

## 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.	Response circulated on 25/11/2024	Zoe Wilkins	Complete
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	Response circulated on 25/11/2024	Zoe Wilkins	Complete

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	2022 Implementation	was difficult to answer based on the data collected and needed more research. She offered to provide the relevant statistics to members.			

### 25 November 2024

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1.	Item 4 - Update on AI Adoption and Governance	Councillor Jacolyn Daly asked for more information on how AI was being used in the Housing department. She was interested in how AI could be used in budgeting, predicting demand, and making information more accessible to residents as well as the use of data for predictive analytics.		Tina Akpogheneta	Pending
2.	Item 4 - Update on AI Adoption and Governance	The Board asked for another update once scaled-up uses of AI were in place.	Item added to work programme	David Abbott	Complete
3.	Item 5 - Update on Finance & Corporate Services Co-Production Activities	Councillors asked if there had been reflection on the groups of people being reached and whether that mirrored everyone who was being provided for by the Council - and noted that there might be people who did not have time to come to meetings and enquired if the Council's digital channels were used to reach a wider group of people.		Nicola Ellis	Pending

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		Nicola Ellis acknowledged that it was challenging for some residents to co-produce with the Council and so the issue would be taken to the team for them to investigate further.			
4.	Item 5 - Update on Finance & Corporate Services Co-Production Activities	Councillors asked for more info about the feedback from the young inspector programme for semi-independent living. Councillors also suggested looking at the evaluation and how the contract could be amended mid-stream or at re-procurement.		Joanna McCormick	Pending
5.	Item 5 - Update on Finance & Corporate Services Co-Production Activities	The Board requested further updated in time.	Item added to work programme	David Abbott	Complete
6.	Item 6 - Greening the Grey Workshop	Councillor Helen Rowbottom also asked to see any notes from the workshop on democratising access to green and clean tech.		Matthew Sales / John Galsworthy	Pending
7.	Item 6 - Greening the Grey Workshop	Councillors suggested reprioritising the key workshop findings according to how long it would take to see results. E.g. regulating utility companies' roadworks would take primary legislation and was more aspirational. It was also important to evaluate performance of the		Matthew Sales / John Galsworthy	Pending

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		Council's current initiatives, such as Sustainable Drainage Systems.			

*Last updated: 24/01/2025*