

Performance, Finance and Customer Focus Overview and Scrutiny Committee: Tracking Decisions

Minute No.	Decisions	Target Date, Officer Responsible and Progress
<p>8 August 2018</p> <p>Debt Recovery and Enforcement</p> <p>Minute 12</p>	<p>The Committee <u>agreed</u> that the following recommendations are submitted to Cabinet for consideration –</p> <ol style="list-style-type: none"> 1. a feasibility study is commissioned in order to create a corporate approach to maximise debt recovery, including such areas as high value debt; 2. efforts are made to identify the forms of debt (excluding those who have been identified as unable to pay) that are most likely to lead to high recovery rates (in volume and value), in order that resources can be prioritised to focus on the areas identified; 3. monitor the ethical debt recovery pilot schemes being undertaken in other local authorities and provide an update report in 12 months' time; 4. investigate the feasibility of providing debt collect in-house. <p>Cabinet Response: -</p> <p>Cabinet <u>agreed</u> to support the recommendations made by the Performance, Finance and Customer Focus Overview and Scrutiny Committee review of Debt Recovery and Enforcement Scrutiny and that the Portfolio Holder would monitor the progress of the associated actions.</p> <p>Complete</p>	<p>Date: November 2018 Officer: Helen Prendergast Progress: Recommendations had been submitted to Cabinet on 13 November 2018.</p>
<p>10 October 2018</p> <p>Street Services Key Performance Indicators</p>	<p>The Committee <u>agreed</u> that –</p> <ol style="list-style-type: none"> 1. the pilot scheme for the Street Services Information Management System is scheduled for a future meeting of the Committee (the Cabinet Member for Environment and Street Scene to provide the timeline for this item); 2. data is sought from the Service Director for Customer Services regarding the breakdown of calls received for Waste Services (ie complaints, enquiries, other). 	<p>Date: November 2018 Officer: Helen Prendergast Progress: Recommendation (1) has been forwarded to the Cabinet Member for Environment and Street Scene to action.</p>

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Minute 18		Recommendation(2) the Service Director for Customer Services has been requested to provide this information
<p>10 October 2018</p> <p>Corporate Plan 2018-22 Quarter One Update</p> <p>Minute 19</p>	<p>The Committee <u>agreed</u> to –</p> <ul style="list-style-type: none"> (1) request that a separate performance indicator is included within the report to clearly identify the number of rough sleepers in the city in relation to ‘number of households prevented from becoming homeless;’ (2) provide an opportunity for the other scrutiny committees to scrutinise areas of concern within their remit; (3) circulate the Corporate Plan in a timely manner, in order to provide Members of the Committee sufficient time to identify areas of concern and request that the relevant Cabinet Member and officers attend the meeting, in order to be better able to undertake effective scrutiny. <p>Complete</p>	<p>Date: November 2018 Officer: Helen Prendergast Progress:</p> <p>Rec 1. Discussed with service leads regarding an additional indicator for rough sleepers. It was agreed that initially we would try and incorporate within the existing homelessness prevention narrative in quarter three and review.</p> <p>The rationale for not creating a standalone indicator was that there are two indicators within the report already that provide updates around this theme (Prevention of homelessness and B&B usage).</p>

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		<p>In addition, data on rough sleepers is less robust at local level and not comparable to other authorities, data is published nationally but only on an annual basis.</p> <p>Rec 2. A recommendation has been forwarded to all other Overview and Scrutiny meetings.</p> <p>Rec 3. The Corporate Plan had been circulated to Committee Members following the publication of the Cabinet agenda for November 2018.</p>
<p>10 October 2018</p> <p>Finance Monthly Report – Month 4</p> <p>Minute 20</p>	<p>The Committee <u>agreed</u> to request officers to provide additional information within the report indicating the changes from month to month.</p>	<p>Date: November 2018 Officer: Helen Prendergast Progress: Officers have been requested to provide additional information in future reports.</p>

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<p>10 October 2018</p> <p>Work Programme</p> <p>Minute 21</p>	<p>The Committee noted its work programme for 2018/19 and <u>agreed</u> to schedule the joint select committee review (with the Health and Adult Social Care Overview and Scrutiny Committee) on homelessness in March 2019.</p>	<p>Date: November 2018 Officer: Helen Prendergast Progress: The Committee’s work programme has been updated accordingly.</p> <p>This request has been forwarded to the Health and Adult Social Care OSC and Brexit, Infrastructure and Legislative OSC.</p>
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