

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 1st October 2018 at 10am in the Council Chamber, the Arc, Clowne

Item No.	<u>PART A – FORMAL</u>	Page No.(s)
	<u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u>	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<u>Declarations of Interest</u>	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 5 th September 2018.	3 to 6
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	7 to 13
6.	Review of Standards Committee – Operational Review.	14 to 16
7.	Scrutiny Committee Work Programme 2018/19.	17 to 22

PART B – INFORMAL

The formal meeting of the Customer Service and Transformation Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.

8. Review Work.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Wednesday 5th September 2018 at 1400 hours.

PRESENT:-

Members:-

Councillor R.J. Bowler in the Chair

Councillors Mrs P.M. Bowmer, M.G. Crane, A. Joesbury, J.E. Smith, E. Stevenson and R. Turner.

Officers:- S.E.A. Sternberg (Joint Head of Corporate Governance and Monitoring Officer), A. Bedford (Customer Standards and Complaints Officer), K. Drury (Information Engagement & Performance Manager), J. Wilson (Scrutiny & Elections Officer) and A. Bluff (Governance Officer).

0142. APOLOGIES

Apologies for absence were received on behalf of Councillors P. Cooper and R.A. Heffer.

0143. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0144. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0145. MINUTES – 23RD JULY 2018

Moved by Councillor J.E. Smith and seconded by Councillor R. Turner

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 23rd July 2018 be approved as a correct record.

0146. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the List of Key Decisions and Items to be considered in private document.

Moved by Councillor J.E. Smith and seconded by Councillor R. Turner

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0147. ANNUAL LETTER FROM THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN 2017/18

Committee considered a report in relation to an annual summary of statistics on complaints made about the Authority to the Local Government & Social Care Ombudsman (LGSCO) for the financial year ending 31st March 2018. The Annual Letter and supporting information were appended to the report for Members information.

The Customer Standards and Complaints Officer advised the meeting that the LGSCO would like scrutiny committees to be more involved in complaints against their councils and regular reports would be presented to this Scrutiny Committee to keep Members informed of volumes and trends regarding LGSCO/ Housing Ombudsman complaints.

Members were asked to note that the data provided by the LGSCO may not align with data held by the Council as LGSCO numbers included enquiries from people who had been signposted by the LGSCO back to the Council but who may have then chosen not to pursue their complaint.

The LGSCO had received 5 complaints against the Council's services during 2017/18 with only one of the complaints being subject to a detailed investigation. The LGSCO had decided the 5 complaints – 1 was referred back to the Council, 2 were closed after initial enquiries, advice was given in 1 case and the remaining 1 was not upheld.

In relation to benchmarking information the Council had received the second lowest number of complaints in 2017/18 when looking at the six closest neighbouring authorities.

In addition to the five complaints directed to the LGSCO, the Council had received 2 complaints via the Housing Ombudsman (HO) for the same period – 1 of which had a decision made of 'no maladministration' and with regard to the second one, further information was being provided to the HO.

Committee would be pleased to note that against a background of the LGSCO upholding 57% of complaints submitted to them, neither the LGSCO nor the HO had upheld a complaint against the Council during the financial year 2017/18.

In response to a Member's query, the Customer Standards and Complaints Officer advised the meeting that the report was in relation to LGSCO complaints only and not other complaints received by the Council. Committee was advised that they would receive six-monthly updates in relation to the other complaints information at future meetings, as part of a move to improve scrutiny of complaints received by the Council.

Moved by Councillor J.E. Smith and seconded by Councillor R.J. Bowler
RESOLVED that the report be noted.

The Customer Standards and Complaints Officer left the meeting.

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

0148. CORPORATE PLAN TARGETS PERFORMANCE UPDATE; QUARTER 1 – APRIL 2018 TO JUNE 2018

Committee considered a report which provided performance outturns for the period April 2018 to June 2018 in relation to Corporate Plan Targets under the Committee's remit of 'providing our customers with excellent service' and 'transforming our organisation'.

