

APPENDIX 3

Scrutiny Suggestion Form

Through Overview and Scrutiny, the Council is keen to investigate issues that are important to the people of Broxtowe. If you have an issue that you feel Overview and Scrutiny should look at as part of its work, please complete the form below.

You will receive correspondence from the Democratic Services Manager letting you know what will happen next. It is important to note, however, that Overview and Scrutiny is not for dealing with individual problems and complaints.

All requests will be fully considered and a decision will be made on what would be the most appropriate way forward. In some cases, this may be to forward the issue to the Service Director or the Ward Councillor for action. There is no guarantee; therefore, that the Scrutiny Committee will take up all requests, although you will receive an explanation of what action has been taken.

First name

Barbara

Surname

Carr

Address

[REDACTED]

Postcode

[REDACTED]

Telephone number

[REDACTED]

Email

Barbara.carr@broxtowe.gov.uk

Can we contact you about your ideas, comments and suggestions? **Yes**

Would you like us to forward this form to relevant organisations? **Yes**

What do you want the Overview and Scrutiny Committee to look at?

Building Control. Currently a shared service with Erewash BC. Very slow to respond to requests. No replies to emails. Do not respond to complaints. Generally poor level of service provided to Broxtowe residents and Cllrs.

What outcomes do you expect?

I would like to know the service standards and actual achievement for dealing and completing service requests. Results split between Erewash cases and Broxtowe cases.

What is the potential for improvements to current service in future if it remains where it is?

Request that Managers of the Service attend the O&S committee to explain processes, service levels and why we are experiencing the slow service levels and what can be done about it.

Depending on investigation outcomes, then review potential to bring this service back 'in house'.

Explore costs v savings.

Staffing issues.

Benefits v Disadvantages of returning the service to ourselves.

Please return this form to Democratic Services, Broxtowe Borough Council, Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB or email to committees@broxtowe.gov.uk

For office use only – Date received:

Scrutiny Support: