quarter 4 – Performance Report	Kath Drury – Information and Engagement Manager	

Customer Service & Transformation Scrutiny Committee Membership – 10 Members

Councillors; - Rose Bowler (Chair), Jim Smith (Vice-Chair), Pauline Bowmer, Paul Cooper, Malcolm Crane, Ray Heffer, Andrew Joesbury, Duncan McGregor, Emma Stevenson, Rita Turner.