

OVERVIEW AND SCRUTINY COMMITTEE

12 October 2022

**PRESENT: -**

**Labour Group**

Councillor Bambrick (Chair) and Stuart (Vice-Chair)  
Councillors Gee and L Mulgrew

**Conservative Group**

Councillors Atkin and Hewlett

**In Attendance**

Councillor Wheelton

OS/19 **APOLOGIES**

The Committee was informed that apologies had been received from Councillors Corbin and Muller (Conservative Group).

OS/20 **MINUTES**

The Open Minutes of Meetings held on 09 February 2022 and 15 June 2022 were noted and signed by the Chair of the Committee.

OS/21 **DECLARATIONS OF INTEREST ARISING FROM ITEMS ON AGENDA**

The Committee was informed that no Declarations of Interest had been received.

OS/22 **QUESTIONS RECEIVED BY MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO. 10**

The Committee was informed that no questions from members of the Public had been received.

OS/23 **QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

The Committee was informed that no questions from Members of the Council had been received.

**MATTERS DELEGATED TO COMMITTEE****OS/24 NOVUS PRESENTATION**

The Novus representatives made a presentation to the Committee on performance, contract information and customer satisfaction reports. The Committee received the information and followed up with questions to the visitors.

Members requested further information about complaints received by Novus; the current contract and any financial changes; training of sub-contractors; the relationship between Novus and the Council; certification for electrical installation works and traceability; statistics; householder reports and communication.

The Head of Housing informed the Committee that the contract was three plus two years ending July 2024 and confirmed no financial changes had been made due to rising inflation. The partnering between Novus and the Council was robust with both sides understanding each other's challenges. A report of complaints was provided by Novus on a regular basis and the Head of Housing asked Members for copies of specific householder comments which would be investigated. Members praised the communication between the customers and the contractors.

**OS/25 COMMITTEE WORK PROGRAMME**

The Strategic Director (Corporate Resources) presented the Work Programme to the Committee and noted that the East Midlands Airport representative would attend the next Committee. It was noted that Parish Councils would be invited and could submit questions with the Chair's permission. The update from Planning would be deferred to a future Committee.

**RESOLVED:**

***That the Committee considered and approved the updated work programme.***

**OS/26 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985****RESOLVED:**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it would be likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

OS/27 **EXEMPT QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER  
COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no exempt questions from Members of the Council had been received.

The Meeting terminated at 19:45 hours

COUNCILLOR S BAMBRICK

CHAIR