

# NOTICE OF MEETING

**Meeting:** HOUSING OVERVIEW AND SCRUTINY PANEL

**Date and Time:** WEDNESDAY, 17 MARCH 2021, AT 6.00 PM\*

**Place:** MICROSOFT TEAMS - ONLINE

**Enquiries to:** Email: karen.wardle@nfdc.gov.uk  
Tel: 023 8028 5071

## **PUBLIC PARTICIPATION:**

\*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to speak should contact the name and number shown above no later than 12.00 noon on Friday, 12 March 2021. This will allow the Council to provide public speakers with the necessary joining instructions for the Microsoft Teams Meeting.

**Bob Jackson**  
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA  
[www.newforest.gov.uk](http://www.newforest.gov.uk)

This Agenda is also available on audio tape, in Braille, large print and digital format

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# AGENDA

## **Apologies**

### **1. MINUTES**

To confirm the minutes of the meeting held on 20 January 2021 as a correct record.

### **2. DECLARATIONS OF INTEREST**

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

**3. PUBLIC PARTICIPATION**

To note any issues raised during the public participation period.

**4. COMPLIANCE UPDATE**

To receive a presentation on the progress made against the new compliance policies now in place

**5. THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE (Pages 5 - 30)**

To receive a report providing an overview on the Housing Ombudsman's new Complaint Handling Code and the requirements for the Council to ensure full compliance.

**6. HOUSING STRATEGY / HRA PROPERTY DEVELOPMENT AND ACQUISITION UPDATE**

To receive an update on the progress of the Housing Strategy and HRA property development and acquisition programme.

**7. HOMELESSNESS UPDATE**

To receive an update on homelessness.

**8. PORTFOLIO HOLDER UPDATE AND PERFORMANCE DASHBOARD**

(Pages 31 - 32)

An opportunity for the Portfolio Holder to provide an update to the Panel on any issues.

**9. WORK PROGRAMME (Pages 33 - 34)**

To consider the Panel's future work programme and make changes where necessary.

**10. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

**NEW FOREST DISTRICT COUNCIL – VIRTUAL MEETINGS**

**Background**

This meeting is being held virtually with all participants accessing via Microsoft Teams.

A live stream will be available on YouTube to allow the press and public to view meetings in real time and can also be found at the relevant meeting page on the Council's website, with this published agenda.

## **Principles for all meetings**

The Chairman will read out Ground Rules at the start of the meeting for the benefit of all participants. All normal procedures for meetings apply as far as practicable, as the Government Regulations do not amend any of the Council's existing Standing Orders.

The Ground Rules for all virtual meetings will include, but are not limited to, the following:-

- All participants are reminded that virtual public meetings are being broadcast live on YouTube and will be available for repeated viewing. Please be mindful of your camera and microphone setup and the images and sounds that will be broadcast on public record.
- All participants are asked to mute their microphones when not speaking to reduce feedback and background noise. Please only unmute your microphone and speak when invited to do so by the Chairman.
- Councillors in attendance that have not indicated their wish to speak in advance of the meeting can make a request to speak during the meeting by using the "raise hand" feature in Microsoft Teams. Requests will be managed by the Chairman with support from Democratic Services. Please remember to "lower hand" when you have finished speaking.
- The chat facility should not be used unless raising a point of order or providing the wording for a motion.
- All participants are asked to refer to the report number and page number within the agenda and reports pack so that there is a clear understanding of what is being discussed at all times.

## **Voting**

When voting is required on a particular item, each councillor on the committee will be called to vote in turn by name, expressing their vote verbally. The outcome will be announced to the meeting. A recorded vote will not be reflected in the minutes of the meeting unless this is requested in accordance with the Council's Standing Orders.

By casting their vote, councillors do so in the acknowledgement that they were present for the duration of the item in question.

## **Technology**

If individuals experience technical issues, the meeting will continue providing that it is quorate and it is still practical to do so. The Chairman will adjourn the meeting if technical issues cause the meeting to be inquorate, the live stream technology fails, or continuing is not practical.

## **Public Participation**

Contact details to register to speak in accordance with the Council's Public Participation Procedures are on the front page of this agenda.

In order to speak at a virtual meeting, you must have the facility to join a Microsoft Teams Meeting. Joining instructions will be sent to registered speakers in advance of the meeting.

The Council will accept a written copy of a statement from registered speakers that do not wish to join a Microsoft Teams Meeting, or are unable to. The statement will be read out at the meeting and should not exceed three minutes. Please use the contact details on the agenda front sheet for further information.

To:

**Councillors**

Steve Davies (Chairman)  
Ann Sevier (Vice-Chairman)  
Anne Corbridge  
Kate Crisell  
Jack Davies

**Councillors**

Andrew Gossage  
Joshua Kidd  
Ian Murray  
Caroline Rackham  
Christine Ward