

## 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
18 October 2021	Part A – Formal	<ul style="list-style-type: none"> <li>Consultation on Housing Policies – Tenant Alteration &amp; Improvement Policy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>13 December 2021</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>21 February 2022</b>	<b>Part A – Formal</b>	<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
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>21 March 2022</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Housing Strategy – Monitoring Update</li> </ul>	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"> <li>BDC Tenancy Agreement</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Business Rates Mandatory and Discretionary Rate Relief Policy</li> </ul>	Assistant Director of Finance & Resources – Chief Financial Officer
		<ul style="list-style-type: none"> <li>Council Tax Discretionary Relief Policy</li> </ul>	Assistant Director Finance & Resources – Chief Financial Officer
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
<b>23 May 2022</b>	<b>Part A – Formal</b>	<ul style="list-style-type: none"> <li>Transformation Governance Group Update</li> </ul>	Assistant Director of Development & Planning
		<ul style="list-style-type: none"> <li>Work Programme 2021/22</li> </ul>	Scrutiny & Elections Officer
	<b>Part B – Informal</b>	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer