

## 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 June 2024.

### 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:** 8 March 2024

## Matters Arising from the Previous Minutes

Update on Actions Arising from the Overview and Scrutiny Committee held on 29 January 2024.

Minute 3		Matters Arising from the Previous Minutes
3.1	Action	Biannual Review of Complaints
	Progress	<p><i>From the meeting of the committee on 20 November 2023.</i></p> <p>Officers were requested to explore the possibility of bringing a report on complaints to the November Committee meeting.</p> <p>It has not been possible to bring a report to the meeting due to Officer resource and time constraints. Officers will endeavour to bring a report at the earliest opportunity and will engage with Members on its content.</p>
	Responsible Person	Gareth John / Kevin Foster / Toby Nash
	Status	Ongoing
3.2	Action	The ThamesWey Group information to be updated to a more readable format, in line with that provided at Member briefings.
	Progress	<p><i>From the Committee meeting – 20 November 2023.</i></p> <p>As part of the company governance framework the performance indicators are being reviewed.</p>
	Responsible Person	Pino Mastromarco
	Status	Ongoing
3.3	Action	Development of a new Fees and Charges report with more contextual information in was added to the work programme of the Finance Working Group. The Group was requested to provide an update, including indicative timescales to the February meeting of the Overview and Scrutiny Committee.
	Progress	<p><i>From the Committee meeting – 20 November 2023.</i></p> <p>Due to the work programme of the FWG and resources required to deliver the various budget and capital items this has necessarily been delayed. It will form part of the Medium Term financial update to the Executive in the first quarter of 2024/25.</p>
	Responsible Person	Eugene Walker / Democratic Services
	Status	Ongoing

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3.5	Action	Inclusion of voter registration information in future editions.
	Progress	<i>From the Committee meeting – 11 December 2023.</i> Officers continue to review the content of the Performance Monitoring Information and can include such information in future editions.
	Responsible Person	Julie Fisher / Emera Chown
	Status	Ongoing
3.7	Action	The Committee recommended several areas for improvement and increased clarity for the Performance Monitoring Information including consistent use of red, amber, green for figures.
	Progress	Officers have taken on board all feedback from the Committee as well as continuing to review the information and would update the next edition.
	Responsible Person	Pino Mastromarco
	Status	Ongoing
3.8	Action	Table headings to carry overpage.
	Progress	<i>From the Committee meeting – 29 January 2024.</i> This will be reflected in the next edition.
	Responsible Person	Kevin Foster
	Status	Ongoing

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Minute 6		Performance Management
6.1	Action	How the backlog of planning applications was being handled.
	Progress	Government funding for additional resources specifically designed to clear the backlog of planning applications has been secured.
	Responsible Person	Beverley Kuchar
	Status	Completed
6.2	Action	The Committee requested that consistency over the use of colour, brackets and negatives for values be applied.
	Progress	Feedback has been taken on board and Officers will endeavour to use consistent formatting.
	Responsible Person	Eugene Walker / Pino Mastromarco
	Status	Completed
6.3	Action	The Committee requested an explanation for why the inspection of food premises was significantly below target.
	Progress	<p>The number of inspections completed in Q1, Q2 and Q3 appears below target due to:</p> <ul style="list-style-type: none"> <li>• Environmental Health is a very reactive service with approximately 2000 complaints per annum which can fluctuate seasonally, so we typically complete a higher proportion of our inspections in Q4.</li> <li>• We currently have a large quantity of overdue inspections from the Covid pandemic period, when we also lost a contractor who carried out 100 inspections per year. We are catching up with these but prioritising high risk and non-compliant businesses.</li> <li>• We have found that since the Covid pandemic, Brexit and cost of living increases, businesses are struggling to comply with food hygiene legislation. This becomes significantly more time consuming for officers who are spending more time per business during inspections, then completing revisits, re-inspections, enforcement actions and responding to complaints from members of the public. We have been prioritising these as they have the highest public health risk, and the Food Standards Agency support this approach.</li> <li>• We expect to complete all due inspections by 31<sup>st</sup> March 2024 and have submitted a programme of overdue inspections (all lower risk D and E rated businesses) to the Food Standards Agency so that we catch up by 31<sup>st</sup> March 2025 which they have approved.</li> </ul>
	Responsible Person	Emma Bourne / Beverley Kuchar
	Status	Completed

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6.4	Action	It was requested that issues be separated from risks.
	Progress	Officers have taken the feedback on board and will consider.
	Responsible Person	Kevin Foster
	Status	Completed
6.5	Action	Officers offered that information on the number of properties delivered by the Council on a longer-term basis could be included in future editions of the Performance Management.
	Progress	The Performance Management Report continues to be updated to include information requested by Members and this will also be considered.
	Responsible Person	Beverley Kuchar
	Status	Completed
6.6	Action	It was requested that the exact length of Council Tax break before the Council becomes liable for Council Tax on a void property be confirmed.
	Progress	Officers have been requested to provide the information.
	Responsible Person	Louise Strongitharm
	Status	Ongoing
6.7	Action	Officers to provide accounts receivable at a future meeting of the Finance Working Group.
	Progress	This has been added to the Work Programme of the Finance Working Group.
	Responsible Person	Kevin Foster / Eugene Walker
	Status	Completed

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Minute 9		Capital, Investment and Treasury Management Strategies and MRP Statement
9.1	Action	Glossary of Terms for technical language in the reports.
	Progress	A Glossary of Terms has been produced.
	Responsible Person	Eugene Walker
	Status	Completed
9.2	Action	General Glossary of Terms used in Council reports.
	Progress	Officers intend to develop this over time and will incorporate definitions where helpful when writing reports.
	Responsible Person	Julie Fisher
	Status	Completed
9.3	Action	The Committee requested that recommendation (xviii) have the wording 'per annum' added to make clear that the £26.31 Council Tax increase for a Band D property was the additional cost for the whole year and not monthly.
	Progress	The recommendations with the additional wording were published prior to the Council meeting.
	Responsible Person	Eugene Walker
	Status	Completed

END OF REPORT