

Agenda

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Housing and Homelessness Panel (Panel of the Scrutiny Committee)

This meeting will be held on:

Date: **Thursday 10 October 2024**

Time: **6.00 pm**

Place: **Zoom - Remote meeting**

For further information please contact:

Celeste Reyeslao, Scrutiny and Governance Advisor

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Members of the public can attend to observe this meeting and.

- may register in advance to speak to the committee in accordance with the [committee's rules](#)
- may record all or part of the meeting in accordance with the Council's [protocol](#)

Information about speaking and recording is set out in the agenda and on the [website](#)

Please contact the Committee Services Officer to register to speak; to discuss recording the meeting; or with any other queries.

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All public papers are available from the calendar link to this meeting once published

Committee Membership

Councillors: Membership 6: Quorum 3: substitutes are permitted.

Councillor Lizzy Diggins (Chair)

Councillor Theodore Jupp

Councillor Edward Mundy

Councillor Asima Qayyum

Councillor Rosie Rawle

Councillor Anne Stares

Apologies and notification of substitutes received before the publication are shown under *Apologies for absence* in the agenda. Those sent after publication will be reported at the meeting. Substitutes for the Chair and Vice-chair do not take on these roles.

Agenda

	Pages
1 Apologies	
2 Declarations of Interest	
3 Chair's Announcements	
4 Notes of the previous meeting	7 - 14
<p>The Panel is asked to agree the notes of the meeting held on 03 July 2024 as a true and accurate record.</p>	
5 Housing and Homelessness Panel Work Plan	15 - 16
<p>The Panel is asked to consider the Work Plan and agree any amendments.</p>	
6 Housing Complaint Handling Annual Report 2023/24	17 - 36
<p>Cabinet, at its meeting on 13 November 2024, will consider a report from the Executive Director (Communities and People) seeking approval for the Housing Complaint Handling Annual Report 2023/24. Cllr Linda Smith, Cabinet Member for Housing and Communities, Nerys Parry (Head of Housing Services), Kat Mayes (Customer Care and Complaints Manager) and Bill Graves (Landlord Services Manager) have been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.</p>	
7 Temporary Accommodation and Homelessness Update	37 - 40
<p>The Head of Housing has provided an update for the Temporary Accommodation and Homelessness. Cllr Linda Smith (Cabinet Member for Housing and Communities), Nerys Parry (Head of Housing Services), Richard Wood (Housing Strategy and Needs Manager), Kieran Edmunds (Rapid Rehousing Manager) and Abi Bird (Housing Options Team Leader) have been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.</p>	

8 Dates of future meetings

The Panel is asked to note the dates and times of future meetings of the Housing and Homelessness Panel:

- 07 November 2024, 6pm
- 04 March 2025, 6pm

Meetings will take place remotely via Zoom.

Information for those attending

Recording and reporting on meetings held in public

Members of public and press can record, or report in other ways, the parts of the meeting open to the public. You are not required to indicate in advance but it helps if you notify the Committee Services Officer prior to the meeting so that they can inform the Chair and direct you to the best place to record.

The Council asks those recording the meeting:

- To follow the protocol which can be found on the Council's [website](#)
- Not to disturb or disrupt the meeting
- Not to edit the recording in a way that could lead to misinterpretation of the proceedings. This includes not editing an image or views expressed in a way that may ridicule or show a lack of respect towards those being recorded.
- To avoid recording members of the public present, even inadvertently, unless they are addressing the meeting.

Please be aware that you may be recorded during your speech and any follow-up. If you are attending please be aware that recording may take place and that you may be inadvertently included in these.

The Chair of the meeting has absolute discretion to suspend or terminate any activities that in his or her opinion are disruptive.

Councillors declaring interests

General duty

You must declare any disclosable pecuniary interests when the meeting reaches the item on the agenda headed "Declarations of Interest" or as soon as it becomes apparent to you.

What is a disclosable pecuniary interest?

Disclosable pecuniary interests relate to your* employment; sponsorship (ie payment for expenses incurred by you in carrying out your duties as a councillor or towards your election expenses); contracts; land in the Council's area; licenses for land in the Council's area; corporate tenancies; and securities. These declarations must be recorded in each councillor's Register of Interests which is publicly available on the Council's website.

Declaring an interest

Where any matter disclosed in your Register of Interests is being considered at a meeting, you must declare that you have an interest. You should also disclose the nature as well as the existence of the interest. If you have a disclosable pecuniary interest, after having declared it at the meeting you must not participate in discussion or voting on the item and must withdraw from the meeting whilst the matter is discussed.

Members' Code of Conduct and public perception

Even if you do not have a disclosable pecuniary interest in a matter, the Members' Code of Conduct says that a member "must serve only the public interest and must never improperly confer an advantage or disadvantage on any person including yourself" and that "you must not place yourself in situations where your honesty and integrity may be questioned". The matter of interests must be viewed within the context of the Code as a whole and regard should continue to be paid to the perception of the public.

*Disclosable pecuniary interests that must be declared are not only those of the member her or himself but also those member's spouse, civil partner or person they are living with as husband or wife or as if they were civil partners.