



Tuesday, 11 October 2022

Dear Sir/Madam

A meeting of the Overview and Scrutiny Committee will be held on Wednesday, 19 October 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	

A G E N D A

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 5 - 6)

The Committee is asked to confirm and sign the minutes of the meeting on 7 July 2022 as a correct record.

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. MINUTES FROM WORKING GROUPS

(Pages 7 - 12)

To receive minutes from the Overview and Scrutiny Working Group meetings held on 11 July 2022, 25 July 2022 and 29 September 2022.

6. HOUSING REPAIRS UPDATE

The meeting will receive a verbal update from the Head of Housing.

7. OVERVIEW AND SCRUTINY COMMITTEE WORKING GROUP - REVIEW OF TELEPHONE ANSWERING AND CUSTOMER SERVICES

(Pages 13 - 28)

To receive the report of the Overview and Scrutiny Committee Working Group's report into Telephone Answering and Customer Services which is contained within the agenda.

The Overview and Scrutiny Committee is asked to CONSIDER the recommendations contained within the report and RECOMMEND to Cabinet accordingly.

8. AGILE WORKING

(Pages 29 - 32)

Members are asked to conduct a scrutiny review of Agile Working and will receive a presentation from the Executive Director.

9. CABINET WORK PROGRAMME

(Pages 33 - 34)

To inform the Committee of items on the Cabinet's work programme, from which items for scrutiny may be identified.

10. SCRUTINY WORK PROGRAMME

(Pages 35 - 38)

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.

11. SCOPING TOPIC REVIEW

(Pages 39 - 40)

Members are asked to scope a topic for the Committee to review at the next meeting.