

## COMMITTEE ACTION TRACKER

**ACTIONS: 2 December 2015**

ACTION	OUTCOME	LEAD OFFICER
<b>CORPORATE COMPLAINTS 2014/15</b>		
Provide the committee with progress reports on the implementation of the new complaints reporting system as well as performance data once it has gone 'live'.	An update will be provided at the committee's meeting in June 2016.	Sue Howell, Complaints and Customer Manager
Provide the committee with a note on the reasons for the increase in complaints concerning CityWest Homes staff behaviour.	A response from CityWest Homes is outstanding and is being chased.	Sue Howell, Complaints and Customer Manager
Provide the committee with details of the processes in place to ensure that homes offered to social housing tenants match their Housing Benefit allowance.	A response was circulated on 26 January 2016.	Sue Howell, Complaints and Customer Manager
<b>UPDATE ON CORPORATE CONTRACT MANAGEMENT</b>		
Provide the committee with regular progress reports on meeting compliance targets for contract record keeping within CapitalE sourcing.	An update was circulated on 26 January 2016.	Anthony Oliver, Chief Procurement Officer
<b>FINANCE (PERIOD 6) AND PERFORMANCE BUSINESS PLAN (QUARTER 2) MONITORING REPORT</b>		
<u>Finance</u>  Clarify whether the capital project to redevelop the Marylebone library is behind schedule and if so what impact this will have on the Council's capital budget	This information is included in the Finance Monitoring report for the 3 February meeting.	Steve Mair, City Treasurer
<u>Performance</u>  Supply details of what measures the Local Authority is undertaking to address the rising numbers of Unaccompanied Asylum Seeking Children.	A briefing note was circulated to members on Friday 8 January 2016	Damian Highwood, Evaluation and Performance Manager
Provide a breakdown by nationality of the international migrants coming into Westminster including the context for their migration, i.e. for work, studying or as dependents.	A briefing note was circulated to members on Friday 8 January 2016	Damian Highwood, Evaluation and Performance Manager
Given the decline in the female population between 2013 and 2014 and possible falling child numbers in the population, provide details on current and future schools capacity.	A briefing note was circulated to members on Friday 8 January 2016	Damian Highwood, Evaluation and Performance Manager

Is the increase in population in recent years being matched by an increase in council tax dwellings? Provide information known on the number of empty properties within the borough?	A briefing note was circulated to members on Friday 8 January 2016	Damian Highwood, Evaluation and Performance Manager
Supply details of rough sleepers who are not the responsibility of the Council.	A briefing note was circulated to members on Friday 8 January 2016	Damian Highwood, Evaluation and Performance Manager
Supply details of where fly tipping incidents occur in Westminster.	A briefing note was circulated to members on Friday 8 January 2016	Damian Highwood, Evaluation and Performance Manager
<b>INTERNAL AUDIT PROGRESS REPORT</b>		
Supply the Committee with a note on whether the recommendations in respect of the Tri-Borough multi-user logins has been implemented.	An update report was circulated on 26 <sup>th</sup> of January 2015	Moira Mackie, Internal Audit Manager
<b>HEADLINE RESULTS FROM 'YOUR SURVEY' 2015</b>		
Provide the committee with a breakdown of the 'Your Voice' Staff Survey results by Department as part of a more detailed paper.	This was circulated to committee on 23 <sup>rd</sup> of December 2015.	Carolyn Beech, Director of Human Resources
<b>WORK PROGRAMME</b>		
Provide the committee with a note on the Council's insurance arrangements in relation to legal challenge associated with basement extension consents.	This information was provided on 3 December 2015	Steve Mair, City Treasurer
Invite Independent Persons on the Council's Standards Committee to the next meeting on 3 February 2016 in relation to the item on maintaining high ethical standards at the Council	As the two Independent Persons have only very recently been appointed and given the limited involvement that they would have at the meeting it has been agreed with the chairman that they are sent a copy of the report once it has been published to raise any queries at the next Standards Committee Meeting.	Mick Steward, Committee & Governance Services
<b>LESSONS LEARNED - MANAGED SERVICES PROGRAMME</b>		
Provide the committee with the cost of the review undertaken by Mazars.	This information was circulated on 26 <sup>th</sup> of January 2015.	Nick Dawe, Interim Bi-Borough Director of Corporate Services

Provide the committee with an explanation of how the list of interviewees spoken to as part of the review was selected.	This information was circulated on 26 <sup>th</sup> of January 2015.	Nick Dawe, Interim Bi-Borough Director of Corporate Services

## COMMITTEE ACTION TRACKER

**ACTIONS: 10 December 2015**

<b>ACTION</b>	<b>OUTCOME</b>	<b>LEAD OFFICER</b>
Set up a further committee meeting in early January to review progress in delivering programme stabilisation.	This has been arranged for 6.30pm on Tuesday 12 January 2016	Reuben Segal
Send a letter to Mr Anderson expressing the Committee's disappointment that a senior BT Manager on the programme was not present at the meeting.	This was sent on 14 December 2015	Reuben Segal