

Customer Services Scrutiny Committee

Work Programme 2025/26

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
16 June 2025	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st January 2025 to 31st March 2025 and Annual Summary 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Damp and Mould Policy 	Assistant Director of Housing
		<ul style="list-style-type: none"> Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance 	Assistant Director of Housing
		<ul style="list-style-type: none"> Approval of the Information and Cyber Security Policy 	Assistant Director of ICT
		<ul style="list-style-type: none"> Agreement of Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
Mid-August Extraordinary Meeting (TBC)	Part A – Formal	<ul style="list-style-type: none"> Housing Ombudsman Self-Assessment Report 	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
29 September 2025	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st April 2025 to 30th June 2025 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Welfare and Adaptation Policy Review 	Assistant Director of Housing
		<ul style="list-style-type: none"> Private Sector Housing Strategy – Monitoring Update 	Assistant Director of Housing

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Homelessness Strategy – Monitoring Update (TBC) 	Assistant Director of Housing
		<ul style="list-style-type: none"> Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Second Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
8 December 2025	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"> Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st July 2025 to 30th September 2025 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Housing Strategy – Monitoring Update 	Assistant Director of Housing
		<ul style="list-style-type: none"> Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (First Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer
23 March 2025	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Report 2025/26 – 1st October 2025 to 31st December 2025 	Customer Services, Standards and Complaints Manager
		<ul style="list-style-type: none"> Additional agenda item TBC 	TBC
		<ul style="list-style-type: none"> Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Final Interim Report) 	Scrutiny Officer
		<ul style="list-style-type: none"> Customer Services Scrutiny Committee Work Programme 2025/26 	Scrutiny Officer
	Part B – Informal	<ul style="list-style-type: none"> Review work 	Scrutiny Officer