

Customer Services Scrutiny Committee

Work Programme 2022/23

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
23 May 2022	Part A – Formal	<ul style="list-style-type: none"> Agreement of Work Programme 2022/23 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Transformation Programme Review 	Assistant Director of Development & Planning
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
18 July 2022	Part A – Formal	<ul style="list-style-type: none"> Operational Update on Waste Collection Services 	Assistant Director of Streetscene
		<ul style="list-style-type: none"> Consultation on Derbyshire Homelessness & Rough Sleeping Strategy 2022-2027 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Operational Update on Customer Services 	Assistant Director of Housing Management & Enforcement/ Customer Services Manager
		<ul style="list-style-type: none"> Review of Council-owned Adapted Accommodation: Executive Response 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
10 October 2022	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1st October 2021 to 31st March 2022 and Annual Report 2021/22 	Customer Standards and Complaints Officer/ Customer Services Manager

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2021/22 	Customer Standards and Complaints Officer/ Customer Services Manager
		<ul style="list-style-type: none"> • Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
12 December 2022	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1st April 2022 to 30th September 2022 	Customer Standards and Complaints Officer/ Customer Services Manager
		<ul style="list-style-type: none"> • Rent Arrears Policy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> • Mobility Scooter Policy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> • Communal Area Management Policy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> • Review of Council-owned Adapted Accommodation: Interim Monitoring Report 	Scrutiny & Elections Officer
	<ul style="list-style-type: none"> • Work Programme 2022/23 	Scrutiny & Elections Officer	
Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer/ Chief Executive/ Assistant Director Joint ICT	
13 February 2023	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1st October 2022 to 31st December 2022 	Customer Standards and Complaints Officer/ Customer Services Manager
		<ul style="list-style-type: none"> • Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
20 March 2023	Part A – Formal	<ul style="list-style-type: none"> • Housing Strategy – Monitoring Update 	Assistant Director Development & Planning; Assistant Director of Property Services & Housing Repairs; Assistant Director of Housing Management & Enforcement

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> • Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer