

## Customer Service and Transformation Scrutiny Committee

### Work Programme 2020/21

**Vision: Providing excellent services**

**Corporate Ambition: Customers**

#### 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
22 <sup>nd</sup> June 2020	Part A – Formal	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
	Part B – Informal	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
24 <sup>th</sup> July 2020	Part B – Informal	<ul style="list-style-type: none"> <li>Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)</li> </ul>	Scrutiny & Elections Officer
3 <sup>rd</sup> August 2020	Part A – Formal	<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
	Part B – Informal	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
14 <sup>th</sup> September 2020	Part A – Formal	<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

Date of Meeting	Items for Agenda		Lead Officer
		• Transformation Governance Group Update ( <i>Provisional</i> )	Joint Head of Transformation & Organisation
		• Work Programme 2020/21	Scrutiny & Elections Officer
	Part B – Informal	• CANCELLED	
12 <sup>th</sup> October 2020	Part A – Formal	• Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Progress Update - <i>PROVISIONAL</i>	Chair/Scrutiny & Elections Officer/ Governance Manager
		• Work Programme 2020/21	Scrutiny & Elections Officer
	Part B – Informal	• CANCELLED	
9 <sup>th</sup> November 2020	Part A – Formal	• Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Progress Update - <i>PROVISIONAL</i>	Interim Head of Environmental Health Chair/Scrutiny & Elections Officer
		• Work Programme 2020/21	Scrutiny & Elections Officer
	Part B – Informal	• TBC	
7 <sup>th</sup> December 2020	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1 <sup>st</sup> April 2020 to 30 <sup>th</sup> September 2020	Customer Standards and Complaints Officer
		• Corporate Ambitions Performance Update – July to September 2020 (Q2 – 2020/21)	Information, Engagement and Performance Manager
		• Work Programme 2020/21	Scrutiny & Elections Officer
	Part B – Informal	• TBC	
3 <sup>rd</sup> February 2021	Part A – Formal	• Corporate Ambitions Performance Update – October to December 2020 (Q3 – 2020/21)	Information, Engagement and Performance Manager
		• Work Programme 2020/21	Scrutiny & Elections Officer
	Part B – Informal	• TBC	
8 <sup>th</sup> March 2021	Part A – Formal	• Work Programme 2020/21	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>TBC</li> </ul>	
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>	