

**Overview and Scrutiny
Action Tracker**

Mtg. Date	Action	Response	Who by	Status
15 th October	Officers agreed to provide a written response on the salary of town centre managers.		Peter O'Brien	Ongoing.
15 th October	Officers to provide further information on the number of landlords who had taken up the invites to the Landlord Portal.		Andy Briggs	Ongoing.
15 th October	Scrutiny Review on Wards Corner to be included on the next agenda, following representations from third parties.	Representations received and reflected in updated report. Wards Corner scheduled to go to January Cabinet in light of pre-election period.	Dominic O'Brien/Clerk	Completed.
15 th October	Committee Members agreed to provide, via the Chair, contact details for individuals who had experienced difficulty with any of the Council's customer services. The Chair requested that any learning points gleaned from looking into such cases be shared with the Committee.	Committee Members to follow up outside of the meeting.	Committee Members.	Ongoing.
15 th 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 nd 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 nd 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 th 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	Scheduled to a future meeting.
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	To be include on a future agenda.	Rob Mack	Scheduled to a future meeting.

	the voluntary and community sector.			
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 (November).
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. (January).
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.
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 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 th April. Tottenham dates in December to be circulated.	Cllr Adje	Part Complete.
2 nd October	Head of Organisational resilience agreed to brief Councillors on the role of Members in an emergency incident.	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. London Councils guidance circulated to Members on 14 th November.	Andrew Meek	Completed