



## **AUDIT COMMITTEE – 9TH DECEMBER 2015**

**SUBJECT:       REQUEST FOR REPORT ON COMPLAINTS AND REPRESENTATIONS  
                  – CAERPHILLY HOMES**

**REPORT BY:    INTERM HEAD OF LEGAL SERVICES AND MONITORING OFFICER**

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### **1.       PURPOSE OF REPORT**

- 1.1    To provide members with an update on the request for a report to be presented Policy and Resources Scrutiny Committee relating to housing complaints and representations.

### **2.       SUMMARY**

- 2.1    At the meeting of the Audit Committee on 11 March 2015, a request was made for a report to be presented to the Policy and Resources Committee in relation to complaints about Caerphilly Homes because Members were specifically concerned about housing complaints. The report was subsequently presented to the Policy and Resources Committee on 30th September 2015.

### **3.       LINKS TO STRATEGY**

- 3.1    Members requests for reports to Scrutiny Committees are considered by the Scrutiny Leadership Group in line with the Council's arrangements for Scrutiny, including the terms of reference for each Scrutiny Committee in the Council's constitution and in accordance with Section 21 of the Local Government Act 2000 and the Local Government (Wales) Measure 2011.

### **4.       THE REPORT**

- 4.1    The minutes of the Audit Committee from 11 March 2015, record the following;

“The Committee thanked the Officer for the report and discussed their concerns for Housing Complaints, the impact the WHQS Programme has had on the data and concerns over programme slippage. Officers highlighted that reports on the WHQS Programme are considered at Caerphilly Homes Task Group and Policy and Resources Scrutiny Committee, therefore it was agreed that discussions be undertaken with the Chair of Policy and Resources Scrutiny Committee on the monitoring of service delivery and performance/customer satisfaction of WHQS and Housing.”

- 4.2    Following the meeting, the request for a report was referred to the Chief Housing Officer who arranged for a report to be prepared. The date for the presentation of the report was also considered in conjunction by the Chair of the Policy and Resources Committee.

- 4.3 As the Forward Work Programme for the Policy and Resources Committee had already been agreed by the Scrutiny Leadership Group for the period February to April 2015 (including the meeting held on 14th April 2015), the report was added to the Forward Work Programme covering the period May to August 2015.
- 4.4 The report was due to be presented to Policy and Resources Scrutiny Committee on 14th July 2015, however due to the number of items for discussion on that agenda the Chair agreed to defer the report, which was then added to the Forward Work Programme for the period August to September 2015. The report was presented to Policy and Resources Scrutiny Committee on 30th September 2015.
- 4.5 By way of additional information, members will be aware that, following the recent Scrutiny review and recommendations, the Council is taking steps to reduce the pressure on scrutiny agendas by limiting the number of items for discussion per agenda to 4 and that each Scrutiny Committee will also discuss its Forward Work Programme at each meeting. In addition, Scrutiny Chairs are now able to add urgent items to work programmes.

## **5. EQUALITIES IMPLICATIONS**

- 5.1 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no financial implications associated with this report.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no personnel implications associated with this report.

## **8. CONSULTATIONS**

- 8.1 This report is for information only.

## **9. RECOMMENDATIONS**

- 9.1 Members are asked to note the contents of the report.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To monitor the request for a report to be presented.

## **11. STATUTORY POWER**

- 11.1 Local Government Act 1972

Author: Angharad Price, Interim Deputy Monitoring Officer

For information only

Nicole Scammell Acting Director of Corporate Services and Section 151 Officer

Gail Williams Interim Head of Legal Services and Monitoring Officer

Lisa Lane, Corporate Solicitor

Cllr Hefin David, Chair of Policy and Resources Committee

Cath Forbes-Thompson

Background papers;

Caerphilly Homes Complaints and Representations Report 30th September 2015