

**Customer Service and Transformation Scrutiny Committee**

**Work Programme 2020/21**

**Formal Items – Report Key**

<b>Performance Review</b>	<b>Policy Development</b>	<b>Policy/Strategy/ Programme Monitoring</b>	<b>Review Work</b>	<b>Call-In/Review of Executive Decisions</b>	<b>Petition</b>

<b>Date of Meeting</b>	<b>Items for Agenda</b>		<b>Lead Officer</b>
<b>22<sup>nd</sup> June 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• CANCELLED</li> </ul>	
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• CANCELLED</li> </ul>	
<b>24<sup>th</sup> July 2020</b>	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>• Review work – Progress Updates</li> </ul>	Scrutiny & Elections Officer
<b>3<sup>rd</sup> August 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Corporate Ambitions Performance Update – April to June 2020 (Q1 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>• Update on Voids Service – Target CUS.07(Verbal Report)</li> </ul>	Assistant Director of Development
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• CANCELLED</li> </ul>	
<b>14<sup>th</sup> September 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>• LG&amp;SCO and Housing Ombudsman Annual Report 2019/20</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>• Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>• Review work – Review of New Bolsover New Beginnings</li> </ul>	Chair
<b>12<sup>th</sup> October 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>• Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Progress Update</li> </ul>	Chair/Scrutiny & Elections Officer/ Governance Manager

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> <li>Update on Website re-development</li> </ul>	Communications, Marketing & Design Manager
		<ul style="list-style-type: none"> <li>Transformation Governance Group Update</li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>Impact of Covid-19 on Customer Services/Contact Centres</li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
9 <sup>th</sup> November 2020	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
9 <sup>th</sup> November 2020	<b>Part A – Informal</b>	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
9 <sup>th</sup> November 2020	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review of IT Services &amp; Support – Evidence gathering</li> </ul>	Scrutiny & Elections Officer/ Governance Manager
7 <sup>th</sup> December 2020	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020</li> </ul>	Customer Standards and Complaints Officer
7 <sup>th</sup> December 2020		<ul style="list-style-type: none"> <li>Corporate Ambitions Performance Update – July to September 2020 (Q2 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
7 <sup>th</sup> December 2020		<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing – Progress Update</li> </ul>	Interim Head of Environmental Health Chair/Scrutiny & Elections Officer
7 <sup>th</sup> December 2020		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
7 <sup>th</sup> December 2020	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review of IT Services &amp; Support – Evidence gathering</li> </ul>	Scrutiny & Elections Officer/ ICT Services
8 <sup>th</sup> February 2021	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Corporate Ambitions Performance Update – October to December 2020 (Q3 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
8 <sup>th</sup> February 2021		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
8 <sup>th</sup> February 2021	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
8 <sup>th</sup> March 2021	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
8 <sup>th</sup> March 2021	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	

Date of Meeting	Items for Agenda		Lead Officer
17 <sup>th</sup> May 2021	Part A – Formal	<ul style="list-style-type: none"> <li>Corporate Ambitions Performance Update – January to March 2021 (Q4 – 2020/21)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Work Programme 2020/21</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>TBC</li> </ul>	