

TENANTS' AND LEASEHOLDERS' PANEL
6 February 2013

Lead Officer: Executive director of adult services, health and housing

Wards: All

Agenda Item: 9

Subject: - Housing Scrutiny Panel Report

1. RECOMMENDATIONS

1.1 The Panel is asked to comment on the housing scrutiny panel report and action plan.

2. SUMMARY

2.1 The attached report details the findings and recommendations for service improvements of the scrutiny of the Housing Customer Contact Service carried out by the housing scrutiny panel.

3. BACKGROUND

3.1 The Resident Involvement Team has developed a group of tenants who have been trained to scrutinise housing services and make recommendations for service improvements.

3.2 The scrutiny panel carried out a detailed scrutiny of the housing customer contact service which included the contact centre and access Croydon during the summer of 2012.

4. DETAIL

4.1 The methodology, findings and recommendations are detailed in the panel's report (appendix A).

4.2 The scrutiny panel has presented its report and recommendations to the service directors, Graham Cadle, Dave Sutherland and Peter Brown who have agreed to the attached action plan (appendix B)

4.3 The implementation of the action plan will be monitored by the scrutiny panel.

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