



**WATFORD
BOROUGH
COUNCIL**

OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 28th September, 2016

7.00 pm

Town Hall, Watford

Publication date: 20 September 2016

Contact

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Sandra Hancock in Democracy and Governance on 01923 278377 or by email to legalanddemocratic@watford.gov.uk .

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

Access

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Committee Membership

Councillor K Hastrick (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors J Fahmy, Asif Khan, R Martins, A Rindl, N Shah, D Walford and T Williams

Agenda

Part A - Open to the Public

1. Apologies for Absence/Committee Membership

2. Disclosure of interests (if any)

3. Minutes

The minutes of the meeting held on 21 July 2016 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. Call-in

To consider any Executive decisions which have been called in by the requisite number of Members.

5. Small Grants Fund Review 2013-2016 (Pages 7 - 54)

Report of Corporate Leisure and Community Client Section Head

This report provides the scrutiny committee with a review of the Small Grants Fund.

6. Scrutiny proposal - Leisure service procurement (Pages 55 - 68)

Report of the Committee and Scrutiny Officer

The scrutiny committee is asked to consider a task group suggestion from the Corporate, Leisure and Community Client Section Head.

7. Quarter 1 2016/17: Key Performance Indicator report (Pages 69 - 80)

Report of the Partnerships and Performance Section Head

This report provides the first quarter results of the key performance indicators.

8. Executive Decision Progress Report (Pages 81 - 86)

The Scrutiny Committee is asked to review the latest edition of the Executive Decision Progress Report and consider whether any further information is required.

9. Hertfordshire County Council's Health Scrutiny Committee

Councillor Hastrick, the Council's appointed representative to the County Council's Health Scrutiny Committee to provide an update.

Scrutiny Panels and Task Groups

10. Parking Strategy Task Group - final report (Pages 87 - 122)

Report of the Committee and Scrutiny Officer

This report presents the final report and recommendations of the Parking Strategy Task Group and Cabinet's response.

11. Neighbourhood Forum Task Group Update

An update on the work of the Task Group to be provided.

12. Budget Panel

Since the last Overview and Scrutiny Committee, Budget Panel has met on the following occasion –

- 6 September 2016

The minutes are available on the Council's website – [Browse meetings - Budget Panel | Watford Borough Council](#)

The Chair of Budget Panel to provide an update to the Scrutiny Committee.

13. Outsourced Services Scrutiny Panel

Since the last Overview and Scrutiny Committee, Outsourced Services Scrutiny Panel met on the following occasion –

- 27 September 2016

The minutes are available on the Council's website - [Browse meetings - Outsourced Services Scrutiny Panel | Watford Borough Council](#)

The Chair of Outsourced Services Scrutiny Panel to provide an update to the Scrutiny Committee.

14. Community Safety Partnership Task Group

The first meeting of the Community Safety Task Group is scheduled to take place on Thursday 20 October 2016. (Please note the change of date, as it was originally scheduled to take place on 13 October 2016.)

Minutes for previous meetings are available on the Council's website - [Browse meetings - Community Safety Partnership Task Group | Watford Borough Council](#)

15. Dates of Next Meetings

- Thursday 27 October 2016 (For call-in only)
- Thursday 24 November 2016
- Wednesday 21 December 2016 (For call-in only)

PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 28th September 2016
Report of: Corporate, Leisure & Community Client Section Head
Title: Small Grants Fund Review 2013 – 2016

1.0 SUMMARY

1.1 This report provides Elected Members with a review of the Small Grants Fund (SGF). The grant budget forms part of the Community and Voluntary Sector Commissioning Framework and covers the period from April 2013 to March 2016.

1.2 This report is for information only

2.0 RECOMMENDATION

2.1 That the report be noted

Contact Officer: Chris Fennell, Corporate, Leisure & Community Client Section Head
Email: chris.fennell@watford.gov.uk
Tel: 01923 278317

Report approved by: Head of Corporate Strategy & Client Services

3.0 Background

Watford has a large and active voluntary sector with organisations providing a diverse range of services often to those who are most vulnerable. The Community and Voluntary Sector Commissioning Framework 2013 - 2016 recognised the importance of maintaining a Small Grants Fund (SGF) programme to allow third sector organisations the opportunity to apply for 100% one-off grants to support their organisations.

A key objective of the small grant fund is to encourage small, grassroots organisations to apply for a grant to enable them to engage with their communities across the borough.

Applicants can apply for grants up to £2000 towards:

- a community initiative or project
- items of equipment

3.1 Governance procedure

The decision process of the Small Grants Fund was delegated to the Head of Corporate Strategy and Client Services, in consultation with the then Portfolio Holder Councillor Derek Scudder and delegated decision meetings would take place on a monthly basis throughout the year from April – February.

The approved criteria for the Small Grants Fund for 2013 – 2016 were that there was a:

- demonstrated need for the community initiative, project and/or item(s) of equipment; and
- demonstrable future benefit for the people of Watford

It is worth noting that repeat applications for the same project are not accepted for 2 years following a successful application. This is to avoid organisations becoming dependant on funding from the small grants fund.

3.2 Headline statistics

Between 2013 – 2016 the small grants fund:

- Awarded £167,561.46 to;
- 142 voluntary and community sector organisations working to engage and benefit the local community by undertaking;
- 111 projects across the borough
- £239,530 match funding

3.3 Items not covered by the Small Grants Fund

Officers responsible for the fund regularly review the guidance notes including the items that the scheme will not fund. The exclusions are:

- Core funding including but not limited to an organisation's baseline service delivery and/or activities, on-going hall hire costs, salaries, utilities, rates, rent, insurance etc.
- Energy efficiency initiatives
- Sports coaching qualifications, first aid and training workshops
- Sports equipment
- Any initiative, project and/or piece of equipment that in the opinion of WBC would be perceived as being for a singular religious aim or political purpose
- The purchase of land, buildings and vehicles
- Capital works to buildings including but not limited to structural work that requires planning permission
- Improvements to buildings/premises (i.e. refurbishments/replacements etc)
- The costs incurred in applying for external funding
- Loans of any description
- Projects or initiatives that have already taken place
- Item(s) of equipment that have already been purchased

3.4 Review of the Small Grant Programme 2013-2016

During 2015-16, the officers undertook a review of the small grants fund over the three year period of the second Voluntary and Community Sector Commissioning Framework 2013-2016.

These areas included:

- A comparison between years 1, 2 and 3 applications and awards
- Mapped the different organisations that had applied for match funding alongside the SGF application
- Geographical maps of the town (Appendix 1) showing ward locations of organisations
- Created a grant application process flow chart and a set of Frequently Asked Questions (FAQs)
- Updated and redesigned the application form and guidance notes
- Developed a case studies and success stories newsletter (Appendix 2) to raise the profile of the scheme but also help new applicants with real examples when they were developing their own application
- Developed a database of other available funding streams to third sector groups
- Organise a funding surgery for local organisations to receive 1-2-1 support and advice on their application. This is scheduled to take place before the end of 2016.
- Undertook a satisfaction survey of previous applicants to the SFG (Appendix 3)

Survey headline results

- 28 out of 48 organisations contacted responded to the survey. 58% response rate
- 55% of responders were Very Satisfied and 44% were Satisfied with how the council managed the SFG
- 100% of the organisations who contacted the small grants team during their application found them Knowledgeable, 95% of responders found the team Approachable and Responsive

3.5 Working with non-constituted groups

During the review the team identified that improvements could be made to the processes for making payments to non-constituted organisations and reduce the barriers to allow them to access funding. The 2015-16 application form stated that non-constituted organisations would have their funding award paid to an intermediary organisation, which had a bank account and would accept the award on their behalf. Some of the issues identified with this process included:

- Organisations unable to provide details of an intermediary organisation who would accept their award
- Additional background checks needed to be undertaken by the Commissioning Officers to verify the validity of the intermediary organisation, causing delays to the funding process
- No secondary process in place outlining how the funded organisation could access their funding award once it was paid to the intermediary organisation

- The process could be potentially open to fraud (intermediary organisation could inadvertently pay the award to an individual, something which was not permitted within our guidance)

The council approached Watford & Three Rivers Trust (W3RT) for advice and guidance to resolve the issue. The authority has an existing commissioning relationship with the Trust and recognised that part of their service was to provide local voluntary and community organisations with support, advice and guidance on a variety of subjects, including good governance.

Officers developed a Volunteer Partnership Agreement which would satisfy the council audit and financial processes for non-constituted organisations, but also provided a link for small organisations in the borough to benefit from the protection of working under the umbrella of an infrastructure organisation like W3RT.

The Volunteer Partnership Agreement ensures that:

- Non-constituted organisations would have their funding award paid to W3RT
- The Volunteer Partnership Agreement would provide a legal framework within which W3RT could support the volunteer partners to deliver their activities
- W3RT could provide the volunteer partners with support, advice and guidance to develop their organisation to become constituted

3.6 Raising the profile of the grants scheme – funding events

Over the years, Hertfordshire County Council have organised an annual funding fair to assist the voluntary and community sector across the county to access funding opportunities and other information around sustainability and appropriate support services. In more recent times, the focus has shifted as a direct result of the reduction of budgets and a move away from grant funding to commissioning. The annual fairs have now become voluntary sector and volunteering conferences with workshops on generating revenue as a social enterprise or community interest company and providing opportunities for networking with a view to making joint bids to commissioners.

From our experience of managing the small grants fund, there is still a considerable need for project support and funding, finding out what statutory and non-statutory organisations have funding programmes, determining eligibility and basic support to assist with application completion.

With this in mind, the council has planned and will be hosting a Watford focused funding event at the Holywell Community Centre in partnership with Watford and Three Rivers Trust before the end of 2016. The event is designed to enable participants to:

- Meet with a range of different funders including the Big Lottery to maximise their chances of successful applications
- Book time to speak on a 1-2-1 basis with the funding officers
- Bring along funding applications to receive bespoke advice and support from experienced bid writers and find out how they might be able to help
- Find out what is involved in making a Stage 1 Big Lottery Application
- Find out what is required before making a funding application to the different funding

streams

The following funders and organisations have confirmed their interest in attending the funding event:

- Watford and Three Rivers Trust
- Watford Borough Council
- Hertfordshire County Sports Partnership
- Hertfordshire Community Foundation
- Three Rivers District Council
- BIG Lottery
- Lloyds Bank
- Tesco Community Fund

3.7 Networking and county wide partnerships

As part of the small grants fund review, officers have created positive working relationships with our neighbouring local authorities and other organisations that provide funding for local voluntary and community sector organisations.

The council have established good links with:

- Three Rivers District Council
- Dacorum Borough Council
- Watford Community Housing Trust
- Watford and Three Rivers Trust

Networking meetings take place 2-3 times per year and cover agenda items such as:

- Current funding programmes
- Information sharing of application processes and paperwork including application forms and guidance notes
- Decision processes
- Budget amounts and annual award actual figures
- Possible projects for cross district and joint working

4.0 Audit report

The SGF was audited by Shared Internal Audit Service – Hertfordshire Partnership in March 2015. The overall audit opinion of the SGF processes provided **full assurance** that there are effective controls in operation for those elements of the risk management processes covered by this review.

5.0 Finance

The budget will be subject to the council's annual budget setting process and any requirements to make savings or provide growth will be dealt with as part of this process.


The SGF has an annual budget of £50,000


2013-2014	2014-2015	2015-2016
<ul style="list-style-type: none"> • The budget for 2013-2014 was £50k with an additional £38,580 carried forward from 2012-2013 giving a total budget of £88,580 • Total awards for 2013-14: £66,508.97 • 57 organisations applied for funding • 43 applications were successful • £28,982 match funding 	<ul style="list-style-type: none"> • The budget for 2014-2015 was £50k • Total awards for 2014-2015: £49,442.59 • 42 organisations applied for funding • 33 applications were successful • £182,176 match funding: <i>the following organisations applied for a small grant which formed part of a larger project – see costs below:</i> <ul style="list-style-type: none"> – <i>Watford Piscators: £58,000</i> – <i>Keech Hospice Care: £23,525</i> – <i>Watford Amateur Boxing Club: £35,000</i> – <i>Herts Pride: £29,270</i> – <i>Nysa Projects: £27,000</i> 	<ul style="list-style-type: none"> • The budget for 2015-2016 was £50k with an additional £2000 returned funding due to a non-completed project • Total awards for 2015-16: £51,609.90 • 43 organisations applied for funding • 35 applications were successful • £28,372 match funding


Appendices

1. GIS maps of the town (A3 Colour) – May 2016
2. Case studies and success stories newsletter – May 2016
3. Previous applicant satisfaction survey results – June 2016
4. Application Table showing 3 years comparison – May 2016
5. Ward Table showing funding per ward per year – August 2016

REF	Organisation
13-006	OVEG
13-007	Caf, West
13-008	WNHT
13-009	QCAG
13-010	Daydreamer Company
13-014	MCCC
13-016	Herts Aid
13-017	The Peace Hospice
13-018	Farming for All
13-019	Shoptobility
13-022	Nascotwood Slot Car Club
13-023	Woodside Church of the Nazarene
13-024	Leavesden Toy Library & Play Project
13-026	Fullerians Rugby Club
13-032	Small World Nursery
13-033	Derby Rd Baptist Church Parent & Toddler Grp
13-034	WACA
13-035	Friends of Harebreaks APG
13-036	Friends of Cassiobury Park
13-037	Watford YMCA
13-038	Westfield Pre-School
13-040	Papermouth Promotions
13-041	Shoptobility
13-043	Watford Deaf Sports & Social Club
13-046	Home-Start
13-048	Westfield Children's Centre
13-049	Watford Celebration
13-050	The Watford Interfaith Association
13-053	Watford Swimming Club
13-055	The Peace Hospice 2
13-056	Friends of Harwoods APG
13-057	Trinity Methodist Church
13-060	Watford Cannabis Support Network
13-061	St Johns Playgroup

 **Watford Ward Boundaries**

 **Small Grants**

 **Small Grants Duplicate Location**

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Watford Borough Council
Town Hall,
Watford,
Hertfordshire WD17 3EX
Visit the Watford Borough Council website
www.watford.gov.uk

