

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

Date of Meeting	Items for Agenda		Lead Officer	Notes
30 th October 2017	Part A – Formal	<ul style="list-style-type: none"> Update on Corporate Plan Target C10: Disability adaptations 	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager	
		<ul style="list-style-type: none"> Work Plan 		
27 th November 2017	Part A – Formal	<ul style="list-style-type: none"> Quarter 2 – Performance Report 	Kath Drury – Information and Engagement Manager	
1 st December	Special informal meeting	<ul style="list-style-type: none"> Transformation: A programme for change - Presentation by Strategic Director Selection of Scrutiny Review area Scoping Scrutiny Review 	Lee Hickin, Director	Topics for Review: <ul style="list-style-type: none"> Transformation Programme Strategic Alliance
11 th December 2017	Part A – Formal	<ul style="list-style-type: none"> Work Plan 		Draft Review Report: Disability Adaptations
		<ul style="list-style-type: none"> Scoping document for Review Work 		
	Part B – Informal	<ul style="list-style-type: none"> Review work 		
8 th January 2018	Part A – Formal	<ul style="list-style-type: none"> Work Plan 		
	Part B – Informal	<ul style="list-style-type: none"> Review work 		Questions for member survey on Strategic Alliance agreed. Survey to be circulated w/e 19/01/18, closing on 22/02/18.

Date of Meeting	Items for Agenda		Lead Officer	Notes
12 th February 2018	Part A – Formal	• Quarter 3 – Performance Report	Kath Drury – Information and Engagement Manager	
		• Draft Review Report: Disability Adaptations to Council Properties	Jo Wilson, Scrutiny and Elections Officer	
	Part B – Informal	• Review work		Review of Strategic Alliance – Assessment of evidence and mapping to scope
12 th March 2018	Part A - Formal	•		
	Part B – Informal	• Review Work – Agreement of Interim Report		Questionnaire results available.
30 th April 2018	Part A - Formal	• Quarter 4 – Performance Report	Kath Drury – Information and Engagement Manager	
		• Scrutiny Review of Strategic Alliance – Interim Report (Draft)	Jo Wilson, Scrutiny and Elections Officer	
	Part B – Informal	•		

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

v.5 10.01.18 LC

v.6 31.01.18 JW

v.7 02.02.18 JW