

	A	B	C	D	E	F	G	H	I	J	K
	Action Number Cisca	DETAIL	Lead Member/ Officer	Delegated to	Deadline	Actioned Y/N	Date Completed	Detail of action taken	Date of CISC	Related Item No	Notes
1	0.1	In relation to Improvement and recovery the Director undertook to provide the most up to date information on delivery of actions to Members after the meeting.	Sarah Hayward	Dean Tyler	04-Jan-24	Y			27/06/2023	5	
2	0.2	Noted that Members could request the inclusion of KPIs in the scrutiny work programme at appropriate times during the procurement and commissioning cycle, and officers would be available to help Members shape their key lines of enquiry	SH	DT	Future relevant scrutiny items	Y		Training is being provided on performance data and other datasets available to scrutiny. The reports will be held in the reference Library for members	27/06/2023		
3	0.3	AT asked Members to provide feedback about how future such scrutiny reports could be better structured.	AT	All committee members	20-Oct-23	Y			27/06/2023		
4	0.4	The Lead Member for improvement and Recovery undertook to investigate concerns about Nova House and request that an update report be provided to a future meeting of the Committee	Cllr Smith SH								
5	1	Revised information going forward that reconciles the RAG status of the Directions with Outcomes and the workstreams to deliver them with actions, outputs and milestones that will indicate progress	Cllr D Smith Sarah Hayward (SH)	DT	04 January 2024	Y			26/09/2023	3	
6	2	That in future quarterly reports, the commentary includes a summary of the direction of travel and momentum for the Directions.	Cllr D Smith SH	Dean Tyler	04 January 2024	Y			26/09/2023	3	
7	3	More information to be provided to understand the reasons and plans for the carry forward monies related to drug and alcohol Table 7 in item 4 alongside budgeted activity in Appendix 1 item 5	Cllr Chahal Adele Taylor (AT)	Neil Haddock	23 rd October 2023	Y	25/10/2023	The carry forward relates to the Public Health funding allocation in respect of the Drug and Alcohol Team programme for 2022/23 of £38k with the programme underspending by £14k. The underspend was due to slippage in the delivery of the programme mainly relating to a small number of rehab and detox placements not going ahead as originally planned. The carried forward budget of £14k will be added to this year's budget with commitments to match resulting in no impact on the current forecast variance in 2023/24.	26/09/2023	4&5	This was requested to assist members to 'follow the money' and to inform their understanding of budgeting for scrutiny of 24/25 budget. Circulate to members via scrutiny officer
8	5	Scrutiny members have offered their support to Adele Taylor and finance officers to trial budget dashboarding	AT		31 March 2024			Would make sense to incorporate this presentation element into discussions about Budget Srutiny 2025-26	26/09/2023	4&5	Possibly link it to budget setting cycle for 24-25 budget.
9	6	Scrutiny officer to develop and propose process to suggest new potential agenda items for forward plan	Stephen Taylor	Michael Edley (MTE)	28 November 2023	Y	23-Nov	Circulated to members. Already adopted	26/09/2023	6	Members need a process that they can have confidence in and manages stakeholders expectations. Proposal to be circulated in advance prior to fomal adoption on 28th Novg
10	7	Request for more detail on the projects in Phases 2 and 3	Simon Sharkey-Woods SSW		28-Nov-23	Y	25/11/2023	The list in Appendix A provides a comprehensive list of the projects the ICT & Digital Team has on its portfolio. As requested by Corporate Improvement Scrutiny Committee, each entry has a statement about the resident impact they will have.	24/10/2023	3	Appendix A for action Cisca007.docx
11	8	Further information regarding the Ark data centre suppliers	SSW		28-Nov-23	Y		The new Crown Hosting Data Centre (ARK) provides: -secure, scalable and resilient data centre facilities for public sector customers (central government, local government, defence, health, policing and justice) -all services are secure to Official as MINIMUM standard (For details of exactly what this means go here: Government Security Classifications Policy -use best of breed energy efficiency technology, complying with HMG greening government ICT strategy -have dedicated public sector data halls -comply with National Cyber Security Centre (NCSC) guidelines and Centre for the Protection of National Infrastructure (CPNI) guidance -are brand new, built from the ground up highly resilient Tier 3 facilities. Tier 3 is defined as: A data centre with multiple paths for power and cooling, and redundant systems that allow the staff to work on the setup without taking it offline. This tier has an expected uptime of 99.982% per year. -built in multiple site synchronous replication for assured business continuity -scalable and resilient connectivity to network services framework, PSN, N3 and RLI/SLI services -uses high speed data centre interconnects.	24/10/2023	3	
12							25/11/2023				

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14	9	Residents' access to the council through new IT and its availability to particular communities to be referred to the Task Group on resident engagement	SH & MTE	Caroline Adlem & Michael Edley	28-Nov-23	Y	28/11/2023	This will be included in the task & finish groups investigations	24/10/2023	3																																																							
15	10	Refresh of IT Strategy in January to be brought to Committee	SSW		May onwards 2024			To support the review of the 3-year strategy we will be undertaking a peer review by the LGA that will focus on the Councils ability to continue to move forward with ICT and Digital improvements.	24/10/2023	3																																																							
