

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
	Part B – Informal	• Review Work – Officer Briefing to support Scoping of Review; Agreement of Scope	Scrutiny & Elections Officer
1 st August 2019	Part B – Informal	• Review Work – Briefing and discussion on revision of Housing Allocations Policy	Strategic Housing and BDC Housing Officers/ Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
9th 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"> 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"> Update Briefing on Transformation Plan and submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<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 – Formal Agreement of Scope 	Scrutiny & Elections Officer
23rd September 2019	Part B – Informal	<ul style="list-style-type: none"> Review Work – New Bolsover Model Village (site visit and background discussion); Agreement of Review Scope 	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"> Post-Scrutiny Monitoring: Review of The Strategic Alliance – Follow-up Report 	Joint Chief Executive/ Joint Strategic Director – People
		<ul style="list-style-type: none"> Work Programme 2019/20 – Formal Agreement of Scope 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work – Review of progress to date and next steps 	Scrutiny & Elections Officer
21st October 209	Part B – Informal	<ul style="list-style-type: none"> Review work – Meeting with Friends of New Bolsover 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
4th November 2019	Part A – Formal	<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"> Rent Arrears Policy and Procedure – Consultation 	Contentious Team 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
2nd December 2019	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1st April 2019 to 30th September 2019 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Development of new performance framework to support the vision for 2019-2023 	Joint Strategic Director – Place/ Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Housing Allocations Policy consultation and progress update 	Housing Needs Manager/Strategic Housing
		<ul style="list-style-type: none"> Submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work - Summary of Findings/Recommendations: Review of Re-letting of Council Properties 	Scrutiny & Elections Officer
	<ul style="list-style-type: none"> Review Work – Review of New Bolsover New Beginnings – Evaluating the Customer Experience 	Scrutiny & Elections Officer	
3rd February 2020	Part A – Formal	<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Progress Update 	Joint Strategic Director – Place Interim Head of Environmental Health Chair/Scrutiny & Elections Officer
		<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"> Development of new performance framework to support the vision for 2019-2023 	Joint Strategic Director – Place/ Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> 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 – Review of Re-letting of Council Properties 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Review Work – Review of New Bolsover New Beginnings – Evaluating the Customer Experience 	Scrutiny & Elections Officer
16th March 2020	Part A – Formal	<ul style="list-style-type: none"> • Submissions to Transformation Governance Group 	Joint Strategic Director – People/ Joint Head of Partnerships & Transformation
		<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"> • Review work – Approval of Final Report: Review of Re-letting of Council Properties (Provisional) 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Review work – Approval of Final Report: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional) 	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"> • Review work – Executive Response: Review of Re-letting of Council Properties (Provisional) 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Review work – Executive Response: Review of New Bolsover New Beginnings – Evaluating the Customer Experience (Provisional) 	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