



OUTSOURCED SERVICES SCRUTINY PANEL

Thursday, 10th September, 2015

7.00 pm

Publication date: 2 September 2015

CONTACT

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Ishbel Morren in Democracy and Governance on 01923 278375 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 K Crout (Chair)

Councillor S Counter (Vice-Chair)

Councillors J Dhindsa, A Joynes, R Martins, S Silver and S Williams

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 6 July 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. EXCLUSION OF PRESS AND PUBLIC

The Chair to move: that, under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during consideration of the item there would be disclosure to them of exempt information as defined in Section 100(1) of the Act for the reasons stated in terms of Schedule 12A.

Note: if approved, the Chair will ask members of the press and public to leave the meeting at this point.

5. ICT UPDATE

Report of the Managing Director.

PART A – OPEN TO THE PUBLIC

6. HOSTELS AND TEMPORARY ACCOMMODATION (Pages 5 - 10)

Report of the Head of Community and Customer Services.

7. PERFORMANCE REPORT (QUARTER 1 2015/16) (Pages 11 - 30)

Report of the Partnerships and Performance Section Head.

The report provides the Panel with the relevant performance indicators for Quarter 1 2015/16.

8. UPDATE ON ACTIONS (Pages 31 - 42)

The update on actions is attached for the Panel's comments and for sign-off of completed actions.

9. WORK PROGRAMME (Pages 43 - 44)

The revised Work Programme is attached. The Panel is invited to note the Work Programme and to discuss any additional issues for consideration.