

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

**Monday 24th July 2017 at 1000 hours in the Council Chamber,
The Arc, Clowne**

Item No.		Page No.(s)
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u> 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.	<u>Declarations of Interest</u> 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 a meeting held on 12 th June 2017.	3 to 6
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	7 to 11
6.	Corporate Plan Targets Performance Update – April to June 2017 (Quarter 1 – 2017/18)	To Follow
7.	Feedback from Elections Task and Finish Group.	Verbal Report
8.	Transformation Programme update.	Verbal Update
9.	Work Plan.	12 to 13

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 12th June 2017 at 1000 hours.

PRESENT:-

Members: - Councillors R.J. Bowler, Mrs P.M. Bowmer, P. Cooper, M.G. Crane, R.A. Heffer, D. McGregor, J.E. Smith, E. Stevenson and R. Turner.

Officers: - A. Wylie (Team Leader - Contentious Solicitor), S. Barker (Assistant Director – HR and Payroll), C. Ashton (HR Business Partner - Organisational Development), C. Millington (Scrutiny Officer) and A. Bluff (Governance Officer).

Also at the meeting in the public gallery was Councillor B.R. Murray-Carr.

0039. APOLOGY

An apology for absence was submitted on behalf of Councillor A. Joesbury

0040. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0041. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0042. CHANGE TO ORDER OF BUSINESS

The Chair consented to a change in order of business to that stated on the agenda. Exempt agenda Item 9; 'Executive – May 10th, Agenda items 4 and 5' would be considered before item 4; 'Minutes of a meeting held on 15th May 2017'.

0043. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor R.J. Bowler and seconded by Councillor J.E. Smith

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

Councillor R. Turner entered the meeting during the following item of business.

0044. EXECUTIVE 10TH MAY 2017 – AGENDA ITEMS 4 AND 5 – APPLICATION OF KEY DECISIONS PARAGRAPHS 1, 3 AND 4

Committee looked at three exempt reports of the Chief Executive Officer, which had been agreed by Executive at its Extraordinary meeting held on 10th May 2017.

The reports were circulated for Scrutiny Members information and were in relation to the restructure of the Strategic Alliance Senior Management Team.

It was noted that the reports had been itemised on the Executive agenda and considered independently of each other at the Executive meeting. One report did not have any costs associated with it; the decisions contained within the other two reports did not exceed the Key Decision threshold.

A Scrutiny Member felt that the decisions should have been Key Decisions on the basis that they should have been considered together within one report; there were financial aspects omitted from the reports which may have put the cost implications above the Key Decision threshold and the appointment of Directors impacted upon all wards within the District.

Members agreed that they believed that the decisions should have been treated as a Key Decision and that they wanted Executive to;

- a) Submit a report to Council to give a view as to whether Executive believes that the decisions were a Key Decision,
- b) Provide their reasons for that opinion if they believe that the decisions were not a Key Decision.

Moved by Councillor R.J. Bowler and seconded by Councillor R.A. Heffer

RESOLVED that Scrutiny Committee require the Executive to submit a report to Council on 19th July 2017 detailing whether the Executive believe that decisions in relation to three exempt reports at its Extraordinary meeting held on 10th May 2017 were a Key Decision and (if they believe that they are not a Key Decision) reasons for that opinion.

(Chief Executive Officer/Governance Manager (Acting))

Councillor Murray-Carr and the Team Leader (Contentious Solicitor left the meeting at this point).

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0045. OPEN ITEMS

The Assistant Director, HR & Payroll and HR Business Partner (Organisational Development) entered the meeting at this point.

0046. MINUTES – 15TH MAY 2017

Moved by Councillor J.E. Smith and seconded by Councillor R.A. Heffer

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 15th May 2017 be approved as a correct record.

0047. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Moved by Councillor R.A. Heffer and seconded by Councillor R. Turner

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

0048. HEALTH AND WELLBEING UPDATE

Members considered a presentation given by the Assistant Director – HR and Payroll and the HR Business Partner (Organisational Development) which provided an update in relation to health and wellbeing promotion to staff based at the Arc.

