

**ACTION TRACKING FOR THE CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Status
14.12.2023	8. Council Plan 2023-24 Mid-Year Performance Reporting	A question was asked about the benefits of outsourcing calls to the Council's customer service number.	Chief Officer (Governance)	It was agreed to liaise with the service manager to request costings of this compared with the enhanced Contact Centre service with AI technology.	Closed – moved to Forward Work Programme
08.02.2024	7. Revenue Budget Monitoring 2023/24 (Month 9) and Capital Programme Monitoring 2023/24 (Month 9)	A question was asked about the carry-forward request for Planning, Environment & Economy: whether the Council could retain its ability to issue local by-laws or enforce previous ones in excess of the standards for Special Procedures.	Strategic Finance Manager	Awaiting response from Portfolio.	Open
07.03.2024	9. Revenue Budget Monitoring 2023/24 (Month 10)	The Committee resolved that a letter be sent to the Home Office and Welsh Government to highlight the impact of sparse affordable accommodation in the private rental sector on the finances of local authorities.	Democratic Services Manager	Draft response prepared.	Open