

Decisions taken by the Overview and Scrutiny Committee on Thursday, 9 September 2021

Agenda Item No	Topic	Decision
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Part A – Items considered in public

A1	Minutes of the meetings held on 10 November 2020; 26 May 2021; and 21 July 2021	RESOLVED: That the minutes of the meetings held on 10 November 2020; 26 May 2021; and 21 July 2021 be agreed as accurate records of proceedings.
A2	Declaration of Interests	None.
A3	Responses from Mayor and Cabinet	RESOLVED: That the response be noted.
A4	Membership of Task and Finish Groups	RESOLVED: That Councillor Sophie Davis be appointed to the Retrofit Task and Finish Group.
A5	Improving the Resident Experience	<p>RESOLVED: That:</p> <ol style="list-style-type: none"> 1. The key issues raised by Members at the meeting be noted and taken on board as part of the resident experience programme. 2. Officers review, as part of the resident experience programme: <ol style="list-style-type: none"> (a) the pathways and gateways for members to raise cases (first-stage and escalated) to departments; and (b) member casework digital systems, to ensure they are working for all stakeholders, including members. 3. A series of Member-led, themed workshops be held to examine in detail the key themes raised by Members, to help shape the resident experience programme. 4. Prior to the workshops, to inform Member thinking, a facilitated session be held with councillors to really understand and focus on how our services can be reshaped with residents at the centre.

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		<p>5. The Chair of Overview and Scrutiny write to the Chief Executive to request an urgent review of the Council's automated telephone system, to assess its usability, with the results reported back to Members of the Committee.</p> <p>6. An update report be received at the next meeting, feeding back on the above recommendations; and their impact on the resident experience programme.</p>