The Health and Wellbeing Group was formed in January 2017 to progress development of the outcomes of the Employee Health and Wellbeing survey which had been undertaken in September 2016.

There were 13 members in the group, which included representatives from Human Resources, Communications and Derbyshire County Council's Healthy Workplaces Team.

The group met each month to monitor progress and develop initiatives for all employees based at all sites.

Initiatives were communicated well to staff via the Council's intranet, (February 2017 received 160 'hits'), flyers and also by word of mouth. The group were looking at further communication options, for example, leaflet holders at all sites.

19 staff health checks were undertaken in February (14 males and 5 females) with further checks scheduled for September 2017. Walks were held on Friday lunchtimes starting from the Arc (this had been occurring since the latter part of 2016) and led by Leisure officers.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Initiatives for June 2017, included stress resilience workshops, sleep workshops and relaxation and stretch. Commencing in July, a health and wellbeing strategy meeting would be held to develop a framework and guidelines for the Council, sun safe and childhood obesity. In September, promotion of staff health checks and a review of previous staff health checks undertaken with a report on progress. November; men's health.

Future Initiatives included promotion of the Council's leisure centre, a corporate games event to be arranged by DCC, a review of the council's vending machines, mental health training and promotion of occupational health and associated support.

Further to a Member's query, it was confirmed that women's health would also be undertaken in the near future.

Moved by Councillor E. Stevenson and seconded by Councillor R.J. Bowler
RESOLVED that the presentation be noted.

0049. SETTING THE SCRUTINY WORK PLAN

Committee considered their work plan for the forthcoming year and the priorities that had been identified at the Annual Scrutiny Conference.

It was agreed that a task and finish review on Elections be undertaken by Councillors Turner, Heffer, Bowler and McGregor alongside a review of the Transformation Programme. The Committee agreed that further information should be sought on the Transformation Programme, what it has achieved so far and what is outstanding before scoping and commencing the review.

The meeting concluded at 1105 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 16th June 2017

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Assistant Director – Governance & Monitoring Officer at this address or by email to sarah.sternberg@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The names of Executive members are as follows:

Councillor A.M. Syrett - Leader
Councillor M. Dooley – Deputy Leader
Councillor S.W. Fritchley
Councillor B.R. Murray-Carr
Councillor K. Reid
Councillor M.J. Ritchie
Councillor B. Watson

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended in Part 2 and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance, & Monitoring Officer about any particular item being considered in exempt.

The list does not detail all decisions which have to be taken by the Executive, only “Key Decisions. In these Rules a “Key Decision” means an Executive decision, which is likely:

- (1) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (2) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive in 2016/17 are as follows:

- 2017 - 26th June
- 17th July
- 11th September
- 9th October
- 6th November
- 4th December

- 2018 - 15th January
- 19th February
- 5th March
- 23rd April
- 21st May

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Chesterfield and District Crematorium Delivery Options</p> <p>To look at delivery options</p>	Executive	October 2017	Report of Councillor B Murray-Carr - Portfolio Holder for Community Safety and Street Services	Report of Joint Crematorium Committee	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council's financial or business affairs
<p>Public Art contract - Gleeson Development- Doe Lea</p> <p>To receive tenders</p>	Executive	May/June/July 2017	Report of Councillor J Ritchie – Portfolio Holder for Leisure and Social Enterprise	Assistant Director - Leisure	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Public
<p>Raising Aspirations Commissioning Exercise</p> <p>To consider options for the procurement of this service</p>	Executive	June/July 2017	Report of Councillor A Syrett - Leader of the Council, Portfolio Holder for Strategic Planning and Regeneration	Chief Executive's and Partnership Manager	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Public

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
<p>Konica Multi Functional Devices Direct Award Contract</p> <p>To receive tenders</p>	Executive	June/July 2017	Report of Councillor B Watson – Portfolio Holder for Neighbourhood Services	Report of Joint ICT Manager	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council's financial or business affairs
<p>Relocation of Security Services to create a Reception facility and upgrade of CCTV System at Pleasley Vale Business Park</p> <p>Procurement Report</p>	Executive	July 2017	Report of Councillor Mary Dooley – Portfolio Holder for People and Places	Report of Business Estates Manager	Yes – involves revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more.	Private – relates to the Council's financial or business affairs

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

24th July 2017

**Corporate Plan Targets Performance Update – April to June 2017
(Q1 – 2017/18)**

Report of the Assistant Director – Human Resources and Payroll

This report is public

Purpose of the Report

- To report the quarter 1 outturns for the Corporate Plan 2015-2019 targets.

