

**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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>rd</sup> 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 <sup>th</sup> September 2018  <i>*Meeting moved from 3<sup>rd</sup> to 5<sup>th</sup> 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 <sup>st</sup> 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 <sup>th</sup> 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
<b>26<sup>th</sup> November 2018</b>	<b>Part A – Formal</b>	• Customer Service Standards – Q1 & Q2 report	Customer Standards and Complaints Officer
		• Compliments, Comments and Complaints – Q1 & Q2 report	Customer Standards and Complaints Officer
		• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Interim Report	Chair/Scrutiny & Elections Officer/ Head of Housing & Community Safety
		• Technology to Improve Support to Members and Transparency within the Democratic Function	Governance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	• Review Work – Review of Standards Committee – Operational Review (Agreement of Recommendations/Final Draft)	Scrutiny & Elections Officer
<b>21<sup>st</sup> January 2019</b>	<b>Part A – Formal</b>	• 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
	<b>Part B – Informal</b>	• Review Work – Review of Delivery of Environmental Health & Licensing (Final Draft)	Scrutiny & Elections Officer
<b>Extraordinary Meeting 19<sup>th</sup> February 2019 9:15am</b>	<b>Part A – Formal</b>	• Review of Delivery of Environmental Health & Licensing – Approval of Final Report	Scrutiny & Elections Officer
<b>25<sup>th</sup> February 2019</b>	<b>Part A – Formal</b>	• Quarter 3 – Performance Report	Information, Engagement and Performance Manager
		• Work Programme 2018/19	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	• Review Work	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
25 <sup>th</sup> March 2019	Part A – Formal	<ul style="list-style-type: none"> <li>Work Programme 2018/19</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review Work</li> </ul>	Scrutiny & Elections Officer
23 <sup>rd</sup> April 2019	Part A – Formal	<ul style="list-style-type: none"> <li>Work Programme 2018/19</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review Work</li> </ul>	Scrutiny & Elections Officer