

**Customer Service and Transformation Scrutiny Committee**

**Work Programme 2017/18**

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

Date of Meeting	Items for Agenda		Lead Officer	Notes
30 <sup>th</sup> October 2017	Part A – Formal	<ul style="list-style-type: none"> <li>Update on Corporate Plan Target C10: Disability adaptations</li> </ul>	Peter Campbell, Assistant Director of Community Safety and Head of Housing Sam Bentley – Environmental Health Manager	
		<ul style="list-style-type: none"> <li>Quarter 2 – Performance Report</li> </ul>	Kath Drury – Information and Engagement Manager	
		<ul style="list-style-type: none"> <li>Work Plan</li> </ul>	Sarah Sternberg, JAD Governance	
	Part B – Informal	<ul style="list-style-type: none"> <li>Review Work</li> </ul>	Sarah Sternberg, JAD Governance	
1 <sup>st</sup> December 2017	Special informal meeting	<ul style="list-style-type: none"> <li>Transformation: A programme for change - Presentation by Strategic Director</li> <li>Selection of Scrutiny Review area</li> <li>Scoping Scrutiny Review</li> </ul>	Lee Hickin, Director	Topics for Review: <ul style="list-style-type: none"> <li>Transformation Programme</li> <li>Strategic Alliance</li> </ul>
11 <sup>th</sup> December 2017	Part A – Formal	<ul style="list-style-type: none"> <li>Work Plan</li> </ul>	Sarah Sternberg, JAD Governance	Draft Review Report: Disability Adaptations
		<ul style="list-style-type: none"> <li>Scoping document for Review Work</li> </ul>	Sarah Sternberg, JAD Governance	
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Sarah Sternberg, JAD Governance	
8 <sup>th</sup> January 2018	Part A – Formal	<ul style="list-style-type: none"> <li>Work Plan</li> </ul>	Sarah Sternberg, JAD Governance	

Date of Meeting	Items for Agenda		Lead Officer	Notes
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Sarah Sternberg, JAD Governance	Questions for member survey on Strategic Alliance agreed. Survey to be circulated w/e 19/01/18, closing on 22/02/18.
<b>12<sup>th</sup> February 2018</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Quarter 3 – Performance Report</li> </ul>	Kath Drury – Information and Engagement Manager	
		<ul style="list-style-type: none"> <li>Draft Review Report: Disability Adaptations to Council Properties</li> </ul>	Jo Wilson, Scrutiny and Elections Officer	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Jo Wilson, Scrutiny and Elections Officer Sarah Sternberg, JAD Governance	Review of Strategic Alliance – Assessment of evidence and mapping to scope
<b>12<sup>th</sup> March 2018</b>	<b>Part A - Formal</b>	<ul style="list-style-type: none"> <li>Work Plan</li> </ul>	Jo Wilson, Scrutiny and Elections Officer	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review Work – Agreement of Interim Report</li> </ul>	Jo Wilson, Scrutiny and Elections Officer; Sarah Sternberg, JAD Governance	Questionnaire results available.
<b>30<sup>th</sup> April 2018</b>	<b>Part A - Formal</b>	<ul style="list-style-type: none"> <li>Quarter 4 – Performance Report</li> </ul>	Kath Drury – Information and Engagement Manager	
		<ul style="list-style-type: none"> <li>Scrutiny Review of The Strategic Alliance – Interim Report (Draft)</li> </ul>	Jo Wilson, Scrutiny and Elections Officer	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Conference Feedback</li> </ul>	Jo Wilson, Scrutiny and Elections Officer	

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.

