MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE HELD ON THURSDAY 18TH SEPTEMBER 2025, 7.00 - 9.45pm

PRESENT:

Councillors: Matt White (Chair), Pippa Connor (Vice-Chair), Makbule Gunes, Anna Lawton and Adam Small

23. FILMING AT MEETINGS

The Chair referred Members present to Agenda Item 1 as shown on the agenda front sheet, in respect of filming at meetings, and Members noted the information therein.

24. APOLOGIES FOR ABSENCE

None.

25. URGENT BUSINESS

None.

26. DECLARATIONS OF INTEREST

None.

27. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

A series of written questions were received from Nazarella Scianguetta on the subject of disability accessibility in the Borough, specifically in relation to high streets shops and cafes, parks and Council housing, and also on support provided by Adult Social Care and services provided for Aids & Adaptation.

Speaking to the Committee, Nazarella Scianguetta explained that disabled people in the Borough faced a range of challenges with accessibility. She informed the Committee that wheelchair users often could not access some shops due to produce and other obstacles occupying the floor space, some cafes due to a lack of ramps, or some parks because there were not sufficient pathways. She asked the Committee what the Council would do to improved accessibility and ensure that disabled people were able to fully participate in the local community.

Cllr White noted that there had not been sufficient notice of the questions to obtain a full response from Council officers but that a response would be requested and provided to the next meeting of the Committee.

Cllr Small explained that the most recent meeting of the Housing, Planning and Development Scrutiny Panel on 23rd June 2025 had received a report on the issue of aids and adaptations. He suggested that the minutes of the meeting could be provided for information (**NOTE:** The report for this topic is available to view at: https://www.minutes.haringey.gov.uk/documents/s152115/Housing%20Aids%20and%20Adaptations%20Scrutiny%20Report%20-%20FINAL%20VERSION.pdf and the minutes are available to view at (see item 241): https://www.minutes.haringey.gov.uk/documents/s153658/Minutes%20-%2023%20June.pdf

Nazarella Scianguetta emphasised the importance of involving disabled people in meetings where relevant issues are discussed.

Cllr Gunes noted that inclusivity was an important consideration with parks, particularly in relation to visually impaired people, and that this policy area was part of the remit of the Culture, Community Safety & Environment Scrutiny Panel. As the Chair of this Panel she would be happy to look into any specific concerns.

RESOLVED – That the Committee write to the relevant service Departments to obtain written answers on:

- **Disability accessibility in high streets and town centres**
- **Disability accessibility in parks**
- **Disability accessibility in Council housing**
- **Aids & Adaptations**
- **Support provided by Adult Social Care**

28. MINUTES

The minutes of the previous meeting were approved.

RESOLVED – That the minutes of the meetings held on 22nd July 2025 be approved as an accurate record.

29. QUESTIONS TO THE LEADER OF THE COUNCIL AND CHIEF EXECUTIVE

Leader of the Council, Cllr Peray Ahmet, and the Chief Executive of the Council, Andy Donald, introduced this item by setting out some key developments and achievements.

Cllr Ahmet began by highlighting the administration's priorities of being competent, collaborative and radical which were included in the party manifesto and then turned into action through the Corporate Delivery Plan. Recent progress had included:

- 1,000 new Council homes will have been achieved by the end of 2025 and nearly 1,400 achieved by May 2026. This was against a target of 3,000 by 2031 so the progress was on track. The progress had been delivered through a combination of acquisitions and direct builds with Haringey being one of the only London Boroughs to still be building Council homes.
- Preparations were being made for the London Borough of Culture in 2027, following the award to Haringey last year. A new charity had been launched to

oversee this and preparations included the completion of 36 ‘school streets’ which would increase to 40 by next year.

