

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	

4 th September 2017	<ul style="list-style-type: none"> • Transformation Programme • Draft New Bolsover Local Lettings Scheme 	<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>	
2 nd October 2017	<ul style="list-style-type: none"> • Work Plan • Informal review work 		
30 th October 2017	<ul style="list-style-type: none"> • Update on Corporate Plan Target C10: Disability adaptations • Work Plan 	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager</p>	
27 th November 2017	<ul style="list-style-type: none"> • Quarter 2 – Performance Report 	<p>Kath Drury – Information and Engagement Manager</p>	
1 st December	<ul style="list-style-type: none"> • Special informal meeting • Transformation: A programme for change - Presentation by Strategic Director • Selection of Scrutiny Review area • Scoping Scrutiny Review 	<p>Lee Hickin, Director</p>	<p>Topics for Review:</p> <ul style="list-style-type: none"> • Transformation Programme • Strategic Alliance
11 th December 2017	<ul style="list-style-type: none"> • Work Plan • Review work 		<ul style="list-style-type: none"> • Draft Review Report: Disability Adaptations

8th January 2018	<ul style="list-style-type: none"> • Work Plan • Scoping Document for Review subject • Review work 	S. Sternberg	
12th February 2018	<ul style="list-style-type: none"> • Quarter 3 – Performance Report 	Kath Drury – Information and Engagement Manager	
12th March 2018	<ul style="list-style-type: none"> • 		
30th April 2018	<ul style="list-style-type: none"> • 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.

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

v.2 22.09.17 LC

v.3 18.10.17 LC

v.4 30.11.17 LC