

Outstanding actions from Overview and Scrutiny – March 2019

MEETING DATE AGENDA ITEM AND MINUTE NUMBER	RECOMMENDATION/ ACTION	UPDATE	TIMESCALE
OSC22/18 & OSC25/18	Members asked for further information in relation to the Contact Centre's call statistics.	INFORMATION WILL BE PROVIDED TO MEMBERS IN RELATION TO THIS.	ASAP
OSC26/18	Members asked whether the number of complaints made against ARP had increased since last year's report. (O&S Panel meeting 28 November 2017).	Sam Anthony agreed to provide members with complaint statistics received directly to ARP as oppose to those received via the Council's 3Cs process.	Ongoing
OSC40/18	Councillor Mrs Laws submitted a question to the O&S Panel asking why data was not included in relation to Whittlesey's food bank (page 98 of the agenda pack)	This will be addressed and the action plan updated.	Completed
OSC40/18	Councillor Boden suggested that the online-training course for Scam Awareness is circulated to all members.	Friends Against Scams - Friends Against Scams Online Learning	Completed
OSC40/18	Councillor Boden suggested that the Council focuses on informing local businesses of the risk of Cybercrime.	Aarron Locks agreed to feedback this suggestion to the Police. This will also be considered by the Community Safety Partnership	Completed
OSC40/18	Councillor Boden asked that the O&S Committee be provided with the results of the analysis into the high level of female offending in Fenland.	This feedback will be considered by the Community Safety Partnership at its April meeting.	Completed
OSC41/18	Members asked for consideration to be given to the format of the 'Progress of Delivering Corporate Priorities' report template as focus needs to be on areas of improvement rather than successes.	Members' comments have been noted in relation to this.	Completed

OSC41/18	Councillor Boden queried the overall payment rate for FPNs issued by Kingdom, as the figures reported do not seem correct.	For April to December 2018: 536 fixed penalty notices were served in total and 79 were cancelled or withdrawn. 297 of those charged for were paid. The overall payment rate was 64.9%	Completed
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