- Children’s Services had secured its first ‘good’ rating, SEND services had achieved the best possible rating and youth justice services had improved to a ‘good' rating.
- A focus on getting the basics right had included the approach to flood prevention and cleaning gullies on a regular basis.
- Investment of nearly £2m in eight parks, seven of which were in Tottenham and one in Wood Green.
- The Tottenham Hotspur Stadium would be of the host venues for the Euro 2028 football tournament and the Council would be working with Tottenham Hotspur Football Club and external partners on how this could best benefit residents.
- Working with the Greater London Authority (GLA) and other external partners on policy changes such as the expansion in the national funding for social housing and the new Renters Rights Bill which provides new enforcement powers for local authorities.

Andy Donald summarised a number of upcoming issues and challenges for the Council:

- In the national policy context, there were a number of reviews proposed including on adult social care, children’s social care and SEND.
- The reform of local government funding was not looking positive for Haringey in the medium-term and so senior officers and Cabinet Members were working to make the case for Haringey’s funding needs.
- Rising demand and costs of services was causing financial challenges with the cost of adult social care rising by 8.5% and temporary accommodation by 51% in 2024/25.
- Community cohesion was important in terms of recent events and there had been a lot of hard work to regain and build stronger connections with communities in recent years.
- In response to the recent CQC inspection, an Adult Services Improvement Board had been established which Andy Donald chaired along with cross-party membership. An OFSTED inspection on children’s social care was also expected soon.
- There was a rising number of complaints against the Council, partly because it was now easier to do so, and so significant resources were required to resolve these complaints. There had been work to improve services such as housing repairs, with better numbers in terms of clearing the backlog, which should help to reduce the number of complaints. However, there was much further to go.
- There had been work on the Council’s property portfolio in ensuring that there were proper leases on community properties.
- Progress was being made on large place-making projects which had been stalled for some time, including the High Road West scheme in Tottenham.
- Another priority was recruitment and retention of staff due to the very difficult current environment with people being asked to do more.

Cllr Ahmet and Andy Donald then responded to questions from the Committee:

- Noting the Council's response to the government's Fair Funding consultation, Cllr White expressed concern that the current levels of funding were not sufficient for local government across the country to be able to meet its statutory responsibilities. He asked what was being done to make the argument to the government that the current situation was not sustainable. Cllr Ahmet agreed that the financial situation was hugely challenging and noted that, with the Fair Funding proposals, the overall amount of funding had not increased but it had moved to certain places, particularly to areas in the north of England. The Council had been very clear about the scale of the challenge and would continue to do so. There had been representations to the Government from senior officers and also politically, including through local MPs, and there had also been a full response to the Fair Funding consultation.
- Cllr Small asked about the long-term financial pressures, including the cost of borrowing and how this could impact on capital investment projects. Andy Donald noted that there had been a very thorough review recently of all of the Council's capital projects, including the timing of the borrowing, which ensured that the Council had narrowed down its priorities and was not over-optimistic about when investment could realistically be made. However, it was sensible to borrow for the housing capital programme as this provided a future financial benefit or would deliver on priorities such as High Road West in Tottenham and the Wood Green Central work.
- Asked by Cllr Small for further details about how staff morale was being supported given the current pressures, Andy Donald commented that the workforce was committed to the public sector which had experienced austerity for a number of years. He added that the Council worked hard across the organisation to make sure that staff were valued and there were also a clear set of values that were co-produced with staff. There were also regular opportunities for staff to share their views and ideas with senior leadership, including through a series of staff workshops. Recent progress in recruitment and retention had included a consistent rise in the number of permanent children's social care staff, with the proportion of agency workers reduced from over 30% a few years ago to around 18% now.
- Asked by Cllr Small about the longer-term cost savings through the corporate property model, Andy Donald explained that it was difficult to drive improvements and efficiency savings when the Council operated from such a large number of buildings and so moving to the new Civic Centre would help to consolidate facilities management work and reduce costs. Investing in improving the quality of buildings also contributed to efficiencies, while making staffing as efficient as possible, for example in libraries, had also helped.
- Cllr Connor referred to the Council's draft Statement of Accounts, published in June 2025, which described past weaknesses with procurement and contract management, and asked how the work to strengthen this was progressing. Andy Donald responded that, this time last year, he regarding the changes as being too slow but that significant improvement and progress had been made since then. There was further to go as purchases could still take too long, market knowledge could be improved and there were too many contracts rolled over at the end. However, there were now governance frameworks in place to ensure that this didn't continue to happen on an ongoing basis. There were also now commissioning programmes led by the Director in different parts in the organisation with more consistent processes in place.