Small Grants Map 2013-2014

Map Produced by: Paulmn
Publication Date: 01/09/2016

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Kilometers

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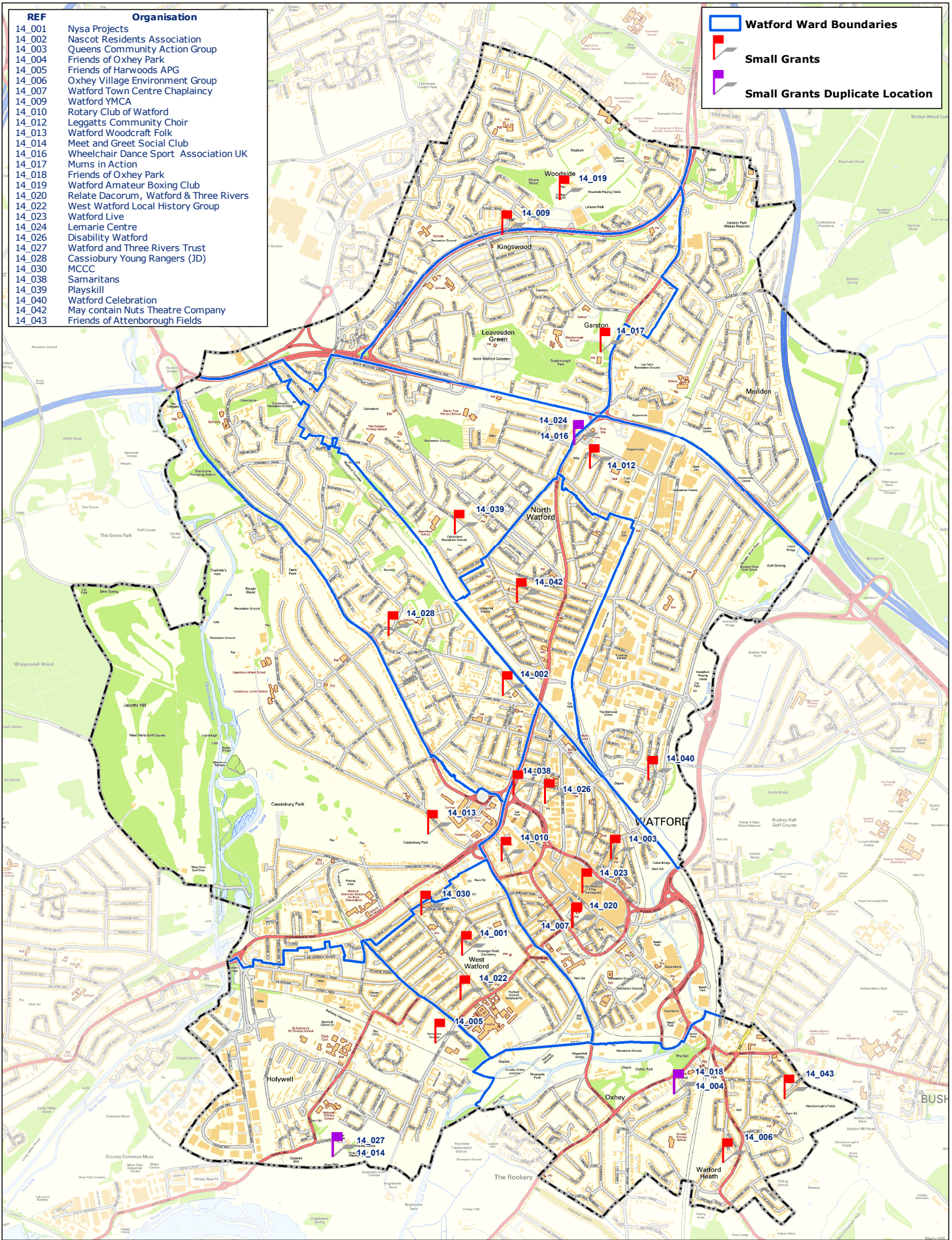
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REF	Organisation
14_001	Nysa Projects
14_002	Nascot Residents Association
14_003	Queens Community Action Group
14_004	Friends of Oxhey Park
14_005	Friends of Harwoods APG
14_006	Oxhey Village Environment Group
14_007	Watford Town Centre Chaplaincy
14_009	Watford YMCA
14_010	Rotary Club of Watford
14_012	Leggatts Community Choir
14_013	Watford Woodcraft Folk
14_014	Meet and Greet Social Club
14_016	Wheelchair Dance Sport Association UK
14_017	Mums in Action
14_018	Friends of Oxhey Park
14_019	Watford Amateur Boxing Club
14_020	Relate Dacorum, Watford & Three Rivers
14_022	West Watford Local History Group
14_023	Watford Live
14_024	Lemarie Centre
14_026	Disability Watford
14_027	Watford and Three Rivers Trust
14_028	Cassiobury Young Rangers (JD)
14_030	MCCC
14_038	Samaritans
14_039	Playskill
14_040	Watford Celebration
14_042	May contain Nuts Theatre Company
14_043	Friends of Attenborough Fields

Watford Ward Boundaries

Small Grants

Small Grants Duplicate Location

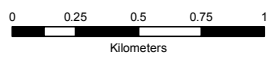


Small Grants Map 2014-2015

Map Produced by: Paulm
Publication Date: 01/09/2016






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Ref	Organisation
15-002	Papermouth
15-003	Friends of Oxhey Park
15-005	Signpost
15-007	Vibe
15-011	Home-Start
15-012	The Peace Hospice
15-015	Meet & Greet Social Club
15-016	Watford Bowls Club
15-017	Watford Sheltered Workshop
15-019	Herts Inclusive Theatre
15-022	Watford CAB
15-023	Herts Inclusive Theatre & Watford Mencap
15-024	Watford Womens Centre
15-027	WACA
15-028	WIFA
15-029	Watford Live 2
15-031	Watford Hospitals Broadcasting Service
15-032	Sweet Tree Farming for All
15-033	Watford CAB
15-034	Relate
15-035	Herts Inclusive Theatre
15-036	WWCA
15-037	WTCC
15-040	Dyson Court Social Committee
15-041	Play skill
15-046	One YMCA
15-048	DRUM

-  Small Grants Duplicate Location
-  Small Grants
-  Watford Ward Boundaries




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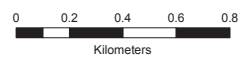


Watford Borough Council
 Town Hall,
 Watford,
 Hertfordshire WD17 3EX
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Small Grants Map 2015 - 2016

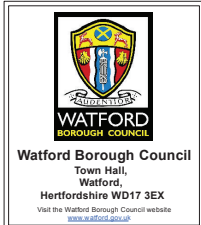
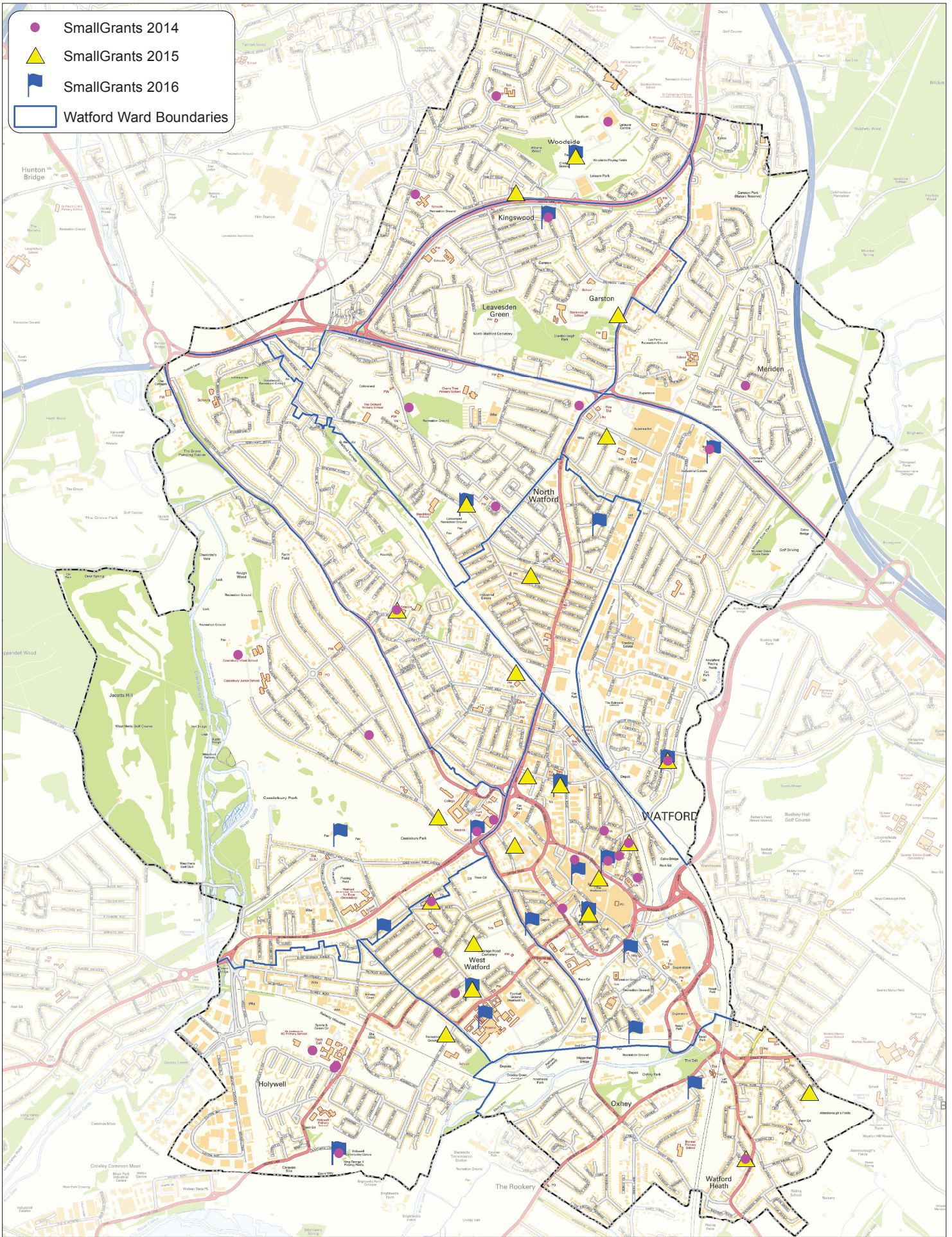
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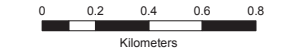
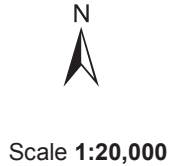
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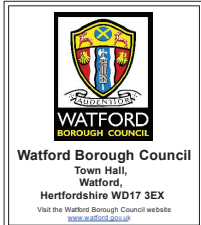
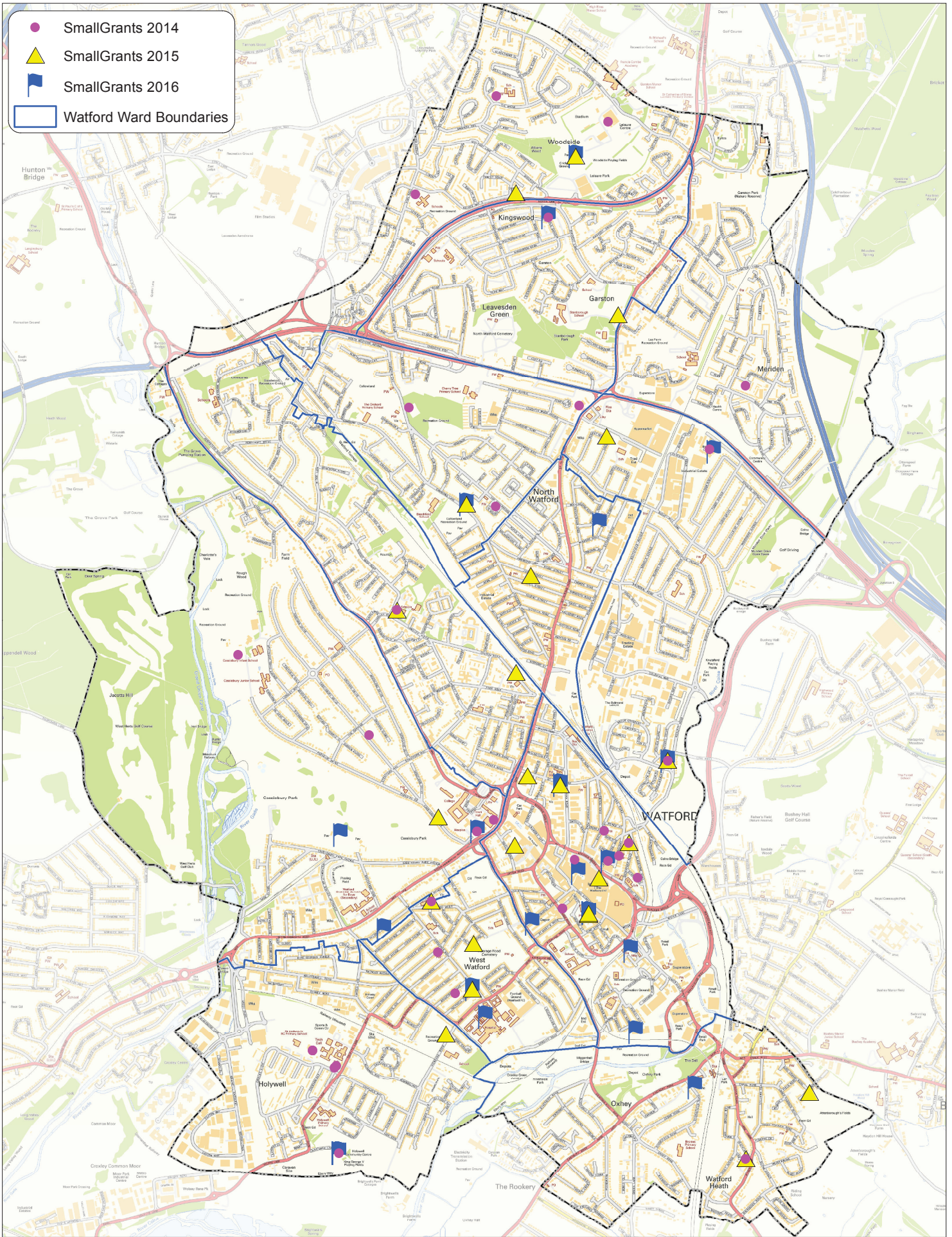
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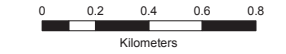
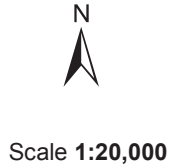
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Small Grants Map 2014 - 2016

Map Produced by: ryanro
 Publication Date: 13/05/2016



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Watford Borough Council's Small Grants Fund Success Stories



Watford Borough Council's Small Grants Fund is available for voluntary and community sector (VCS) organisations working within the borough which have charitable objectives to benefit Watford residents. The council is committed to supporting a vibrant and engaged voluntary sector which can deliver quality and value for money services that benefit those who live, work and visit Watford.

33 local not-for-profit groups and organisations in the borough have been successful in applying for grants from the council's small grants fund in 2014/15; with a further 35 projects that were delivered in 2015-16, with the budget totalling £50,000 each year.

Below are some examples of projects that the Small Grants Fund has supported over the last two years.



Herts Inclusive Theatre and Watford Mencap

The charities provide help and assistance for children with learning difficulties. The £570 grant meant that they could hire out The Forum at the Colosseum and bring in soft play equipment for a family fun day event on 21 November 2015.

On the day, Watford Colosseum was transformed into a winter wonderland. Families came along and enjoyed a whole host of winter treats including performances from local community groups, story time, arts & crafts, face painting, soft play and a Christmas mini market.

Emma Harrington, Herts Inclusive Theatres Producer, said: It is so good to see this fun day grow in size each year, it is becoming an annual event for local families to take part in."

HertsCreation

Local Community Interest Company HertsCreation, was awarded £1,000 to help fund an innovative arts project for young people, called Encounter.

This included working with art and sculpture-making to explore the relationships between young people and emotional wellbeing. 16 of these sessions were held with young people from Francis Combe Academy and Signpost Counselling.

Along with empowering young people, Encounter has promoted discussion and collaboration between a variety of agencies working to improve young people's emotional wellbeing.

The project has culminated in an exhibition of sculpture and drawing created by young people in Watford aged 14-19.

Alex McIntyre, artist and co-director of HertsCreation, said: "The grant from Watford Borough Council, along with funding from Watford Community Housing Trust, Arts Council England and Frances Combe Academy, has helped us do something very positive for young people in Watford, which we hope will make a real difference to their emotional wellbeing - giving them space and an artistic outlet."

Peace Hospice

Peace Hospice Care has been awarded £2,000 to purchase bedside lockers for their Inpatient Unit in Watford.

The original lockers were over 15 years old and were no longer fit for purpose. These were replaced with new ones, and patients were delighted with the new lockers which safely store their personal items, help to keep them as independent as possible and keep the rooms tidy and welcoming.

Around 250 patients stay in the unit every year, spending their final days being cared for by a specialist team.

