

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	• CANCELLED	Scrutiny & Elections Officer
15 th July 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work – Officer Briefing to support Scoping of Review; Agreement of Scope 	Scrutiny & Elections Officer
9th September 2019 *Note revised date	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19 	Customer Standards and Complaints Officer
		<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 – Agreement of Scope 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
7th October 2019	Part A – Formal	<ul style="list-style-type: none"> Redevelopment of BDC Website – Implementation of Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018 	Communications, Marketing and Design 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
4th November 2019	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
		<ul style="list-style-type: none"> Training Session – Analysis/Evidence Interpretation Skills (TBC) 	Monitoring Officer/Legal Team
2nd 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

Date of Meeting	Items for Agenda		Lead 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
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