

## 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"> <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>Business Rates Mandatory and Discretionary Rate Relief Policy</li> </ul>	Director of Finance/S151 Officer
		<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	<ul style="list-style-type: none"> <li>• LG&amp;SCO and Housing Ombudsman Annual Report 2022/23</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer
		<ul style="list-style-type: none"> <li>• Site Visit – HW Martins</li> </ul>	
20 November 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> July 2023 to 30<sup>th</sup> September 2023</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Consultation on Draft Allocations Policy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>• New Council Ambition 2024-2028 – Scrutiny Consultation</li> </ul>	Senior Management Team/Performance
		<ul style="list-style-type: none"> <li>• Review of Members ICT &amp; Support and ICT Service Delivery: Interim Monitoring Report</li> </ul>	Scrutiny Officer
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer
22 January 2024	Part A – Formal	<ul style="list-style-type: none"> <li>• Private Sector Housing Strategy</li> </ul>	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer
25 March 2024	Part A – Formal	<ul style="list-style-type: none"> <li>• Customer Service Standards and Compliments, Comments and Complaints Report 2022/23 – 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Policy Review</li> </ul>	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> <li>• Customer Services Scrutiny Committee Work Programme 2023/24</li> </ul>	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> <li>• Review work</li> </ul>	Scrutiny Officer

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