

Policy and Oversight Board Action Sheet 2024/25

18 September 2024

No.	Item	Item / Action	Response / Update	Officer	Status
1.	Item 4. Resident Experience Briefing	Councillor Brocklebank-Fowler asked for figures breaking down how many contact centre staff were office based and how many were working from home.	Response circulated on 15/11/2024	Yvonne Hadlames	Complete
2.	Item 4. Resident Experience Briefing	Members asked for a breakdown of fly-tipping complaints across all channels.	Response circulated on 15/11/2024	Yvonne Hadlames	Complete
3.	Item 4. Resident Experience Briefing	Councillor Vaughan asked for more information on the recently piloted customer feedback tool in the telephony system in the form of a survey offered at the end of every call.	Response circulated on 15/11/2024	Yvonne Hadlames	Complete
4.	Item 5. Changes to Voting Entitlements and Updates to Elections Act 2022 Implementation	Members asked for data on how many people were refused a postal vote.		Zoe Wilkins	In progress
5.	Item 5. Changes to Voting Entitlements and Updates to Elections Act	Councillor Daly asked if the rule changes had driven changes in voter behaviour – i.e. did the numbers of proxy and postal voters increase vs in-person voting. Zoe Wilkins said it		Zoe Wilkins	In progress

No.	Item	Item / Action	Response / Update	Officer	Status
	2022 Implementation	was difficult to answer based on the data collected and needed more research. She offered to provide the relevant statistics to members.			

Last updated: 15/11/2024