

Actions arising from previous meetings of the Overview and Scrutiny Committee

2 September 2024

Closed Actions			
Meeting date	Minute	Action Owner	Update
22 July 2024	OS.84 - Members asked for more numbers around the information within the Medium Term Financial Strategy, which the Deputy Chief Executive stated they would provide a written response to.	David Stanley, Deputy Chief Executive	The Deputy Chief Executive has provided the following response below in the table below.
22 July 2024	OS.85 - The Interim Executive Director would circulate routes by which member of the public could access support when they could not access services via the standard routes.	Jon Dearing, Interim Executive Director	The Interim Executive Director has provided the following response below in the table below.
22 July 2024	OS.86 - Additional information was requested on the ICT underspend, the Deputy Chief Executive stated that they would provide this.	David Stanley, Deputy Chief Executive	The Deputy Chief Executive has provided the following response below in the table below.
22 July 2024	OS.87 - The Deputy Chief Executive explained that if anyone was impacted by changes in bin collections, they could report this via the Council's website. They would distribute more information on this to the Committee.	David Stanley, Deputy Chief Executive	The Deputy Chief Executive has provided the following response below in the table below.

Meeting date	Minute	Action Owner	Update
22-Jul-24	OS.84 Members asked for more numbers around the information within the Medium-Term Financial Strategy, which the Deputy Chief Executive stated they would provide a written response to.	David Stanley, Deputy Chief Executive	The MTFS report to Council in February set out in detail the assumptions and critical judgements underpinning the 2024/25 Budget and MTFS. The Publica Review report provided members with an updated MTFS that included the impact of Phase 1 of the Publica Transition on the Council's financial position. No other updates were made to the MTFS. Overview and Scrutiny Committee and Cabinet will consider the Budget Strategy and MTFS Update report at their meetings in November 2024. This will include an assessment of changes in the assumptions and critical judgements.
22-Jul-24	OS.85 The Interim Executive Director would circulate routes by which members of the public could access support when they could not access services via the standard routes.	Jon Dearing, Interim Executive Assistant	<p>Customers/Members have several access channels available to them:</p> <ul style="list-style-type: none"> • Telephone lines are available 9am to 2pm Monday to Friday. There is an emergency line available 2pm to 5pm, Monday to Friday, for Homelessness and reporting dangerous structures/incidents. All other times our Out of Office Service is available. • Face to Face. Trinity Road and Moreton Area Centre are open 9am to 5pm, Monday to Friday. • Contact can be made by email: customer.services@cotswold.gov.uk

			<ul style="list-style-type: none"> The Council's Website has contact eForms specific to individual Service Areas. The Website also has a Chatbot facility that can answer more basic enquiries. <p>There are also two Client Support officers who can provide more detailed support, conduct home visits if necessary and signpost to other organisations/sources of support. Their direct email contact details are: jessica.waters@publicagroup.uk and holly.phipps-collins@publicagroup.uk</p>
22-Jul-24	OS.86 Additional information was requested on the ICT underspend, the Deputy Chief Executive stated that they would provide this	David Stanley, Deputy Chief Executive	<p>The ICT underspend reported in the 2023/24 Final Revenue and Capital Outturn report included the following narrative:</p> <p>"ICT underspend not previously forecast of £169k due to lower than budgeted cyber security, software and IT licence costs."</p> <p>Further detail:</p> <p>The underspend is due to ICT costs being negotiated so that Publica and partner councils obtain value for money. IT Systems are reviewed with licences and upgrades subject to challenge which has led to a reduction in cost through efficiencies.</p> <p>The lower level of ICT spend was identified in Q3 and Q4 of the financial year following effective</p>

			management of licence and upgrade costs on key systems and software such as Microsoft MS365, Agresso Business World, IDOX (Planning system).
22-Jul-24	OS.87 The Deputy Chief Executive explained that if anyone was impacted by changes in bin collections, they could report this via the Council's website. They would distribute more information on this to the Committee.	David Stanley, Deputy Chief Executive	<p>Reporting a missed bin – information on how to report a missed bin is available on the Council's website: https://www.cotswold.gov.uk/bins-and-recycling/report-a-missed-bin/</p> <p>If your bin or recycling has not been collected you can report it as missed after 4pm on collection day. You need to let us know within two days of the missed collection.</p> <p>Before reporting a missed bin please make sure that:</p> <ul style="list-style-type: none"> • you had put the bin out by 7am • there was no extra waste by the side of the bin • any recycling was in the correct boxes • your garden waste bin had a valid licence • bin lids were closed