

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 |
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| 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 Officer |
| | Part B – Informal | <ul style="list-style-type: none"> • Review work | Scrutiny 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"> • Consultation on Draft Allocations Policy | Assistant Director of Housing Management & Enforcement |
| | | <ul style="list-style-type: none"> • New Council Ambition 2024-2028 – Scrutiny Consultation | Senior Management Team/Performance |
| | | <ul style="list-style-type: none"> • Review of Members ICT & Support and ICT Service Delivery: Interim Monitoring Report | Scrutiny Officer |
| | | <ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 | Scrutiny Officer |
| | Part B – Informal | <ul style="list-style-type: none"> • Review work | Scrutiny Officer |
| 22 January 2024 | Part A – Formal | <ul style="list-style-type: none"> • Private Sector Housing Strategy | Assistant Director of Housing Management & Enforcement |
| | | <ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2023/24 | Scrutiny Officer |
| | Part B – Informal | <ul style="list-style-type: none"> • Review work | Scrutiny Officer |
| 25 March 2024 | 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"> • Customer Services Scrutiny Committee Work Programme 2023/24 | Scrutiny Officer |
| | Part B – Informal | <ul style="list-style-type: none"> • Review work | Scrutiny Officer |

| Date of Meeting | Items for Agenda | | Lead Officer |
|-----------------|-------------------|---|---|
| 22 April 2024 | Part A – Formal | <ul style="list-style-type: none"> Housing Strategy 2021-24 – Action Plan Monitoring Update | Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy |
| | | <ul style="list-style-type: none"> Housing Strategy 2024-2029: Consultation | Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy |
| | | <ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2023/24 | Scrutiny Officer |
| | Part B – Informal | <ul style="list-style-type: none"> Review work | Scrutiny Officer |