

COMMITTEE ACTION TRACKER
ACTIONS: 24 November 2016

ACTION	OUTCOME	LEAD OFFICER
CORPORATE COMPLAINTS REVIEW 2015-2016		
1. The committee would like details of the verification system that is used by Capita to process housing benefit and council tax applications.	The information was forwarded to Committee Members on 9 December	Martin Hinckley, Head of Shared Services
2. CWH monitoring of Airbnb complaints - how will CWH formally capture concerns about the short term letting of CWH residential property through Airbnb? What are the insurance policy implications for the Council if leaseholders sublet their properties?	The information was forwarded to Committee Members on 9 December	Jonathan Cowie, Chief Executive/Jo Bowles, Director of Shared Services, CWH
3. Where/to whom should councillors send queries or complaints regarding CWH?	The information was forwarded to Committee Members on 9 December	Jonathan Cowie/ Jo Bowles
4. CWH Complaints Performance Reports - The Committee would like copies of reports provided to the CWH Board and Westminster City Council so that they can have an oversight of trends.	This will be actioned as and when such reports are produced	Jonathan Cowie/Jo Bowles
FINANCE (PERIOD 6) AND QUARTER 2 (APRIL 2016-SEPTEMBER 2016) PERFORMANCE MONITORING		
1. HRA revenue forecast - provide a breakdown of the sources of 'other' income. What does this consist of?	The information was forwarded to Committee Members on 9 December	Steve Mair, City Treasurer
2. Gangs - Provide details of the latest intelligence around gang activity. What are the current interventions in place? Include a passage on work around gangs in future reports.	The information was forwarded to Committee Members on 9 December	Damian Highwood, Strategic Performance Team
3. CCTV - What is the current situation with the use of CCTV so that Members can provide community safety assurance? The committee stated that feedback from residents is that they cannot understand why the City Council has reduced / lost CCTV surveillance capabilities.	The information was forwarded to Committee Members on 9 December	Damian Highwood, Strategic Performance Team

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<p>4. Low Emission Neighbourhood (LEN) funding – What activities are being planned with the LEN money that has been secured? The committee expressed concern about the increase in air pollution in the City and the need to tackle this. The committee has requested an analysis of the change in air-quality in parts of the City. Particular concern was expressed about Embankment, Hyde Park and Marylebone Road.</p>	<p>The information was forwarded to Committee Members on 9 December</p>	<p>Damian Highwood, Strategic Performance Team</p>
<p>5. Unemployment – What is the age breakdown of the remaining Long Term Unemployed by benefit type? How many people helped into work by the Westminster Employment Service (WES) are achieving part-time vs. full time work? What role (if any) could the University Technical College (UTC) have in helping unemployed people? The committee suggested this could include providing evening classes and enhanced links with employers.</p>	<p>The information was forwarded to Committee Members on 9 December. Information regarding the UTC was circulated on 13 December</p>	<p>Damian Highwood, Strategic Performance Team</p>
<p>6. Open Forums – Provide details of current plans for Open Forums. Members were concerned that it has been almost two years since Area Forums ceased in their areas.</p>	<p>The information was forwarded to Committee Members on 9 December</p>	<p>Damian Highwood, Strategic Performance Team</p>
<p>7. Sexual Health / GUM services- Provide in more detail the process by which providers obtain addresses from service users so that appropriate recharges can be made.</p>	<p>The information was forwarded to Committee Members on 9 December</p>	<p>Damian Highwood, Strategic Performance Team</p>
<p>INTERNAL AUDIT 2015/16 - PROGRESS REPORT (AUGUST TO OCTOBER 2016)</p>		
<p>1. Provide a breakdown of the claims paid out this year by Westminster up to the delegated authority of £100,000.</p>	<p>The information was forwarded to Committee Members on 9 December</p>	<p>Neil Walker, Assistant Head of the Tri-Borough Insurance Service</p>
<p>2. The committee would like a note on the outcome of the procurement for a provider to handle Employers and Public Liability claims above the delegated authority level once a contractor has been chosen.</p>	<p>This will be provided once the procurement process has been completed.</p>	<p>Neil Walker, Assistant Head of the Tri-Borough Insurance Service</p>

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WORK PROGRAMME 2016/17		
Add an item to the work programme on DHP delegated decisions	This item has been added to the Work Programme.	.Reuben Segal, Committee & Governance Services