

The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Customer
Services Scrutiny Committee

Contact: Jim Fieldsend
Telephone: 01246 242472
Email: jim.fieldsend@bolsover.gov.uk

Thursday, 14 September 2023

Dear Councillor

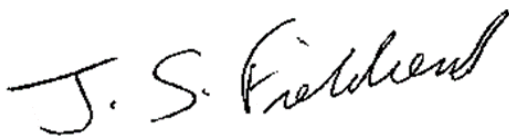
CUSTOMER SERVICES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Monday, 25th September, 2023 at 10:00 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 3 onwards.

Yours faithfully



Solicitor to the Council & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

**CUSTOMER SERVICES SCRUTINY COMMITTEE
AGENDA**

***Monday, 25th September, 2023 at 10:00 hours taking place in the
Council Chamber, The Arc, Clowne***

Item No.		Page No.(s)
	<u>PART A - FORMAL</u>	
1.	Apologies for Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	List of Key Decisions to be Considered in Private	5
	<i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	
5.	Minutes	6 - 9
	To consider the minutes of the last meeting held on 24 th July 2023.	
6.	Annual Letter from the Local Government & Social Care Ombudsman 2022/23	10 - 19
7.	Customer Services Scrutiny Committee Work Programme 2023/24	20 - 25

PART B - INFORMAL

8. Review Work

26 - 41



List of Key Decisions and items to be considered in private

The latest version of the Forward Plan can be found here:

<https://committees.bolsover.gov.uk/mgListPlans.aspx?RPId=1147&RD=0&bcr=1>

Members should contact the officer whose name appears on the List of Key Decisions for any further information.

NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only.

Agenda Item 5

CUSTOMER SERVICES SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Services Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Monday 24th July 2023 at 10:00 hours.

PRESENT:

Members:

Councillor Donna Hales in the Chair

Councillors Amanda Davis, Louise Fox, Rita Turner and Jane Yates.

Officers: Jim Fieldsend (Monitoring Officer), Steve Brunt (Strategic Director of Services), Michelle Whetton (Revenues & Benefits Manager), Lesley Botham (Customer Services, Standards and Complaints Manager), Alice Willoughby (Customer Standards & Complaints Officer) and Joanne Wilson (Scrutiny & Elections Officer).

CS11-23/24 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Lisa Powell and Vicky Waplington.

CS12-23/24 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

CS13-23/24 DECLARATIONS OF INTEREST

There were no declarations of interest made.

CS14-23/24 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

The Scrutiny & Elections Officer confirmed that the current list was blank as no key decision items had come forward for the upcoming meetings prior to publication. As such there was nothing for Members to acknowledge.

CS15-23/24 MINUTES OF MEETING HELD ON 19TH JUNE 2023

Moved by Councillor Louise Fox and seconded by Councillor Amanda Davis
RESOLVED that the Minutes of a Customer Services Scrutiny Committee held on 19th June 2023 be approved as a correct record.

CUSTOMER SERVICES SCRUTINY COMMITTEE

CS16-23/24 BUSINESS RATES MANDATORY AND DISCRETIONARY RATE RELIEF POLICY

The Revenues & Benefits Manager presented the revised draft policy to Members. She advised that it had been found that in recent operation of the policy, which had been approved in May 2022, that some of the criteria to be met to receive relief was too restrictive. The proposed policy revision, which was attached at to the report at Appendix 1 highlighted the suggested changes. The Policy had been reviewed to broaden the eligibility criteria to ensure it was not too restrictive or difficult to evidence. The core changes were in relation to Discretionary Rate Relief and the criteria for 'top up' awards.

Members were satisfied with the changes suggested.

Moved by Councillor Jane Yates and seconded by Councillor Rita Turner

RESOLVED that the proposed changes be noted and that the Policy advance through the Committee process to Executive for formal approval.

CS17-23/24 CUSTOMER SERVICE STANDARDS/ COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2023-24 – 1ST APRIL 2023 TO 30TH JUNE 2023

The Customer Services, Standards and Complaints Manager presented the Q1 2023-24 report and introduced the new Customer Standards & Complaints Officer.

