

The background of the slide features a large, light blue watermark of the City of Vancouver's coat of arms. The crest is a shield divided into four quadrants. The top-left quadrant shows a sailing ship on wavy lines representing water. The top-right quadrant shows a stag's head with large antlers. The bottom-left quadrant shows a beaver. The bottom-right quadrant shows a grizzly bear. Above the shield is a crown with four maple leaves. A banner at the bottom of the shield contains the motto "A NE FOR A".

Agenda Item 4

Rolling Action Log



Performance Panel

Date of Meeting	Report Title	Action	Additional Actions	Action Owner	Completion Date	Status	Comments	Comments 2
11/08/2016	Corporate & Housing Services Performance Update	The Panel sought more contextual information on complaints – including a breakdown in the number resolved at frontline stage and those referred to the SPSO.		Director of Corporate and Housing Services		In Progress	Leads for complaints across the Service have been asked for specific information relating to their areas and this information will be provided to members once it is available.	Information on referrals to the SPSO was issued to members on 21 September including a breakdown of complaints by type.
11/08/2016	Auditing Best Value – A New Approach		The Panel agreed to seek further information on the detail of the new framework.	Director of Corporate and Housing Services	14/09/2016	Complete	Letter sent to Douglas Sinclair, Chair of the Accounts Commission on 14 September 2016.	
11/08/2016	Digital Services	Members to be provided with a copy of the presentation slides.		Director of Corporate and Housing Services	14/09/2016	Complete	The presentation slides were issued to members on 14 September 2016.	
11/08/2016	Digital Services	Members to be provided with evidence of the impact of the digital messaging approach adopted by the Falkirk Litter Team.		Director of Corporate and Housing Services		In Progress	The Litter Team, Development Services have been approached in relation to how they measure their social media impact and this information will be provided to members once it is available.	
11/08/2016	Corporate & Housing Services Performance Update	Members to be provided with further information on the approach to tackling waste issues in the hardest areas.		Director of Development Services	21/09/2016	Complete	The Waste Collection Action Plan was issued to members.	
11/08/2016	Corporate & Housing Services Performance Update	Members requested a breakdown on evictions and the frequency of enforcement of the conditions of tenancy.		Director of Corporate and Housing Services	29/08/2016	Complete	Information sent to members on 29 August 2016.	

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26/05/2016	Development Services – Service Performance Plan 2016 – 2019	Members requested a structure chart for Development Services which detailed who performed which duties.		Director of Development Services	21/09/2016	Complete	Information has been issued to members.	