

**Overview and Scrutiny  
Action Tracker**

<b>Mtg. Date</b>	<b>Action</b>	<b>Response</b>	<b>Who by</b>	<b>Status</b>
25 <sup>th</sup> November	Officers agreed to give some further consideration to classification of Member Enquiry/Service requests to reflect the fact that many Member Enquiries were requesting a service because there had been an initial failure the deal with a problem	Officers have acknowledged these concerns and advised that management are planning to upgrade the Respond system.	Andy Briggs/ Debbie Darling	Completed
25 <sup>th</sup> November	Officers agreed to to feedback to the Committee on what was being done around review mechanisms for failing performance levels, to ensure that under-performing services were being monitored and improvements were made.	The Partnership Improvement Group is progressing and addressing failing performance will be monitored through this forum.	Andy Briggs/Debbie Darling	Completed
25 <sup>th</sup> November	Officers agreed to look into whether paper forms would still be available - given that Paragraph 3.3 of the report where expressly stated that paper forms had been removed from public access points.	After review – paper forms have not been used since 2011 – however residents can continue to make complaints or ask for support over the phone, by email or online.	Debbie Darling	Completed
25 <sup>th</sup> November	The Committee requested a breakdown of complaints received ward by ward and that this also include information on trends.	To follow, the information will be sent by the end of Jan at the latest.	Debbie Darling	Ongoing
25 <sup>th</sup> November	In response to concerns around a failure to meet the target for response times for MEs, Officers agreed to send the Committee further details of the 8% of cases in 2018/19 that missed the target time and how many days each case took for a response.	To follow, the information will be sent by the end of Jan at the latest.	Andy Briggs/Debbie Darling	Ongoing
25 <sup>th</sup> November	The Committee requested that future reports also include details of how many Member Enquiries were responded to before the ten day target time and that a breakdown of those cases and the number of days taken be provided	This is will provided in next years data report April 2019 – March 2020	Debbie Darling	Scheduled to a future meeting
25 <sup>th</sup> November	The Committee requested figures for UC claims all of Haringey that also reflected private sector tenants rather than just HfH tenants. HfH advised that the DWP should be able to provide that information.	HfH are chasing DWP for input.	Phylis Fealty	Outstanding
25 <sup>th</sup> November	The Committee sought further information around apprenticeships and how much money was generated through the apprenticeship levy. Officers agreed to give this some further consideration and circulate a	Briefing being prepared.  The Council's annual Apprenticeship Levy contribution (including Schools) is	Charlotte Pomery	Ongoing

	briefing to OSC on the apprenticeship levy.	c. £800,000 (£1,951,878 paid in total as of October 2019), along with a 10% top-up provided by Government. Unspent levy amounts over 24 months old expire and are deducted monthly from the account. These are c. £60,000 per month.		
25 <sup>th</sup> November	The Committee requested further figures around the total number of rough sleepers in the Borough, following the recent count.	33 at the count in November. Briefing circulated to Members.	Charlotte Pomery	Completed
25 <sup>th</sup> November	The Committee considered the broader service offer around homelessness and suggested that more needed to be done to understand what was being offered, including supported accommodation, and to whom.	Agreed to refer to panel.	Cllr Moyeed	Referred to Housing Panel
25 <sup>th</sup> November	The Committee sought further information around the Citizens Panel and its composition. Update to be brought to March meeting as part of the consultation and engagement report.	Noted.	Clerk	Scheduled to a future meeting
25 <sup>th</sup> November	The Children's Panel to pick up school exclusions data and note the 12 month lag in the data from DFE.	Agreed to refer to panel.	Cllr Dogan	Referred to Children's Panel
25 <sup>th</sup> November	The Committee set out that there should be some monitoring and tracking of performance data for schools where BAME children performed well. This item was referred to the Children's Panel to consider further	Agreed to refer to panel.	Cllr Dogan	Referred to Children's Panel
15 <sup>th</sup> October	Officers agreed to provide a written response on the salary of town centre managers.		Peter O'Brien	Ongoing.
15 <sup>th</sup> October	The Chair requested Officers bring an update report on the FOBO Transformation Programme - Stage 2 in March 2020. Officers could provide the Committee with budget and customer projections updates in January 2020.	Added to the work plan for March.	Andy Briggs	Scheduled to come back to a future meeting (March).
22 <sup>nd</sup> July	Visits to libraries to be organised in the next 6 months for the Overview and Scrutiny Committee Members.	Officers have been in contact around possible date. Agreed to focus on MG and Wood Green Libraries.	Cllr Amin/Judith Walker	Ongoing.

22 <sup>nd</sup> July	Feedback on libraries and the library peer review to be provided to a future meeting.	Scheduled to come back later in the year.	Cllr Amin/Judith Walker/ Andy Briggs	Scheduled to a future meeting.
4 <sup>th</sup> July (Special – Invest to save proposals)	The Committee requested that relevant future budget scrutiny reports included an assessment of the ratio of social worker assistants to social workers	Officers agreed to provide this going forwards.	Beverley Hendricks	Referred to Children's panel
25 <sup>th</sup> March	The Chair requested that a report on social value rents come back to a future meeting of the Committee for consideration, particularly in relation to its impact upon the voluntary and community sector.	To be include on a future agenda.	Rob Mack	Scheduled to a future meeting.
25 <sup>th</sup> March	The AD for Strategy and Communications agreed to come back to the Committee at a future date to provide an update on participation outcomes on Borough Plan and the Citizens Panel.	Update on Borough Plan participation outcomes and Citizens Panel to come back to future meeting	Joanna Sumner	Scheduled to come back to a future meeting. (March).
14 <sup>th</sup> January	Overview and Scrutiny Committee members to be invited to attend walk-about sessions with Councillor Adje when looking at the high roads and local businesses.	Action raised with relevant officers. Agreed to hold two sessions, one in Wood Green and one in Tottenham. First session in Wood Green took place on 30 <sup>th</sup> April. Tottenham dates in January to be circulated.	Cllr Adje	Part Complete.