

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 | • Customer Service Standards and Compliments, Comments and Complaints Annual Report 2017/18 | Customer Standards and Complaints Officer |
| | | • Joint Equality & Diversity Policy for Service Delivery – Review of Revised Policy | Improvement Officer |
| | | • Review of Standards Committee – Operational Review (Initial Briefing and Scoping) | Monitoring Officer/Governance Manager |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 5 th September 2018 <i>*Meeting moved from 3rd to 5th Sept.</i> | Part A – Formal | • Quarter 1 – Performance Report | Information, Engagement and Performance Manager |
| | | • LG&SCO and Housing Ombudsman Annual Report 2017/18 | Customer Standards and Complaints Officer |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 1 st October 2018 | Part A – Formal | • Review of Standards Committee – Operational Review (Evidence Review) | Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 29 th October 2018 | Part A – Formal | • Quarter 2 – Performance Report | Information, Engagement and Performance Manager |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |

| Date of Meeting | Items for Agenda | | Lead Officer |
|--------------------------------------|--------------------------|---|--|
| 26th November 2018 | Part A – Formal | • Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report | Chair/Scrutiny & Elections Officer |
| | | • Review of Standards Committee – Operational Review (Agreement of Recommendations) | Scrutiny & Elections Officer/ Monitoring Officer/ Governance Manager |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 21st January 2019 | Part A – Formal | • Transformation Programme – Monitoring Report | Joint Strategic Director – People |
| | | • Post-Scrutiny Monitoring: Review of The Strategic Alliance – Interim Report | Chair/Scrutiny & Elections Officer |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 25th February 2019 | Part A – Formal | • Quarter 3 – Performance Report | Information, Engagement and Performance Manager |
| | | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 25th March 2019 | Part A - Formal | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |
| 23rd April 2019 | Part A - Formal | • Work Programme 2018/19 | Scrutiny & Elections Officer |
| | Part B – Informal | • Review Work | Scrutiny & Elections Officer |