

## 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
19 June 2023	Part A – Formal	<ul style="list-style-type: none"> <li>Agreement of Work Programme 2023/24</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1<sup>st</sup> January 2023 to 31<sup>st</sup> March 2023 and Annual Summary</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Tenant Engagement Strategy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>Equality Plan and Objectives 2023-27</li> </ul>	Information, Engagement & Performance Manager
		<ul style="list-style-type: none"> <li>Review of Members ICT &amp; Support and ICT Service Delivery: Executive Response</li> </ul>	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>Review work</li> </ul>	Scrutiny & Elections Officer
24 July 2023	Part A – Formal	<ul style="list-style-type: none"> <li>Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1<sup>st</sup> April 2023 to 30<sup>th</sup> June 2023</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>Review of Council-owned Adapted Accommodation: Final Monitoring Report</li> </ul>	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> <li>Customer Services Scrutiny Committee Work Programme 2023/24</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
25 September 2023	Part A – Formal	• LG&SCO and Housing Ombudsman Annual Report 2022/23	Customer Services, Standards and Complaints Manager
		• Customer Services Scrutiny Committee Work Programme 2023/24	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
20 November 2023	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1 <sup>st</sup> July 2023 to 30 <sup>th</sup> September 2023	Customer Services, Standards and Complaints Manager
		• Review of Members ICT & Support and ICT Service Delivery: Interim Monitoring Report	Scrutiny & Elections Officer
		• Customer Services Scrutiny Committee Work Programme 2023/24	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
22 January 2023	Part A – Formal	•	
		• Customer Services Scrutiny Committee Work Programme 2023/24	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer
25 March 2023	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1 <sup>st</sup> October 2023 to 31 <sup>st</sup> December 2023	Customer Services, Standards and Complaints Manager
		• Housing Strategy 2021-24 – Action Plan Monitoring Update	Director of Construction, DDL/ Assistant Director of Housing Management & Enforcement/ Principal Planner (Policy)
		• Customer Services Scrutiny Committee Work Programme 2023/24	Scrutiny & Elections Officer
	Part B – Informal	• Review work	Scrutiny & Elections Officer