



OUTSOURCED SERVICES SCRUTINY PANEL

Thursday, 12th February, 2015

7.00 pm

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CONTACT

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Jodie Kloss/Alan Garside in Democracy and Governance on 01923 278376 or by email to legalanddemocratic@watford.gov.uk .

Welcome to this meeting. We hope you find these notes useful.

ACCESS

Access to the Town Hall after 5.15 pm is via the entrance to the Customer Service Centre from the visitors' car park.

Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

The Committee Rooms are on the first floor of the Town Hall and a lift is available. Induction loops are available in the Committee Rooms and the Council Chamber.

FIRE/EMERGENCY INSTRUCTIONS

In the event of a fire alarm sounding, vacate the building immediately following the instructions given by the Democratic Services Officer.

- Do not use the lifts
- Do not stop to collect personal belongings
- Go to the assembly point at the Pond and wait for further instructions
- Do not re-enter the building until authorised to do so.

MOBILE PHONES

Please ensure that mobile phones are switched off or on silent before the start of the meeting.

FILMING / PHOTOGRAPHY / RECORDING / REPORTING

Please note: this meeting might be filmed / photographed / recorded / reported by a party other than Watford Borough Council for subsequent broadcast or publication.

If you do not wish to have your image / voice captured you should let the Chair or Democratic Services Officer know before the start of the meeting.

An audio recording may be taken at this meeting for administrative purposes only.

COMMITTEE MEMBERSHIP

Councillor P Taylor (Chair)

Councillor K Hastrick (Vice-Chair)

Councillors S Counter, J Dhindsa, S Greenslade, A Joynes and R Martins

AGENDA

PART A - OPEN TO THE PUBLIC

1. APOLOGIES FOR ABSENCE/ COMMITTEE MEMBERSHIP

2. DISCLOSURES OF INTEREST

3. MINUTES

The minutes of the meeting held on 7 January 2015 to be submitted and signed.

Copies of the minutes of this meeting are usually available seven working days following the meeting.

(All minutes are available on the Council's [website](#).)

4. COUNCIL TAX COLLECTION AND RECOVERY (Pages 1 - 2)

The Head of Revenues and Benefits to give a presentation on council tax collection and recovery to the Panel.

5. PERFORMANCE REPORT - QUARTER 3 2014/15 (Pages 3 - 20)

Report of the Partnerships and Performance Section Head

This report provides the Panel with the relevant performance indicators for Quarter 3 2014/15.

6. UPDATE ON ICT CONTRACT (Pages 21 - 24)

Report of the ICT Client Section Head

7. CONCLUSIONS AND RECOMMENDATIONS

The Panel to discuss conclusions and recommendations arising from the ICT contract item.

8. UPDATE ON ACTIONS (Pages 25 - 30)

The update on actions is attached. Members are asked to sign off for those which are complete.