1 Report Details

1.1 1.1 The attached contains the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30th June 2017. (Information compiled on 19/07/2017)

1.2 A summary by corporate plan aim is provided below:

1.3 Providing our Customers with Excellent Service

- 16 targets in total (1 target previously withdrawn – C16)
- 15 targets on track.

1.4 Transforming our Organisation

- 14 targets in total (5 targets achieved previously – T02, T03, T05, T07 & T12 and 1 withdrawn previously - T01)
- 8 targets on track

2 Conclusions and Reasons for Recommendation

2.1 Out of the 30 targets, 23 are on track, 5 have been achieved previously, and 2 have been withdrawn previously.

2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

3 Consultation and Equality Impact

3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable to this report as providing an overview of performance against agreed targets.

5 Implications

5.1 Finance and Risk Implications

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

6.1 That progress against the Corporate Plan 2015-2019 targets be noted.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q1 April to June 2017
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Human Resources and Payroll.	01246 242280 / 217641

Bolsover District Council
Corporate Plan Targets Update – Q1 April to June 2017

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status		Progress	Target Date
C 01 - Retain Customer Service excellence accreditation year on year.	Transformation	On track		Q1 - Customer Service Excellence accreditation successfully retained following assessment in April 2017. No action plan required this year due to the small number of partial compliances (2) and improvements embedded. A further 3 elements have been awarded 'compliance plus'. Achievement and feedback communicated on website, ERIC, press release etc.	Sun-31-Mar-19
C 02 - Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centres.	Transformation	On track		Q1 - Survey scheduled February 18.	Sun-31-Mar-19
C 03 - Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	Transformation	On track		Q1 - We have not conducted any surveys this quarter - we are in the process of reviewing the way we do these and in an effort to improve the quality of return.	Sun-31-Mar-19
C 04 - Promote the Council website and increase (unique) visitor numbers by 7% year on year.	Transformation	On track		Q1 - A review of the statistics provided by Google analytics is currently being undertaken to make sure the software installed is working correctly and giving accurate figures. New figures should be available by end of July.	Sun-31-Mar-19
C 05 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	Transformation	On track		Q1 - Steady progress being made against the General Data Protection Regulation (GDPR) work plan. The first complete corporate round of desk top personal data audits nearing completion. A review is currently taking place of the desktop questions for match and fit with GDPR before a rolling	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				programme is finalised. (GDPR to take effect from May 2018).	
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Operations	On track		Q1 - 72 approaches of people seeking assistance, of which 41 cases were prevented from becoming homeless. 57% prevented cases.	Sun-31-Mar-19
C 07 - Install 150 new lifelines within the community each year.	Operations	On track		Q1 - 83 units of careline equipment installed.	Sun-31-Mar-19
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	Operations	On track		Q1- Data is not available until the end of July 2017. This information is obtained through an extract of the system and the extract date is determined by The Department for Work and Pensions.	Sun-31-Mar-19
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	Operations	On track		Q1 Data is not available until the end of July 2017. This information is obtained through a data extract. The date of this extract is determined by The Department for Work and Pensions.	Sun-31-Mar-19
C 10 - Carry out 300 disability adaptations to Council houses each year.	Operations	On track		Q1 - 73 completed adaptations	Sun-31-Mar-19
C 11 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track		Q1. Work progressing on the Single Equality Scheme action plan - notable actions this quarter: First Hate Crime and Incidents Reporting workshop delivered to relevant staff. A further two workshops to be delivered in July. Online reporting form promotion and external publicity to follow the initial workshops.	Sun-31-Mar-19
C 12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Operations	On track		Q1: A total of 37 new referrals were received during Q1, 12 of which were high risk. A total of 9 did not engage with the service and a total of 6 have not yet completed the feedback form. Positive responses were received from 22 service users (100%).	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.	Operations	On track		Q1 The average Relet time for the Quarter is 32 days. This excludes sheltered housing. If sheltered housing is included the average time would be 38 days.	Sun-31-Mar-19
C 14 - Attend 99% of repair emergencies within 6 working hours	Operations	On track		Q1 - 98.50% of Emergency call outs attended within 6hrs during the first quarter of 2017/18.	Sun-31-Mar-19
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Operations	On track		Q1 - New course completed. 6 parents started the course and 6 completed. Feedback forms have been received however they have not yet been evaluated.	Sun-31-Mar-19