- Cllr Connor asked how any costs incurred by the London Borough of Culture work would be dealt with, given the challenging financial situation that the Council was in. Andy Donald reiterated the establishment of a new charity which opened up more sources of funding that were not available to the Council as a local authority. There were significant commitments already from key partners, but it would of course be necessary to have a programme which reflected the budget that was available. He added that the Council had a role in providing optimism and hope for its communities and the Borough of Culture was one way that this could be achieved.
- Cllr Connor asked about the Council's position with the new local NHS framework, with proposals to merge two large Integrated Care Boards (ICBs) in north London. Cllr Ahmet commented that the merger proposals were still at an early stage but that a prominent issue of importance to the Council was moving towards neighbourhood working and that these conversations were even more important given the larger size of the new ICB. Andy Donald added that it was also important to maintain conversations with the ICB on where responsibilities sit in areas including SEND, Continuing Healthcare and safeguarding and to be co-producing in those areas.
- Referring to initiatives such as the school streets and the Low Traffic Neighbourhoods (LTNs), Cllr Lawton asked about the momentum to achieving a radical environmental impact. Cllr Ahmet noted that there was a dedicated Cabinet Member for Climate Action, which was a role that she had created three years previously, and the intention was to embed climate action across the organisation. While there was more that could be done, there had been some bold schemes implemented, investment in areas such as parks and more action would follow in the near future.
- Cllr Lawton asked about the importance of work on community cohesion that did not just involve reactive statements, particularly given recent events and an upcoming election period. Cllr Ahmet responded that working with communities was something that the Council did well and took seriously. She noted that it was sometimes necessary to have reactive meetings, for example after the Turkey/Syria earthquake. However, the ability to react effectively depended on having ongoing relationships with communities, which was supported by a series of networks and stakeholder panels to discuss areas including education, health and housing. There was also a multi-faith forum which helped to keep communities together and to demonstrate that we stand together during the current worrying times.
- Asked by Cllr Gunes about her proudest achievement during the term of office, Cllr Ahmet referred to the house building programme and the good quality of the new homes that were built. She referred to the new build blocks in Tottenham Hale, of which 40% were now Council homes, while there was also investment in the local parks and a new health centre. She added that, rather than looking at individual moments, the achievements were in bringing a sense of community and serving the local community as best as possible while making sure that their voices were heard around the table.

Cllr White also recognised the achievement of the house-building programme and thanked Cllr Ahmet for joining the meeting.

30. FINANCE UPDATE - Q1 2025/26

In opening the discussion on this item, Cllr White noted that the report in the agenda pack was on the financial position of the Council at the end of the first quarter of 2025/26 and had also been discussed at Cabinet earlier in the week. He added that the Scrutiny Panels would also be considering the report at their next meetings, including through the scrutiny of the relevant Cabinet Members and Corporate Directors.

The report was then introduced by Cllr Dana Carlin, Cabinet Member for Finance & Corporate Services and Taryn Eves, Director of Finance. Cllr Carlin explained that the Budget for 2025/26 had been set in March 2025 and had been increased based on the anticipated increased costs in various service areas. Unfortunately, the projections at the end of Quarter 1 (which estimated the position at the end of the financial year) showed that the increased funding had been outstripped by rising costs, particularly in adult social care and temporary accommodation. In addition, it was proving difficult to realise all of the ambitious savings proposals as there had been various savings and cuts over the past 15 years and so the newer proposals were typically ones that were more difficult to achieve. However, around 70% of savings proposals were currently on target.