Liz Kennedy, Matron of Peace Hospice Care's Inpatient Unit said: "We are so grateful to Watford Borough Council for their contribution towards the purchase of our new bedside lockers in the Inpatient Unit. The new lockers have a larger storage space and easier access with patients being able to use the side openings from bed or chair. The lockers are able to be locked if desired and also support infection control."

- **Watford Town Centre Chaplaincy** was awarded £2,000 to purchase uniform and safety equipment for the Street Angels in the town centre on a Friday night to bring some kindness and practical help to those who need it.

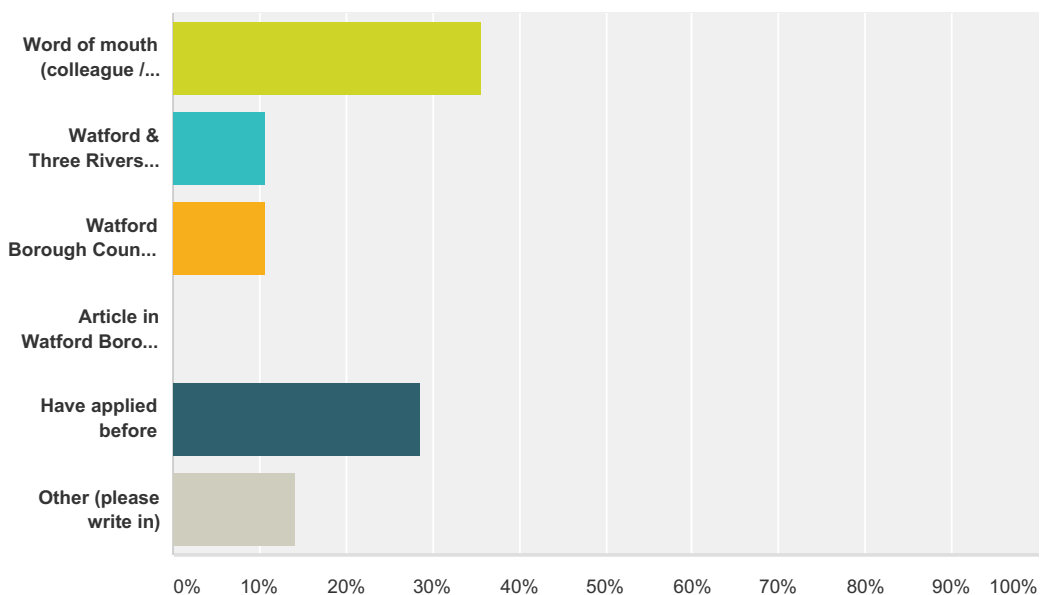


- **Cassiobury Young Rangers (Junior Division)** were awarded £1,639 to plant a small community orchard of 15 trees in Cassiobury Park.
- **Leggatts Community Choir** was awarded £1,264 to provide uniforms for the choir and musicians to provide musical accompaniment.
- **West Watford Local History** group was awarded £509 to mount two WW1 themed exhibitions during Heritage Weekend 2014
- **Disability Watford** was awarded £1,950 to deliver workshops on disability access awareness.
- **Papermouth** was awarded £2,000 To provide funding to support the hosting of events and shows for local creatives.
- **Dance Pad** were awarded £1,506 to provide funding for two dance projects specifically for the homeless.
- **ActOne Artbase** was awarded £2,000 to deliver a summer school project for young people with physical or learning disabilities in Watford.
- **Herts Inclusive Theatre** was awarded £850.50 to fund a puppetry and storytelling project for children with special needs.
- **Herts Pride** was awarded £1,000 to assist with funding the Hertfordshire Pride family fun day - an event held in Cassiobury Park to celebrate Lesbian, Gay, Bi-sexual and Transgender life.



Q1 How did you find out about Watford Borough Council's Small Grants Fund?

Answered: 28 Skipped: 0

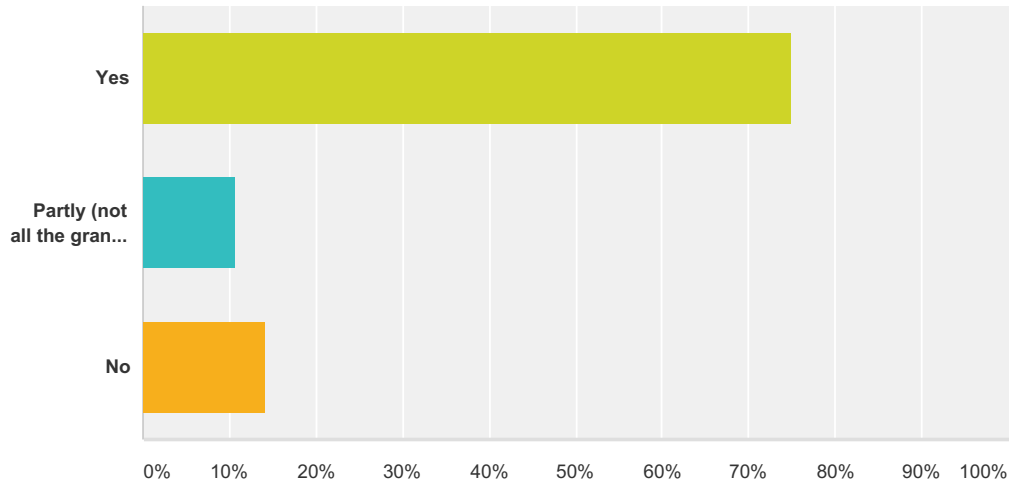


Answer Choices	Responses
Word of mouth (colleague / other voluntary or community organisation)	35.71% 10
Watford & Three Rivers Trust (formerly CVS)	10.71% 3
Watford Borough Council website	10.71% 3
Article in Watford Borough Council magazine 'About Watford'	0.00% 0
Have applied before	28.57% 8
Other (please write in)	14.29% 4
Total	28

#	Other (please write in)	Date
1	Emails from Lorraine Cudjoe, Kim Bloomfield and Julietta Federico.	6/12/2016 12:49 PM
2	Funding officer Julietta Federico	6/9/2016 2:57 PM
3	Councillor Anne Rindl told me about it	5/10/2016 10:52 AM
4	Emails from Lorraine Cudjoe, Kim Bloomfield & Julietta Federico-Watford Council.	5/10/2016 10:37 AM

Q2 Was your application to the fund successful?

Answered: 28 Skipped: 0



Answer Choices	Responses
Yes	75.00% 21
Partly (not all the grant requested was awarded)	10.71% 3
No	14.29% 4
Total	28

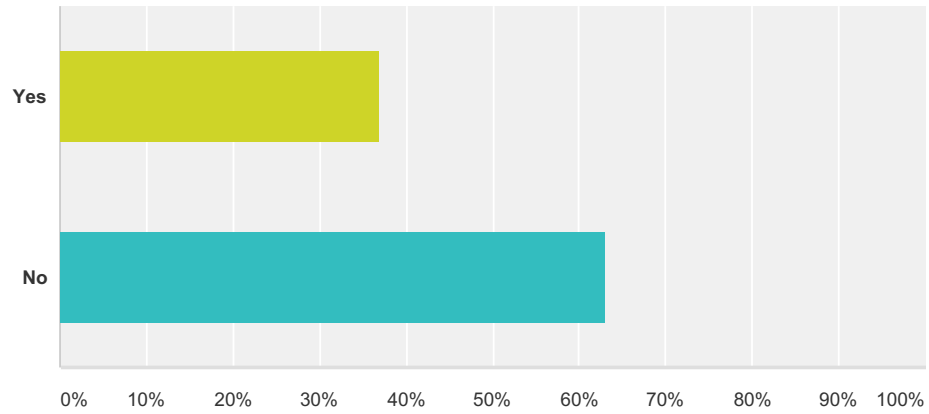
Q3 Please tell us what Watford Borough Council funded for your organisation?

Answered: 23 Skipped: 5

#	Responses	Date
1	Equipment for us to run parenting classes and back to work classes for local mums and families in the local community.	6/17/2016 2:01 PM
2	Equipment - a specialist chair for very complex disability for our Watford playgroup for children with special needs.	6/13/2016 9:40 PM
3	A storage unit.	6/10/2016 3:59 PM
4	to help with carrying out a survey on the accessibility of shopping areas around the town and to research what people look for when choosing where to go shopping.	6/10/2016 10:29 AM
5	Watford council	6/9/2016 5:36 PM
6	We made two different small grants application; 1) Provide financial capability training session to school students 2) Provide capacity building training sessions to Customer Service staff at WBC and the community center staff	6/9/2016 2:59 PM
7	A specialist chair for severely disabled children, to enable them to participate in learning and play opportunities at specialist playgroups run by our charity.	6/8/2016 7:47 AM
8	To start up a counselling service	5/17/2016 8:09 PM
9	Clearing and renovating garden space including purchasing summer house for use by clients of Watford Women's centre. Will be used for therapy, garden groups, etc	5/17/2016 10:18 AM
10	Conference on dance and health	5/14/2016 6:45 PM
11	To invest in mobile ready, free-to-access, easy to use technology in order that our elderly members can experience the advantages of computing and the internet. Three Fire HD 10 tablets and a Google Chromecast Audio device were procured to make our users more connected, empowered and engaged.	5/13/2016 2:00 PM
12	We were granted £2000 in 2014 and 2015 for a creative events company called Papermouth. We have put the funding towards PA equipment, advertising, venue and performer hire and online presence. This has helped Papermouth become a driving force for creative and musical events in the Watford area and beyond.	5/12/2016 9:25 AM
13	A replacement server and playout PC (on-air machine) for our not-for-profit radio station. This is a digital radio automation and playout system that allows the station to operate and broadcast all of its on-air shows. This equipment is a core component of a radio station's operations.	5/11/2016 10:07 AM
14	New carpets and flooring in our clubhouse.	5/10/2016 11:11 PM
15	The purchase of tools, equipment and materials to support the running of our activities.	5/10/2016 10:22 PM
16	Project costs for our Care Farm Project which helps local vulnerable adults in gaining social skills, practical skills and equipping them with the personal tools to be able to be their best and reach their potential.	5/10/2016 2:15 PM
17	Printers	5/10/2016 2:15 PM
18	Funding to support the delivery of a new employability programme for young people engaged with our youth work.	5/10/2016 1:52 PM
19	A series of free arts and education events and start up costs (equipment)	5/10/2016 11:22 AM
20	community event to celebrate the rich Diversity of Watford, publicity, hall hire, banners and more	5/10/2016 11:15 AM
21	RIVER BOOM AND PATH FIRING PROJECT	5/10/2016 10:28 AM
22	We had a summer programme for vulnerable or at risk pupils. This involved 3 days of outdoor adventurous activities with 2 nights worth of camping.	5/10/2016 10:10 AM
23	1) innovative cost-effective approach to delivering services 2) client database	5/10/2016 10:09 AM

Q4 Did we provide you with any contact details of organisations that may be able to assist you with applying to other funding streams, or who could provide you with further advice/guidance.

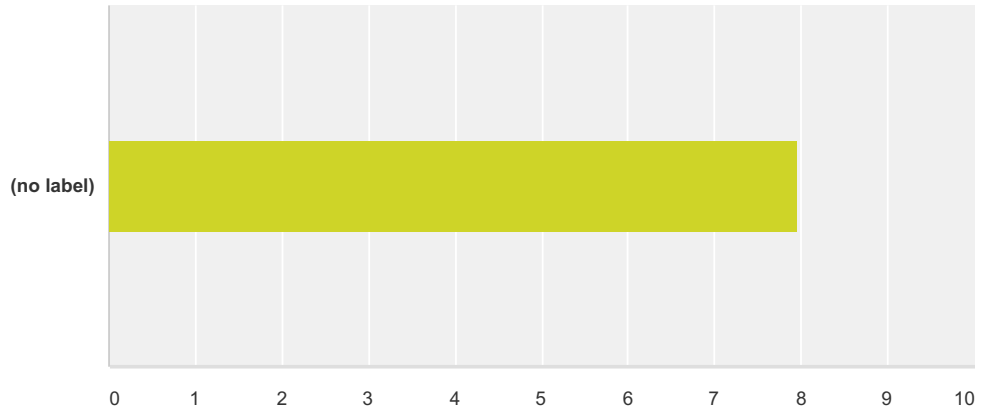
Answered: 27 Skipped: 1



Answer Choices	Responses	
Yes	37.04%	10
No	62.96%	17
Total		27

Q5 Thinking about the application form you needed to fill out, on a scale of 1 – 10 how easy did you find it to fill in? (10 being very easy)

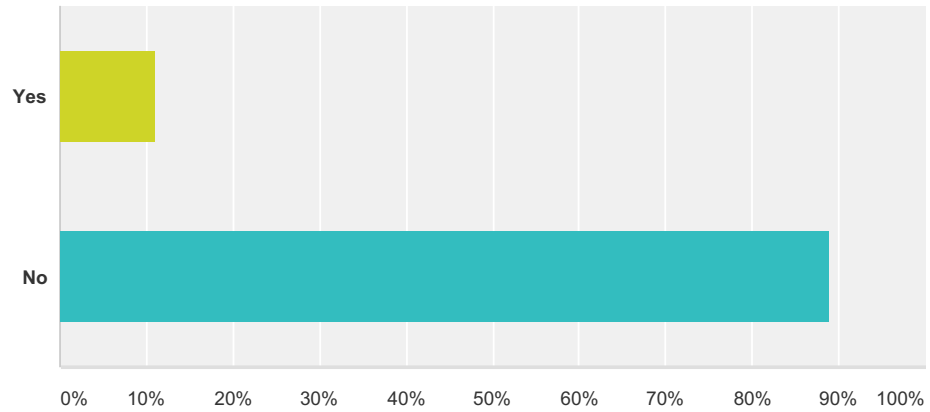
Answered: 27 Skipped: 1



	1. Very difficult	2.	3.	4.	5.	6.	7.	8.	9.	10. Very easy	Total	Weighted Average
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	11.11% 3	0.00% 0	18.52% 5	40.74% 11	11.11% 3	18.52% 5	27	7.96

Q6 Is there anything that would have made the form easier for you to fill in?

Answered: 27 Skipped: 1



Answer Choices	Responses	
Yes	11.11%	3
No	88.89%	24
Total		27

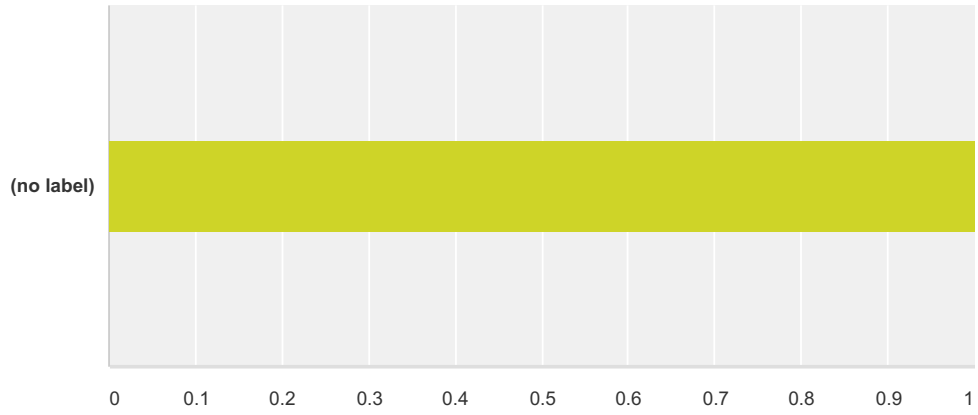
Q7 Please tell us what would have made the form easier to fill in.

