

## SUPPLEMENTARY REPORT – MATTERS ARISING FROM THE PREVIOUS MINUTES

### Executive Summary

At the meeting of the Overview and Scrutiny Committee held on 21 February 2022, an ‘Overview of Complaints Received – Annual Update’ report was received, which had been prepared by the Director of Legal and Democratic Services, Joanne McIntosh. Following discussion by Members, two actions were agreed which were set out in the ‘Matters Arising from the Previous Minutes’ report circulated as part of this agenda pack, identified as actions 1.1 and 1.2 in the table.

Officers were requested to provide a comparison on New Vision Homes Complaints Data between 2020 and 2021; and to issue the Joint Waste Solutions data in a simplified format alongside the preceding year’s annual data.

Legal Services has been in contact with both organisations, which have supplied the information attached to this supplementary report: a one-side summary from New Vision Homes and a two-side summary from Joint Waste Solutions. The actions set out in paragraph 1.1 and 1.2 of the original ‘Matters Arising from the Previous Minutes’ report will be closed.

### Recommendations

The Committee is requested to:

**RESOLVE That** the supplementary report containing the requested information from new Vision Homes and Joint Waste Solutions be noted.

The Committee has the authority to determine the recommendation set out above.

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| <b>Background Papers:</b>       | None.  |
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