

HOUSING, ENVIRONMENT AND HEALTHY COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 17 June 2024 at 1.30 pm in the Bridges Room - Civic Centre

From the Chief Executive, Dale Owens

Item	Business
1	Apologies for Absence
2	Minutes of the last meeting (Pages 3 - 4)
3	Declarations of Interest Committee members to declare an interest in any particular agenda item where applicable.
4	Performance Management & Improvement Framework - Year End Performance 2023/24 (Pages 5 - 38) Report of Richard Hall and Chloe Finn, Policy & Improvement
5	Housing KPI - Target Setting (Pages 39 - 56) Report of Martin Poulter, Business Performance and Customer Services Manager
6	Tenant Scrutiny Report - Stage 1 Complaints (Pages 57 - 64) Report of Martin Poulter, Business Performance and Customer Services Manager
7	Housing Complaints Update (Pages 65 - 108) Report of Martin Poulter, Business Performance and Customer Services Manager
8	Repairs and Voids Performance (Pages 109 - 110) Report of Ian McLackland, Service Director Repairs and Buildings Maintenance
9	Work Programme (Pages 111 - 116) Joint report of the Chief Executive and the Strategic Director of Corporate Services & Governance.
10	Any Other Business