

Part I
 Item No: 5
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 Executive Member: Councillor D.Bell
 No Specific Ward

WELWYN HATFIELD BOROUGH COUNCIL
 RESOURCES OVERVIEW AND SCRUTINY COMMITTEE – 13 SEPTEMBER 2017
 REPORT OF THE EXECUTIVE DIRECTOR (PUBLIC PROTECTION, PLANNING
 AND GOVERNANCE)

ACTIONS STATUS REPORT

1 Executive Summary

1.1 In order to ensure that actions identified at meetings are completed, this report lists the actions from the meeting on 17 July 2017, those responsible for completing each action and its current status.

2 Recommendation(s)

2.1 That Members note the status of actions which were identified at the meeting of this Committee on 17 July 2017.

Minute	Action	Responsible	Status/ Date Completed
	<p>Sopra Steria Contract Performance 2016-17</p> <p>The availability of Wi-Fi coverage across all Council sites.</p>	Farhad Cantel/Thom Burn	Data circulated 19 July 2017
	<p>Performance Indicator Report</p> <ol style="list-style-type: none"> 1. Corrected figure in 1.1 of the complaints report. 2. A breakdown of complaints per ward. 3. A breakdown of justified and unjustified complaints within the 53% of those who felt the outcome of their complaint was poor. 4. A response re: analysing the results of PI 9. 5. Councillor's information to be included in the complaints satisfaction survey. 	Thom Burn/Grace Crawford	<p>Information for 1-4 circulated 17 Aug 2017</p> <p>Item 5 – table at meeting</p>

	<p>Revenue & Capital Budget Monitoring</p> <ol style="list-style-type: none"> 1. Email Members the cost of Bank Charges 2. Satisfaction Survey Questions – Standard questions to be reviewed and a response at next ROSC meeting. 	Ka Ng	To follow
Information circulated to Members in response to questions raised at the last meeting.			