

## **Joint Worcestershire Hub Scrutiny Questions for Councillor Hopkins**

Councillor Gay Hopkins was recently appointed to act as the co-opted representative for Redditch Borough Council on the Joint Scrutiny Worcestershire Hub Task Group. This appointment was made mid way through the review and Councillor Hopkins has attended one meeting of the Group (Councillor Hopkins's notes from this meeting are attached for further consideration).

Members of the Overview and Scrutiny Committee have proposed the following questions for Councillor Hopkins' consideration regarding this matter:

- 1) What stage has the Joint Worcestershire Hub Scrutiny Task Group reached in the review of the Worcestershire Hub service?
- 2) What actions are likely to be suggested to improve the delivery of the service?
- 3) During the course of the Neighbourhood Groups review in Redditch we consulted with residents who frequently complained about the Worcestershire Hub at Neighbourhood Group meetings. Has any attempt been made during the review to consult with residents about the service? (Please elaborate).
- 4) What measures are being taken to improve the Worcestershire Hub Telephone Service?