16	11	Share information of resident interaction with WEBSITE forms etc	SSW		28-Nov-23	Y	25/11/2023	Here are the top 20 form submissions for October 2023: <table border="1"> <thead> <tr> <th>Form Title</th> <th>Submissions Count</th> </tr> </thead> <tbody> <tr><td>General enquiry</td><td>4794</td></tr> <tr><td>Council tax enquiry v2</td><td>2141</td></tr> <tr><td>School admissions enquiry</td><td>644</td></tr> <tr><td>Customer access book an appointment</td><td>628</td></tr> <tr><td>Contact us</td><td>457</td></tr> <tr><td>Report missed bin collection</td><td>381</td></tr> <tr><td>Household support fund application</td><td>366</td></tr> <tr><td>Employment application</td><td>219</td></tr> <tr><td>Free school meals application - Eligibility outcome</td><td>195</td></tr> <tr><td>Free school meals application</td><td>190</td></tr> <tr><td>Report flytipping, flyposting or flyboarding</td><td>186</td></tr> <tr><td>Garden waste collection</td><td>133</td></tr> <tr><td>Report a highways issue</td><td>128</td></tr> <tr><td>Concessionary bus pass application for the elderly and disabled</td><td>116</td></tr> <tr><td>Council tax enquiry</td><td>102</td></tr> <tr><td>Order a new or replacement bin</td><td>98</td></tr> <tr><td>Housing service repairs request</td><td>96</td></tr> <tr><td>Community centres for hire enquiry</td><td>95</td></tr> <tr><td>Bulky waste collection</td><td>83</td></tr> <tr><td>Report a statutory nuisance</td><td>79</td></tr> </tbody> </table>	Form Title	Submissions Count	General enquiry	4794	Council tax enquiry v2	2141	School admissions enquiry	644	Customer access book an appointment	628	Contact us	457	Report missed bin collection	381	Household support fund application	366	Employment application	219	Free school meals application - Eligibility outcome	195	Free school meals application	190	Report flytipping, flyposting or flyboarding	186	Garden waste collection	133	Report a highways issue	128	Concessionary bus pass application for the elderly and disabled	116	Council tax enquiry	102	Order a new or replacement bin	98	Housing service repairs request	96	Community centres for hire enquiry	95	Bulky waste collection	83	Report a statutory nuisance	79	24/10/2023	3	More generally, here are the stats for the website as a whole during October 2023: <table border="1"> <thead> <tr> <th>Month</th> <th>Total web users</th> <th>Total E-forms completed (excluding staff forms)</th> <th>% of desktop users</th> <th>% of mobile users</th> <th>% of tablet users</th> </tr> </thead> <tbody> <tr> <td>Oct-23</td> <td>201,585</td> <td>12,089</td> <td>41.8</td> <td>56.3</td> <td>1.9</td> </tr> </tbody> </table>	Month	Total web users	Total E-forms completed (excluding staff forms)	% of desktop users	% of mobile users	% of tablet users	Oct-23	201,585	12,089	41.8	56.3	1.9
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17	12	Progress report on ICT digitisation and modernisation to come to CISC in 6 months	SH		May 2024 onwards			Will be included in Forward Workplan Review for 2024-25 to take place in May/June 2024	24/10/2023	3																																																							
18	13	Propose progress report on PSED to fall a few months after T&F report on engagement and to include self assessment against EDI framework	SH		May 2024 onwards			Will be included in Forward Workplan Review for 2024-25	24/10/2023	4																																																							
19	14	information on how the council will actively draw upon the diversity of SBC workforce to moderate and inform service development and improvement	SH		May 2024 onwards			Will be included in Forward Workplan Review for 2024-25	24/10/2023	4																																																							
20	15	Request that, in future procurement updates, where new procurements are reported, there is clarification that this relates to new contracts not existing contracts reported in the over £500 spend reports	SH	Clare Priest (CP)	May 2024 onwards			Will be included in Forward Workplan Review for 2024-25	24/10/2023	5																																																							
21	16	Suggestion that Procurement considers picking up, outside of scrutiny, cost benefit of issues and possibilities of in-cab IT	SH	CP	N/A	-	N/A	Not a scrutiny matter	24/10/2023	5	CP to contact Cllr Iftakhar for more detail and inform of action outside of scrutiny																																																						
22	17	Cllr Stedmond to pass on to Chris Stratford, outside of scrutiny, details regarding outstanding issues with a number of housing repairs for residents in his ward	MG	Chris Stratford (CS)	N/A	-	N/A	Not a scrutiny matter	24/10/2023	5	CS to respond to Cllr Stedmond outside of scrutiny																																																						
23	18	Cllr Hulme to pass on information to MTE gleaned from pilot CQA authorities to include in Task group report	MTE		November 10 2023	Y	10/11/2023	Information included in formulating recommendations in report	24/10/2023	5																																																							
24	19	2025-26 budget scrutiny arrangements are put in place that follow or closely align to CIPfA guidelines.	AT	MTE, Chair +AT	26-Mar-24				28/11/2023	3	https://sloughbc-my.sharepoint.com/:b:/p/personal/michael_edley_slough_gov_uk/EQBahCH_CMBJkfrDK_9p4ocBxa48HuBIEF1OVsd-a1kohA7e=pZFFm																																																						
25	20	Committee to request an update, on the effectiveness of the housing actions set out in the presentation as a "for information" report	Pat Hayes (PH)	CS	May 2024 onwards			Note in the first instance, may want to ask for an update "for information" but consider option for Committee report in 24/25 forward planning	28/11/2023	3																																																							