

17<sup>TH</sup> OCTOBER 2019**REPORT OF THE CHAIR OF HEALTH & WELLBEING SCRUTINY COMMITTEE****MATTERS REFERRED TO CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES****EXEMPT INFORMATION**

None.

**PURPOSE**

To update Cabinet and to make recommendations to it following consideration of matters by the Scrutiny Committees.

**EXECUTIVE SUMMARY**

The following Committees have referred the following matters to Cabinet:

Scrutiny Committee	Title of Matter referred	Date of Scrutiny meeting
Health & Wellbeing Scrutiny Committee	Public Service Register	19 <sup>th</sup> September 2019

The Priority Service Register (PSR) is a free service provided by suppliers and network operators to customers in need.

You can receive the services available if you:

- Are of pensionable age
- Are disabled or chronically sick
- Have a long-term medical condition
- Have a hearing of visual impairment or additional communication needs
- Are in a vulnerable situation

*Vulnerable situations include a wide range of circumstances. Examples include:*

- *People with certain mental health conditions or learning difficulties, which impact on them understanding their bill*
- *People who cannot top up their pre-payment meter due to injury*
- *Temporary circumstances where a person needs extra support for a limited amount of time*

Services offered by signing up to a company's PSR include:

- Advanced notice of planned maintenance or works
- Priority assistance in an emergency

- Password protection
- Nominee Scheme
- Accessible information

At the meeting of the Committee on 19<sup>th</sup> September 2019, the Health & Wellbeing Scrutiny Committee considered the overview of PSR provided and supported the proposed recommendation to be made to Cabinet.

## **RECOMMENDATIONS**

It is recommended that Tamworth Borough Council utilise its social media profiles to encourage those who are eligible, or those who know people who are eligible, to sign up for Public Service Register's across all sectors.

## **REPORT AUTHOR**

Councillor R Ford  
Chair of Health & Wellbeing Scrutiny Committee

## **APPENDICES**

None.