

## Resources and Corporate Performance Scrutiny Committee action tracker 2023/ 2024

Meeting Date	Item	Action	Action by	Status
10 July 2023	CORPORATE PERFORMANCE REPORT QUARTER 4/END OF YEAR 2022-23	A Member asked about staff performance data and why there had been an increase in underperformance. The Executive Director agreed to provide Members with performance data from previous years.	Executive Director Corporate Services	Complete
		Members asked for a briefing on disciplinary and grievances data.	Executive Director Corporate Services	Complete
		Members asked if there was available data that differentiated customer services queries related to council tax. The Executive Director agreed to bring back information to provide more detail.	Executive Director Corporate Services	Complete
		Members discussed complaints and asked officers if data for complaints could separate out housing complaints so that	Executive Director Corporate Services	Complete

		greater detail around different service areas could be seen. The Executive Director explained that the Annual Complaints Report was being written and separate data could be included.		
		Members noted that the by-election in South Hampstead was the first time voter ID had been used in Camden, they asked if data was available about the number of people turned away or who did not have the correct ID with them.	Executive Director Corporate Services	Complete
		The Committee commented that they would like to receive complaints data and information more frequently and in a more targeted way. They were concerned that receiving data once a year made it difficult to identify important elements.	Head of Corporate Strategy and Cabinet Office	This will be actioned in future updates
	AN UPDATE ON THE COUNCIL'S WORK TO TACKLE THE COST OF LIVING CRISIS	The Director of Economy, Regeneration and Investment agreed to include in future updates more detail around the support, advice and signposting offered to businesses.	Director of Economy, Regeneration and Investment	This will be actioned in future updates

		<p>In response to a question around the Cost of Living Crisis Response Group, the Head of Corporate Strategy said that they had understood all of the funding requests from the ward councillor meetings to have been allocated. They agreed to confirm whether the full budget had been allocated and respond to the Committee.</p>	<p>Head of Corporate Strategy and Cabinet Office</p>	<p>Complete</p>
		<p>The Committee asked about the Universal Basic Services Pilot and whether there was any more information. The Head of Corporate Strategy said that Camden continued to work with the Institute for Global Prosperity at UCL to look at potential work and what universal basic services might look like in different place settings. They agreed to circulate an update.</p>	<p>Head of Corporate Strategy and Cabinet Office</p>	<p>A research phase of this project is concluding in July 2024, officers will circulate an update at this point.</p>
	<p>2023/24 UPDATE ON THE COUNCIL'S MEDIUM TERM FINANCIAL POSITION</p>	<p>Responding to a question from members about the forecasting of rent default rates, the Head of Finance agreed to provide an update.</p>	<p>Head of Finance, Corporate Services</p>	<p>Complete</p>

		When asked about the retendering of schemes such as the hostel at Camden Road, the people waiting to be housed would be managed through the homeless provision service. He agreed to provide information, including timescales for the retendering of the hostel.	Head of Finance, Corporate Services	Complete
12 SEPTEMBER 2023	REVIEW OF THE COUNCIL'S INCOME	Members were interested in social value being gained from assets. They asked whether Camden had a policy of using unfilled assets to generate social value. The Head of Finance agreed to take this away to the Property Team for a response.	Head of Finance, Corporate Services	Complete
		In response to a question about the debt servicing cost of the Housing Revenue Account (HRA), the Head of Finance agreed to come back with the confirmed figure.	Head of Finance, Corporate Services	Complete
	AN UPDATE ON THE COUNCIL'S CHANNEL STRATEGY (COMMUNICATIONS) - CONNECTING WITH CAMDEN'S COMMUNITIES	The Cabinet Member for Finance and Cost of Living extended an invitation to the Committee to view the updated Council Tax pages, via the beta site, before they went live. A link	Policy Designer	Complete

		to this was agreed to be circulated to the Committee.		
14 NOVEMBER 2023	HR ANNUAL REPORT	The Director of People and Inclusion agreed to build data into a follow up report that mapped where staff lived against grade and tenure	Director of People and Inclusion	Complete
		The Director of People and Inclusion agreed to circulate information of the employee assistance programme to members of the Committee.	Director of People and Inclusion	Complete
19 DECEMBER 2023	INSIGHT, LEARNING, AND IMPACT REPORT – QUARTER 2 2023-24	Members requested additional information on the report’s Contact Camden figures and the service’s transformation	Head of Corporate Strategy and Cabinet Office	Complete
		The Head of Corporate Strategy agreed to share information about the design research that has taken place with residents who have received a Cost of Living Crisis Fund payment	Head of Corporate Strategy and Cabinet Office	Complete
	WORK PROGRAMME	Remove Participation and Partnerships report from the work programme and add an item on Citizen Interaction	Policy Designer	Complete
22 JANUARY 2024	LONDON BOROUGH OF CAMDEN ANNUAL COMPLAINTS REPORT	Review the ‘Contact your Housing Officer’ link on the Council website to ensure accurate contact information is provided	Head of Neighbourhoods	The service is reviewing the ways in which residents can contact housing officers with a view to ensuring that relevant information is

				accessible and queries are resolved in a timely way
27 FEBRUARY 2024	IMPROVING THE CITIZEN EXPERIENCE	The Chief Experience and Information Officer agreed to provide some more information around how people were engaged with to test the website.	Chief Experience and Information Officer	Complete
	2024/25 REVENUE ESTIMATES AND COUNCIL TAX SETTING	The Head of Finance agreed to provide a breakdown of second home council tax band properties including a breakdown by ward.	Head of Finance	Complete
		The Head of Finance agreed to circulate authorities that CIPFA use to compare against Camden.	Head of Finance	Complete
	CIP ANNUAL REPORT 2023	The Director of Development agreed to provide more financial data around future programmes, including figures for expenditure and receipts.	Director of Development	This will be actioned in the CIP Annual Report 2024
		The Cabinet Member agreed to circulate the full resident feedback report.	Director of Development	Complete