

Customer Services Scrutiny Committee

Work Programme 2026/27

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
Monday, 15th of June 2026	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2026/27 – 1 st January 2026 to 31 st March 2025 and Annual Summary	Customer Services, Standards and Complaints Manager
		Revised Tenant Engagement Strategy	Assistant Director of Housing; Housing Strategy and Development Officer
		Challenge and Change review	Tenant Liaison and Part Officer
		Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Second Interim Report)	Scrutiny Officer
		Agreement of Work Programme 2026/27	Scrutiny Officer
	Part B – Informal	Review work	Scrutiny Officer
Monday, 28th of September 2026	Part A – Formal	Customer Service Standards and Compliments, Comments and Complaints 2026/27– 1 st April 2026 to 30 th June 2026	Customer Services, Standards and Complaints Manager
		Private Sector Housing Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Strategy and Development Officer
		Homelessness and Rough Sleeping Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Options Manager
		Renewal of Mobility Scooter Policy	Housing Services Manager; Housing Strategy and Development Officer

Date of Meeting	Items for Agenda		Lead Officer
		Renewal of Communal Area Management Policy for Council Owned Residential Properties	Housing Services Manager; Housing Strategy and Development Officer
		Review TBC	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
Monday, 07th of December 2026	Part A – Formal	Review work	Customer Services, Standards and Complaints Manager
		Customer Service Standards and Compliments, Comments and Complaints 2026/27 – 1st July 2026 to 30th September 2026	TBC
		Housing Strategy – Annual Monitoring Update	Assistant Director of Housing; Housing Strategy and Development Officer
		Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (Final Interim Report)	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
Monday, 22nd of March 2027	Part A – Formal	Review work	Customer Services, Standards and Complaints Manager
		Customer Service Standards and Compliments, Comments and Complaints Report 2026/27 – 1st October 2026 to 31st December 2026	Scrutiny Officer
		Review TBC	Scrutiny Officer
		Review TBC	Scrutiny Officer
	Part B – Informal	Customer Services Scrutiny Committee Work Programme 2026/27	Scrutiny Officer
		Review work	