

**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
30 <sup>th</sup> April 2018	<ul style="list-style-type: none"> <li>• <b>Quarter 4 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
12 <sup>th</sup> March 2018	<ul style="list-style-type: none"> <li>•</li> </ul>		
12 <sup>th</sup> February 2018	<ul style="list-style-type: none"> <li>• <b>Quarter 3 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
8 <sup>th</sup> January 2018	<ul style="list-style-type: none"> <li>•</li> </ul>		
11 <sup>th</sup> December 2017	<ul style="list-style-type: none"> <li>•</li> </ul>		
27 <sup>th</sup> November 2017	<ul style="list-style-type: none"> <li>• <b>Quarter 2 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
30 <sup>th</sup> October 2017	<ul style="list-style-type: none"> <li>• <b>Disability adaptations</b></li> </ul>	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental	

		Health Manager	
<b>2<sup>nd</sup> October 2017</b>	<ul style="list-style-type: none"> <li>• <b>Selection of Scrutiny Review subject</b></li> </ul>		
<b>4<sup>th</sup> September 2017</b>	<ul style="list-style-type: none"> <li>• <b>Transformation Programme</b></li> <li>• <b>Draft New Bolsover Local Lettings Scheme</b></li> </ul>	<p>Dan Swaine, CEO Dawn Clarke, Assistant Director of Finance, Revenues and Benefits</p> <p>Peter Campbell, Assistant Director of Community Safety and Head of Housing</p>	
<b>24<sup>th</sup> July 2017</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 1 – Performance Report</b></li> <li>• <b>Feedback from Elections Task and Finish Group</b></li> <li>• <b>Transformation Programme update</b></li> </ul>	<p>Kath Drury – Information and Engagement Manager</p> <p>Members of the Task and Finish Group</p> <p>Cllr Bowler, Chair</p>	
<b>12<sup>th</sup> June 2017</b>	<ul style="list-style-type: none"> <li>• <b>Health and Well Being Strategy – update on the action plan.</b></li> <li>• <b>Setting the work plan</b></li> </ul>	<p>Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner</p>	

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.

Future items to be included within the work plan - **Job evaluation and the Impact on recruitment and retention**

v.2 22.09.17