Key points of note were:

- Both Revenues & Benefits teams were exceeding their targets for answering of incoming calls for Q1.
- The Contact Centres target for answering incoming calls had been exceeded for Q1.
- 9,586 email enquiries had been received with 100% being acknowledged within one working day and 99.8% replied to in full within 8 working days. Only 21 emails were over the target time of 8 working days.
- 98% of Live Chats had been answered within 20 seconds, significantly exceeding the target.
- The call-back facility previously discussed with Members was now operational.
- The data in Appendix 2 was now presented in a different format following the outcome of the recent Council restructure of services. 87% of calls had been answered within 20 seconds which was below target. There was also an error on the table as the target for abandoned calls had been amended from 5% to 10%. Over 25,000 calls had been received in the first quarter and the table highlighted those services not meeting target.
- In relation to the data gathered in Appendix 3(C), a total of 89 stage one complaints had been received with a large proportion related to Streetscene services and missed bins/missed delivery of new and replacement bins.
- The volume of MP enquiries continued to be high with 91% of the 71 enquiries received responded to in time.
- A total of five complaints had escalated to stage 3 within the quarter.

CUSTOMER SERVICES SCRUTINY COMMITTEE

- There had been no Ombudsman complaints for Q1.

A Member clarified whether the performance figures in relation to abandoned calls would be addressed with the Senior Leadership Team. The Customer Services, Standards and Complaints Manager confirmed that the Service Director would raise this with senior leadership to seek improvement. The advice to services was to encourage use of the main contact centre number rather than direct dial numbers to reduce the issue of abandoned calls.

A Member noted a stage one complaint received in relation to an officer's comment on social media and asked if this was being addressed. The Customer Services, Standards and Complaints Manager noted that she was still evaluating the Q1 data and would provide feedback to Members in due course.

The Chair acknowledged that the service was working really hard and appreciated the speed of response to customers. The number of complaints that related to bins and waste collection was noted but Members were aware of the continued coverage on twitter and other communication channels as to how resident's should deal with their rubbish and the correct bin to use. The Chair also noted that they had seen coverage on social media from Derbyshire County Council in relation to proposed changes to the opening hours at the Household Waste Recycling Centre. They questioned what impact this could have locally. The Strategic Director of Services noted that they had not received notification of this as yet but they were aware there was the potential for change. In relation to the number of complaints received regarding waste collections and bins it was important to put this into perspective - the Council completed approximately 2.4 million bin collections per year, so in comparison the number of complaints received was minimal. There were also a number of compliments which countered the complaints.

Moved by Councillor Jane Yates and seconded by Councillor Louise Fox
RESOLVED that the overall performance on Customer Service Standards and Compliments, Comments and Complaints be noted.

(Customer Services, Standards and Complaints Manager)

CS18-23/24

REVIEW OF COUNCIL-OWNED ADAPTED ACCOMMODATION – POST SCRUTINY MONITORING (FINAL REPORT)

The Scrutiny & Elections Officer briefed Members on the original review of Council-owned adapted accommodation, which had taken place during the 2021-22 Work Programme.

The issue was initially raised via an Executive report in April 2021, highlighting the need to evaluate our supply of family-sized adapted accommodation. It was noted that the Council had been approached by applicants seeking very specific accommodation as a result of having younger family members with disabilities. Although these applications were relatively rare, they had raised the issue of the supply of family-sized adapted accommodation.

CUSTOMER SERVICES SCRUTINY COMMITTEE

The Committee had put together nine recommendations which aimed to assist the Council in improving policy and procedures in relation to allocation and management of adapted accommodation.

To date six out of nine recommendations had been achieved, two were on track and would require ongoing delivery, and one had been extended but should be completed within the revised suggested timescale. The Scrutiny & Elections Officer briefed Members on each recommendation in turn so the outcomes of the review were clear to those who had not been involved originally.

Members requested that the final outcome of the mapping exercise be brought back to Members once completed.

Moved by Councillor Rita Turner and seconded by Councillor Louise Fox.

RESOLVED that (1) progress against the review recommendations be noted.

(2) exceptions to delivery and additional actions required be acknowledged.

(3) the report and findings be made public, in accordance with Part 4.5.17(4) of the Council's Constitution.

CS19-23/24 WORK PROGRAMME 2023/24

Committee considered their proposed work programme for 2023/24. The Scrutiny & Elections Officer explained that the programme was a fluid document which could be added to and amended as required. The programme was considered as part of every meeting to allow Committee Members to adjust to emerging issues throughout the year. Members also considered the draft scope previously agreed and were happy to progress as documented.

