

**OVERVIEW AND SCRUTINY
COMMITTEE**

6.00 P.M.

12TH JULY 2017

PRESENT:- Councillors June Ashworth (Chairman), Nigel Goodrich (Vice-Chairman), Tracy Brown, Caroline Jackson and David Whitaker

Apologies for Absence:-

Councillors Rob Devey and Charlie Edwards

Also in Attendance:-

John Lamb – North West Employers
Councillor Tim Hamilton-Cox

Officers in attendance:-

Stephen Metcalfe	Principal Democratic Support Officer
Jenny Kay	Civic & Ceremonial Democratic Support Officer

10 TRAINING - UNDERSTANDING SCRUTINY

The Chairman welcomed John Lamb to the meeting who was in attendance to provide a training session for Members of the Committee.

The meeting was adjourned at 6.02pm

The meeting was reconvened at 8.00pm

11 WORK PROGRAMME

Members were requested to consider the Committee's updated Work Programme.

It was agreed that the two issues that emerged from the training session be explored further :-

- (1) To review the Ideal Choice process as the means by which residents access social and Council Housing.
- (2) Housing – Delivery of need :
 - (i) How do we manage the need of required changes
 - (ii) How do we deliver property change/modification to meet residents need

With regard to the scoping of the Task Group to consider the Council's Customer Services Strategy and Complaints Procedure, it was noted that work had begun on this and this would be reported to the September 2017 meeting of the Committee.

It was agreed that, after consultation with the Chairman and Members of the Committee, an additional meeting be arranged to consider amongst other issues, the Committee's future Work Programme.

Members were reminded that Loneliness Summit had been arranged to be held on Wednesday, 4th October at Lancaster Town Hall.

Resolved :-

- (1) That the two issues that emerged from the training session be explored further:-
 - (i) To review the Ideal Choice process as the means by which residents access social and Council Housing.
 - (ii) Housing – Delivery of need:
 - How do we manage the need of required changes.
 - How do we deliver property change/modification to meet residents need.
- (2) That the scoping of the Task Group to consider the Council's Customer Services Strategy and Complaints Procedure be reported to the September 2017 meeting of the Committee.
- (3) That, after consultation with the Chairman and Members of the Committee, an additional meeting be arranged to consider amongst other issues, the Committee's future Work Programme.

Chairman

(The meeting ended at 8.05 p.m.)

**Any queries regarding these Minutes, please contact
Jenny Kay, Democratic Services - telephone (01524) 582065
or email jkay@lancaster.gov.uk**