30 targets sat under the Committee's remit; 19 were on track, 1 had been flagged as an 'alert', 6 had been achieved previously and 4 had been withdrawn previously.

With regard to two of the performance targets, queries had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and responses to those queries were circulated at the meeting as follows;

C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.

Members were advised that a period of long-term absence had affected Q1 figures but that this should be rectified for Q2.

In response to a Member's query, the Information Engagement & Performance Manager advised the meeting that since the introduction of Universal Credit, Housing Benefit and Council Tax Support claims took a little longer to process.

C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

Having reviewed the full detail of this Target in PERFORM, it is clear that at the end of 2017/18 performance was 32.7 days average. This is significantly above the target of 20 days average. How does the performance at end of 2017/18 compare with the baseline for this target, as this is not on PERFORM? What measures are currently in place to improve the performance for this target?

Officer response;

The department had been working with Members and had recently completed a review of the void processes. Officers would be happy to update Scrutiny of the outcome at a future meeting. The Information Engagement & Performance Manager confirmed that the baseline from 2014/15 (28.96 days inc. Sheltered Accommodation) was not a directly comparable figure as the calculation method for this target changed when this target was agreed as part of the Corporate Plan 2015-19.

T 06 - Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.

The comment at Quarter 4 noted that 14 sites had been achieved against a target of 30 (see baseline for target). How many additional sites could be realistically achieved this year? Would this target continue forward to the new Corporate Plan given that there were a number of sites identified as unsuitable for development?

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Officer response;

The focus on this target had been looking at sites to develop, i.e. the favoured option was to use the sites to build Council properties. Whilst building work had started on a number of sites (and there were plans for more) alternative options for sites that were not developable by the Council now needed to be looked at as some may be suitable for single plot developments.

It had been agreed with Cabinet that a full schedule would be produced for the next quarterly meeting and this could be shared with Members. A Member queried if the schedule of garage sites was available as reported. The Information Engagement & Performance Manager agreed to follow this up with Cabinet.

T 11 - Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.

Members queried what level of additional savings were scheduled to be achieved up to March 2019. The Information Engagement & Performance Manager agreed to follow this up with the Strategic Director – People and Finance Officers.

Moved by Councillor J.E. Smith and seconded by Councillor R.J. Bowler
RESOLVED that (1) the report be noted,

(2) the Information Engagement & Performance Manager provide clarity on the full schedule of garage sites for the next quarterly update,

(3) the Information Engagement & Performance Manager enquire for further detail in relation to additional savings expected from the outgoing Transformation Programme.

(Information Engagement & Performance Manager/Scrutiny & Elections Officer)

The Information Engagement & Performance Manager left the meeting.

0149. SCRUTINY COMMITTEE WORK PROGRAMME 2018/19

Committee considered their Work Programme for 2018/19.

Moved by Councillor R.J. Bowler and seconded by Councillor J.E. Smith
RESOLVED that the Work Programme for 2018/19 be noted.

The formal part of the meeting concluded at 1425 hours and Members then met as a working party to continue their review work. The working party concluded at 1500 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 7th September 2018

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at the The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Assistant Director – Governance, Solicitor to the Council & Monitoring Officer at this address or by email to sarah.sternberg@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The names of Executive members are as follows:

Councillor A.M. Syrett - Leader
Councillor M. Dooley
Councillor S.W. Fritchley
Councillor H.J. Gilmour
Councillor D. McGregor – Deputy Leader
Councillor B.R. Murray-Carr
Councillor M.J. Ritchie
Councillor B. Watson

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list shows where this is intended in Part 2 and the reason why the reports are exempt or confidential. Members of the public may make representations to the Assistant Director – Governance, Solicitor to the Council & Monitoring Officer about any particular item being considered in exempt.

