

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
7 th December 2020	Part B – Informal	<ul style="list-style-type: none"> Review of IT Services & Support – Evidence gathering 	Scrutiny & Elections Officer/ ICT Services
3 rd 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
3 rd February 2021		<ul style="list-style-type: none"> Work Programme 2020/21 	Scrutiny & Elections Officer
3 rd February 2021	Part B – Informal	<ul style="list-style-type: none"> TBC 	
8 th March 2021	Part A – Formal	<ul style="list-style-type: none"> Work Programme 2020/21 	Scrutiny & Elections Officer
8 th March 2021	Part B – Informal	<ul style="list-style-type: none"> TBC 	

Date of Meeting	Items for Agenda		Lead Officer
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 	