Cllr Carlin noted that the pressure on adult social care was increasing as the number of people still requiring care packages continued to rise. With regards to temporary accommodation, Haringey was generally very effective in preventing people from becoming statutorily homeless which meant that the numbers hadn't risen as much as in some other Boroughs. However, the shortage of suitable private accommodation meant that landlords were charging more and this was contributing to the overspend. Around 80% of the Council budget was used to provide statutory services.

Cllr Carlin said that the Council was doing everything it could to reduce costs as part of its financial recovery plan, including the use of spending control panels of senior directors to consider all non-essential spending of £1,000 or more. Non-essential recruitment was also limited where possible including by holding vacancies for longer and managers were looking at how to streamline procurement projects to use finances more efficiently. There was therefore some optimism that the overspend could be brought down.

Cllr Carlin and Taryn Eves then responded to questions from the Committee:

- Cllr White reiterated the high proportion of the Council budget that was for the delivery of statutory services and quoted paragraph 1.4 of the report which referred to a forecast overspend of £34.1m and the part mitigation of this through the use of £6.1m of uncommitted corporate contingency. He commented that this was only a short-term mitigation which would not be available in future years and queried how feasible it would be to resolve the structural financial issues. Cllr Carlin, responded that, while 80% of the budget was dedicated to statutory demand-led services, it was still possible to achieve reductions and streamlining within this. There needed to be a whole-Council approach towards raising money, an example of which was the new advertising banner on River Park House. The conversations with the government over the Fair Funding review were also an important element of moving towards a more sustainable financial situation. Taryn Eves emphasised that borrowing needed

to be a last resort and that efforts were needed to reduce the reliance on Exceptional Financial Support (EFS) as far as possible. Referring to Table 2 in the report, she noted that over £9m of the proposed savings were projected not to be delivered and so there needed to be a strong focus on turning that around in the remaining months of the year. The reserves position was that there was still just under £20m remaining in the services reserve and the unspent grants reserve and so this was being examined to bring out uncommitted funds to reduce the need for borrowing.

- Cllr Gunes asked for reassurances that the budget overspend would not continue to rise in Quarters 2 & 3. Cllr Carlin responded that the current projections were based on a series of assumptions on the financial situation at the end of the year. Taryn Eves added that there were no guarantees that the overspend would not worsen as there were factors beyond the Council's control, such as the nature of the winter period which could increase demand on adult social care services. However, scenario planning was carried out to estimate a range of possible outcomes which were kept under review. Levels of demand and the cost of placements were also monitored on a monthly basis. There were a range of factors and risks that could impact on the figures by the end of the financial year and these were set out in the report.
- Cllr Connor requested clarification on the capital financing costs set out in paragraph 6.18 of the report. Taryn Eves confirmed that the costs were based on £10m of EFS borrowing in 2024/25 added to the assumed £37m of EFS borrowing in 2025/26 which it was assumed would be repaid over a 20-year period. However, were circumstances to change, there would be an opportunity to repay this earlier. In addition, while it was necessary to budget to borrow, the borrowing would not actually take place until other options for reducing the budget gap had been explored.
- Referring to paragraph 6.12 of the report, Cllr Connor noted that £6.8m of reductions over three years was expected through investment into digital tools and services. However, some savings had already been carried over from the previous year and were red rated on the RAG KPIs so Cllr Connor queried how realistically these savings could be achieved. Taryn Eves explained that the savings associated with digital had been allocated out to the individual directorates so there were elements of these savings in each of the portfolios. However, the targets were then stretched and the additional amount was held corporately. Digital provided opportunities to do things differently, improve processes and save money. While there had been a slight delay, which was reflected in the RAG ratings, there had been a significant restructure of the digital services team which took effect from February 2025 and the work had now progressed. This was being managed through the Service Modernisation Board which prioritised projects that would have the largest impact. She acknowledged that the full amount of savings was not expected to be delivered in 2025/26 but, as the programme had only recently started, there was more confidence that savings could be delivered over a longer period.
- Cllr Small commented that, while he was assured about the spending constraints that were being put in place, he was less assured about the assumptions that were being made in terms of budget setting and that they were realistic. He also asked for assurances that services were not implementing savings that could cost the Council more in the long-term. Cllr Carlin reiterated that the 2025/26 budget was set at a specific point in time

(November 2024) based on the best assumptions and forecasting available at the time. Some costs had been worse than anticipated, with rising cases in Adult Social Care, higher costs faced by suppliers and higher rents charged by landlords. Taryn Eves added that, while assumptions would never be 100% correct, the Council was getting better at forecasting through improvements in data, scenario planning and identifying pressures. However, the financial projections were also based on a judgment call on the levels of corporate contingency available and on delivering the savings proposals. She added that, as well as monitoring finances, the changes were also being monitored which allowed an analysis of granular detail which looked at the long-term impact.

- Asked by Cllr Small about the Council's ability to finance the capital programme, Taryn Eves referred to Table 3 in the report which showed that the General Fund capital budget had been adjusted downwards by £28m for 2025/26 from £212m to £184m. This was due to reprofiling £32m by pushing this out to future years, offset by £4m of additional grant coming in. The table now showed that, after Quarter 1, the projected overall spend was around £178m which was a good position to be in and a positive level of investment. However, there was always a risk in how quickly capital schemes could be delivered, with an average of around £120m being delivered in previous years. The next annual review of the capital programme would involve challenges on whether they were essential and on minimising the new levels of borrowing. There was also now new capital governance in place with business cases and a review of factors such as inflation in order to ensure that the capital programme was affordable and deliverable.
- Asked by Cllr Small about the outcomes of the Fair Funding review, Taryn Eves explained that the Council's response to the review was quite technical but that there were many different factors and formulas to consider. The modelling showed an overall impact of a £40m loss of government grants if all proposals went ahead, but there was uncertainty about transitional arrangements. The key drivers that were important included the changes to the children's formula and the exclusion of housing costs from the deprivation calculation. While adjustments to these could improve the situation for Haringey, they would not be sufficient to solve the current financial problems. Cllr Carlin added that Haringey's underlying financial problems were not being caused by the Fair Funding review and it was also not possible to cut or borrow our way out of the situation, so it would instead be necessary to look at how the Council was operating and how to delivery services differently. The 'floor' proposed through the Fair Funding review would ensure that no local authority received less money over the next three years, but inflation and cost pressures would increase the financial pressures in real terms.
- Cllr Lawton noted that one saving titled 'income generation' was not being delivered due to a shortage in resources to drive this forward. Cllr Lawton commented that this was an ongoing issue across the Council and that it often took some time to assemble the resources required to carry out changes. She added that some areas of the Council already had great practice and expertise while other areas did not have that resource and there were the areas where the Council needed to improve. It was also important not to lose expertise through cuts and that change then costing more money in the long-term. Taryn Eves added that income generation was an important tool in helping to protect services. She noted that a team in her area worked on change and

transformation and there were ongoing conversations about how to direct that resource to the areas where it would have the largest impact.

- Referring to paragraph 6.24 of the report, Cllr Lawton noted that 33 schools were in deficit, even after some closures of schools with the worst deficits and asked if this was a systemic problem in the school system. Taryn Eves commented that this area hadn't been discussed in detail enough given that it represented a significant financial risk. She noted that there would be an expanded section on schools finance in the Quarter 2 finance update and that it may also be useful for the Children & Young People's Scrutiny Panel to scrutinise this at a Panel meeting with the relevant Directors and Cabinet Member. **(ACTION)**

31. CORPORATE DELIVERY PLAN UPDATE - Q1 2025/26

In opening the discussion on this item, Cllr White noted that, as with the previous item, the report had also been discussed at Cabinet earlier in the week. He noted that Directors and Cabinet Members were not available to respond to service-related questions, but that they could be scrutinised through the round of Scrutiny Panel meetings.