Answered: 3 Skipped: 25

#	Responses	Date
1	It would be easier for our details to be kept on file from previous applications. You could then ask the question 'have any of your details changed since you last applied?'	6/12/2016 12:51 PM
2	some key info on what we could fund possible joint people to work with to do bigger projects what is not covered	5/14/2016 6:47 PM
3	Sometimes it can prove tricky to provide 2 separate quotes for items that are very bespoke, it can also be tricky to provide quotes for items such as costumes which are not necessarily finalised due to sizes/characters until towards the end of the project.	5/10/2016 10:28 PM

Q8 Thinking about the guidance notes provided to help you fill out your application, on a scale of 1 – 10 how clear were they to follow? (10 being very clear)

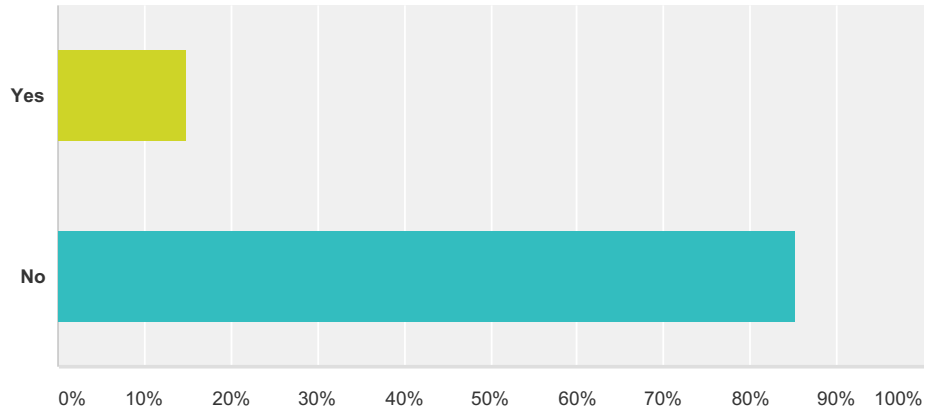
Answered: 27 Skipped: 1



	1. Very unclear	2.	3.	4.	5.	6.	7.	8.	9.	10. Very clear	Total	Weighted Average
(no label)	0.00% 0	0.00% 0	7.41% 2	0.00% 0	0.00% 0	3.70% 1	11.11% 3	37.04% 10	11.11% 3	29.63% 8	27	1.00

Q9 Is there any other information that could have been provided within the guidance notes that would have helped you complete your application?

Answered: 27 Skipped: 1



Answer Choices	Responses	
Yes	14.81%	4
No	85.19%	23
Total		27

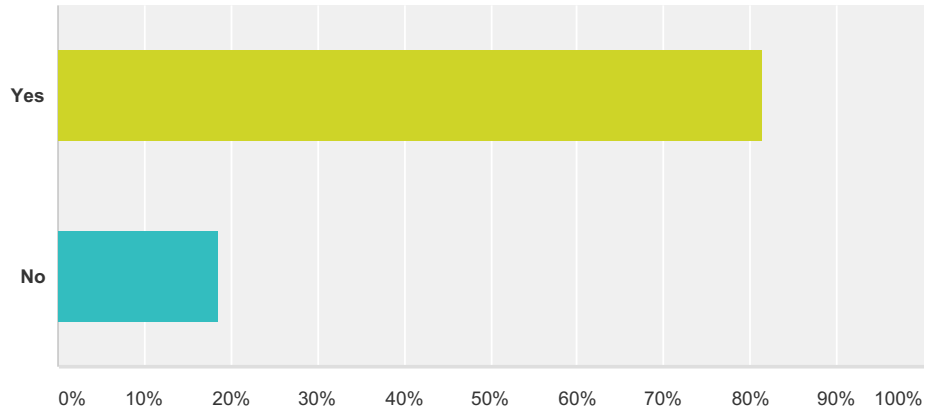
Q10 Please tell us what additional information would have been useful to you when you were filling in your application.

Answered: 4 Skipped: 24

#	Responses	Date
1	A more detailed list of what is excluded please.	6/12/2016 12:55 PM
2	We were quite happy with the guidance and the application form but it might be useful to list examples of previous projects funded by small grants.	6/9/2016 3:00 PM
3	as before	5/14/2016 6:47 PM
4	A guide as to what you are looking for in each answer, some of the questions felt too similar	5/10/2016 11:23 AM

Q11 Did you have to contact the Commissioning Officers at any time during your application (via telephone, email, in person)?

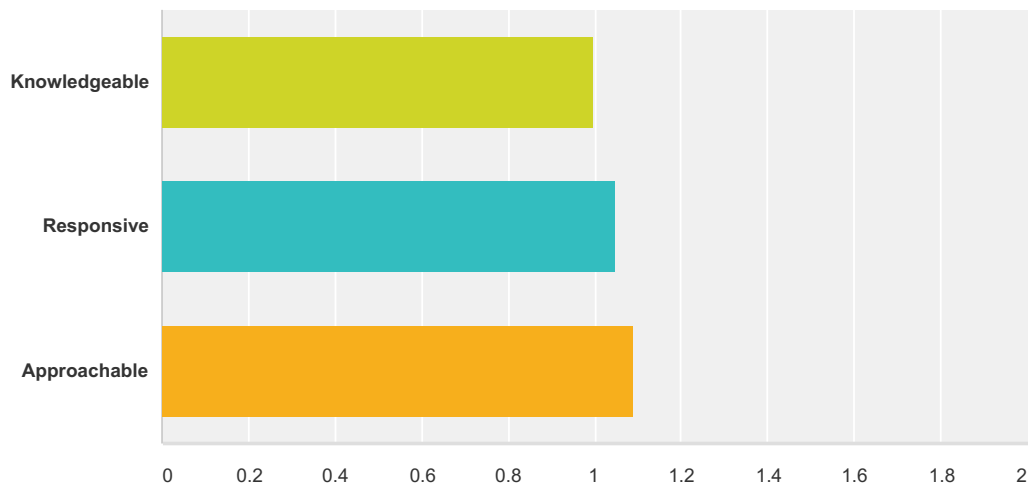
Answered: 27 Skipped: 1



Answer Choices	Responses	
Yes	81.48%	22
No	18.52%	5
Total		27

Q12 If you did contact the Commissioning Officers, were they:

Answered: 22 Skipped: 6



	Yes	No	Don't know	Total	Weighted Average
Knowledgeable	100.00% 22	0.00% 0	0.00% 0	22	1.00
Responsive	95.45% 21	4.55% 1	0.00% 0	22	1.05
Approachable	95.45% 21	0.00% 0	4.55% 1	22	1.09

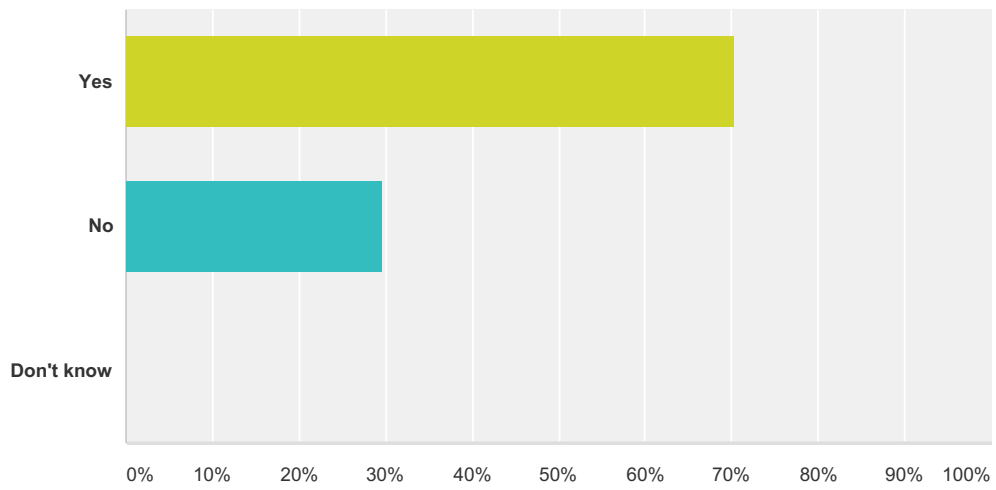
#	Please provide comments about your experience of the Commissioning Officers	Date
1	The two ladies we dealt with namely Kim and Lorraine were/are excellent in responding to queries either on the telephone or by email. They followed up any queries of challenges i.e. Kim followed through on helping us to get the funds into our account which had changed with efficiency and speed.	6/17/2016 2:04 PM
2	Very helpful thank you!	6/13/2016 9:41 PM
3	Very helpful and supportive.	6/12/2016 12:56 PM
4	very helpful	6/10/2016 4:00 PM
5	no problems they helped as much as they could	6/10/2016 10:37 AM
6	Both Lorraine and Kim were very supportive - Thank you very much!!!	6/9/2016 3:01 PM
7	A great experience - very helpful and approachable and quick response via email.	6/8/2016 7:49 AM
8	Excellent	5/17/2016 8:11 PM
9	The officers were very helpful. I would have preferred that they were available full-time to address my questions, rather than waiting a few days for a response on occasion.	5/13/2016 2:05 PM
10	Very easy to get information regarding the application and very positive and enthusiastic for the project.	5/12/2016 9:26 AM
11	I found them both to be very helpful & always received quick responses to my queries.	5/11/2016 10:09 AM
12	Always helpful	5/10/2016 2:17 PM
13	Helpful	5/10/2016 2:04 PM
14	All great, done by email so not sure if approachable or not	5/10/2016 11:24 AM
15	we always had a good experience and good support	5/10/2016 11:17 AM
16	Lots of help and advice from emails and phone calls from Lorraine Cudjoe, Kim Bloomfield & Julietta Federico-Watford Council.	5/10/2016 10:39 AM
17	They were very helpful and very polite	5/10/2016 10:29 AM

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18	Took a while to respond to emails and phone calls and sometimes never returning them	5/10/2016 10:11 AM
19	Helpful	5/10/2016 10:10 AM

Q13 Have you applied for any other funding opportunities within the last 12 months?

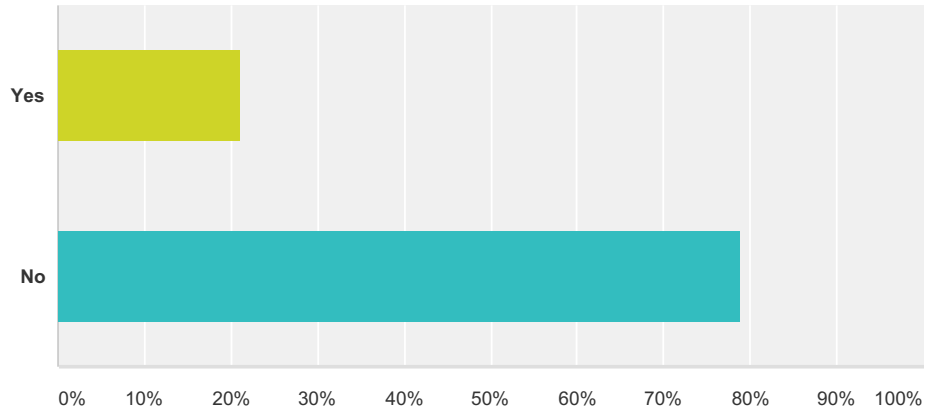
Answered: 27 Skipped: 1



Answer Choices	Responses	
Yes	70.37%	19
No	29.63%	8
Don't know	0.00%	0
Total		27

Q14 Is there anything about your experience of applying to other funding opportunities that you think we could learn from?

Answered: 19 Skipped: 9



Answer Choices	Responses	
Yes	21.05%	4
No	78.95%	15
Total		19

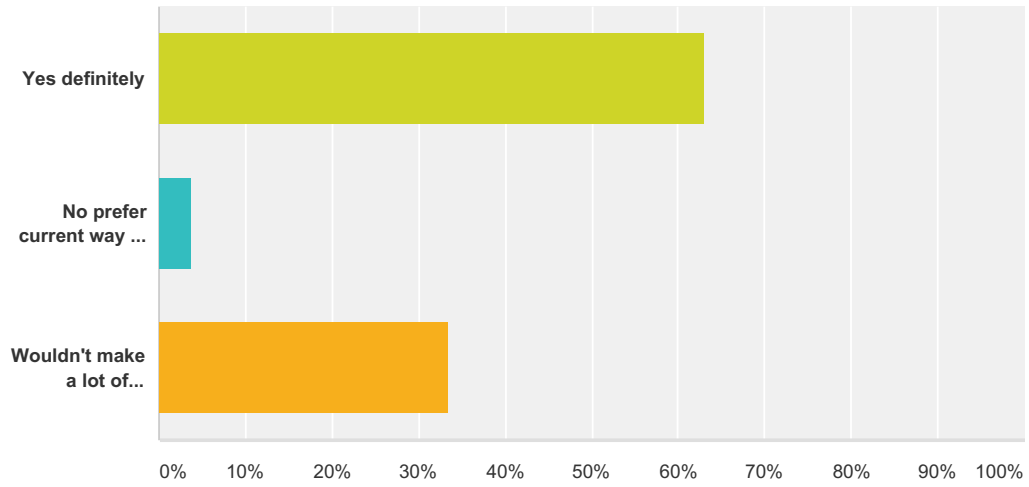
Q15 Please provide details of what you think we could learn from the way other funding opportunities manage their application process and documentation?

Answered: 9 Skipped: 19

#	Responses	Date
1	In all honesty I think that this form of funding opportunity is managed well. It would be great however it we could apply annually rather than every two years. But the process, the documentation is reasonably straightforward and if you have difficulties the ladies are on hand to help you.	6/17/2016 2:06 PM
2	Perhaps faster processing and decision making times.	5/13/2016 2:09 PM
3	This is the only funding we have received.	5/12/2016 9:27 AM
4	Keep the whole approach including application form & guidelines as they are! I have found making application for some other funding opportunities has been more complex & limited help has been made available.	5/11/2016 10:11 AM
5	the decision criteria could be made more objective, as opposed to having subjective elements in the process	5/10/2016 2:06 PM
6	Arts council evaluations require more information- this isn't good for everyone, but I like the fact I have more of a chance to explain things- how the money was spent, why it was spent, was it different, why was it different, what are you doing now as a result of the project, why, how has it helped, what have you learnt, etc There wasn't much opportunity for detail in the evaluation and I think that's really important in wrapping up a project.	5/10/2016 11:28 AM
7	I think you are doing a great job.	5/10/2016 11:18 AM
8	Have a person who is available/contactable to discuss your application	5/10/2016 10:12 AM
9	Have an element of core costs built in. Whilst appreciating that you want your funding to be targeted on the core outcomes, all project work will involve office staff and other overheads. To not fund any is not logical or sustainable.	5/10/2016 10:12 AM

Q16 If possible, would you like to be able to submit your application form on-line / via the council website?

