

Customer Service and Transformation Scrutiny Committee

Work Programme 2019/20

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
17 th June 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Final Report	Chair/Scrutiny & Elections Officer
		• Corporate Plan Targets Performance Update – January to March 2019 (Q4 – 2018/19)	Information, Engagement and Performance Manager
		• Agreement of Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Scoping of Review Work	Scrutiny & Elections Officer
17 th July 2019	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19	Customer Standards and Complaints Officer
		• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20 – Agreement of Scope (TBC)	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Agreement of Initial Evidence	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
2 nd September 2019	Part A – Formal	<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2018/19 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> • Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer
7 th October 2019	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
	Part A – Formal	<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer
4 th November 2019	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
	Part A – Formal	<ul style="list-style-type: none"> • Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review Work 	Scrutiny & Elections Officer
2 nd December 2019	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> • Compliments, Comments and Complaints – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> • Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> • Work Programme 2019/20 	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
3rd February 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Transformation Programme – Monitoring Report (TBC) 	Joint Strategic Director – People/Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Carbon Reduction Plan 2018-30 – Monitoring Update (TBC) 	Joint Strategic Director – People
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
16th March 2020	Part A – Formal	<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Final Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Final Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
11th May 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer