

Customer Services Scrutiny Committee

Work Programme 2024/25

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
3 June 2024	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2022/23 – 1st January 2024 to 31st March 2024 and Annual Summary 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Housing Ombudsman Self-Assessment Report - Verbal Update 	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Bolsover Tenants Challenge and Change Group - Review of The Voids Process 	Assistant Director of Housing Management & Enforcement
		<ul style="list-style-type: none"> Agreement of Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
15 July 2024	Part A – Formal	<ul style="list-style-type: none"> Housing Strategy 2024-2029: Consultation Draft 	Assistant Director of Housing Management & Enforcement/ Assistant Director of Planning and Planning Policy
		<ul style="list-style-type: none"> Homelessness and Rough Sleeping Strategy 2022-2027: Monitoring Update 	Housing Options Manager/ Housing Strategy and Development Officer
		<ul style="list-style-type: none"> Review of Effectiveness of Council’s Waste Collection and Disposal Education 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer

Date of Meeting	Items for Agenda		Lead Officer
16 September 2024	Part A – Formal	<ul style="list-style-type: none"> • LG&SCO and Housing Ombudsman Annual Report 2023/24 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Housing Strategy 2024-2029: Final Draft 	Head of Service - Housing Management
		<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints 2023/24 – 1st April 2024 to 30th June 2024 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Review of Members ICT & Support and ICT Service Delivery: Interim Report – (Post Scrutiny Monitoring Update) 	Scrutiny Officer
		<ul style="list-style-type: none"> • Review of Effectiveness of Council’s Waste Collection and Disposal Education – Executive Response 	Scrutiny Officer
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
18 November 2024	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints 2024/25 – 1st July 2024 to 30th September 2024 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny Officer
3 February 2025	Part A – Formal	<ul style="list-style-type: none"> • Unreasonable Behaviour Policy 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • The Electrical Safety Policy 	Head of Service - Housing Management
		<ul style="list-style-type: none"> • The Gas and Heating Compliance Policy 	Head of Service - Housing Management
		<ul style="list-style-type: none"> • Review of Effectiveness of Council’s Waste Collection and Disposal Education – (Post Scrutiny Monitoring Update) 	Scrutiny Officer
		<ul style="list-style-type: none"> • Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> • Review work 	Scrutiny Officer
31 March 2025	Part A – Formal	<ul style="list-style-type: none"> • Customer Service Standards and Compliments, Comments and Complaints Report 2023/24 – 1st October 2024 to 31st December 2024 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> • Housing Domestic Abuse Policy 2025-2028 	Head of Service - Housing Management

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Review of Members ICT & Support and ICT Service Delivery: Final Report – (Post Scrutiny Monitoring Update) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2024/25 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer