

OVERVIEW PANEL

Day: Monday
Date: 27 September 2021
Time: 2.00 pm
Place: George Hatton Hall - Dukinfield Town Hall

Item No.	AGENDA	Page No
1.	APOLOGIES FOR ABSENCE To receive any apologies for the meeting from Members of the Panel.	
2.	DECLARATIONS OF INTEREST To receive any declarations of interest from Members of the Panel.	
3.	MINUTES The Minutes of the meeting of the Overview (Audit) Panel held on 26 July 2021 to be signed by the Chair as a correct record.	1 - 4
4.	SCRUTINY - DESKTOP REVIEW ON HOUSING AND HOMELESSNESS To consider a report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications.	5 - 12
5.	SCRUTINY UPDATE To consider a report of the Director for Governance and Pensions / Assistant Director for Policy, Performance and Communications.	13 - 22
6.	UNDERSTANDING OUR CUSTOMER CONTACTS AND LEARNING FROM OUR COMPLAINTS, INFORMATION AND DATA REQUESTS To consider a report of the Director of Governance and Pensions / Head of Executive Support.	23 - 42
7.	URGENT ITEMS To consider any additional items the Chair is of the opinion shall be dealt with as a matter of urgency.	