

COMMITTEE ACTION TRACKER
ACTIONS: 23 November 2017

ACTION	OUTCOME	LEAD OFFICER
CORPORATE COMPLAINTS 2016 - 2017		
<p>1. The committee would like information on complaints for Adults and Children Social Services and CityWest Homes which are not dealt with through the Council's complaints procedure as well as any complaints forwarded to the housing ombudsman.</p>	<p>Complaints for Adults Services was circulated on the 21 December.</p> <p>Complaints data for Children Social Services and CWH is outstanding and being chased.</p>	<p>Sue Howell, Complaints and Customer Manager</p>
<p>2. The committee also requested specific detail on complaints within certain service areas as follow:</p> <ol style="list-style-type: none"> 1. The 8 complaints with allegations of incorrect charges which were all upheld; were they all within the same service? 2. within highways infrastructure and public realm and campaigns and engagement; 3. The complaint about staff rudeness or inappropriate behaviour which was upheld; 4. How many of the Housing Benefit complaints are explicit complaints versus queries about how an application is proceeding? 	<p>This information was circulated on the 21 December.</p>	<p>Sue Howell, Complaints and Customer Manager</p>
FINANCE (PERIOD 6) AND QUARTER 2 PERFORMANCE BUSINESS PLAN MONITORING REPORTS		
<p><u>Finance (Period 6)</u></p> <p>1. The committee would like future reports to include an explanation for any reprofiling of General Fund Capital Programme schemes and a detailed breakdown of Housing Revenue Account capital expenditure.</p>	<p>This will be effected as from the next report submitted.</p>	<p>Steve Mair, City Treasurer</p>

2. Provide details of the reasons for the overspend in the Sir Simon Milton University Technical College scheme.	This information was circulated on the 21 December.	Steve Mair, City Treasurer
<u>Quarter 2 Performance Monitoring Report</u> <u>Organisational Health Scorecard – Workforce:</u> Provide some context in future reports on how the outturn of around 14% - 15% annual staff turnover compares with other local authorities;	This will be included from the Q3 report onwards.	Mo Rahman, Evaluation and Performance Analyst
<u>Organisational Health Scorecard – delivery:</u> Are any of the active KPIs which are off track of target within critical service areas?	This information was circulated on 15 December.	Mo Rahman, Evaluation and Performance Analyst
Provide a narrative in future reports where any impacts to achieving the overarching objectives of the Council or risks and issues within service directorates are being impacted by the move from Tri-Borough to Bi-borough services or MSP performance.	This will be included from the Q3 report onwards.	Mo Rahman, Evaluation and Performance Analyst
Integrate complaints data alongside the City Survey findings within future performance reports to provide better contextual insight on the reason behind complaints.	This is in development and officers are looking at the best way to incorporate this information.	Mo Rahman, Evaluation and Performance Analyst
<u>Adult Social Care</u> Clarification on the position reported for 'Number of Carers who received an assessment review KPI' and whether the outturn is cumulative and why the figure reported is low relative to last year. Also why the target is progressive and not ongoing (e.g. we aim to have 85% of carers assessed and reviewed throughout the year and not just by YE).	This information was circulated on 15 December.	Mo Rahman, Evaluation and Performance Analyst
<u>Waste & Parks (Street cleansing):</u> the committee would like to know if any of the streets that have failed the street survey score for litter have a persistent litter problem and which streets these are.	This information was circulated on 15 December.	Mo Rahman, Evaluation and Performance Analyst
The committee would like a copy of the most recent performance report from CityWest Homes;	This information was circulated on 15 December.	Jonathan Cowie, CEO, CityWest Homes

<p><u>Children's Services</u></p> <p>That concerns around the performance of completing EHC assessments within the 20 weeks and transferring SEN statements to EHC plans be referred to the Children, Environment and Leisure Policy and Scrutiny Committee for more detailed scrutiny.</p>	<p>The Children, Environment and Leisure Policy and Scrutiny Committee had asked the relevant Cabinet Member for an update on this at its meeting on 20th November. The committee intends to follow up this issue at its April meeting.</p>	<p>Reuben Segal, Committee and Governance Services</p> <p>Aaron Hardy, Scrutiny Manager</p>
<p>MID YEAR COUNTER FRAUD MONITORING REPORT</p>		
<p>The committee would like to see a greater emphasis on prosecuting offenders in order to act as a deterrent to others.</p>	<p>In accordance with the Council's anti-fraud and corruption strategy, CAFS will always seek the strongest possible sanction against any individual or organisation that defraud, or attempt to defraud Westminster City Council, including criminal prosecution where appropriate.</p>	<p>Andy Hyatt, Head of Fraud</p>
<p>The committee would also like to see more detail on successful prosecution outcomes in future reports.</p>	<p>Further details on prosecution outcomes will be provided in future reports.</p>	<p>Andy Hyatt, Head of Fraud</p>