

**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 <sup>th</sup> 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 <sup>th</sup> 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
	Part B – Informal	• Review Work – Officer Briefing to support Scoping of Review; Agreement of Scope	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
1 <sup>st</sup> August 2019	Part B – Informal	<ul style="list-style-type: none"> <li>Review Work – Briefing and discussion on revision of Housing Allocations Policy</li> </ul>	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer
9 <sup>th</sup> September 2019 *Note revised date 10am at The Arc, Clowne  Commencing 1:30pm at Bainbridge Hall, Bolsover	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>LG&amp;SCO and Housing Ombudsman Annual Report 2018/19</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Update Briefing on Transformation Plan and submissions to Transformation Governance Group</li> </ul>	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report</li> </ul>	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing – Interim Report</li> </ul>	Chair/Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Work Programme 2019/20 – Formal Agreement of Scope</li> <li>Review Work – New Bolsover Model Village (site visit and background discussion); Agreement of Review Scope</li> </ul>	Scrutiny & Elections Officer
23 <sup>rd</sup> September 2019	Part B – Informal	<ul style="list-style-type: none"> <li>Review Work – Site visit to Doe Lea offices and discussion on revision of Housing Allocations Policy</li> <li>Review Work – Agreement of Draft Scope for New Bolsover review</li> </ul>	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer
7 <sup>th</sup> October 2019	Part A – Formal	<ul style="list-style-type: none"> <li>Redevelopment of BDC Website – Implementation of Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018</li> </ul>	Communications, Marketing and Design Manager
		<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of The Strategic Alliance – Follow-up Report</li> </ul>	Joint Chief Executive/ Joint Strategic Director – People
		<ul style="list-style-type: none"> <li>Work Programme 2019/20 – Formal Agreement of Scope</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review Work – Review of progress to date and next steps</li> </ul>	Scrutiny & Elections Officer
<b>21<sup>st</sup> October 2019</b>	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work – Meeting with Friends of New Bolsover</li> </ul>	Scrutiny & Elections Officer
<b>4<sup>th</sup> November 2019</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Rent Arrears Policy and Procedure – Consultation</li> </ul>	Contentious Team Manager
		<ul style="list-style-type: none"> <li>Work Programme 2019/20</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review Work</li> </ul>	Scrutiny & Elections Officer
<b>2<sup>nd</sup> December 2019</b>	<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 2019 to 30<sup>th</sup> September 2019</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>Development of new performance framework to support the vision for 2019-2023</li> </ul>	Joint Strategic Director – Place/ Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Housing Allocations Policy consultation and progress update</li> </ul>	Housing Needs Manager/Strategic Housing
		<ul style="list-style-type: none"> <li>Submissions to Transformation Governance Group</li> </ul>	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> <li>Work Programme 2019/20</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review Work - Summary of Findings/Recommendations: Review of Re-letting of Council Properties</li> </ul>	Scrutiny & Elections Officer
	<ul style="list-style-type: none"> <li>Review Work – Review of New Bolsover New Beginnings – Evaluating the Customer Experience</li> </ul>	Scrutiny & Elections Officer	
<b>3<sup>rd</sup> February 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20)</li> </ul>	Information, Engagement and Performance Manager

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> <li>Development of new performance framework to support the vision for 2019-2023</li> </ul>	Joint Strategic Director – Place/ Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Work Programme 2019/20</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review Work – Review of Re-letting of Council Properties</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Review Work – Review of New Bolsover New Beginnings – Evaluating the Customer Experience</li> </ul>	Scrutiny & Elections Officer
<b>16<sup>th</sup> March 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Submissions to Transformation Governance Group</li> </ul>	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Final Report</li> </ul>	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Post-Scrutiny Monitoring: Review of Delivery of Environmental Health &amp; Licensing – Final Report</li> </ul>	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional)</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Review work – Approval of Final Report: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional)</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Work Programme 2019/20</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review Work</li> </ul>	Scrutiny & Elections Officer
<b>11<sup>th</sup> May 2020</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)</li> </ul>	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> <li>Review work – Executive Response: Review of Re-letting of Council Properties (Provisional)</li> </ul>	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Review work – Executive Response: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional)</li> </ul>	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Work Programme 2019/20</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"><li>• Review Work</li></ul>	Scrutiny & Elections Officer