

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	• Agreement of Work Programme 2022/23	Scrutiny & Elections Officer
		• Transformation Programme Review	Assistant Director of Development & Planning
	Part B – Informal	• Review work	Scrutiny & Elections Officer
18 July 2022	Part A – Formal	• Operational Update on Waste Collection Services	Assistant Director of Streetscene
		• Consultation on Derbyshire Homelessness & Rough Sleeping Strategy 2022-2027	Assistant Director of Housing Management & Enforcement
		• Operational Update on Customer Services	Assistant Director of Housing Management & Enforcement/ Customer Services Manager
		• Review of Council-owned Adapted Accommodation: Executive Response	Scrutiny & Elections Officer
		• Customer Services Scrutiny Committee Work Programme 2022/23	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
10 October 2022	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2021/22 – 1 st October 2021 to 31 st March 2022 and Annual Report 2021/22	Customer Standards and Complaints Officer/ Customer Services Manager
		• LG&SCO and Housing Ombudsman Annual Report 2021/22	Customer Standards and Complaints Officer/ Customer Services Manager
		• Customer Services Scrutiny Committee Work Programme 2022/23	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
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"> Customer Services Scrutiny Committee Work Programme 2022/23 	Scrutiny & Elections Officer
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"> Customer Services Scrutiny Committee 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 2021-24 – Action Plan Monitoring Update 	Director of Construction, DDL/ Assistant Director of Housing Management & Enforcement/ Principal Planner (Policy)
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2022/23 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer