

# Outcomes Monitoring

## Performance Scrutiny Committee – Place and Corporate

22<sup>nd</sup> July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Service Area Plan End of Year Reports 2023-24  Housing and Communities	The Committee felt more information could be provided to residents to make them aware of the grants available through the Council related to empty dwellings. Potential ways of engagement include social media campaigns, use of local newspaper advertising and community outreach programmes. The Committee requested that ward members be provided with key messages regarding grants to enable them to effectively communicate with residents and assist in spreading awareness. The Committee also requested that the Council website has a dedicated section for housing grants, clearly outlining the types of grants available, eligibility criteria, application process and contact information for further assistance. The link to the page should be prominently displayed on the website home page.	David Walton	

29<sup>th</sup> July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Service Area Plan End of Year Reports 2023-24	The Committee recommended strengthening the support for individuals who may not be comfortable or able to	Meirion Rushworth	

	Finance	navigate online services. This included maintaining and, where possible expanding, resources dedicated to face-to-face support, ensuring equal access to services regardless of digital literacy or access to technology.		
2	Service Area Plan End of Year Reports 2023-24 Finance	The Committee recommended the creation and publishing of online tutorials and troubleshooting guides that are easily accessible. These resources should cover how to effectively operate and navigate the Council's services and websites, including booking forms.	Meirion Rushworth	Rhys Cornwall to check with Digital Team.
3	Service Area Plan End of Year Reports 2023-24 Law and Standards	The Committee recommended that the Flexible Working Policy and how it applies to Elected Members is communicated and clarified.	Mike Wallbank	
4	Service Area Plan End of Year Reports 2023-24 Law and Standards	The Committee requested the exploration of the possibility of providing handheld devices or systems for Members working in the community, similar to those used for staff lone workers, and investigate additional safety measures like GPS tracking, emergency alert systems, or safety apps.	Mike Wallbank	

**25<sup>th</sup> November 2024**

	<b>Agenda Item</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Response</b>
1	Service Area Plan Mid-Year Reports 2024-25	The Committee recommended raising the target for the performance measure - " <b>Percentage of managers undertaking regular check ins</b> " in the upcoming year.	Tracy McKim	

	People Policy and Transformation			
2	Service Area Plan Mid-Year Reports 2024-25 People Policy and Transformation	The Committee recommended reviewing and enhancing the presentation of complaints data to clearly distinguish between complaints received, upheld, and resolved, and to work with the Intelligence Team to embed some figures into the wider performance framework.	Tracy McKim	
3	Service Area Plan Mid-Year Reports 2024-25 Law and Standards	Page 89 of the agenda – The Committee recommended splitting Action 5 into two separate actions for clarity, as it is unclear what the 20% completion rate relates to.	Mike Wallbank	