Moved by Councillor Jane Yates and seconded by Councillor Amanda Davis

RESOLVED that (1) the Work Programme 2022/23 be approved and noted.

(2) the draft review scope be approved for delivery during 2023/24.

(Scrutiny & Elections Officer)

The formal part of the meeting concluded at 10:27 hours and Members then met as a working party to agree their programme of review work for the year. The working party concluded at 11:09 hours.

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on Monday 25th September 2023

Annual Letter from the Local Government & Social Care Ombudsman 2022/23

Report of the Director for Executive, Corporate Services and Partnerships

Classification	This report is Public
Contact Officer	Lesley Botham Customer Service, Standards & Complaints Manager

PURPOSE/SUMMARY OF REPORT

To provide Executive with information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2022/23

REPORT DETAILS

1. Background

- 1.1 The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contains an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2023. It should be noted that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 The LGSCO received 3 enquiries and complaints during 2022/23, 2 were closed after initial enquiries and 1 case was not upheld with no fault found.

Benchmarking information – (CIPFA) Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

By way of background information, the LGSCO upheld 74% of complaints submitted to them in 2022/23 (up from 67% in 2021/22) with the average being 59% for similar authorities.

	Detailed investigations	Upheld complaints (average for similar authorities - 59%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	5	2 (40%)	100%	0
Bassetlaw District Council	1	1 (100%)	100%	0
Bolsover District Council	1	0	No recommendations were due for compliance in this period	0
Chesterfield District Council	The Ombudsman carried out no detailed investigations during this period	The Ombudsman carried out no detailed investigations during this period	No recommendations were due for compliance in this period	The Ombudsman did not uphold any detailed investigations during this period
Erewash District Council	2	1 (50%)	100%	0
Mansfield District Council	1	1 (100%)	100%	0
NE Derbyshire District Council	3	2 (67%)	100%	0

1.3 The Annual Letter 2023 (Appendix 1) and supporting information is attached.

1.4 The LGSCO received 1 enquiry and complaint during 2022/23,

1.5 No recommendations were due for compliance in this period 2022/23.

2. Details of Proposal or Information

2.1 N/A

3. Reasons for Recommendation

- 3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2022/23.

4 Alternative Options and Reasons for Rejection

- 4.1 None.

RECOMMENDATION(S)

That Scrutiny note the Annual Letter from the Local Government & Social Care Ombudsman 2022/23.

Approved by Councillor Duncan McGregor, Portfolio Holder for Corporate Governance

IMPLICATIONS:

Finance and Risk: Yes No

Details: Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details: The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On behalf of the Solicitor to the Council

Environment:

Details: Any complaints linked to environmental issues are dealt with in line with our policies

Staffing: Yes No

Details: There are no staffing implications contained within this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	No

District Wards Significantly Affected	All wards
<p>Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	Details:

Links to Council Ambition: Customers, Economy and Environment.
<p>Increasing customer satisfaction with our services Improving customer contact and removing barriers to accessing information Actively engaging with partners to benefit our customers Promoting equality and diversity and supporting vulnerable and disadvantaged people</p>

DOCUMENT INFORMATION	
Appendix No	Title
1	Annual Letter from the Local Government & Social Care Ombudsman 2022/23
2	Excel workbook: Complaints Received Complaints Decided Compliance

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i>
None

19 July 2023

By email

Ms Hanson
Head of Paid Service
Bolsover District Council

Dear Ms Hanson

Annual Review letter 2022-23

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2023. The information offers valuable insight about your organisation's approach to complaints. As always, I would encourage you to consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

The end of the reporting year, saw the retirement of Michael King, drawing his tenure as Local Government Ombudsman to a close. I was delighted to be appointed to the role of Interim Ombudsman in April and look forward to working with you and colleagues across the local government sector in the coming months. I will be building on the strong foundations already in place and will continue to focus on promoting improvement through our work.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on 'borderline' issues, so we are naturally finding a higher proportion of fault overall.

