

Overview & Scrutiny Action Tracker

Review Title & Committee	Date added to the work programme	Scoping/started complete/ updated	Review start date (subsequent Committee dates considered)	Review Status - (date if completed)	Key Recommendations	Executive Portfolio Holder / Officer Response (date sent/date	Date brought back to Committee for monitoring (could be
Customer Service Centre Relocation	19/03/24	N/A	20/11/24	Complete	No specific recommendations were agreed other than Members to keep a watching brief on performance.	N/A	To be scheduled
SBC Website	19/03/24	N/A	17/12/24	Complete	No specific recommendations were agreed other than Members to keep a watching brief on performance.	N/A	To be scheduled
ICT Update and Cyber Security	19/03/24	N/A	10/10/24	Complete	No specific recommendations were agreed other than Members to keep a watching brief on performance. Members received a Part I presentation on developments within ICT and also received a Part II presentation on Cyber Security risks	N/A	The Deputy CE suggested an update on Cyber security could be scheduled for Nov/Dec 2025 - now June 2026

Corporate Communications	10/06/25	N/A	26/11/25	Complete	1. Officers confirmed they would seek to provide the Committee with further examples of resources at comparable Councils. 2. Members requested to have specific briefings on controversial matters. 3. Mbrs noted the strong need for closer working and possible reintegration of the Communication and Website team. 4. Members commented that it would be helpful for information to be circulated to them prior to being published on social media, so they would be aware of upcoming events/ communications. 5. Better coordination was needed between teams to understand the guidance for communications to residents	Provide response info & timeline here	
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Member Enquiries /YourSay System	10/06/25	N/A	01/11/25	Complete	1. There should be regular updates from officers to members until a case is resolved and it should be made clear to members when a case has been resolved. 2. There should be a discussion with the Strategic Leadership Team regarding Key Performance Indicators (KPIs) for each department regarding timescales for responses to members and to residents on an issue. 3. Improvements to automated case closures (e.g. street cleansing, hedge cutting) providing a narrative and detail of when the routine works will be carried out, not just a bland reference like “when the area is next cleaned on a routine visit, etc.” 4. Fuller responses provided alongside automated ones when needed (E.g. signposting to the relevant other authority or company rather than “it’s not us” responses). 5. An Information page for members to include: -Third party contact information for key services like HCC, UK Power Network, Water company. -Tree / street light ownership information -Frequently Asked Questions -Changes to processes / systems (E.g.	<i>The Director for Business Change & Digital and the Head of Customer & Digital Services provided Members with an All Member MMP Briefing on 18 March 2026, which showcased options for an updated Member Enquiry System</i>	
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Workforce Survey	10/06/25	N/A	20/01/25	Complete	1.Members sought clarification on workforce data, including the proportion of staff living in SG1 and SG2 at senior levels, disability reporting and sickness absence. 2. Discussions took place regarding a breakdown of the harassment data and why it did not currently distinguish between incidents involving staff on staff or members of the public on staff. 3. Members discussed recruitment practices, including anonymised recruitment and potential bias. Officers confirmed that educational institution names were not currently anonymised, noting this could be reviewed.	Provide response info & timeline here	
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