



Wednesday, 29 June 2022

Dear Sir/Madam

A meeting of the Overview and Scrutiny Committee will be held on Thursday, 7 July 2022 in the Council Chamber, Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors: J C Patrick (Chair) M Hannah  
D K Watts (Vice-Chair) E Kerry  
S Easom (Vice-Chair) P J Owen  
M J Crow R S Robinson  
S Dannheimer C M Tideswell  
L Fletcher I L Tyler  
J C Goold

## AGENDA

1. APOLOGIES

To receive apologies and to be notified of the attendance of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 3 - 4)

The Committee is asked to confirm as a correct record the minutes of the meeting held on 9 June 2022.

4. CONSIDERATION OF CALL IN

To consider any matter referred to the Committee for a decision in relation to the call in of a decision.

5. RESPONSES OF THE CABINET OR DECISION MAKER TO REPORTS OF THE COMMITTEE

To allow the Committee to consider any matters arising from their reports in the future.

6. UPDATE FROM WORKING GROUP ON TELEPHONE ANSWERING AND CUSTOMER SERVICES

7. SPOTLIGHT REVIEW OF HOUSING REPAIRS (Pages 5 - 6)

Members are asked to conduct a scrutiny review of Housing Repairs.

8. CABINET WORK PROGRAMME (Pages 7 - 10)

To inform the Committee of items on the Cabinet's Work Programme identifying topics for scrutiny that will help to achieve the Council's key priorities and associated objectives.

9. SCRUTINY WORK PROGRAMME (Pages 11 - 12)

Committee is asked to approve its Work Programme, including identifying topics for scrutiny that will help to achieve the Council's key priorities and associated objectives.

## OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 9 JUNE 2022

Present: Councillor J C Patrick, Chair

Councillors: D K Watts (Vice-Chair)  
S Easom (Vice-Chair)  
M J Crow  
S Dannheimer  
J C Goold  
M Hannah  
P J Owen  
R S Robinson  
C M Tideswell  
I L Tyler  
J M Owen (Substitute)

Apologies for absence were received from Councillors L Fletcher and E Kerry.

1 DECLARATIONS OF INTEREST

Councillor I L Tyler declared an interest in the Broxtowe Lotto agenda item 7, minute number 6 refers.

2 CONSIDERATION OF CALL IN

There were no matters referred from the Committee for a decision in relation to the call in of a decision.

3 RESPONSES OF THE CABINET OR DECISION MAKER TO REPORTS OF THE COMMITTEE

There were no matters arising from the Committee reports for responses from Cabinet or decision maker.

4 ESTABLISHING EFFECTIVE SCRUTINY

The Committee was informed of their specific powers and the opportunity to identify topics for scrutiny.

The Committee had been appointed to scrutinise the actions of the Executive and to review the policies and practices of the Council. It had the power to inquire, research and report on matters within its remit and could determine the topics selected for scrutiny. The Committee could 'call-in' decisions of the Executive within three days of the publication of Cabinet decisions.

**RESOLVED that the process and forms for identifying topics for scrutiny be approved.**

5 CABINET WORK PROGRAMME

The Committee noted the items on the Cabinet's work programme, from which items for scrutiny could be identified. Discussions ensued with the titles of reports on the Cabinet work programme being unclear. It was suggested to engage with the Portfolio holder for further information relating to the report. A recommendation to include a short paragraph detailing the content of the report that had a key decision would be included in future published key decision notices.

6 WORK PROGRAMME

Prior to this item being discussed Councillor R Robinson left the meeting.

The Committee identified topics for scrutiny from the suggestions provided by Councillors that was submitted to the Monitoring Officer. The work programme would help to achieve the Council's key priorities and associated objectives.

Members discussed the topics and it was agreed to scope three topics from the suggested list provided by Councillors.

- Telephone Answering and Customer Services
- Agile Working
- Housing Repairs

After scoping the first topic of Telephone Answering and Customer Services, The Committee proposed to delegate this topic to a working group consisting of five Members and would report their findings to future meetings of the Overview and Scrutiny Committee. A Chair and Vice Chair was appointed to this working group.

A recommendation to the Chair and Vice Chairs of the Overview and Scrutiny Committee to scope two further 'bite size' topics separate to the main Committee was agreed by the Committee. Updates would be provided at the next meeting.

**RESOLVED that:**

- 1. The work programme, including topics for scrutiny be approved.**
- 2. Delegate to the Chair and Vice Chairs of the Overview and Scrutiny Committee to scope the two 'bitesize' topics chosen by the Committee.**

## Report of the Overview and Scrutiny Committee

### **SPOTLIGHT REVIEW OF HOUSING REPAIRS**

1. Purpose of Report

Members are asked to conduct a scrutiny review of Housing Repairs.

2. Recommendation

**The Committee is asked to CONSIDER the topic of Housing Repairs and RESOLVE accordingly.**

3. Further Information

At its previous meeting it was resolved to conduct a spotlight review into Housing Repairs and members delegated the responsibility for the scoping of the topic to the Chair and Vice Chairs of the Committee. The results of the scoping meeting were distributed to members and the form is also included in the appendix.

To assist the Committee to review the item, the Deputy Chief Executive, the Interim Head of Asset Management and Development and the Interim Housing Repairs Consultant will provide a presentation and information to members. The Committee will be able to ask questions in order to scrutinise the topic.

Once having received all of the information, members will be asked to conclude their thoughts and agree recommendations that will be collated into report which will be returned to this Committee for final agreement. Subsequently, the report will be presented to Cabinet for consideration.

