

Customer Service and Transformation Scrutiny Committee

Work Programme 2018/19

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**

Formal Items – Report Key

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

Date of Meeting	Items for Agenda		Lead Officer
29 th May 2018	Part A – Formal	• Review of Disability Adaptations to Council Properties – Executive Response	Chair/Scrutiny & Elections Officer
		• Agreement of Work Programme 2018/19	Scrutiny & Elections Officer
	Part B – Informal	• Scoping of Review Work	Scrutiny & Elections Officer
25 th June 2018	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Policy – Review of revised Policy	Customer Standards and Complaints Officer
		• Review of The Strategic Alliance – Executive Response	Chair/Scrutiny & Elections Officer
		• Work Programme 2018/19 – Agreement of Scope	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Agreement of Initial Evidence	Scrutiny & Elections Officer
		• Training Session – Analysis/Evidence Interpretation Skills	Monitoring Officer/Legal Team

Date of Meeting	Items for Agenda		Lead Officer
23 rd July 2018	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2017/18 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Joint Equality & Diversity Policy for Service Delivery – Review of Revised Policy 	Improvement Officer
		<ul style="list-style-type: none"> Review of Standards Committee – Operational Review (Initial Briefing and Scoping) 	Monitoring Officer/Governance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
5 th September 2018 <i>*Meeting moved from 3rd to 5th Sept.</i>	Part A – Formal	<ul style="list-style-type: none"> Quarter 1 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> LG&SCO and Housing Ombudsman Annual Report 2017/18 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
1 st October 2018	Part A – Formal	<ul style="list-style-type: none"> Review of Standards Committee – Operational Review (Evidence Review) 	Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
29 th October 2018	Part A – Formal	<ul style="list-style-type: none"> Quarter 2 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
26th November 2018	Part A – Formal	<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Review of Standards Committee – Operational Review (Agreement of Recommendations) 	Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager
		<ul style="list-style-type: none"> • Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
21st January 2019	Part A – Formal	<ul style="list-style-type: none"> • Transformation Programme – Monitoring Report 	Joint Strategic Director – People
		<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of The Strategic Alliance – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
25th February 2019	Part A – Formal	<ul style="list-style-type: none"> • Quarter 3 – Performance Report 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> • Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
25th March 2019	Part A - Formal	<ul style="list-style-type: none"> • Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
23rd April 2019	Part A - Formal	<ul style="list-style-type: none"> • Work Programme 2018/19 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer