

**Policy and Performance Scrutiny Committee**  
**Scrutiny Committee Response Tracker – May 2023**

	<b>Date of meeting</b>	<b>Query raised</b>	<b>Response/ Update</b>
39.	21 February 2023	<p><b>Corporate Performance Report – turnover of voids</b></p> <p>The Committee asked if a new performance measure relating to the turnover time for voids could be included, noting the proposed new Housing Allocations Policy included a target date of 21 days. It was suggested that this may be an area for the Housing Scrutiny Committee to consider.</p>	<p><b>Response: Housing Repairs &amp; Corporate Performance</b></p> <p>This matter falls within the Terms of Reference of the Housing Scrutiny Committee. This is under discussion and an update will be provided to a future meeting.</p> <p><b>Update June 2023:</b></p> <p>This is under review for inclusion as a performance indicator for 2023-24.</p>
41.	21 February 2023	<p><b>Monitoring Item – Challenging Inequality Performance Indicators</b></p> <p>Further to point 24 above, on the performance indicators relating to the Challenging Inequality programme, a member noted that the service had supplied proposed priority outcomes, rather than performance measures, and asked that this be reviewed and an update be provided.</p>	<p><b>Response: Community Engagement and Wellbeing</b></p> <p>There was a meeting on this issue on 21 March. It was agreed at the scrutiny meeting that proposed measures would be brought to the next update meeting (Q3) in May.</p> <p><b>Update June 2023:</b></p> <p>Officers provided a verbal update at the May 2023 meeting. It was advised that a further update would be provided to a future meeting. An update will be included in the next quarterly performance report.</p>

**Updates on matters raised at the March 2023 meeting**

42.	30 March 2023	<p><b>Annual Presentation of the Executive Member for Community Safety</b></p> <p>It was agreed that the Executive Member would provide an update on new performance measures relating to Community Safety once these were established.</p> <p>It was requested that the Executive Member provide an update on any changes to local democratic and community oversight structures to a future meeting.</p>	<p><b>Response: Democratic Services</b></p> <p>The Executive Member will be invited to provide an update on these issues to a future meeting.</p>
43.	30 March 2023	<p><b>Monitoring Item - Scrutiny Response Tracker</b></p> <p>In relation to point 40, on the occupancy of cycle storage, a member welcomed that a digital platform was being developed to simply the management of bike hangars, and appreciated that it was not sensible to implement a performance measure prior to the implementation of the digital platform, however requested a further update on occupancy three months after the new platform was in place. It was noted that this may be a matter for the Environment and Regeneration Scrutiny Committee.</p>	<p><b>Response: Democratic Services</b></p> <p>This matter falls within the Terms of Reference of the Environment and Regeneration Scrutiny Committee. The service has been asked to consider this further and an update will be provided once the new system is in place.</p>
45.	30 March 2023	<p><b>Monitoring Item – Scrutiny Response Tracker and Work Plan</b></p> <p>In relation to point 30, on Complaints Handling, it was requested that the Executive Member for Finance, Planning and Performance and the Chief Executive be invited to the next meeting to provide an update.</p> <p>In relation to point 34 on Fairer Together Hubs, following the confirmation that the Policy and Performance Scrutiny Committee was the relevant committee for this work, it was agreed to write to officers and the Leader and request an update on this work.</p>	<p><b>Response: Democratic Services</b></p> <p>Unfortunately was not possible to submit these items to the 4<sup>th</sup> May meeting due to scheduling issues. These will be considered further in developing the 2023-24 work plan. The latest performance data for complaints handling was set out in the Q3 Performance Report.</p>

		<p>It was requested that the Metropolitan Police be invited to attend to provide an update on their response to the Casey Review.</p>	<p><b>Update June 2023:</b></p> <p>An update on Complaints Handling will be submitted to the July 2023 meeting.</p> <p>The Metropolitan Police will attend the June 2023 meeting.</p> <p>The Chair is due to meet with the Interim Corporate Director – Community Engagement and Wellbeing, to discuss how the scrutiny committee can best engage with the work of the directorate.</p>
<p><b>Updates on matters raised at the May 2023 meeting</b></p>			
46.	4 May 2023	<p><b>CORPORATE PERFORMANCE REPORT - Q3 2022-23</b></p> <p>A member asked for further detail on the difference between Fairer Together Hubs and Access Islington Hubs;</p> <p>It was advised that further detail on agency and interim staff would be reported to a future meeting;</p> <p>It was requested that an update on the homelessness application backlog to be detailed in a future report, including how much overtime was expected, and if training requirements had been considered.</p>	<p><b>Response: Corporate Performance</b></p> <p>Officers have confirmed that Fairer Together Hubs and Access Islington Hubs are the same. Language in communications will be updated for clarity.</p> <p>Updates on agency and interim staff, and on the homelessness application backlog, will be detailed in the next quarterly performance report.</p>