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 04 - Access the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.	Operations	On track		Q1. Well within timescale. Legislation understood, quotes for relevant survey works obtained and in a position to place an order for a survey to assess the impact of the legislation. Guidance to landlords published February 2017 is currently being reviewed to fully understand the impact.	Mon-30-Apr-18
T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.	Operations	On track		Q1. All sites surveyed during the year some brought forward for BDC development. Some sites identified as future B@Home sites detailed report to members during Q2. (Baseline data - 152 sites of which 20% = 30 sites)	Sun-31-Mar-19
T 08 - Fully deliver the electoral changes to District and Parish wards as a result of	Growth	On track		Q1 - Consultation period on the Local Government Boundary Commission for England recommendations	Sat-1-Dec-18

Key Corporate Target	Directorate	Status	Progress	Target Date
the Local Government Boundary Commission for England's electoral review by 1 December 2018.			closed on 19 June 2017. The Commission is now considering the nine responses and the Council is awaiting the publication of the Commission's final recommendations in September 2017.	
T 09 - Reduce the percentage of rent arrears by 10% through early invention and effective monitoring by 2019.	Operations	On track	<p>Q1 - The baseline figure (April 2015) is £562,328 (2.7% of the annual rent roll) and a reduction in Council Housing Tenants arrears by 10% by March 2019. If 10% reduction the figures will be £506,095. At the end of Quarter 1 2017 the figure stands at 2.8% (£591,702.90) which is an increase of 3.5%, although this is an increase the corporate plan target was met at the year end 2016. To continue to monitor this target until March 2019.</p> <p>Members should be aware that rent arrears are likely to rise in the first nine months of the year, but reduce in the last quarter which has been the pattern for several years.</p> <p>Members should also be aware that the impact of Government policies on welfare reform, are likely to make maintaining rent arrears at this level challenging.</p> <p>(Note: this target is a reduction in the percentage rather than the monetary value - this is common in measuring rent arrears and allows comparisons with other, and over time. A reduction from 2.8% to 2.6% is measured as $((2.8 - 2.6) / 2.8) \times 100 = 8\%$).</p>	Sun-31-Mar-19
T 10 - Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.	Operations	On track	<p>Q1 - The baseline figure is £570,254 and a reduction in former Council housing tenants arrears by 10% by March 2019 if 10% is collected then that will be £513,227.</p> <p>At the end of Quarter 1 the figure was £701,907.01 which</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>is an increase of 19% - the majority of these are newly arising (i.e. people being evicted or leaving their tenancy with debt).</p> <p>Write off Report to Members during Q2.</p> <p>Since the start of the Corporate Target £124,513.09 former tenancy arrears has been collected and £109,088.97 written off which has been a reduction of £233,602.06.</p>	
T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.	Transformation	On track	<p>Q1: As a result of the current Transformation Programme, a total of £515k has been achieved across both Councils, with £260k attributable to Bolsover. Items within the plan that have potential for budget savings have been completed and these savings built into base budgets. A review of the plan will take place during Q2.</p>	Sun-31-Mar-19
T 13 - Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.	Transformation	On track	<p>Q1 - On line transactions = 512 transactions and 315 SELF accounts created.</p> <p>(Target for on-line transactions for 2017/18 is 1100)</p>	Sun-31-Mar-19
T 14 - Achieve the Member Development Charter by December 2018.	Growth	On track	<p>Q1 Documentation for submission to EMC being finalised, due to be submitted during Q2.</p>	Mon-31-Dec-18

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
12th 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	
24th 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	
4th 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.