

**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"> <li>CANCELLED</li> </ul>	
	Part B – Informal	<ul style="list-style-type: none"> <li>CANCELLED</li> </ul>	
2 August 2021	Part A – Formal	<ul style="list-style-type: none"> <li>Briefing on Adapted Accommodation</li> </ul>	Head of Housing Management & Enforcement/ Housing Enforcement Manager
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
13 September 2021	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
		<ul style="list-style-type: none"> <li>North Derbyshire Rough Sleeper Strategy 2021-2023</li> </ul>	Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Consultation on Housing Policies – Rechargeable Repairs</li> </ul>	Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Work Programme 2021/22 – Agreement of Review Scope</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
18 October 2021	Part A – Formal	<ul style="list-style-type: none"> <li>• Consultation on Housing Policies – Tenant Alteration &amp; Improvement Policy</li> </ul>	Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>• Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny & Elections Officer
13 December 2021	Part A – Formal	<ul style="list-style-type: none"> <li>• Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny & Elections Officer
21 February 2022	Part A – Formal	<ul style="list-style-type: none"> <li>• <i>Housing Strategy – Monitoring Update – TBC</i></li> </ul>	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"> <li>• <i>BDC Tenancy Agreement - TBC</i></li> </ul>	Head of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints Report 2019/20 – 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020</li> </ul>	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> <li>• Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny & Elections Officer
21 March 2022	Part A – Formal	<ul style="list-style-type: none"> <li>• Transformation Governance Group Update</li> </ul>	Joint Head of Transformation & Organisation
		<ul style="list-style-type: none"> <li>• Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny & Elections Officer
23 May 2022	Part A – Formal	<ul style="list-style-type: none"> <li>• <i>TBC</i></li> </ul>	
		<ul style="list-style-type: none"> <li>• Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer

<b>Date of Meeting</b>	<b>Items for Agenda</b>		<b>Lead Officer</b>
	<b>Part B – Informal</b>	<ul style="list-style-type: none"><li>• Review work</li></ul>	Scrutiny & Elections Officer