

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 |
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| 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 | |
| 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"> North Derbyshire Rough Sleeper Strategy 2021-2023 | Head of Housing Management & Enforcement |
| | | <ul style="list-style-type: none"> Consultation on Housing Policies – Rechargeable Repairs | Head of Housing Management & Enforcement |
| | <ul style="list-style-type: none"> Work Programme 2021/22 – Agreement of Review Scope | 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"> Consultation on Housing Policies – Tenant Alteration & Improvement Policy | Assistant Director of Housing Management & Enforcement |
| | | <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"> 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"> 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 March 2022 | Part A – Formal | <ul style="list-style-type: none"> Transformation Governance Group Update | Assistant Director of Development & Planning |
| | | <ul style="list-style-type: none"> Housing Strategy – Monitoring Update | Assistant Director Economic Development, Regeneration and Housing Delivery; Assistant Director of Property & Housing Repairs; Assistant Director of Housing Management & Enforcement |
| | | <ul style="list-style-type: none"> BDC Tenancy Agreement | Assistant Director of Housing Management & Enforcement |
| | | <ul style="list-style-type: none"> Business Rates Mandatory and Discretionary Rate Relief Policy | Assistant Director of Finance & Resources – Chief Financial Officer |
| | | <ul style="list-style-type: none"> Council Tax Discretionary Relief Policy | Assistant Director Finance & Resources – Chief Financial 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 |
| 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 |

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