

**Overview and Scrutiny
Action Tracker**

Mtg. Date	Action	Response	Who by	Status
30 th April	Clarification be provided to members of the Children and Young People's Scrutiny Panel and the Adults and Health Scrutiny Panel on the role of Ingeus in the Transitions Project.	Done	Rob Mack	Completed.
30 th April	FOBO Update to come back to July Committee and include <ul style="list-style-type: none"> • Details of engagement with the trade unions and how staff were informing the process; • Support provided to staff who wished to remain; • Lessons learnt from previous reorganisations; • Arrangements for providing assistance in accessing services for people whose first language is not English; and • Clarity on the number of staff required to cover workloads. 	This has been included in the work programme and will come back to July	Andy Briggs	Scheduled to a future meeting (July).
30 th April	That a visit be arranged to the Council's Contact Centre and that this be arranged to take place before the proposed FOBO changes have been implemented.	Working with officers to agree a date.	Andy Briggs	Outstanding
25 th 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 th March	Officers agreed to come back to the Committee in July to discuss the 2018/19 complaints report. Officers also agreed to provide an update on the process of learning from complaints and how this was reported to OSC at a future meeting.	Officers have requested that this item comes to the October meeting as the LGO release their report in August. Learning from complaints will be included in this item.	Carla Segel	Scheduled to future meeting (October).
25 th March	The Committee requested that officers provide case studies of the types of complaints by members that were regularly received as well the responses given and that these come back to the Committee as part of	Officers have prepared an update on Members Enquiries and this was sent out to the Committee on 29 th April. The FOBO item in April did not include this information as it was more of an	Carla Segel	Scheduled to future meeting

	its discussion on FOBO and the wider complaints process at its April meeting.	update on the programme in general.		
25 th March	Officers to review the use of the heading 'general information/service request' and to look into whether this could be broken down as a category to make it more meaningful.	Officers have agreed to pick this up longer term, as it will involve some development the Council's IT Respond system. Update included in Member briefing.	Carla Segel	Scheduled to future meeting
25 th March	The Committee sought clarification about whether the Decent Homes performance was inclusive of the additional funding announced and queried whether the Council should be more ambitious with its 95% target. Officers agreed to come to the Committee with a response	Borough plan reflects the manifesto target of 95% and the additional capital funding that has been made available over the coming 4 years is sufficient to deliver the target.	Charlotte Pomery	Completed.
25 th March	Officers agreed to come back to the Committee with some further details on how the performance indicator for temporary accommodation was calculated.	The performance indicator for TA is the number of households in TA at the end of the period. Definition is based on those housed in TA under homelessness provision (i.e. accepted as homeless. Email sent to Members on how this definition is calculated.	Charlotte Pomery	Completed.
25 th March	The Chair emphasised the need for each of the Panels to have an opportunity to feed into the performance priority dashboard setting process and suggested that there should be a separate session on this with OSC Members. The Chair agreed to speak to AD Commissioning to set this up	Chair to speak to AD Commissioning when she returns from leave. Officers suggested picking this up as part of training session on 24 th June and have requested feedback on whether a separate session is required? Borough Plan Priority dashboards are to be published on the web for early July. Scrutiny will have the opportunity to be able to navigate around the published dashboards in the training session on 24 June.	Chair	Outstanding.
25 th 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.
28 th January	The Committee requested to see current plans for improvement of branch libraries and the capital spend allocated.	Libraries item to come back to OSC in July.	Andy Briggs	Scheduled for future meeting (July).

28 th January	The Committee also requested a report to a future meeting, which sets out the ongoing issues in relation to library improvement works at Marcus Garvey Library. The Cabinet Member agreed to speak to Fusion about the lifts and would include an update on the lift issue in the report on Marcus Garvey Library.	Libraries item to come back to OSC in July.	Andy Briggs	Scheduled for future meeting (July).
28 th January	The Committee requested a further update in relation to Universal Credit to come to a future meeting.	Shared Services are in the process of setting up a standard report to share information on UC on a monthly basis. Officers are awaiting further information from London Councils. It is anticipated that this will start from April 2019. Update on Universal Credit scheduled for July.	Mark Rudd	Scheduled for future meeting (July).
28 th January	The Committee also requested a report to a future meeting around performance against FOI requests.	An update is schedule to come to OSC in March to discuss performance for Member Enquiries and Complaints for 2017/18. It is proposed that a report to discuss performance for FOIs, MEs and Complaints for 2018/19 will come to OSC in July.	Mark Rudd	Scheduled for future meeting (July).
28 th January	The Committee requested that a piece of work be undertaken which looked at recurrent issues that had arisen, which had led to residents' benefits being stopped.	Update: The Council receives daily files from the DWP informing us that residents have either stopped receiving one of the welfare benefits or the amounts have changed. This automatically suspends the claim in order to avoid generating overpayments, officers then write out to residents asking them to provide evidence of their income. Once evidence is provided the claim is re-opened and payments are back-dated if appropriate	Cllr Amin/ Amelia Hadjimichael	Scheduled for future meeting (October).
28 th January	A report was requested on Fortismere School once a business case was in place, given that the issue spanned a number of different Cabinet portfolios.		Eveleen Riordan	Scheduled for future meeting (October).
14 th January	Information to be provided on staff insourcing; the financial implications and when it would be appropriate for Overview and Scrutiny Committee to be involved.	This item will come back the July meeting.	Richard Grice	Scheduled for a future meeting (July).
14 th 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	Action raised with relevant officers. Agreed to hold two sessions, one in Wood Green and one in Tottenham. First session in Wood Green was	Cllr Adje	Part Complete.

	businesses.	scheduled for 30 th April.		
14 th January	A further consultation and engagement report was requested in due course.	Ongoing	Joanna Sumner	Scheduled for future meeting
2 nd October	Head of Organisational resilience agreed to brief Councillors on the role of Members in an emergency incident.	<p>The Chief Executive has asked that, prior to this guidance being re-issued, she would like it reviewed. The Service is looking at it in conjunction with some work on this topic that has been done by London Resilience. It is expected that it will be ready for re-issue it by the end of March.</p> <p>Further update: Draft guidance has been approved by London chief executives, with some further amendments required. Officers will make this available to Members as soon as it is available.</p>	Andrew Meek	Scheduled for future meeting (July).