

Action tracker - Overview and Scrutiny Committee 2021/22

Meeting 2020/21	Subject and request	Action	Who	When	Completed
21 Oct 2021	Item 4 – Organisation Portfolio Holder Updates (Minute 37)	Fraud and identity fraud – how did the Council ensure it was protecting residents against fraud with the decrease in face-to-face contact and remote working? It was confirmed that the Revenues, Benefits and Fraud team dealt with any reported cases of fraud. Members requested more information in a follow-up written answer.	Request to officers	Completed	Response emailed to Members. Copy in ModGov library.
21 Oct 2021	Item 4 – Organisation Portfolio Holder Updates (Minute 37)	Customer relations – approximately 60 plus online transactions with the public were handled through the Customer Relationship Management (CRM) system currently. Over 50,000 transactions a year were carried out using the digital platform. Members asked for further information as a follow-up written answer.	Request to officers	Completed	Response emailed to Members. Copy in ModGov library.

21 Oct 2021	Item 4 – Organisation Portfolio Holder Updates (Minute 37)	Affordability of market rent apartments owned by Kooky Ltd (part of the Delph Group) – Members asked for more information on the rental apartments being developed on the Council-owned site on Marketfield Way site, Redhill. A written answer was requested on 1) service management charges 2) ground rents and to confirm best practice was being followed with regard to leasehold property management.	Request to officers	Completed	Response emailed to Members. Copy in ModGov library.
21 Oct 2021	Item 5 - Environmental Sustainability: Progress Update (Minute 38)	Use of carbon offsetting measures. Members requested more detail on offsetting schemes and costs as a follow-up written response.	Request to officers	Completed	Response emailed to Members. Copy in ModGov library.

21 Oct 2021	Item 5 - Environmental Sustainability: Progress Update (Minute 38)	<p>Insulating Council-owned buildings</p> <p>– Members asked for information on plans to improve the insulation of buildings owned and leased by the Council and plans to install alternative heating sources. A follow-up written answer was requested.</p>	Request to officers	Completed	Response emailed to Members. Copy in ModGov library.
21 Oct 2021	Item 8 – Overview & Scrutiny Committee Forward Work Programme (Minute 41)	<p>Charitable Trusts – Members requested updated information regarding consultation with the Charity Commission on Trust Funds, including the Reigate Baths Trust Fund and Commons Trust to identify what the funds can or cannot be used for.</p>	Request to officers	Completed	The Head of Legal and Governance provided a note to update Members on progress with the Charitable Trusts complex legal work