

**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**

<b>Date of Meeting</b>	<b>Items</b>	<b>Lead Officer</b>	<b>Notes</b>
<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>	Steph Barker – Assistant Director of HR and Payroll, Clare Ashton – HR Business Partner	
<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>	Kath Drury – Information and Engagement Manager  Members of the Task and Finish Group  Cllr Bowler, Chair	
<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>	Dan Swaine, CEO Dawn Clarke, Assistant Director of Finance, Revenues and Benefits  Peter Campbell, Assistant Director of Community Safety and Head of Housing	

<b>2<sup>nd</sup> October 2017</b>			
<b>30<sup>th</sup> October 2017</b>	<ul style="list-style-type: none"> <li>• <b>Disability adaptations</b></li> <li>• <b>Selection of Scrutiny Review subject</b></li> <li>• <b>Scoping Scrutiny Review</b></li> </ul>	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager	Potential topics: <ul style="list-style-type: none"> <li>• Transformation Programme</li> <li>• Strategic Alliance</li> </ul>
<b>11<sup>th</sup> December 2017</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 2 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
<b>8<sup>th</sup> January 2018</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>12<sup>th</sup> February 2018</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 3 – Performance Report</b></li> </ul>	Kath Drury – Information and Engagement Manager	
<b>12<sup>th</sup> March 2018</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>30<sup>th</sup> April 2018</b>	<ul style="list-style-type: none"> <li>• <b>Quarter 4 – Performance Report</b></li> </ul>	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.

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