

**THE MINUTES OF THE MEETING OF THE
AUDIT SCRUTINY COMMITTEE
HELD ON MONDAY, 27TH JUNE, 2005**

Present: Councillor Mrs. G. Bleasdale (Chair)

Councillors E. Bell, A. Collinson,
R. Davison, M. Nicholls, Mrs. M. Nugent
and P. Stradling

Also Present: Councillor D Myers – Executive Member for
E-Government and Scrutiny Liaison

1. **THE MINUTES OF THE LAST MEETING** held on 6th June, 2005, a copy of which had been circulated to each Member, were confirmed.
2. **THE MINUTES OF THE MEETING OF THE EXECUTIVE** held on 14th June, 2005, a copy of which had been circulated to each Member, were submitted.

RESOLVED that the information contained within the Minutes, be noted.

3. **PUBLIC QUESTION AND ANSWER SESSION**

There were no members of the public present.

4. **WORK PROGRAMME ISSUES**

(i) **Procedures for Recording and Responding to Telephone Calls and Enquiries - East Durham Homes**

A. Caygill, Chief Executive, R. Taylor, Director of Finance and Support Services and P. Chaffer, Director of Community Housing, from East Durham Homes were in attendance to respond to queries in relation to the recording and responding to telephone calls and complaints from Members. A copy of the protocol for dealing with Councillors was circulated to each Member at the meeting.

Members expressed their concerns at the way in which their complaints and queries were dealt with when they contacted East Durham Homes, bearing in mind that they were, on many occasions, speaking on behalf of a member of the public.

P Chaffer referred to the protocol which every East Durham Homes employee was required to follow when dealing with Councillor queries.

At the request of Members, A Caygill clarified the current procedures for making a complaint, which was through the Council's own Customer Services Team. East Durham Homes were now examining their own procedures and leaflets for customer complaints, and were working with customer services on this.

To conclude, A. Caygill acknowledged Members' concerns and advised that he would reinforce and remind employees of the Councillor protocol. P Chaffer

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asked that Members advise East Durham Homes of any specific breaches in this procedure.

Following much discussion Members suggested that the Councillor protocol be considered at the next meeting of the Committee.

RESOLVED that the information given, be noted and the Councillor protocol be considered at the next meeting of Audit Scrutiny Committee.

5. **COMMUNICATION AND PUBLICITY**

There were no items to report.

CERTIFIED TRUE RECORD

CHAIR

Date

JE/PH com/audit/050601
4th July, 2005