

East Herts Council Report

Overview and Scrutiny Committee

Date of meeting: Tuesday 4 November 2025

Report by: Councillor Sue Nicholls, Chair of the Task and Finish Group

Report title: Scrutiny of Registered Providers' Communications Methods

Ward(s) affected: All

Summary

- This is a progress report from the task and finish group agreed by the Overview and Scrutiny Committee to review communication methods used by registered providers of housing in the district.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE MEMBERS:

- A. Approve the progress of the task and finish group; and**
- B. Agree that a final report on this review with recommendations be brought to Overview and Scrutiny Committee on Tuesday 20 January 2026**

1.0 Background

- 1.1 Overview and Scrutiny Committee agreed on the 16 September 2025 to establish a task and finish group to review the methods of communication used by registered housing providers to engage with their tenants, elected members and council officers.

2.0 Progress Report

- 2.1 The first task and finish group took place on the 29 October 2025, chaired by Councillor Sue Nicholls
- 2.2 The minutes of this meeting are attached as appendix A.

3.0 Reason(s)

- 3.1 This report has been prepared as a direct response to the Overview and Scrutiny Committee's wish to review the effectiveness of communication between registered providers, their customers, elected members and the council.

4.0 Options

- 4.1 To continue with this review- RECOMMENDED. The review into registered provider communication is within the remit of Overview and Scrutiny, in line with their role to represent the interests of residents.
- 4.2 Not to continue with this review- NOT RECOMMENDED.

5.0 Risks

- 5.1 The remit of Overview and Scrutiny is to help review and improve services and functions run by the council and its local partners. Therefore, there is no risk associated with this review.

6.0 Implications/Consultations

Community Safety

a) Yes – the purpose of this review is to improve communication and customer experience and therefore would have a positive impact in terms of community safety as would ensure customer concerns are responded to at the earliest opportunity, preventing escalation of issues.

Data Protection

a) Yes – legislation prohibits disclosure of personal information. Those taking part in this work would be reminded that no personal information should be shared in the process of the review and guidance provided about the depersonalisation of data

Equalities

a) Yes – the purpose of this review is to improve communication and therefore would have a positive impact on customer service standards. This is particularly important for groups who find communication more challenging. This review will consider equalities issues in the recommendations made.

Environmental Sustainability

a) None arising directly from this report.

Financial

a) None arising directly from this report.

Health and Safety

a) None arising directly from this report.

Human Resources

a) None arising directly from this report.

Human Rights

a) None arising directly from this report.

Legal

a) None arising directly from this report.

Specific Wards

a) None arising directly from this report.

7.0 Background papers, appendices and other relevant material

7.1 Background Information: None

7.2 Appendices

a) Minutes from task and finish group of 29 October 2025

Contact Member

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