

Public Document Pack

**MINUTES OF A MEETING OF THE
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE
Committee Room 3B - Town Hall
10 July 2018 (7.30 - 9.00 pm)**

Present:

Councillors Keith Darvill (Chairman), Tony Durdin, Paul Middleton, Gerry O'Sullivan, Christopher Wilkins (Vice-Chair), Robby Misir, Timothy Ryan, Christine Smith and +Ciaran White

Apologies for absence were received from Councillor Carol Smith

+Substitute Members: Councillor Ciaran White (for Councillor Carol Smith)

1 DECLARATION OF INTERESTS

There were no declarations of interest.

2 MINUTES

The minutes of the meeting held on 20 March 2018 were agreed as a correct record and signed by the Chairman.

3 CORPORATE PERFORMANCE REPORT - QUARTER FOUR

The Sub-Committee received a presentation that outlined the five corporate performance indicators for Quarter 4 that related to the Sub-Committee.

The following areas for improvement were detailed in the report:

- The number of Stage 1 complaints closed within the target timescale for all non-ASB Housing complaints was below target. For the year to date, 481 out of 575 (84%) of Stage 1 complaints were closed within 15 days against a target of 95%.

The Acting Assistant Director of Housing had instigated a new, more structured approach to achieving targets with milestones and warnings incorporated into the process.

- There were thirteen Stage 2 complaints that were not closed within the target timescale during Quarter 4 resulting in the year to date outturn being below target.
- The overall outturn took into account the performance of the contractors used for maintenance and gas repairs to the end of Quarter 4. Gas contractor performance was at 98.9% (within target). Maintenance contractor performance was being monitored through regular contract management meetings as well as separate monthly service improvement meetings.

The report informed the Sub-Committee that an improvement plan had been implemented and a series of corrective actions instigated by the contractor, which included an allocation of extra resources to manage the number of out of target orders; scrutinising employee productivity, and reviewing supply chain management to ensure timely completions, however the year to date figure had not been achieved by the year end.

Members agreed that it would be useful if they could be provided with a list of contacts and the contractors providing the service and that the Acting Assistant Director of Housing be invited to a future meeting to give an update on contractor performance.

Members also agreed that it would be useful if they received an update on the stages of complaints in general.

Members also asked that an update on fire proofing works to Council owned buildings be provided at a future meeting.

The Sub-Committee noted the contents of the report and presentation.

4 DRAFT WORK PROGRAMME

The Sub-Committee considered a report that detailed the Sub-Committee's work programme for the forthcoming year.

Appended to the report were some suggestions for areas that the Sub-Committee could consider.

Members agreed that in light of the recent decision to review Public Sector Landlord tenancies that an invitation be sent to the Acting Assistant Director of Housing to brief the Sub-Committee of the current situation.

The Chairman advised Members that any suggestions for areas for scrutiny be forwarded to him so that they could be included on the work programme.

Chairman

This page is intentionally left blank