The list does not detail all decisions which have to be taken by the Executive, only “Key Decisions. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive for 2018/19 are as follows:

2018 – 10 th September	2019 - 7 th January
8 th October	18 th February
5 th November	4 th March
3 rd December	1 st April

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Medium Term Financial Plan	Executive	10 th September 2018	Report of Councillor B. Watson - Portfolio Holder for Finance & Resources and Sustainable Energy	Joint Head of Finance and Resources	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt – Paragraph 3
Medium Term Financial Plan	Executive	10 th September 2018	Report of Councillor B. Watson - Portfolio Holder for Finance & Resources and Sustainable Energy	Joint Head of Finance and Resources	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open
Fleet Vehicle Replacements	Executive	10 th September 2018	Report of Councillor B.R. Murray-Carr – Portfolio Holder for Street Scene	Joint Head of Streetscene	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Alder House, Shirebrook	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Strategic Director - Place	No	Exempt – Paragraph 3
BDC Contact Centre Team Restructure	Executive	10 th September 2018	Report of Councillor D. McGregor - Deputy Leader and Portfolio Holder for Corporate Governance	Joint Strategic Director - People	Yes	Exempt – Paragraph 1
Safe and Warm Works to Orchard Close and Sandhills Road, Bolsover	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open
Asbestos Removal and re-roofing to Hides Green, Bolsover	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open
Asbestos removal and re-roofing to The Paddock, Bolsover	Executive	10 th September 2018	Report of Cllr H Gilmour – Portfolio Holder for Housing and Community Safety	Joint Head of Housing and Community Safety	Yes	Open

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Management of Corporate Debt – Write off of outstanding amounts	Executive	8 th October 2018	Report of Cllr B. Watson – Portfolio Holder for Finance and Resources and Sustainable Energy	Joint Head of Finance and Resources	Yes – involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt – Paragraphs 1, 2 & 3

SCHEDULE

SCHEDULE 12A

ACCESS TO INFORMATION: EXEMPT INFORMATION

PART 1

DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

1st October 2018

Review of Standards Committee – Operational Review

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To update Members of Committee on the activity of the Working Group leading this scrutiny review.

1 Report Details

- 1.1 The Working Group agreed by the Customer Service & Transformation Scrutiny Committee, has met on two occasions to date.
- 1.2 During the first meeting the Working Group considered how to approach the scope agreed, alongside the issues raised by Standards Committee Members. Additional queries have been posed back to Standards Committee and we await their response, following their next meeting on 15th October.
- 1.3 Over the summer break and during the second meeting of the Working Group, a benchmarking exercise has also been completed across the following Councils:
- Bolsover D.C.
 - Chesterfield B.C
 - Mansfield D.C.
 - Bassetlaw D.C.
 - Amber Valley B.C
 - Rushcliffe B.C
 - Erewash B.C

This has involved a review of each Council's Constitution, Committee Terms of reference and the Council's website. A number of similarities have been found. Where there are clear differences these will be raised where deemed necessary as part of the final report, for Standards Committee to consider.

2 Conclusions and Reasons for Recommendation

- 2.1 Additional work is required in the coming months, with a final draft report available by December.
- 2.2 Committee Members are asked to note progress of the Working Group to date.

3 Consultation and Equality Impact

- 3.1 The aim of the benchmark exercise is to establish that our approach is both compliant with current legislation and equitable with that taken by neighbouring authorities.
- 3.2 A key element of the review is to establish that both Members and the Public have easy access to information on how the Authority manages and maintains the required standards of conduct expected.

4 Alternative Options and Reasons for Rejection

- 4.1 There are none applicable to this report. This report is merely to keep Members not involved in the Working Group, informed of activity to date. Additional information will be made available in the Committee's Informal session.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 None from this report.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note the progress so far and raise queries or suggestions for further activity with the Working Group.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No

Has the relevant Portfolio Holder been informed	N/A
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service; Transforming Our Organisation

8 Document Information

Appendix No	Title
	N/A
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

1st October 2018

Scrutiny Committee Work Programme 2018/19

Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2018/19.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2018/19 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2018/19 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.
- 2.4 Committee is required to formally approve review scopes in advance of commencing a review.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><i>BDC: Revenue - £75,000 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i></p> <p><i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	N/A
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	All

8 Document Information

Appendix No	Title
1.	Work Programme 2018/19
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Previous versions of the Committee Work Programme.</p>	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

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