

## MATTERS ARISING FROM THE PREVIOUS MINUTES

### Executive Summary

This report provides an update on matters arising from the previous meetings of the Overview and Scrutiny Committee. The details summarise the progress made on achieving the desired outcomes from decisions taken by the Committee and requests from individual Elected Members. Once an action has been closed and the outcome reported to the Committee it will be removed from future reports.

Actions arising from the Committee are managed through the Council's Action Management system which was developed to capture and monitor the actions arising from (i) meetings of the Council and (ii) Internal Audit Reviews.

This is a regular report that is brought the Committee and covers the actions identified at the previous meetings. The next version of this report, listing any actions previously identified together with the progress achieved shall be brought to the next meeting of the Overview and Scrutiny Committee on 10 July 2023.

### Recommendations

The Committee is requested to:

**RESOLVE That** the report be noted.

The Committee has the authority to determine the recommendation set out above.
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**Background Papers:** None.

**Reporting Person:** Councillor Josh Brown  
CllrJosh.Brown@woking.gov.uk

**Date Published:** 26 May 2023

Matters Arising from the Previous Minutes

Update on Actions Arising from the Overview and Scrutiny Committee held on 20 March 2023.

Minute 3		Matters Arising from the Previous Minutes
3.1	Action	<i>From Minute 8 of the meeting held on 23 January 2023 – Joint Waste Solutions Performance Review, Forward Plan and Interim Strategy.</i> JWS to clarify the procedures for ‘missed bin’ reporting. This will use common ‘missed bin’ scenarios to outline the customer journey for reporting, any exceptions, feedback & resolution processes.
	Progress	A response is attached as Appendix 1.
	Responsible Person	Mark Tabner
	Status	Completed
3.2	Action	<i>From Minute 8 of the meeting held on 23 January 2023 – Joint Waste Solutions Performance Review, Forward Plan and Interim Strategy.</i> JWS to clarify the formula for calculating the Green Book indicator - number of missed bins per 100,000 collections and explain which incidents are included or excluded from the calculation.
	Progress	A response is attached as Appendix 1.
	Responsible Person	Mark Tabner
	Status	Completed
3.3	Action	<i>From Minute 6 of the meeting held on 20 February 2023 – Affinity Water – Water Resources Management Plan.</i> Re-invite Affinity Water as they did not attend either the meeting held on 23 January or that held on 20 February.
	Progress	Affinity Water have stated they would be able to attend remotely only.
	Responsible Person	Toby Nash
	Status	Completed

Matters Arising from the Previous Minutes

Minute 6		Enterprise M3 Presentation
6.1	Action	Stephen Martin agreed to provide information on any Woking Borough videogame companies that may have been supported by Enterprise M3.
	Progress	From Enterprise M3: "Yes, we have engaged at least one Woking-based company – Liquid Crimson – who have been very involved in the Guildford Games Festival. Our understanding, however, is that there is only a small number of games studios in Woking."
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed
6.2	Action	Stephen Martin agreed to discuss with the Council any support that could be provided to rural sector businesses where identified.
	Progress	The Borough is considered an urban area and therefore not eligible for rural grants from the Government.
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed
6.3	Action	Stephen Martin agreed to discuss with the Council the potential to develop a fibre spine in the Borough.
	Progress	Stephen Martin has agreed to hold discussions with the Council.
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed
6.4	Action	Stephen Martin agreed to provide information on work by the Growth Hub in supporting home-based businesses.
	Progress	From Enterprise M3: "Yes, our Growth Hub has supported several companies that operate from home. This does not affect their eligibility for the Growth Hub service. Eligibility criteria include being a Limited Company or an LLP, and having a turnover in excess of £150k."
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed

Matters Arising from the Previous Minutes

Minute 8		Noise Complaints Update
8.1	Action	For Officers to consider the purpose of the report going forward and if it could be included in the Overview of Complaints Received Annual Report.
	Progress	On review, Officers determined that noise complaints would not be best served being included in the report, but that inclusion in the Performance Indicators may be more appropriate.
	Responsible Person	Gareth John / Emma Bourne
	Status	Completed

Minute 9		Overview of Complaints Received Annual Report
9.1	Action	Members were concerned what the nature of gas-related complaints was as reported in the Report and requested that it be confirmed there was no risk of harm to residents.
	Progress	Officers have confirmed that no gas-related complaints were in reference to compliance, but responsive repairs. At all times compliance, ensuring that gas equipment was inspected yearly, remained high. The complaints were almost exclusively restricted to the last four months of the New Vision Homes contract.
	Responsible Person	Monitoring Officer / Louise Strongitharm
	Status	Completed

Minute 11		Annual Report of the Overview and Scrutiny Committee
11.1	Action	Include the report on the webpage of the Overview and Scrutiny Committee once created.
	Progress	The report will be included on the webpage.
	Responsible Person	Toby Nash / Marketing and Communications
	Status	Completed

Matters Arising from the Previous Minutes

Minute 14		Work Programme
14.1	Action	Members to consider with the Acting Strategic Director of Place if any part of the Master Plan should be scrutinised by the Committee.
	Progress	Officers are considering the approach to the Master Plan and will feed back to Members at later date.
	Responsible Person	Beverley Kuchar
	Status	Completed
14.2	Action	To consider if any remaining work of the Housing Infrastructure Fund Housing Outputs Task Group could be included in a future meeting of the Local Development Framework Working Group.
	Progress	The Housing Infrastructure Fund Housing Outputs Task Group has been closed by Council at its meeting on 22 May 2023. Any work connected to the Task Group shall be picked up by another appropriate group.
	Responsible Person	Beverley Kuchar
	Status	Completed
14.3	Action	To consider as an item for the Work Programme, inviting South East Coast Ambulance Service and Surrey Fire and Rescue to provide updates to the Committee.
	Progress	Officers will consult with the new Committee membership to determine the areas of scrutiny.
	Responsible Person	The Committee / Beverley Kuchar / Mark Tabner
	Status	Ongoing

REPORT ENDS