

**MINUTES OF THE SCRUTINY COMMITTEE
HELD ON**

12 March 2024

7.30 - 9.55 pm

PRESENT

Committee Members

Councillor Tony Edwards (Chair)
Councillor Alastair Gunn (Vice-Chair)
Councillor James Griggs
Councillor Colleen Morrison
Councillor Kay Morrison
Councillor Russell Perrin
Councillor Matthew Saggars

Also Present

Councillor David Carter
Councillor John Steer
Councillor Dan Swords
Neil Rowland, Commercial Director – HTS (Property and Environment) Ltd

Officers

Simon Hill, Director of Governance and Corporate Services
Janet Jackson, Corporate and Governance Support Team Leader
Wendy Makepeace, Assistant Director - Housing and Property
Joanne Penney, Contact System Administrator
Adam Rees, Senior Governance Support Officer
Yvonne Rees, Interim Chief Executive

124. **APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

None.

125. **DECLARATIONS OF INTEREST**

Councillor Saggars declared a pecuniary interest in item 9 as a council appointed director of HTS (Property and Environment) Ltd.

126. **MINUTES**

RESOLVED that the minutes of the meeting held on 6 February 2024 are agreed as a correct record and signed by the Chair.

127. **MATTERS ARISING**

None.

128. **WRITTEN QUESTIONS FROM MEMBERS OF THE PUBLIC**

None.

129. **WRITTEN QUESTIONS FROM COUNCILLORS**

None.

130. **RESPONSES OF THE CABINET TO REPORTS OF THE SCRUTINY COMMITTEE**

None.

131. **COUNCILLOR ENQUIRY SYSTEM - REPORT**

The Committee received a report on the Councillor Enquiry System.

The Committee requested that:

- i) Methods of monitoring how data on enquiries could be measured and reported be explored;
- ii) Definitions on what is deemed urgent and non-urgent were developed in time for the September meeting;
- iii) Resourcing implications were explored to enable a reduction in response times to 5 working days.

RESOLVED that the Committee:

A Considered the progress on the review.

B Requested that the Portfolio Holder for Finance and Governance implement the following changes as set out in greater detail in paragraph 18 of the report:

- i) To introduce another stage proposed as the 'follow up work' stage to identify if a members request has been added to a separate work programme;
- ii) To explore if existing enquiries can be re-opened on the system once closed;
- iii) That response emails be adjusted to include the original enquiry, which will give greater clarity to the enquiry details and make the target date clearer;
- iv) That a triage system be introduced where 'Urgent' or 'Standard' is selected by the Corporate and Governance Support Team when the enquiry is submitted;

- v) Further training on the Councillor Portal be provided to members;
- vi) That a further review of a more visual use of address mapping and potential improvements to the address lookup;

C Requested an update report be brought back to the Committee in September 2024.

132. **ROOFING AND MAJOR REPAIRS TO COUNCIL HOUSES - PROGRESS UPDATE**

The Committee received a report on roofing and major repairs to council houses.

The Committee requested that it was:

- i) Given monitoring information on group jobs;
- ii) Provided with a trade by trade breakdown of jobs;
- iii) Provided with a breakdown of what post inspections highlight the need for further works;
- iv) Requested that Councillors were sent quarterly information on repairs.

RESOLVED that the Committee noted:

- A** Improvements to the business process, following the review of both the major works and the roofing referral processes (Major Works - Cabinet report 30 November 2023).
- B** The continued improved performance against the backlog of responsive repairs works and clearance of the backlog of street property roofing projects.

133. **SUPPORT FOR VICTIMS OF DOMESTIC ABUSE AND SEXUAL HARASSMENT - PROGRESS UPDATE**

The Committee received a progress report on its review of support for victims of domestic abuse and sexual harassment.

The Committee requested that relevant information was brought back to a future meeting of the Committee, along with a further update report.

The Committee would consider a review on safe places for women.

RESOLVED that the Committee noted to report.

134. **WORK PLAN**

The Committee received a report summarising its work plan.

RESOLVED that the work plan be noted.

135. **REFERENCES FROM OTHER COMMITTEES**

None.

136. **MATTERS OF URGENT BUSINESS**

None.

CHAIR OF THE COMMITTEE