

Customer Services Scrutiny Committee

Work Programme 2021/22

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
28 June 2021	Part A – Formal	<ul style="list-style-type: none"> CANCELLED 	
	Part B – Informal	<ul style="list-style-type: none"> CANCELLED 	Scrutiny & Elections Officer
2 August 2021	Part A – Formal	<ul style="list-style-type: none"> Briefing on Adapted Accommodation 	Head of Housing Management & Enforcement/ Housing Enforcement Manager
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
13 September 2021	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 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
18 October 2021	Part A – Formal	<ul style="list-style-type: none"> TBC 	
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
13 December 2021	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
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
21 February 2022	Part A – Formal	<ul style="list-style-type: none"> <i>Housing Strategy – Monitoring Update – TBC</i> 	Head of Service – Economic Development, Regeneration and Housing Delivery; Head of Property & Housing Repairs; Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
21 March 2022	Part A – Formal	<ul style="list-style-type: none"> Transformation Governance Group Update 	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
23 May 2022	Part A – Formal	<ul style="list-style-type: none"> TBC 	
		<ul style="list-style-type: none"> Work Programme 2021/22 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer