

# OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 7 JULY 2022

Present: Councillor J C Patrick, Chair

Councillors: S Easom (Vice-Chair)  
M J Crow  
S Dannheimer  
L Fletcher  
M Hannah  
E Kerry  
P Lally (substitute)  
H Land (substitute)  
J M Owen (substitute)  
P J Owen  
I L Tyler

Apologies for absence were received from Councillors D K Watts, J C Goold, R S Robinson and C M Tideswell;

## 7 DECLARATIONS OF INTEREST

There were no declarations of interest.

## 8 MINUTES

The minutes of the meeting held on 9 June 2022 were confirmed and signed as a correct record.

## 9 CONSIDERATION OF CALL IN

Members noted the items for consideration for call in.

## 10 RESPONSES OF THE CABINET OR DECISION MAKER TO REPORTS OF THE COMMITTEE

Members noted the responses of Cabinet.

## 11 UPDATE FROM WORKING GROUP ON TELEPHONE ANSWERING AND CUSTOMER SERVICES

Members discussed the Update from the Working Group on Telephone Answering and Customer Services.

It was noted that the Working Group had yet to meet and preparation was being undertaken to inform the Working Group of telephone answering statistics.

12 SPOTLIGHT REVIEW OF HOUSING REPAIRS

Overview and Scrutiny received a presentation on the function of the Housing Repairs service and the findings of the external consultants reviewing the service.

It was noted that the review of the Housing Repairs service was to increase the level of customer service experience by improving communication, record keeping and completing repairs in the first visit.

It was noted that there was a need to adopt the National Housing Federation's (NHF) list of works and times in which the works require to be complete. members noted that this would allow the Council to adopt a widely used and maintained database that would bring the Council in line with other authorities.

13 CABINET WORK PROGRAMME

The Committee considered the Cabinet Work Programme. It was noted that the Environment Strategy, Child Poverty, Budget Consultation and Houses in Multiple Occupation were suitable topics for scrutiny reviews.

14 SCRUTINY WORK PROGRAMME

The Committee considered the Work Programme. It was requested that items on Housing Repairs, Bin Collections, Kimberley Leisure Centre, Broxtowe Lottery and Disabled Facilities Grants be added to the Work Programme.

**RESOLVED that the Work Programme, including the additional topics for scrutiny, be approved.**