Margaret Gallagher, Strategic Lead for Data & Business Intelligence, explained that the report provided an update on progress against the Corporate Delivery Plan (CDP) at the end of Quarter 1. There was a different approach to the format, with highlights included in Appendix 1 and exceptions and areas that were not on track set out in Appendix 2. All of the 188 activity lines were detailed in Appendix 3 and the KPIs set out in Appendix 4. The KPIs were particularly pertinent as the government was introducing a new outcomes framework based on accountability for Councils in England with over 100 metrics. Haringey Council had provided a response to the consultation on the new framework.

Margaret Gallagher and Taryn Eves then responded to questions from the Committee:

- Referring to Appendix 1 on page 163 of the agenda pack, Cllr Connor noted the red performance indicator against the number of complaints upheld by the Local Government & Social Care Ombudsman. She noted that the letter to the Council from the Ombudsman stated that the Council's response to the timely compliance recommendation remained poor and continued to add to the frustration and distress caused to complainants. Cllr Connor queried what was being done differently with the process to improve this. Taryn Eves noted that annual feedback & resolutions report was discussed at Cabinet earlier in the week which included some details about the response. Cllr White added that this report would be brought to the Overview & Scrutiny Committee on 20th October which this could be discussed in more detail.
- Cllr White referred to the section on page 181 of the agenda pack about remodelling and restructuring customer services to be fit for purpose, noting that this strongly correlated with the negative feedback that the Committee had previously received through the Scrutiny Café consultation event about the experience that residents had in communicating with the Council. He suggested that this line of the CDP could be scrutinised as part of an agenda item on customer services that was scheduled to be brought to the meeting of the Committee on 20th October. Cllr Connor added that a line about improving

access to customer services on page 184 could also be included in this discussion. **(ACTION)**

- Cllr Small asked about the capacity within the Council to carry out significant modernisation, as referred to earlier in the meeting regarding digitalisation. Taryn Eves observed that the capacity and resource (particularly project support) to do this was now in place with regard to digitalisation, but other areas could always be progressed faster if there was more resource available. It was therefore important to target the resources that were available towards the areas where they would have the greatest impact, such as Adult Social Care and Housing.
- Cllr White queried whether a previous suggestion to integrate the quarterly finance and CDP updates would still be going ahead. Taryn Eves confirmed that this was still the aspiration but that it hadn't been achieved this quarter as it was a more resource intensive than originally anticipated. She added that the finance updates would proceed on a quarterly basis whereas the CDP updates would be six-monthly (in Quarter 1 and Quarter 3). As this was the final year of the current CDP and with a new local government outcomes framework to be implemented from April 2026, it was more likely that the two update reports would now be integrated in the next financial year with a new CDP and new KPIs. It may then be easier for the Committee to draw linkages between the two areas.
- Referring to Appendix 1 (the CDP progress report), Cllr Connor noted that this was mainly to be dealt with by the Scrutiny Panels as she had various questions but there were no service officers available at the current Overview & Scrutiny Committee meeting to respond to these. Dominic O'Brien, Scrutiny Officer, commented that because the report covered the whole Council, it would have been necessary to invite a full range of service officers and Cabinet Members to the meeting. However, with the next CDP update not due until March 2026, there would be opportunities for the Scrutiny Panels to ask questions to their relevant service Directors and Cabinet Members and for the Overview & Scrutiny Committee to follow up on any cross-cutting issues or areas specific to its own portfolio at the December meeting. Taryn Eves added that issues specifically within the remit of the Overview & Scrutiny Committee could also be brought to future meetings for scrutiny.