4. Background Papers

Nil.

**Scoping Report**

<b>Title of review</b>	Housing Repairs		
<b>Expected outcomes</b>	Reduced backlog of repairs Less complaints Faster service to repairs		
<b>Terms of reference/Key lines of enquiry</b>	Issues raised from tenants Ask questions to recent tenants who have had repairs. How many repairs are related to tenants causing own damage in property? Is staffing adequate? How are the staff managed? Are Managers aware of how long jobs take.? How are jobs planned daily with locations? Are the repairs team multi skilled adequately equipped to carry out the tasks and are revisits required? Are appointments communicated to the tenants and are they kept informed if delay with parts or external supplier required to deal with repairs? Audit check on housing properties. How many repairs are coming through for repairs breakdown of repairs required?		
<b>Possible sources of information</b>	Look at key Performance Indicators. Question how this data is put together and relevance. Questionnaire to tenants Resident groups 'How did we do' replies from tenants after the repair has been carried out. Repairs team issues Repairs team office issues		
<b>How review could be publicised</b>	Through Comms Email me Social media		
<b>Specify site visits</b>	Tenants homes Repairs team both back office and frontline.		
<b>Possible witnesses</b>	Nick Hawkes Complainants/Tenants Housing Repairs team office and frontline team Complaints Officer		
<b>Resource requirements</b>	Officers' time. Data for questionnaire and collation of information received.		
<b>Projected start date</b>	Spotlight Review	<b>Draft report deadline</b>	Following meeting

## Report of the Leader of the Council

### CABINET WORK PROGRAMME

1. Purpose of Report

Cabinet is asked to approve its Work Programme, including potential key decisions that will help to achieve the Council's key priorities and associated objectives.

2. Recommendation

**Cabinet is asked, that the Work Programme, including key decisions, be approved.**

3. Detail

The Work Programme for future meetings is set out below. Key decisions are marked with an asterisk\*.

REFERENCE

4. 19 July 2022	<p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> <li>• Irrecoverable Arrears</li> <li>• Statement of Accounts Update and Outturn Position 2021/22</li> <li>• Treasury Management Annual Report 2021/22</li> <li>• Grants to Voluntary and Community Organisations</li> <li>• Grant Aid – Citizen’s Advice Broxtowe</li> <li>• Peer Review</li> <li>• Housing Delivery Plan-Capital Programme New Build Schemes Revisions to the Budget 2022/23*</li> </ul> <p><u>Environment and Climate Change</u></p> <ul style="list-style-type: none"> <li>• Environmental Enforcement</li> <li>• Air Quality Status report</li> </ul> <p><u>Economic Development and Asset Management</u></p> <ul style="list-style-type: none"> <li>• HMO Policy SPD</li> <li>• Economic Growth and Regeneration Strategy</li> <li>• Housing repairs</li> </ul> <p><u>Community Safety</u></p> <ul style="list-style-type: none"> <li>• Anti-Social Behaviour Policy</li> </ul> <p><u>Housing</u></p> <ul style="list-style-type: none"> <li>• Housing Income Policies</li> <li>• Aids and Adaptations</li> </ul>
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13 September 2022	<p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> <li>• Capital Programme Update 2022/23</li> <li>• Revenue Budget Variations 2022/23</li> <li>• Workforce Profile</li> </ul> <p><u>Environment and Climate Change</u></p> <ul style="list-style-type: none"> <li>• Dog Policy Review</li> <li>• Waste Strategy</li> </ul> <p><u>Community Safety</u></p> <ul style="list-style-type: none"> <li>• Modern Slavery Statement</li> <li>• Child Poverty Action Plan</li> </ul> <p><u>Economic Development and Asset Management</u></p> <ul style="list-style-type: none"> <li>• Toton and Chetwynd SPD</li> <li>• Cremator Review*</li> </ul>
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4 October 2022	<u>Resources and Personnel Policy</u> <ul style="list-style-type: none"><li>• Irrecoverable Arrears</li><li>• Medium Term Financial Strategy and Business Strategy</li><li>• Budget Consultation 2022/23</li><li>• Grants to Voluntary and Community Organisations</li><li>• Wellbeing Strategy</li></ul> <u>Economic Development and Asset Management</u> <ul style="list-style-type: none"><li>• House Building Delivery Plan</li></ul>
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5. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

6. Background Papers

Nil.

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**Report of the Executive Director**

<b>WORK PROGRAMME</b>
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1. Purpose of Report

The Committee is asked to approve its Work Programme, including identifying topics for scrutiny, that will help to achieve the Council's key priorities and associated objectives.

2. Recommendation

**The Committee is asked to RESOLVE that the Work Programme, including topics for scrutiny, be approved.**

3. Detail

The Work Programme for future meetings is set out below.

1 September 2022	<ul style="list-style-type: none"> <li>• Agile Working</li> <li>• Future Reviews to be set by Committee</li> </ul>
10 November 2022	<ul style="list-style-type: none"> <li>• Future Reviews to be set by Committee</li> </ul>
12 January 2022	<ul style="list-style-type: none"> <li>• Future Reviews to be set by Committee</li> </ul>
30 January 2023	<ul style="list-style-type: none"> <li>• Budget Review</li> </ul>
31 January 2023	<ul style="list-style-type: none"> <li>• Budget Review</li> </ul>
23 February 2023	<ul style="list-style-type: none"> <li>• Consideration of a future work programme</li> </ul>

4. Background Papers

Nil.

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