

Customer Service and Transformation Scrutiny Committee

Work Programme 2020/21

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

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

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