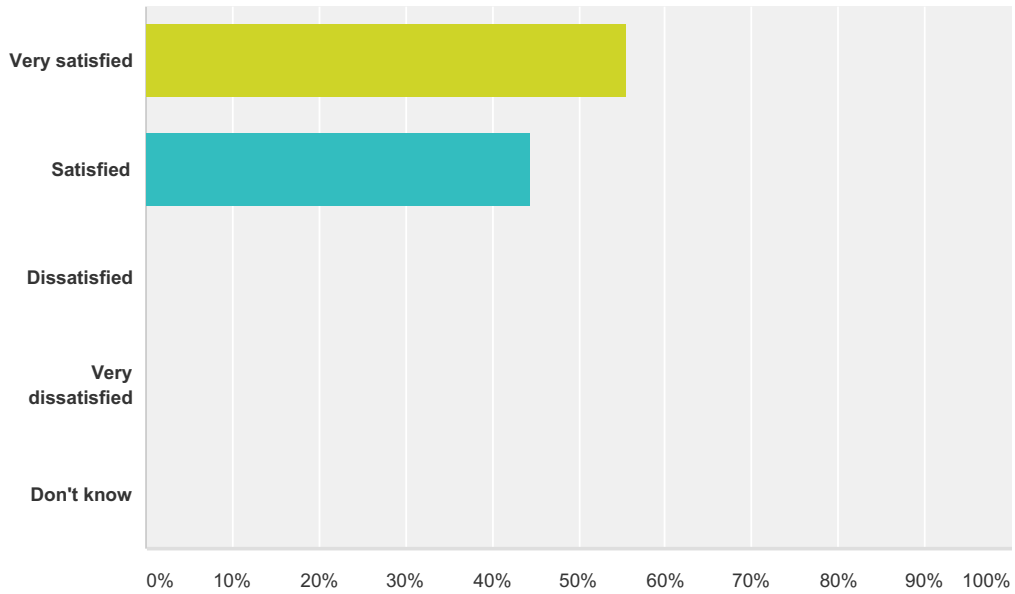
Answered: 27 Skipped: 1



Answer Choices	Responses
Yes definitely	62.96% 17
No prefer current way of applying	3.70% 1
Wouldn't make a lot of difference	33.33% 9
Total	27

Q17 Overall, how satisfied are you with how Watford Borough Council manages its small grants fund?

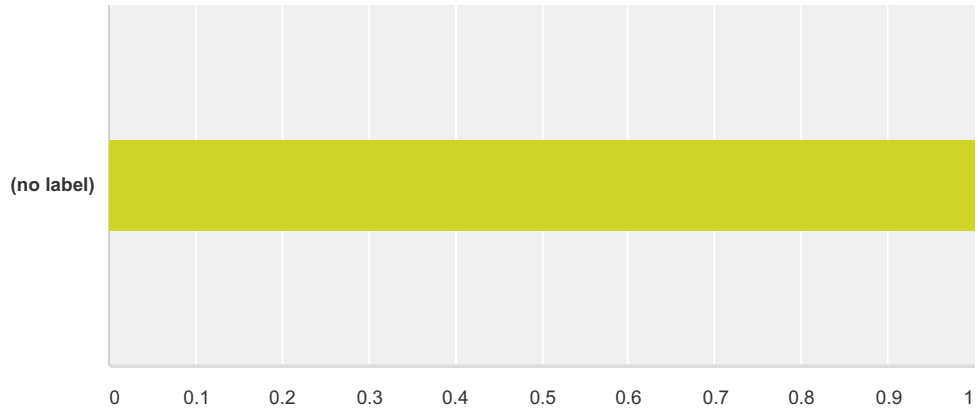
Answered: 27 Skipped: 1



Answer Choices	Responses	
Very satisfied	55.56%	15
Satisfied	44.44%	12
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Don't know	0.00%	0
Total		27

Q18 Thinking about Watford Borough Council's Small Grants Fund, on a scale of 1 to 10 with 1 being very unlikely and 10 very likely, how likely are you to recommend it to another organisation / group considering applying for funding?

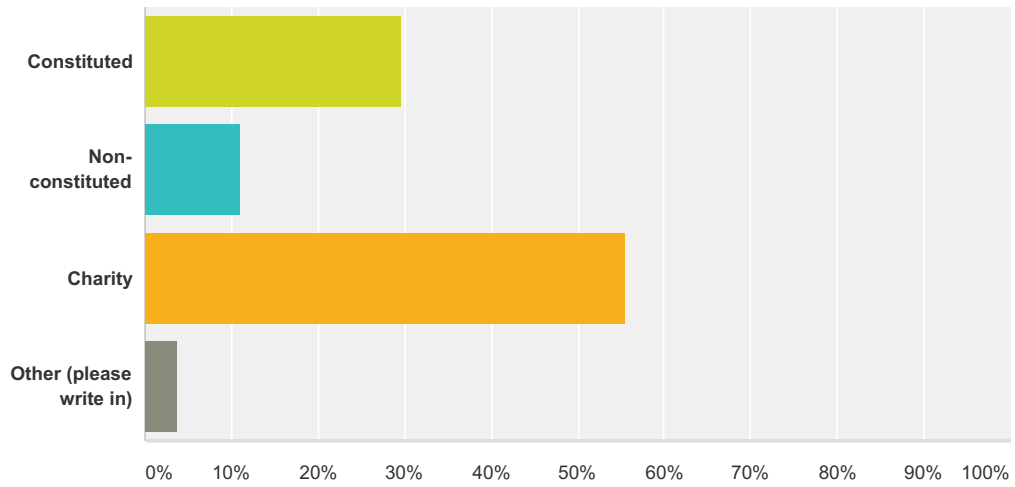
Answered: 27 Skipped: 1



	1. Very unlikely	2.	3.	4.	5.	6.	7.	8.	9.	10. Very likely	Total	Weighted Average
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	11.11% 3	18.52% 5	11.11% 3	59.26% 16	27	1.00

Q19 Is your organisation / group:

Answered: 27 Skipped: 1



Answer Choices	Responses	
Constituted	29.63%	8
Non-constituted	11.11%	3
Charity	55.56%	15
Other (please write in)	3.70%	1
Total		27

#	Other (please write in)	Date
1	CIC	5/10/2016 2:19 PM

Q20 Where is your organisation / group based?

Answered: 27 Skipped: 1

#	Responses	Date
1	Watford	6/17/2016 2:07 PM
2	Le Marie Centre Watford	6/13/2016 9:42 PM
3	Ground Floor Church Car Park Exchange Road Watford WD18 0BU	6/12/2016 12:59 PM
4	Cassiobury Park	6/10/2016 4:02 PM
5	central watford	6/10/2016 10:41 AM
6	Holywell community center, Tolpits Lane, Watford.	6/9/2016 5:42 PM
7	Watford - High street	6/9/2016 3:02 PM
8	Watford	6/8/2016 8:25 AM
9	Lord Street, Watford, WD17 2LL	5/17/2016 8:13 PM
10	Watford	5/17/2016 10:19 AM
11	Watford	5/14/2016 6:48 PM
12	Watford	5/13/2016 2:10 PM
13	Watford	5/12/2016 9:28 AM
14	Watford	5/11/2016 10:12 AM
15	Woodside Garston WD257HU	5/10/2016 11:14 PM
16	Watford	5/10/2016 10:29 PM
17	Watford	5/10/2016 2:19 PM
18	Watford	5/10/2016 2:17 PM
19	North Watford	5/10/2016 2:07 PM
20	One YMCA is a county wide charity with a head office in Watford	5/10/2016 1:54 PM
21	Watford	5/10/2016 11:29 AM
22	We usually meet at the MCCC	5/10/2016 11:20 AM
23	Watford central	5/10/2016 10:54 AM
24	SHOPMOBILITY WATFORD Shopmobility Watford Reg. Charity No. 1017812 Tel. 01923 211020 www.shopmobilitywatford.org Click on https://www.facebook.com/shopmobility.watford Ground Floor Church Car Park Exchange Road Watford WD18 0BU	5/10/2016 10:41 AM
25	Watford	5/10/2016 10:30 AM
26	Tolpits Lane, Watford	5/10/2016 10:13 AM
27	Watford town centre	5/10/2016 10:13 AM

Q21 How many staff do you employ?

Answered: 27 Skipped: 1

Answer Choices	Responses	
Full time	74.07%	20
Part time	100.00%	27

#	Full time	Date
1	None	6/13/2016 9:42 PM
2	n/a	6/10/2016 4:02 PM
3	0	6/10/2016 10:41 AM
4	3	6/9/2016 3:02 PM
5	0	6/8/2016 8:25 AM
6	2	5/17/2016 10:19 AM
7	1	5/14/2016 6:48 PM
8	0	5/13/2016 2:10 PM
9	N/A	5/12/2016 9:28 AM
10	0	5/11/2016 10:12 AM
11	0	5/10/2016 11:14 PM
12	1	5/10/2016 2:19 PM
13	35	5/10/2016 2:17 PM
14	1	5/10/2016 2:07 PM
15	100	5/10/2016 1:54 PM
16	0	5/10/2016 11:29 AM
17	we are all volunteers	5/10/2016 11:20 AM
18	0	5/10/2016 10:54 AM
19	85	5/10/2016 10:13 AM
20	0	5/10/2016 10:13 AM
#	Part time	Date
1	6	6/17/2016 2:07 PM
2	1	6/13/2016 9:42 PM
3	2	6/12/2016 12:59 PM
4	n/a	6/10/2016 4:02 PM
5	0	6/10/2016 10:41 AM
6	None	6/9/2016 5:42 PM
7	7	6/9/2016 3:02 PM
8	13	6/8/2016 8:25 AM
9	8	5/17/2016 8:13 PM
10	10	5/17/2016 10:19 AM
11	4	5/14/2016 6:48 PM
12	4	5/13/2016 2:10 PM
13	N/A	5/12/2016 9:28 AM
14	2 part-time staff	5/11/2016 10:12 AM

Watford Borough Council: Small Grants Fund Consultation – March 2016

15	0	5/10/2016 11:14 PM
16	3	5/10/2016 10:29 PM
17	3	5/10/2016 2:19 PM
18	4	5/10/2016 2:17 PM
19	1	5/10/2016 2:07 PM
20	100	5/10/2016 1:54 PM
21	0	5/10/2016 11:29 AM
22	we are all volunteers	5/10/2016 11:20 AM
23	0	5/10/2016 10:54 AM
24	2	5/10/2016 10:41 AM
25	One	5/10/2016 10:30 AM
26	15	5/10/2016 10:13 AM
27	6	5/10/2016 10:13 AM

Q22 How many volunteers (full time and part time) help support the work of your organisation?

Answered: 27 Skipped: 1

#	Responses	Date
1	10	6/17/2016 2:08 PM
2	25	6/13/2016 9:43 PM
3	47	6/12/2016 1:02 PM
4	15	6/10/2016 4:04 PM
5	20	6/10/2016 10:43 AM
6	8 volunteers	6/9/2016 5:43 PM
7	40 regular volunteers, 6 trustees	6/9/2016 3:03 PM
8	over 30	6/8/2016 8:25 AM
9	80	5/17/2016 8:14 PM
10	70	5/17/2016 10:20 AM
11	20	5/14/2016 6:49 PM
12	40	5/13/2016 2:10 PM
13	8	5/12/2016 9:28 AM
14	40	5/11/2016 10:17 AM
15	15	5/10/2016 11:15 PM
16	15	5/10/2016 10:30 PM
17	Between 4 and 500 during the year (some corporate groups)	5/10/2016 2:19 PM
18	10	5/10/2016 2:18 PM
19	1.5	5/10/2016 2:08 PM
20	150	5/10/2016 1:55 PM
21	At least 10	5/10/2016 11:30 AM
22	around 10 volunteers	5/10/2016 11:22 AM
23	10	5/10/2016 10:54 AM
24	48 part time volunteers	5/10/2016 10:53 AM
25	100	5/10/2016 10:31 AM
26	0	5/10/2016 10:14 AM
27	50	5/10/2016 10:14 AM

Q23 How many volunteer hours do you rely on during an average week?

Answered: 26 Skipped: 2

#	Responses	Date
1	50	6/17/2016 2:08 PM
2	100+	6/13/2016 9:43 PM
3	126 hours approx. depending on time of year.	6/12/2016 1:02 PM
4	50	6/10/2016 4:04 PM
5	24	6/10/2016 10:43 AM
6	4 hours	6/9/2016 5:43 PM
7	Minimum commitment is one full day or equivalent (7 hours a week) but some volunteers do more than that up to four days a week.	6/9/2016 3:03 PM
8	160	5/17/2016 8:14 PM
9	100+	5/17/2016 10:20 AM
10	60	5/14/2016 6:49 PM
11	40	5/13/2016 2:10 PM
12	N/A	5/12/2016 9:28 AM
13	170 (Approximately - some weeks are much higher)	5/11/2016 10:17 AM
14	50	5/10/2016 11:15 PM
15	30	5/10/2016 10:30 PM
16	10 hours	5/10/2016 2:19 PM
17	40	5/10/2016 2:18 PM
18	20	5/10/2016 2:08 PM
19	Youth Work (25)	5/10/2016 1:55 PM
20	5	5/10/2016 11:30 AM
21	we meet once a month and sometimes once a week when closer to the event	5/10/2016 11:22 AM
22	30	5/10/2016 10:54 AM
23	126 hours approx.	5/10/2016 10:53 AM
24	100	5/10/2016 10:31 AM
25	0	5/10/2016 10:14 AM
26	40	5/10/2016 10:14 AM

Corporate, Leisure & Community Client Team			
Small Grants Fund Review Project			
Comparison Report of Years 1, 2 & 3			
	2013-14	2014-15	2015-16
No of Applications Received	61	43	48
No of Organisations Applying	57	42	43
No of Successful Applications	43	33	35
Purpose of Funding - Initiative/Project	9	8	15
Purpose of Funding - Equipment	22	14	14
Purpose of Funding - Both	12	11	6
Amount of Funding used for Initiative/Project	15,249.71	11,739.00	23, 225.50
Amount of Funding used for Equipment	31,649.05	19,219.89	18, 314.40
Amount of Funding used for Both	19,610.21	18,483.70	10, 070
Total Amount of Funding Awarded	66,508.97	49,442.59	51, 609.90

