

## TRACKING RESOLUTIONS

### Support Services Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
19.11.13 40 (1)	Agreed to request an update on the effects of the Localism Act on Planning Service	This request followed a presentation on the Localism Act by The Assistant Director for Democracy and Governance	Paul Barnard	This will be circulated to members via email.	
19.11.13 43	Agreed to request information on which services are being offered to schools from outside the City. Reassurance that a proactive approach is being taken to ensure that business is not lost.	This request relates to traded services	Jayne Gorton	This will be circulated to members via email.	
19.11.13 45	Agreed to request that the officers return to the panel in around six months time with a progress report on the ongoing work to improve response times.	This request followed a presentation on the failure to meet the required response times for Freedom of Information Requests	Richard Woodfield / Mike Hocking	To be added to the 2013/14 Work Programme.	
04/03/13 53	<u>Agreed</u> to request the officers to provide the panel with an update on the employee survey results action plan every six months.	'The View From You' Employee Survey Results	Eve Skuse	This request has been sent. To be added to the 2013/14 Work Programme.	
04/03/12 54	<u>Agreed</u> that the officer explores social media training for members.	Social Media Update  The panel raised concerns on the lack of training provided for members on social media.	Richard Longford	This request has been sent to the officer.	

04/03/13 55	<u>Agreed</u> to request the officer provides the panel with the business plan in June.	ICT Shared Services  The panel were unsure whether it was more appropriate item for the Overview and Scrutiny Management Board to explore.	Neville Cannon	This has been requested. To be added to the 2013/14 Work Programme.	
04/03/13 Min 56	<u>Agreed</u> that the panel noted the report and to receive a revenues and benefits performance update at every meeting.	Revenues and Benefits Performance Update	Democratic Support Officer	This update will continue to appear on the support services agenda for each meeting.	8 April 13
04/03/13 Min 57	<u>Agreed</u> to request the officer to return to the panel in May with a further update on the results from the revenues and benefits customer survey.	Revenues and Benefits at the Civic Centre	Martine Collins	There will not be a meeting in May and so this item will be scheduled at the first available meeting.	
04/03/12 Min 60	<u>Agreed</u> to request the officer returns to the next panel meeting with a report on the decision making process for hardship relief.	Discretionary Rate Relief  The panel want to have a better understanding of the decision making process for hardship relief applications.	Martine Collins	This item will be referred on to a future meeting with the agreement of the Chair as the timings meant that no new information would be available.	

**Grey** = Completed (once completed resolutions have been noted by the panel they will be removed from this document)

**Red** = Urgent – item not considered at last meeting or requires an urgent response