



# South Tyneside Council

Housing Scrutiny Committee

Wednesday 24 July 2026, 2pm, Committee Room B, South Shields Town Hall

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## Agenda

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### **1. Chair's Welcome**

- Chair to welcome everyone to the meeting and record any apologies received.

### **2. Declarations of Interest**

- Members to declare interests in any relevant agenda items.

### **3. Minutes of the meeting of 24 June 2026**

- To agree the minutes of the previous meeting as a true and accurate record.

### **4. Annual Complaints and Service Improvement Report 2025-26 and Self-Assessment 2026**

- To provide the mandatory report and self-assessment set against the Ombudsman's complaint handling code for approval prior to submission.

### **5. Amended Complaints, Compliments and Comments Policy 2026**

- To present the revised policy for approval prior to publication online and submission to the Ombudsman.

### **6. Involvement and Engagement Activity Annual Report 2025-26**

- To provide a report on involvement and engagement activity across Housing Services for 2025-26.

### **7. Compliance and Building Safety Performance for Quarter 4 2025-26**

- To provide a report on the performance of quarter 4 2025-26.

### **8. Voicescape Customer Insight Report for Quarter 4 2025-26**

- To provide an update on performance from the Voicescape transactional Customer Satisfaction Surveys for Housing Services completed in Q4 2025-26.

## **9. Work Programme 2026-27**

- To identify issues for consideration at future meetings of the Committee.

## **10. Chair's Urgent Items**

- To consider any items which the Chair has agreed to accept as urgent business.

### **Date of Next Meeting**

- The next meeting of Committee will be held on Wednesday 9 September at 2pm.