**Corporate, Leisure & Community Client Team
Small Grants Fund Review Project**

2013-14			2014-15		
No:	Organisation:	Ward:	No:	Organisation:	Ward:
13-001	Adam Grey Hair Salon	Woodside	14-001	Nysa Projects	Vicarage
13-002	Vitalise	Outside Borough	14-002	Nascot Residents Association	Nascot
13-003	Demand	Outside Borough	14-003	Queens Community Action Group	Central
13-004	Alternatives Watford	Central	14-004	Friends of Oxhey Park	Oxhey
13-005	Herts Pride	Outside Borough	14-005	Friends of Harwoods APG	Vicarage
13-006	OVEG	Oxhey	14-006	Oxhey Village Environment Group	Oxhey
13-007	Café West	Holywell	14-007	Watford Town Centre Chaplaincy	Central
13-008	WNHT	Central	14-008	Herts Pride	Outside Borough
13-009	QCAG	Central	14-009	Watford YMCA - Orbital Community Centre	Woodside
13-010	Daydreamer Company	Vicarage	14-010	Rotary Club of Watford	Central
13-011	Cruse Bereavement Care	Vicarage	14-011	Daydreamer Performance	Leggatts
13-012	BrQthru	Central	14-012	Leggatts Community Choir	Callowland
13-013	West Herts Golf Club	Park	14-013	Watford Woodcraft Folk	Park
13-014	MCCC	Vicarage	14-014	Meet & Greet Social Club	Holywell
13-015	Watford & Bushey Bridge Club	Outside Borough	14-015	Watford & District Mencap	Outside Borough
13-016	Herts Aid	Leggatts	14-016	Wheelchair Dance Sport Association	Tudor
13-017	Peace Hospice	Park	14-017	Mums In Action	Stanborough
13-018	Farming for All	Tudor	14-018	Friends of Oxhey Park	Oxhey
13-019	Shopmobility	Central	14-019	Watford Amateur Boxing Club	Woodside
13-020	Watford Live	Outside Borough	14-020	Relate Watford Dacorum & Three Rivers	Central
13-021	Special Connection	Outside Borough	14-021	Three Rivers Aikido	Outside Borough
13-022	Nascot Wood Slot Car Club	Nascot	14-022	West Watford Local History Group	Vicarage
13-023	Woodside Church of the Nazarene	Woodside	14-023	Watford Live	Outside Borough
13-024	Leavesden Toy Library	Woodside	14-024	Lemarie Centre	Tudor
13-025	Pomeroy Crescent Residents Association	Leggatts	14-025	Watford Piscators	Outside Borough
13-026	Fullerians Rugby Football Club	Park	14-026	Disability Watford	Central
13-027	Carers in Herts	Outside Borough	14-027	W3RT	Holywell
13-028	Everett Rovers Youth Football Club	Stanborough	14-028	Cassiobury Young Rangers (Junior Division)	Nascot
13-029	Get Set Grow Bromet	Outside Borough	14-029	Watford & Three Rivers Refugee Project	Nascot
13-030	Watford Elm Church	Callowland	14-030	Opera Herts	Oxhey
13-031	Dophina Gym Club	Tudor	14-031	MCCC	Vicarage
13-032	Small World Nursery	Holywell	14-032	Trinity Methodist Church	Vicarage
13-033	Derby Road Baptist Church Parent and Toddler	Central	14-033	Keech Hospice Care	Outside Borough
13-034	WACA	Holywell	14-034	The Dojo	Callowland
13-035	Friends of Harebreaks APG	Leggatts	14-035	New Hope	Central
13-036	Friends of Cassiobury Park	Park	14-036	Bushey & Oxhey Football Club	Outside Borough
13-037	Watford YMCA	Central	14-037	One Support for All	Outside Borough
13-038	Westfield Pre School	Holywell	14-038	Samaritans	Central
13-039	PCC of St Marys Church	Central	14-039	Playskill	Leggatts
13-040	Papermouth	Stanborough	14-040	Watford Celebration	Central
13-041	Shopmobility	Central	14-041	Papermouth	Stanborough
13-042	Watford & Bushey Art Society	Outside Borough	14-042	May Contain Nuts Theatre Company	Callowland
13-043	Watford Deaf Sports & Social Club	Leggatts	14-043	Friends of Attenborough Fields	Oxhey
13-044	Community Learning Partnership	Outside Borough			
13-045	Watford Live	Outside Borough			
13-046	Home-Start	Central			
13-047	Friends of Oxhey Park	Oxhey			
13-048	Westfield Children's Centre	Holywell			
13-049	Watford Celebration	Central			
13-050	Watford Interfaith Association	Central			
13-051	Berrygrove Children's Centre	Meriden			
13-052	Aspire National Training Centre	Outside Borough			
13-053	Watford Swimming Club	Woodside			
13-054	Amanartis	Central			
13-055	Peace Hospice	Park			
13-056	Friends of Harwoods APG	Park			
13-057	Trinity Methodist Church	Vicarage			
13-058	Action for Children	Holywell			
13-059	Soul Survivor	Tudor			
13-060	Watford Cannabis Support Network	Meriden			
13-061	St John's Playgroup	Central			
13-062	MCCC	Vicarage			

NB: Organisations in grey have NOT received funding

Appendix 5

2013 - 2016 Small Grants Fund Awards by Ward							
2013-14		2014-15		2015-16			
Ward:	Funding Total:	Ward:	Funding Total:	Ward:	Funding Total:		
Woodside	£4,033.71	Woodside	£3,644	Woodside	£1,935		
Stanborough	£2,000	Stanborough	£1,736	Stanborough	£2,000		
Meriden	£1,999	Leggetts	£696	Leggetts	£1,262		
Park	£9,965	Holywell	£3,120	Holywell	£3,198.50		
Tudor	£1,967.45	Vicarage	£4,522	Vicarage	£5,900		
Nascot	£1,100	Callowland	£1,534	Callowland	£1,500		
Central	£14,618.24	Park	£1,686	Park	£3,575		
Vicarage	£4,316	Tudor	£3,450	Tudor	£2,000		
Leggetts	£3,213.72	Oxhey	£6,365.36	Oxhey	£300		
Oxhey	£2,000	Central	£11,175.89	Central	£17,319.80		
Holywell	£8,493.32	Nascot	£3,513.34	*Outside Borough	£12,619.60		
*Outside Borough	£12,802.53	*Outside Borough	£8,000				
TOTAL:	£66,508.97		£49,442.59		£51,609.90		
*Outside Borough - Funding has been awarded to organisations that are not situated within a Watford Ward. However, the activities and services provided by the organisation take place in Watford and are for the benefit of Watford residents.							

PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 28 September 2016
Report of: Committee and Scrutiny Officer
Title: Scrutiny Proposal – Leisure centre management contract retender

1.0 Summary

- 1.1 This report provides the scrutiny committee with details for a new Task group proposed by the Head of Corporate Strategy and Client Services and Corporate Leisure and Community Client Section Head.
- 1.2 The proposal is for a time limited task group to review and evaluate the findings from the stakeholder engagement which is being carried out as part of the leisure centre management contract retender.

2.0 Recommendations

- 2.1 That Overview and Scrutiny Committee considers the scrutiny proposal submitted by the Head of Corporate Strategy and Client Services and Corporate, Leisure and Community Client Section Head, attached at Appendix 1, and decides whether to establish a new task group.
- 2.2 That Overview and Scrutiny Committee agrees the membership for the task group.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: Sandra.hancock@watford.gov.uk

Report approved by: Carol Chen, Head of Democracy and Governance

3.0 Detailed Proposal

- 3.1 The Corporate, Leisure and Community Client Section Head has submitted a scrutiny proposal form indicating that officers would appreciate non executive members input prior to a report being presented to Cabinet in January. The proposal is attached at

Appendix 1.

- 3.2 The proposal is for a task group to be established to review and evaluate the findings of the stakeholder engagement which is being carried out during September 2016. The stakeholder engagement is part of the leisure centre management contract retender.
- 3.3 The Committee and Scrutiny Officer has discussed the proposed topic with the Corporate, Leisure and Community Client Section Head. It is understood that it is likely that the task group will need to meet on one or two occasions in October. Following this the task group's recommendations will be presented to Overview and Scrutiny Committee at its meeting on Thursday 24 November 2016. The Corporate, Leisure and Community Client Section Head will be presenting his report about the retender of the leisure centre management contract to Cabinet at its meeting on 16 January 2017.
- 3.4 On 31 August 2016 the Committee and Scrutiny Officer emailed all non-executive councillors informing them of the proposed scrutiny suggestion and sought expressions of interest in participating in this review, if agreed by Overview and Scrutiny Committee.
- 3.5 At the time of writing this report 6 councillors have expressed an interest in taking part in the review –
- Councillor Keith Crout
 - Councillor Tim Williams
 - Councillor David Barks
 - Councillor Mark Hofman
 - Councillor Stephen Cavinder
 - Councillor Kareen Hastrick

The Committee and Scrutiny Officer will provide a further update at the meeting.

- 3.6 Overview and Scrutiny Committee is asked to review the attached proposal and decide whether to establish a task group. If agreed the membership will need to be agreed.

4.0 **Implications**

4.1 **Financial**

- 4.1.1 The Director of Finance comments that there are no direct financial implications in this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that there are no legal implications.

4.3 **Potential Risks**

4.3.1 No potential risks have been identified. Officers will consider any potential risks as they move forward with the retender of the leisure centre management contract.

4.4 **Equalities**

A full Equality Impact Assessment will be carried out as part of the leisure centre management contract retender process.

Appendices

Appendix 1 – Scrutiny proposal form from the Corporate, Leisure and Community Client Section Head

Background Papers

None

File Reference

None

Selection of topics and issues for scrutiny by councillors, officers or members of the public

Anyone wishing to suggest a topic for scrutiny must complete Section 1 of this form.

1. Sources

The following are sources of ideas for the work programme:

- Performance indicators, both national and internal.
- Views of Cabinet and Leadership Team especially in relation to policy subjects.
- The Council's surveys, such as the annual residents' survey.
- The Complaints Report which is compiled annually by the Customer Service Centre.
- Service complaints more widely; although individual cases will not be taken up if a large volume of complaints is received about a single issue then it may be appropriate to pursue the topic.
- Reports of external inspections of services.
- The views of the Council's partners.
- Issues picked up by ward councillors in their locality.
- The Council's Forward Plan

2. Outcomes

Success indicators could include:

- Having identified local needs;
- Having evaluated alternative ways of working/how a service could improve and making recommendations to the Executive or the Council's partners;

- Having developed an awareness of any contractual, economic, legal or structural constraints on Council's or its partners approach.

3. Criteria

To qualify for consideration the topic must meet the following criteria:

- Affect a group or community of people. Scrutiny will not normally look at individual service complaints.
- Relate to a service, event or issue in which Watford Borough Council has a significant stake.
- Not be an issue that Scrutiny has covered during the last year.
- Not be a planning or licensing issue, or any other matter dealt with by another council committee.
- To match one or more of the Council's current priorities.
- To be feasible and able to be completed within the timescale projected for the work.
- There must be availability within the relevant department/service to support the review.
- Be a topic that members wish to scrutinise.

On completion please return to Sandra Hancock, Committee and Scrutiny Officer

By email – sandra.hancock@watford.gov.uk

By post – Democracy and Governance, Watford Borough Council, Town Hall, Watford, WD17 3EX

Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

<p>Section 1 – Scrutiny Suggestion – To review and evaluate the findings of the stakeholder engagement (undertaken during September 2016) as part of the leisure centre management contract (LCMC) retender</p>	
<p>Proposer: Lesley Palumbo Head of Corporate Strategy and Client Services</p>	
<p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> • <i>areas which should be <u>included</u> in the review.</i> • <i>areas which should be <u>excluded</u> from the review.</i> • <i>Whether the focus should be on past performance, future policy or both.</i> 	<p>The council awarded a 10 year (2008-18) leisure centre management contract to Sports and Leisure Management (SLM – Everyone Active) to operate the leisure centres. Current LCMC expires 6 June 2018. The council is undertaking a procurement exercise to select a new leisure operator to deliver the leisure centre service</p> <p>As part of the retender process the council is conducting a stakeholder engagement with the following groups:</p> <ul style="list-style-type: none"> • local residents (who could be users or non-users of the council owned leisure facilities e.g. Watford Centre and Woodside Leisure Centres and Woodside Athletics Stadium) • leisure centre users and members • user groups e.g. schools, colleges and sports clubs <p>to ascertain the level of satisfaction with the facility and the different areas and activities programmes. (copy of the questionnaire attached)</p> <p>The new contract will be designed with specific partnership principles and outcomes that will</p>

	be reviewed on a regular basis to ensure that they remain in line with the council Vision
Why have you recommended this topic for scrutiny?	As part of the retender process feedback from users and non-users of the leisure centre service will provide valuable insight on the potential barriers to participation, current level of satisfaction and any operation issues with the facility
<p>What are the specific outcomes you wish to see from the review?</p> <p><i>Examples might include:</i></p> <ul style="list-style-type: none"> • <i>To identify what is being done and what the potential barriers are;</i> • <i>To review relevant performance indicators;</i> • <i>To compare our policies with those of a similar authority;</i> • <i>To assess the environmental/social impacts;</i> • <i>To Benchmark current service provision;</i> • <i>To find out community perceptions and experience;</i> • <i>To identify the gap between</i> 	<p>For scrutiny to evaluate feedback from user and non-user questionnaire conducted during September 2016, topics included:</p> <ul style="list-style-type: none"> • How often they use the facilities • What activities they take part in e.g. swimming, gym and rackets sports • Identify areas that work well in the facilities • Identified areas which do not work well in the facilities • Future needs and demands e.g. different sports, activities spaces and programmes • Satisfaction levels • Would they recommend the facility to a friend or family member? <p>The feedback from users and non-users will also help shape and inform the new leisure contract and service specification for the new LCMC.</p>

<i>provision and need</i>	
<p>How do you think evidence might be obtained?</p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> • <i>Questionnaires/Surveys</i> • <i>Site visits</i> • <i>Interviewing witnesses</i> • <i>Research</i> • <i>Performance data</i> • <i>Public hearings</i> • <i>Comparisons with other local authorities</i> 	<p>The questionnaire will be distributed in the following ways:</p> <ul style="list-style-type: none"> • WBC council website and social media channels - use and non-user • WBC customer service centre – paper copies • Everyone Active – website, social media channels and user/sport clubs data base • Face to face meetings with WBC officers and general managers at the leisure centres
<p>Does the proposed item meet the following criteria?</p>	
<p>It must affect a group or community of people</p>	<ul style="list-style-type: none"> • All sections of the local community accesses the leisure facilities and the operator complies with the 2010 Equalities Act
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<ul style="list-style-type: none"> • In 2007 the council invested £24m to build a new leisure centre (Central) and refurbish and extend the provision at the existing facility (Woodside). Over one million visits were recorded in 2013-14 and 1.2 million visits in 2014-15 • The leisure centres are a high profile front facing public service which helps to deliver the council corporate objectives

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	N/A
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	N/A

<p>Does the topic meet the council's priorities?</p>	<p>WBC Corporate Objectives</p> <ul style="list-style-type: none">● Champion smart growth and economic prosperity<ul style="list-style-type: none">● The current LCMC operator employs over 400 people the majority are Watford residents● Provide for our vulnerable and disadvantaged communities<ul style="list-style-type: none">● The LCMC service specification has a progressive concessionary pricing policy, which allows all sections of the community to access the leisure facilities● Deliver a digital Watford to empower our community<ul style="list-style-type: none">● The current operator employs a wide range of digital and ITC packages e.g. online bookings and exercise programmes to users of the service● Secure our own financial future<ul style="list-style-type: none">● The current LCMC operator pays WBC a positive management fee to deliver the leisure centre service
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<p>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> • <i>forthcoming milestones, demands on the relevant service area and member availability:</i> • <i>imminent policy changes either locally, regionally or nationally within the area under review.</i> 	<p>The engagement will conclude 30 September 2016 and the observations and recommendations by the OSC group will help inform the new LCMC and service specification</p>
<p>Does the topic involve a Council partner or other outside body?</p>	<p>The current LCMC operator is Everyone Active (SLM)</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> • <i>Age</i> • <i>Disability</i> • <i>Gender reassignment</i> • <i>Pregnancy or maternity</i> • <i>Race</i> • <i>Religion or belief</i> • <i>Sex</i> • <i>Sexual orientation</i> • <i>Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</i> 	<ul style="list-style-type: none"> • All sections of the local community accesses the leisure facilities and the operator complies with the 2010 Equalities Act • A full EIA will be conducted as part of the LCMC retender process
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<p>Sign off <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p>Councillor/Officer <i>Chris Fennell, Corporate Leisure and Community Client Section Head</i></p>	<p>Date 30 August 2016</p>

Report to: Overview and Scrutiny Committee
Date of meeting 28 September 2016
Report of Partnerships and Performance Section Head
Title: Quarter 1 2016/17: Key Performance Indicator (KPI) Report

1.0 SUMMARY

- 1.1 Watford BC's Corporate Plan sets out the council's priorities and corporate work programme over a four year period. Underpinning the plan is a suite of key performance indicators (KPIs). These measures support the delivery of good quality services (both internal and external) by highlighting areas of good performance and, more importantly, poor performance. Highlighting poor performance gives the organisation the information required to address these areas and the extent of improvement needed.
- 1.2 The attached report shows the results for the key performance indicators identified for Watford Borough Council's in-house services for 2016/17. The report shows:
- The result for quarter 1 2016/17
 - The results for the previous quarter (quarter 4 2015/16) and for the previous year (quarter 1 2016/17)
 - The target set for 2016/17 and for the quarter. This might be the same or might be a profile to indicate what level of performance the indicator should be achieving by the end of quarter 1 if it is to achieve the target set for the year as a whole
 - Whether the indicator result is above or below target (shown by an appropriate arrow) and the variance from target (i.e. how far is it under or over performing). The variance is a percentage figure and a symbol is shown to indicate if the indicator has a positive variance i.e. performing above target – a smiley face- , negative variance of 10% or less or an exclamation mark if performance is above 10% variance from target
- 1.3 A significant amount of the data has been presented in chart / graphic format to support analysis of the information provided.

