

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	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
		Damp and Mould Policy	Assistant Director of Housing
		Bolsover Tenants Challenge and Change Group – Review of Grounds Maintenance	Assistant Director of Housing
		Approval of the Information and Cyber Security Policy	Assistant Director of ICT
		Agreement of Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	Review work	Scrutiny Officer
19 August 2025 (Extraordinary Meeting)	Part A – Formal	Housing Ombudsman Self-Assessment Report	Assistant Director of Housing Management & Enforcement/ Customer Services, Standards and Complaints Manager
		Review of Waste and Recycling Collection Policy	Director of Strategic Services
29 September 2025	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st April 2025 to 30th June 2025	Customer Services, Standards and Complaints Manager
		Welfare and Adaptation Policy Review	Assistant Director of Housing

Date of Meeting	Items for Agenda		Lead Officer
		• Private Sector Housing Strategy – Monitoring Update	Assistant Director of Housing
		• Homelessness Strategy – Monitoring Update (TBC)	Assistant Director of Housing
		• Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Second Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
8 December 2025	Part A – Formal	• LG&SCO and Housing Ombudsman Annual Report 2023/24	Customer Services, Standards and Complaints Manager
		• Customer Service Standards and Compliments, Comments and Complaints 2025/26 – 1st July 2025 to 30th September 2025	Customer Services, Standards and Complaints Manager
		• Housing Strategy – Monitoring Update	Assistant Director of Housing
		• Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (First Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer
23 March 2025	Part A – Formal	• Customer Service Standards and Compliments, Comments and Complaints Report 2025/26 – 1st October 2025 to 31st December 2025	Customer Services, Standards and Complaints Manager
		• Additional agenda item TBC	TBC
		• Review of Effectiveness of Council’s Waste Collection and Disposal Education – Post Scrutiny Monitoring Update (Final Interim Report)	Scrutiny Officer
		• Customer Services Scrutiny Committee Work Programme 2025/26	Scrutiny Officer
	Part B – Informal	• Review work	Scrutiny Officer