

Customer Services Scrutiny Committee

Work Programme 2023/24

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"> Agreement of Work Programme 2023/24 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1st January 2023 to 31st March 2023 and Annual Summary 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Tenant Engagement Strategy 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Equality Plan and Objectives 2023-27 	Information, Engagement & Performance Manager
		<ul style="list-style-type: none"> Review of Members ICT & Support and ICT Service Delivery: Executive Response 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer
24 July 2023	Part A – Formal	<ul style="list-style-type: none"> Business Rates Mandatory and Discretionary Rate Relief Policy 	Director of Finance/S151 Officer
		<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1st April 2023 to 30th June 2023 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Review of Council-owned Adapted Accommodation: Final Monitoring Report 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
25 September 2023	Part A – Formal	<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2022/23 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Site Visit – HW Martins 	
20 November 2023	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1st July 2023 to 30th September 2023 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Review of Members ICT & Support and ICT Service Delivery: Interim Monitoring Report 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
22 January 2023	Part A – Formal	<ul style="list-style-type: none"> • TBC 	
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer
25 March 2023	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1st October 2023 to 31st December 2023 	Customer Services, Standards and Complaints Manager
		<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 2023/24 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny & Elections Officer