2.0 RECOMMENDATIONS

- 2.1 Panel to note and comment on the performance of the identified outsourced service indicators at the end of quarter 1 2016/17 (April to June)

Contact Officer:

For further information please contact:
Kathryn Robson, Partnerships and Performance Section Head ext.: 8077 or
kathryn.robson@watford.gov.uk

3.0 **Background information**

Watford BC regularly collects and monitors performance data for a wide range of its service areas. This is to ensure that services are performing at an acceptable standard. It helps highlight areas of good performance as well as those areas which might require some additional focus to improve performance. This performance data and information is reported to the council's Leadership Team on a regular basis and to Cabinet and either Overview and Scrutiny Committee or Outsourced Services Scrutiny Panel on a quarterly basis.

3.1 **Watford Borough Council outsourced services**

3.1.1 Set out in Appendix A is an update on performance to the end of Quarter 1 2016/17 of performance measures for the council's in-house services. Within this, there are three main areas of council activity, although other in-house service areas can be identified if requested:

- Housing
- Customer Services
- Planning

3.1.2 The information presented to Committee is designed to provide an overview of:

- Performance against target
- Performance trends year on year

Also, where possible, benchmarking information is provided to assess how well the council is performing against other authorities.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 There are no financial implications within this report.

4.2 **Legal Issues (Monitoring Officer)**

4.2.1 There are no legal implications within this report.

Appendices

Appendix A

WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE – In-house Services Quarter 1 2016/17(April – June)

End of year key performance indicator: year 2016/17

Appendix 1

Each year, we identify a number of performance indicators that measure our key priorities or where we need to improve our performance.

These measures should support the council deliver high quality outcomes and, through regular monitoring, provide an early indication if performance levels are not being achieved.

Over the next year, additional focus will be given to understanding how Watford BC's performance compares with other organisations to ensure we are maintaining or working towards best performance, including upper quartile where this data is available.

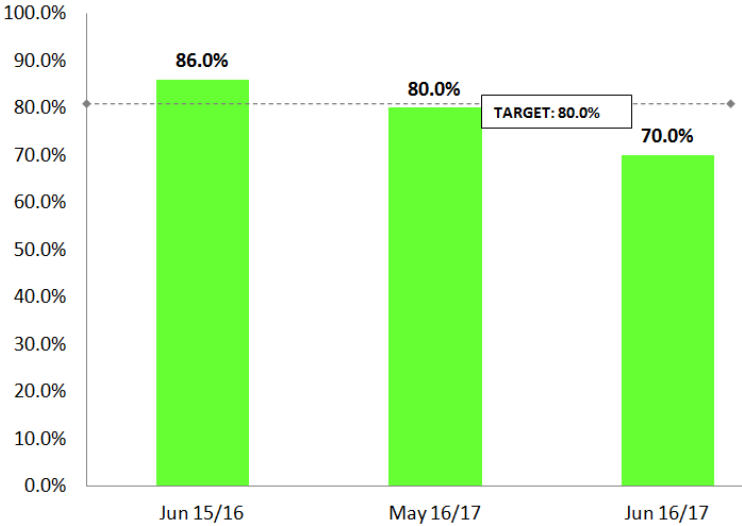
	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]										
RD1	Processing of planning applications: 'major' applications - % determined within 13 weeks A high result is good for this indicator	Planning	90%	90%	<p>RESULT: 100.0%</p> <p>RD1: Major applications: within 13 weeks</p> <table border="1"> <caption>RD1: Major applications: within 13 weeks</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>100.0%</td> </tr> <tr> <td>Q4 15/16</td> <td>100.0%</td> </tr> <tr> <td>Q1 16/17</td> <td>100.0%</td> </tr> <tr> <td>Target</td> <td>90.0%</td> </tr> </tbody> </table>	Period	Result (%)	Q1 15/16	100.0%	Q4 15/16	100.0%	Q1 16/17	100.0%	Target	90.0%	Above target: ↑ 😊 [11.1%]
Period	Result (%)															
Q1 15/16	100.0%															
Q4 15/16	100.0%															
Q1 16/17	100.0%															
Target	90.0%															

	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]												
RD2	<p>Process of planning applications: 'minor' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	R& D Jane Custance	90.0%	90.0%	<p>RESULT: 98.0%</p> <p>RD2: Minor applications: within 8 weeks</p> <table border="1"> <caption>RD2: Minor applications: within 8 weeks</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>98%</td> <td>90%</td> </tr> <tr> <td>Q4 15/16</td> <td>98%</td> <td>90%</td> </tr> <tr> <td>Q1 16/17</td> <td>98%</td> <td>90%</td> </tr> </tbody> </table>	Period	Result (%)	Target (%)	Q1 15/16	98%	90%	Q4 15/16	98%	90%	Q1 16/17	98%	90%	<p>Above target: ↑</p> <p>😊</p> <p>[8.9%]</p>
Period	Result (%)	Target (%)																
Q1 15/16	98%	90%																
Q4 15/16	98%	90%																
Q1 16/17	98%	90%																
RD3	<p>Process of planning applications: 'other' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	R& D Jane Custance	90.0%	90.0%	<p>RESULT: 98.0%</p> <p>RD3: 'Other' applications: within 8 weeks</p> <table border="1"> <caption>RD3: 'Other' applications: within 8 weeks</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 15/16</td> <td>98%</td> <td>90%</td> </tr> <tr> <td>Q1 16/17</td> <td>98%</td> <td>90%</td> </tr> </tbody> </table>	Period	Result (%)	Target (%)	Q1 15/16	100%	90%	Q4 15/16	98%	90%	Q1 16/17	98%	90%	<p>Above target: ↑</p> <p>😊</p> <p>[8.9%]</p>
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	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]										
HS1	Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accommodation)</i> A high result is good for this indicator	Community & Customer Services Alan Gough	Biannually	N/A	This indicator is reported biannually and so will be reported for the first time in Q2. Target reflects known units that will come online in 2016/17.											
HS2	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i> A low result is good for this indicator	Community & Customer Services Alan Gough	200	200	<p>RESULT: 221</p> <p>HS1: Number of households living in temporary accommodation</p> <table border="1"> <caption>HS1: Number of households living in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of households</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>205</td> </tr> <tr> <td>Q4 15/16</td> <td>217</td> </tr> <tr> <td>Q1 16/17</td> <td>221</td> </tr> <tr> <td>Target</td> <td>200</td> </tr> </tbody> </table>	Quarter	Number of households	Q1 15/16	205	Q4 15/16	217	Q1 16/17	221	Target	200	<p>Below target: ↓</p> <p>!</p> <p>[10.5%]</p>
Quarter	Number of households															
Q1 15/16	205															
Q4 15/16	217															
Q1 16/17	221															
Target	200															

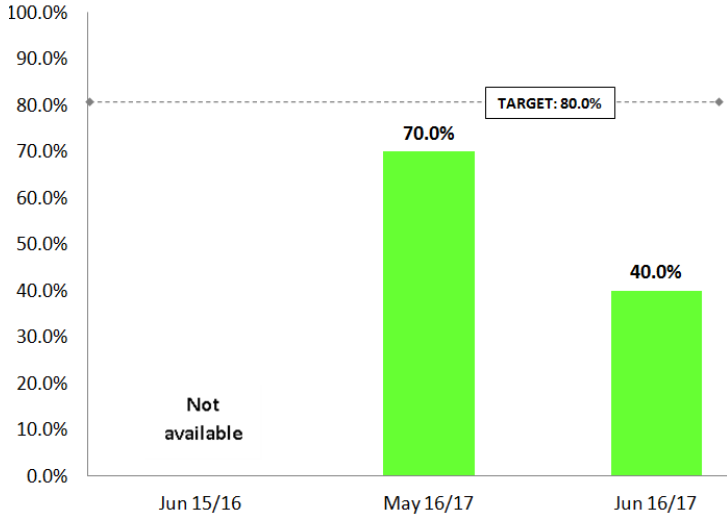
	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]												
HS2	<p>Number of households with dependent children or expectant mothers placed in Bed & Breakfast accommodation for more than 6 weeks. <i>Snap-shot at quarter end</i></p> <p>A low result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	0	0	<p>RESULT: 0</p> <p>HS2: Number of households in B&B for more than 6 weeks (dependent children & expectant mothers)</p> <table border="1"> <caption>HS2: Number of households in B&B for more than 6 weeks</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 15/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 16/17</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Period	Value	Target	Q1 15/16	0	0	Q4 15/16	0	0	Q1 16/17	0	0	<p>On target: ↔</p> <p>😊</p> <p>[0%]</p>
Period	Value	Target																
Q1 15/16	0	0																
Q4 15/16	0	0																
Q1 16/17	0	0																
HS3	<p>Number of private sector units secured for use under Homelet</p> <p>A high result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	30 New Homelets	8 New Homelets	<p>RESULT: 11 New Homlets & 15 Homlet Renewals</p> <p>HS3: Private sector units secured under Homelet</p> <table border="1"> <caption>HS3: Private sector units secured under Homelet</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>0</td> <td>8</td> </tr> <tr> <td>Q4 15/16</td> <td>Not available</td> <td>8</td> </tr> <tr> <td>Q1 16/17</td> <td>11</td> <td>8</td> </tr> </tbody> </table>	Period	Value	Target	Q1 15/16	0	8	Q4 15/16	Not available	8	Q1 16/17	11	8	<p>Above target: ↑</p> <p>😊</p> <p>[37.5%]</p>
Period	Value	Target																
Q1 15/16	0	8																
Q4 15/16	Not available	8																
Q1 16/17	11	8																

	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]
HS4	<p>Rough sleepers within the authority area <i>Snap shot taken on one night in November</i></p> <p>A low result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	12	0	<p>This indicator is reported annually and will be reported for the first time in Q3.</p> <p>The target of 12 is the result from 2015/16.</p>	

	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]										
CS1	<p>CSC service levels 80% calls answered in 20 secs</p> <p>A high result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	80%	80%	<p>RESULT: 70.0%</p> <p>CS1: 80% calls answered in 20 seconds</p>  <table border="1"> <caption>CS1: 80% calls answered in 20 seconds</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Jun 15/16</td> <td>86.0%</td> </tr> <tr> <td>May 16/17</td> <td>80.0%</td> </tr> <tr> <td>Jun 16/17</td> <td>70.0%</td> </tr> <tr> <td>Target</td> <td>80.0%</td> </tr> </tbody> </table>	Period	Result (%)	Jun 15/16	86.0%	May 16/17	80.0%	Jun 16/17	70.0%	Target	80.0%	<p>Below target: ↓</p> <p>!</p> <p>[12.5%]</p> <p>High volume of calls received on the EU referendum. Issues with a number of Council Tax Debits being cancelled with several banks causing unnecessary reminders being sent (2000 were sent in total in June). Uniform down creating a back log of EH cases – double entry. Took approx. 2000 calls in addition than an average month.</p>
Period	Result (%)															
Jun 15/16	86.0%															
May 16/17	80.0%															
Jun 16/17	70.0%															
Target	80.0%															

	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]										
CS2	<p>'Long Waits' for calls received to CSC</p> <p>Long wait = calls not answered within 2 minutes</p> <p>A low result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	CSC 3% or less	CSC 3% or less	<p>RESULT: 12.0%</p> <p>CS2: Long wait calls to CSC</p> <table border="1"> <caption>CS2: Long wait calls to CSC</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Jun 15/16</td> <td>2.0%</td> </tr> <tr> <td>May 16/17</td> <td>14.0%</td> </tr> <tr> <td>Jun 16/17</td> <td>12.0%</td> </tr> <tr> <td>Target</td> <td>3.0%</td> </tr> </tbody> </table>	Period	Percentage	Jun 15/16	2.0%	May 16/17	14.0%	Jun 16/17	12.0%	Target	3.0%	<p>Below target: ↓</p> <p>!</p> <p>[404.2%]</p> <p>Below target due to the above issues. 96% of calls answered.</p>
Period	Percentage															
Jun 15/16	2.0%															
May 16/17	14.0%															
Jun 16/17	12.0%															
Target	3.0%															
CS3	<p>CSC service levels 95% all calls answered</p> <p>A high result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	95%	95%	<p>RESULT: 96.0%</p> <p>CS3: 95% of all calls answered</p> <table border="1"> <caption>CS3: 95% of all calls answered</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Jun 15/16</td> <td>98.0%</td> </tr> <tr> <td>May 16/17</td> <td>98.0%</td> </tr> <tr> <td>Jun 16/17</td> <td>96.0%</td> </tr> <tr> <td>Target</td> <td>95.0%</td> </tr> </tbody> </table>	Period	Percentage	Jun 15/16	98.0%	May 16/17	98.0%	Jun 16/17	96.0%	Target	95.0%	<p>Above target: ↑</p> <p>😊</p> <p>[1.0%]</p>
Period	Percentage															
Jun 15/16	98.0%															
May 16/17	98.0%															
Jun 16/17	96.0%															
Target	95.0%															

	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]												
CS4	<p>Calls resolved at first point of contact</p> <p>A high result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	95%	95%	<p>RESULT: 95.0%</p> <p>CS3: Calls resolved at first point of contact</p> <table border="1"> <caption>CS3: Calls resolved at first point of contact</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Jun 15/16</td> <td>98.0%</td> <td>95.0%</td> </tr> <tr> <td>May 16/17</td> <td>98.0%</td> <td>95.0%</td> </tr> <tr> <td>Jun 16/17</td> <td>95.0%</td> <td>95.0%</td> </tr> </tbody> </table>	Period	Result (%)	Target (%)	Jun 15/16	98.0%	95.0%	May 16/17	98.0%	95.0%	Jun 16/17	95.0%	95.0%	<p>Above target: ↑</p> <p>😊</p> <p>[0.0%]</p>
Period	Result (%)	Target (%)																
Jun 15/16	98.0%	95.0%																
May 16/17	98.0%	95.0%																
Jun 16/17	95.0%	95.0%																
CS5	<p>Complaints resolved at stage one</p> <p>A high result is good for this indicator</p>	<p>Community & Customer Services</p> <p>Alan Gough</p>	90%	90%	<p>RESULT: 75.0%</p> <p>CS5: Complaints resolved at stage one</p> <table border="1"> <caption>CS5: Complaints resolved at stage one</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Jun 15/16</td> <td>Not available</td> <td>90.0%</td> </tr> <tr> <td>May 16/17</td> <td>80.0%</td> <td>90.0%</td> </tr> <tr> <td>Jun 16/17</td> <td>75.0%</td> <td>90.0%</td> </tr> </tbody> </table>	Period	Result (%)	Target (%)	Jun 15/16	Not available	90.0%	May 16/17	80.0%	90.0%	Jun 16/17	75.0%	90.0%	<p>Below target: ↓</p> <p>!</p> <p>[16.7%]</p> <p>1 o/s for Revs and 1 o/s Housing</p>
Period	Result (%)	Target (%)																
Jun 15/16	Not available	90.0%																
May 16/17	80.0%	90.0%																
Jun 16/17	75.0%	90.0%																

