

<p style="text-align: center;"><b>Finance and Audit Scrutiny Committee</b></p> <p style="text-align: center;"><b>21st May 2025</b></p> <p style="text-align: center;"><b>Enquiries from Elected Members</b></p>	
	<b>Responses to Questions</b>
<b>Item 2 (Question 1) - ICO Audit Report</b>	<p>Councillor Vallis</p> <p>How long approximately does it take to process an individual case?</p>
<b>Item 2 (Question 2) - ICO Audit Report</b>	<p>Councillor Vallis</p> <p>How many cases does the service receive? How many cases does the service expect to receive over the next 12 month?</p>
Answer	ICO Audit Report on the agenda for the June meeting and responses to these questions will be picked up as part of this.
<b>Item 4(b) – Climate Plan &amp; Statutory Reporting</b>	<p>Bailie Kavanagh</p> <p>In relation to the error made when the incorrect figure was entered into the SSN on-line template, resulting in an overall understatement of the Council's total emissions for 2023/24 by 2.2%, can further details and figures be provided?</p>
Answer	The understatement of 2.2% equates to an emissions understatement of 2835.15 (tonne of carbon dioxide equivalent).
<b>Item 4(d) – SAP ERP Roles &amp; Permissions</b>	<p>Councillor O'Lone</p> <p>Can a list of the officers on the GRC Project Board be provided? What are the officers role on the GRC Project Board?</p>
<b>Answer</b>	<p>The GRC Project Board currently includes the following:</p> <ul style="list-style-type: none"> <li>- Head of Strategy, Development and Control</li> <li>- Key officers within CGI</li> <li>- Key officers within Customer and Business Services</li> <li>- Key officers from wider Financial Services</li> </ul> <p>The role of officers on the Project Board is to represent the Service areas and support delivery of the GRC project.</p>
<b>Item 4(h) – Credit Balance Control</b>	<p>Bailie Kavanagh/Councillor Brown</p> <p>In relation to a payment of around £248,000 for council tax from a housing provider having not been re-allocated and having remained in a Suspense account. Can information be provided on whether or not this had resulted in any negative impact on the individual tenants.</p>

<b>Answer</b>	<p>The payment was from a large housing provider with circa 2000 properties in Glasgow. Billing is quarterly directly with the housing provider and the council tax team work closely with them to ensure council tax liabilities are kept up to date. Due to the nature of the billing process and the frequent movement of council tax liability, this housing provider has never been in council tax arrears therefore, no recovery action has been taken. However, should arrears accrue, the recovery action would be against the housing provider and not any individual tenant.</p>
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**This paper will be considered at the start of the committee agenda however requests for clarification on the answers can be made via the committee clerk in advance of the committee meeting.**