Our average uphold rate for all investigations has increased this year and you may find that your organisation's uphold rate is higher than previous years. This means that comparing uphold rates with previous years carries a note of caution. Therefore, I recommend comparing this statistic with that of similar organisations, rather than previous years, to better understand your organisation's performance.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we were satisfied with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 26 July 2023. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

I know that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

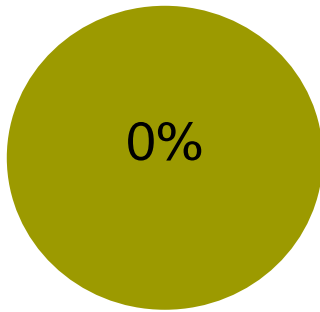
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops during the year, reaching more than 1350 people. To find out more visit www.lgo.org.uk/training or get in touch at training@lgo.org.uk.

Yours sincerely,



Paul Najsarek
Interim Local Government and Social Care Ombudsman
Interim Chair, Commission for Local Administration in England

Complaints upheld



0% of complaints we investigated were upheld.

This compares to an average of **59%** in similar organisations.

0
upheld decisions

Statistics are based on a total of **1** investigation for the period between 1 April 2022 to 31 March 2023

Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

Satisfactory remedy provided by the organisation

The Ombudsman did not uphold any detailed investigations during this period

Received

Reference	Authority	Category	Received
22008520	Bolsover District Council	Planning & Development	16/09/22
22010359	Bolsover District Council	Planning & Development	27/10/22

Decided

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
21018794	Bolsover District Council	Corporate & Other Services	12/10/22	Not Upheld	no fault		
22008520	Bolsover District Council	Planning & Development	22/09/22	Closed after initial enquiries	Not warranted by alleged fault		
22010359	Bolsover District Council	Planning & Development	03/11/22	Closed after initial enquiries	Not warranted by alleged injustice		

Compliance

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
No compliance data recorded during the period							

Bolsover District Council

Meeting of Customer Services Scrutiny Committee on 25th September 2023

Customer Services Scrutiny Committee Work Programme 2023/24

Report of the Scrutiny & Elections Officer

Classification	This report is Public
Contact Officer	Joanne Wilson, Scrutiny & Elections Officer

PURPOSE/SUMMARY OF REPORT

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2023/24.

REPORT DETAILS

1. Background

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2023/24 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes submitted will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

- 1.5 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 1.6 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 1.7 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

2. Details of Proposal or Information

- 2.1 Attached at Appendix 1 is the meeting schedule for 2023/24 and the proposed agenda items for approval/amendment.

3. Reasons for Recommendation

- 3.1 This report sets the formal Committee Work Programme for 2023/24 and the issues identified for review.
- 3.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Council Ambitions.
- 3.3 The Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as the Scrutiny functions outlined in Part 3.6(1) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

RECOMMENDATION(S)

1. That Members review this report and the Programme attached at Appendix 1 for approval and amendment as required. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

IMPLICATIONS:

Finance and Risk: Yes No

Details: None from this report.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

Environment:

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details: None from this report.

Staffing: Yes No

Details: None from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No
District Wards Significantly Affected	N/A
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: Committee Members

Links to Council Ambition: Customers, Economy and Environment.

All

DOCUMENT INFORMATION

Appendix No	Title
1.	CSSC Work Programme 2023/24

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i>
Previous versions of the Committee Work Programme.

Customer Services Scrutiny Committee

Work Programme 2023/24

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
19 June 2023 24	Part A – Formal	<ul style="list-style-type: none"> Agreement of Work Programme 2023/24 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1st January 2023 to 31st March 2023 and Annual Summary 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Tenant Engagement Strategy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Equality Plan and Objectives 2023-27 	Information, Engagement & Performance Manager
		<ul style="list-style-type: none"> Review of Members ICT & Support and ICT Service Delivery: Executive Response 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
24 July 2023	Part A – Formal	<ul style="list-style-type: none"> Business Rates Mandatory and Discretionary Rate Relief Policy 	Director of Finance/S151 Officer
		<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1st April 2023 to 30th June 2023 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Review of Council-owned Adapted Accommodation: Final Monitoring Report 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
25 September 2023	Part A – Formal	<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2022/23 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Site Visit – HW Martins 	
25 November 2023	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1st July 2023 to 30th September 2023 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Review of Members ICT & Support and ICT Service Delivery: Interim Monitoring Report 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
22 January 2023	Part A – Formal	<ul style="list-style-type: none"> • TBC 	
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
25 March 2023	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1st October 2023 to 31st December 2023 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Housing Strategy 2021-24 – Action Plan Monitoring Update 	Director of Construction, DDL/ Assistant Director of Housing Management & Enforcement/ Principal Planner (Policy)
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer

Document is Restricted