32. SCRUTINY REVIEW (HOUSING PANEL) - TA PLACEMENTS & PRS DISCHARGES

Cllr Small introduced the report on the Scrutiny Review by the Housing, Planning and Development Scrutiny Panel on Temporary Accommodation (TA) Placements Policy and Private Rented Sector (PRS) Discharge Policy. He informed the Committee that the Review resulted from the work of his predecessor as chair of the Scrutiny Panel, Cllr Alexandra Worrell. The context of the Review had been the circumstances of Temporary Accommodation in the Borough and the impact on residents. Like many local authorities in London and elsewhere, the housing crisis was felt most acutely by some of the most vulnerable people at the most vulnerable times in their lives. The Review examined possible improvements that could alleviate pressures on residents who may require Temporary Accommodation. The evidence highlighted particular vulnerabilities of minoritised groups, victims of domestic violence and families within support placed out of Borough. Cllr Small noted that the Council's ability to change the

situation was limited which highlighted the importance of lobbying the government for national policy improvements and cooperating with other local Boroughs to ensure that they did not undercut one another. There also needed to be a duty of care from the Council to provide support with other needs that Temporary Accommodation residents may have. The Review also stressed how deeply the housing crisis was affecting residents, that the Council was taking this seriously and that the recommendations were intended to help alleviate the impact on residents.

Cllr Connor commented that this was an excellent report and welcomed the recommendations that were realistic and focused on services that the Council could help to provide. In particular, she highlighted the recommendation for a dedicated Temporary Accommodation support officer. She also asked about the potential to link families in Temporary Accommodation with Family Hubs that could provide additional support. Cllr Worrell said that the impact on families and children came out a lot as a theme of the Review and agreed that Family Hubs having an awareness of when children were placed in Temporary Accommodation would be a good idea that could potentially be discussed further through the Scrutiny Panels. **(ACTION)** Cllr Small noted that this link had been raised in a recent SEND briefing, including the potential benefits of early intervention and the risk of additional needs developing as a consequence of their housing circumstances.

RESOLVED: That the Committee approve the Scrutiny Review and that its recommendations be provided to the Cabinet for consideration.

33. WORK PROGRAMME UPDATE

Dominic O'Brien, Scrutiny Officer, noted that the two main agenda items scheduled for the next meeting on 20th October 2025 were the Annual Feedback & Resolutions report and a report on customer services and resident experience in contacting the Council. He added that the meeting in December 2025 could be an opportunity to scrutinise specific areas of the Q1 CDP update – there would be a Q2 finance update report at this meeting but the next CDP report was not anticipated until the Q3 update (scheduled for March 2026). He added that the Scrutiny Review on Violence Against Women & Girls was currently scheduled to be provided to the meeting of the Committee in November 2025.

Referring to page 164 of the agenda pack, Cllr Small noted that the Ombudsman Complaints Code had been implemented and that the annual self-assessment was due in September 2025. He requested that details of this be included as part of the update on the Feedback & Resolutions report to the Committee in October 2025. **(ACTION)**

Dominic O'Brien reported that the Committee meetings currently scheduled for 11th December 2025 and 12th March 2026 would both be moved forward a day and were now expected to take place on 10th December 2025 and 11th March 2026. When final confirmation had been obtained on these date changes, the Committee would be informed and the Council website would be updated. **(ACTION)**

34. FUTURE MEETINGS

- Mon 20th Oct 2025 (7pm)
- Thurs 27th Nov 2025 (7pm)
- Wed 10th Dec 2025 (7pm) *(moved from Thurs 11th Dec 2025)*
- Mon 19th Jan 2026 (7pm)
- Thurs 12th Feb 2026 (7pm)
- Wed 11th Mar 2026 (7pm) *(moved from Thurs 12th Mar 2026)*

CHAIR: Councillor Matt White

Signed by Chair ……..

Date ……