	Indicator	Service area	Target for year	Target for period (Q1)	Results and trends	Target Met/ Not Met [% variance]										
CS6	% of stage 1 complaints resolved within 10 days A high result is good for this indicator	Community & Customer Services Alan Gough	80%	80%	<p>RESULT: 40.0%</p> <p>CS6: % of complaints resolved within 10 days</p>  <table border="1"> <caption>CS6: % of complaints resolved within 10 days</caption> <thead> <tr> <th>Period</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Jun 15/16</td> <td>Not available</td> </tr> <tr> <td>May 16/17</td> <td>70.0%</td> </tr> <tr> <td>Jun 16/17</td> <td>40.0%</td> </tr> <tr> <td>Target</td> <td>80.0%</td> </tr> </tbody> </table>	Period	Result (%)	Jun 15/16	Not available	May 16/17	70.0%	Jun 16/17	40.0%	Target	80.0%	<p>Below target: ↓</p> <p>!</p> <p>[50.0%]</p> <p>1 o/s for Revs and 1 o/s Housing 1 o/s EHL</p>
Period	Result (%)															
Jun 15/16	Not available															
May 16/17	70.0%															
Jun 16/17	40.0%															
Target	80.0%															



Executive Decision Progress Report

May 2016 – May 2017

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: legalanddemocratic@watford.gov.uk

All officer decisions are available on the [Officer Decision Register](#) or on the full [Decision Register](#). Only key decisions are shown below. Further information about [forthcoming decisions](#) are available online.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Gaelic Football Club relocation – allocation of s106 funds	Corporate Strategy and Client Services	Portfolio Holder for Housing and Property		<p>Key decision</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chairman of Watford Borough Council was notified that the decision was to be taken by the Portfolio Holder for Housing and Property.</p> <p>Considered by the Portfolio Holder for Housing and Property on 19 May 2016</p> <p>Not called in</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Purchase of property in Northamptonshire	Regeneration and Development	Portfolio Holder for Housing and Property		<p>Key decision and Part B</p> <p>The Chair of Overview and Scrutiny Committee, agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>It is covered by Paragraph 3, Schedule 12A, as it relates to commercially sensitive information.</p> <p>Agreed by the Portfolio Holder for Housing and Property on 2 June 2016.</p> <p>Call-in not applicable</p>
Watford Borough Council's reviewed vision, priorities and values and the Corporate Plan 2016-20	Corporate Management	Cabinet	June 2016	<p>Considered by Cabinet at its meeting on 6 June 2016</p> <p>Considered by Council on 5 July 2016</p> <p>Call-in not applicable</p>
Changes to the Residential Design Guide	Regeneration and Development	Cabinet	June 2016	<p>Considered by Cabinet at its meeting on 6 June 2016</p> <p>Not called in</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
The future of ICT	Corporate Management	Cabinet	June 2016	Considered by Cabinet at its meeting on 6 June 2016 Not called in
Improved accessibility and modernisation of Watford Borough Council's play offer	Community and Customer Services	Cabinet	July 2016	Considered by Cabinet at its meeting on 4 July 2016 . Decision called in and considered by Overview and Scrutiny Committee on 21 July 2016 . Cabinet decision ratified by Overview and Scrutiny Committee
Exemption process for the award of contracts: Voluntary programme to assist refugees	Community and Customer Services	Cabinet	July 2016	Considered by Cabinet at its meeting on 4 July 2016 . Not called in
Summary of Financial Outturn	Finance	Cabinet	July 2016	Considered by Budget Panel at its meeting on 28 June 2016 and Cabinet at its meeting on 4 July 2016 . Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Stock condition and inventory surveys at council owned properties	Corporate Strategy and Client Services	Head of Corporate Strategy and Client Services	August 2016	Key decision In accordance with the Access to Information Procedure Rule 15 the Chairman of Watford Borough Council was notified that the decision was to be taken by the Head of Corporate Strategy and Client Services on 12 August 2016 . Not called in
For the Council to underwrite loan that Herts LEP have agreed to give to Skillmakers	Regeneration and Development	Cabinet	September 2016	Considered by Cabinet at its meeting on 12 September 2016 . Not called in
Home Improvement Agency Service	Community and Customer Services	Cabinet	October 2016	Due to be considered by Cabinet in October.
4-year settlement deal	Finance	Cabinet	October 2016	Due to be considered by Cabinet in October.
Outline design plans for the 2 adventure playgrounds	Community and Customer Services	Cabinet	October 2016	Due to be considered by Cabinet in October.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Award contract for the receipt and processing of co-mingled	Corporate Strategy and Client Services	Cabinet	October 2016	Due to be considered by Cabinet in October.
5-year business plan for the Housing Joint Venture Company	Community and Customer Services	Cabinet	December 2016	Originally due to be considered in July, but deferred to December

PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 28 September 2016
Report of: Committee and Scrutiny Officer
Title: Parking Strategy Task Group (Year 1 recommendations) final report

1.0 **Summary**

- 1.1 This report provides Overview and Scrutiny Committee with the Parking Strategy Task Group's final report and recommendations.
- 1.2 Overview and Scrutiny Committee is asked to review the report and recommendations, which is attached as Appendix 1. The report was appended to the Transport and Infrastructure Section Head's report presented to Cabinet on 12 September 2016. Cabinet's minutes are attached as Appendix 2 to this report.

2.0 **Recommendation**

- 2.1 That the Parking Strategy Task Group's final report and recommendations be agreed.
- 2.2 That Overview and Scrutiny Committee sets a date to review the task group's recommendations.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377
email: legalanddemocratic@watford.gov.uk

Report approved by: Carol Chen, Head of Democracy and Governance

3.0 **Detailed Proposal**

- 3.1 In May the Head of Regeneration and Development and Transport and Infrastructure Section Head submitted a scrutiny proposal form asking for the establishment of a task group. The role of the task group would be to gather input from non-executive members about the first year's recommendations contained in the Parking Strategy.

- 3.2 The aim was to carry out the review over two or three meetings. The task group would consider the recommendations for the first year included in the parking strategy, prior to it being presented to Cabinet in September.
- 3.3 Overview and Scrutiny Committee considered the proposal at its meeting held on 16 June 2016. Following a discussion it was agreed that the task group would be set up and comprise the following councillors –
- Councillor Sohail Bashir
 - Councillor Stephen Bolton
 - Councillor Anne Joynes
 - Councillor Glen Saffery
 - Councillor Derek Scudder
- 3.4 The task group met on two occasions; 12 and 18 July 2016. At the first meeting the councillors and officers discussed the proposed recommendations and councillors commented on the suggested changes to parking arrangements in the town centre. The officers were asked to provide some additional information at the following meeting.
- 3.5 At the second meeting officers provided updated copies of the plans following the comments made at the first meeting. Members further discussed the best use of the available kerb side space and the potential uses.
- 3.6 As requested by Overview and Scrutiny Committee all councillors were informed of the meeting dates and invited to attend and participate in the discussion.
- 3.7 An update on the progress of the task group and the completion of its final report was provided by the Committee and Scrutiny Officer at Overview and Scrutiny Committee's meeting on 21 July. As soon as the final report had been agreed by the tasks group it was circulated to Overview and Scrutiny Committee as requested. The Chair, Councillor Hastrick, confirmed she would be attending Cabinet and would forward any comments raised by Overview and Scrutiny Committee.
- 3.8 The Task Group's final report was presented to Cabinet on 12 September. The minutes of that meeting are attached as Appendix 2 to this report.
- 3.9 It should be noted that following Cabinet's decision, the Transport and Infrastructure Section Head and his team will need to follow the standard procedures for Traffic Regulation Orders in order to make any changes to the current highways arrangements. The procedure invites comments from local residents, businesses and councillors.

3.10 Overview and Scrutiny Committee is asked to review the task group's final report and Cabinet's comments and decide when it wishes to review the recommendations and their progress.

4.0 **Implications**

4.1 **Financial**

4.1.1 The Shared Director of Finance comments that there are no financial implications.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that some of the recommendations require the implementation of Traffic regulation Orders which have to go through a statutory process including potentially a public inquiry if objections are received during the consultation which are not resolved

4.3 **Equalities**

4.3.1 The task group reviewed the provision of town centre parking availability for blue badge holders, particularly due to their reduction following changes to highways arrangements in the town. Any proposals contained in the recommendations will be subject to Traffic Regulation Orders being advertised.

4.4 **Potential Risks**

4.4.1 None have been identified as a direct result of the Task Group's report and recommendations; however any proposed schemes will be considered further by officers as they progress the proposals into detailed schemes and risks may be identified at that stage. Officers will need to consider any risks and assess whether changes need to be made to any proposed scheme.

Appendix

Appendix 1 Parking Strategy Task Group (Year 1 recommendations) final report and recommendations

Appendix 2 Cabinet minutes of the meeting held on 12 September 2016

Background Papers

None

File Reference

None



**WATFORD
BOROUGH
COUNCIL**

Parking Strategy Task Group

Review of the Year 1 Recommendations

July 2016

Contents

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2. Meeting agreed actions 12 July 2016	Pages	19 - 21
3. Meeting agreed actions 18 July 2016	Pages	23 - 25
4. Map of locations (A)	Page	27
5. Map of locations (B)	Page	29

Introduction and background to the Task Group

Task Group Members

Councillor Derek Scudder	Chair, Councillor for Stanborough Ward
Councillor Sohail Bashir	Councillor for Callowland Ward
Councillor Stephen Bolton	Councillor for Central Ward
Councillor Anne Joynes	Councillor for Leggatts Ward
Councillor Glen Saffery	Councillor for Woodside Ward

Other Members attending

Councillor Ahsan Khan	Councillor for Callowland Ward
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Officer Support

Andy Smith	Transport and Infrastructure Section Head
Brian Scott	Traffic Engineer
Sandra Hancock	Committee and Scrutiny Officer
Jodie Kloss	Committee and Scrutiny Support Officer

Background

The Council commissioned a parking strategy report to be undertaken by one of the Council's framework consultants. Following the report, the scrutiny was proposed by the Head of Regeneration and Development. Officers wished to gain the input of non-executive members prior to the recommendations being presented to Cabinet in September 2016.

The Parking Strategy covers car, bicycle, powered-two-wheeler, coach, taxi and freight parking and use of on-street space. The policies contained within the parking strategy address existing parking problems, challenges and opportunities. Year one of the recommendations concentrates on the Town Centre area inside the Ring Road. Recommendations for subsequent years focus on different areas of the Borough.

At its meeting on 16 June, the Overview and Scrutiny Committee agreed to establish a task group and approved the membership, comprising the five councillors listed above. Given the short timescales involved, the task group needed to work quickly and had a very specific brief.

The task group met on two occasions and focused on 11 locations within the Ring Road which had been identified as areas where there was some flexibility in the

use of kerbside space.

At the first meeting, an introduction was given to the report as well as an overview of some of the changes that have been implemented in the High Street. This had resulted in increasing pressures for kerbside space, particularly for blue badge users, taxis and powered-two-wheelers.

Following the meeting, officers updated the plans of the town centre to reflect the views of the task group. The second meeting was used to give further consideration to the proposals and the opportunities they provided. The task group was mindful of the need to balance the available space for different uses in the town centre. Both blue badge users and taxis in particular had seen their available space limited in the previous year.

Other factors taken into consideration for the allocation of the locations included:

- How the space is currently being used
- Attractiveness to potential users
- Provision of similar space in the locality
- Safety of proposals

As a result of the discussions, the following schedule was created to give an overview of the views of the task group about the best use of the available space.

The task group considered that the review had been an effective way for non-executive councillors to provide input into the strategy. They recommended that similar task groups could be considered for the parking strategy recommendations in future years.

Recommendations

1. That the task group's proposals and comments on each of the locations listed in the schedule be progressed.
2. That further task groups be considered in future years for the parking strategy recommendations.

Watford Parking Strategy
Amendments to on-street parking allocation
Outcomes of Task & Finish Group Monday 18 July 2016

Site reference	Location	Current use	Proposed use	Capacity (car spaces)	Comments/ Notes
1	Granville Road – west side close to King St	Permit bay 8am-10pm	Taxi rank	2	May not be attractive to trade – consultation required.
2	Granville Road – east side close to King St	Permit bay 8am-10pm	Shared use 8am-4:30pm Mon-Fri (permit holders/ short stay P & D- max stay 2hrs)	6	Reverts to permit holders only after 4:30pm, Mon-Fri & all day Sat/ Sun.
3	King St – opposite Met Quarter	Full time loading bay and P & D 8am-6:30pm max stay 1 hour)	Loading bay: 5am-1pm Taxi rank: 1pm to 5am	8	Exact hours to be subject to survey – early start for taxi use sought. Use to be subject of consultation with local taxi/ private hire & businesses.

4	George St- East side close to junction with King St	No waiting 8am-6:30pm Mon to Sat	Short stay P & D 8am-6:30pm Mon-Sat max stay 1 hour	8	Currently blue badge holders parking on badge up to 3 hours. Not excluded by proposal.
5	George St – east side opposite Alms Houses	No waiting 8am-6:30pm Mon to Sat	Disabled bays – max stay 3 hours	4	Currently used periodically by blue badge holders parking on badge for up to 3 hours
6	Church Road – verge area opposite St Mary’s Church	No waiting ‘at any time’ and public open space	Disabled bays	9	Requires construction of lay-by on open space. No specific budget allocated, Cabinet will need to consider how this could be funded. Planning permission required. Possible link to Shop Mobility operation?
7	New Street – lay-by outside Church mscp	4 space loading bay servicing market store in old public conveniences	Split use – 2 spaces to remain for loading: 2 spaces for electric vehicle	2&2	Loading facility required for shops in High St (note: One Bell redevelopment)

			charging bays		
8	Wellstones – r/o 52-56 High St	Temporary ‘no waiting/ loading at any time’ for duration of building works on 52-56 High St, otherwise, no waiting ‘at any time’	Subject to survey of use once temporary loading ban is removed, P & D 8am-6:30pm Mon-Sat; max stay 1 hour.	6	Prior to building works site was used by disabled badge holders parking on the ‘at any time’ restrictions using blue badge.
9	Wellstones – r/o TSB/ Linens Direct	No waiting ‘at any time’	Disabled bays	3	
10	Exchange Rd-lay-by opposite Upton Road	No waiting ‘at any time’	Powered two wheeler or other parking use – further investigation required	n/a	Possible visibility issues for emerging vehicles
11	Wellstones r/o Chelsea B. Soc	No waiting ‘at any time’	Split use-2 spaces disabled; 1 space m/c	2&1	

Bibliography

1. Watford Borough Council - Watford Parking Strategy Summary Report
2. Watford Borough Council - Watford Parking Strategy Report
3. The Watford Parking Strategy Action Plan 2015-16
4. Watford Town Centre - Proposed relocation of Parking, Designer's Expansionary Notes
5. Watford Parking Strategy Policies and Objectives

Parking Strategy Task Group – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section 1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

Section 1 – Scrutiny Suggestion: The Parking Strategy - Year 1 Recommendations	
Proposer: Councillor/Officer/Member of public Jane Custance	
<p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> • <i>areas which should be <u>included</u> in the review.</i> • <i>areas which should be <u>excluded</u> from the review.</i> • <i>Whether the focus should be on past performance, future policy or both.</i> 	<p>In July 2014 Watford Parking Strategy Scoping Report was produced by Arup’s who are one of the Council’s Framework Consultants. The scoping report was presented to The Highways Forum Members in October 2014. In July 2015 The Watford Parking Strategy Report was produced and the report provides a framework and set of policies for parking in Watford. The Strategy has been accepted by the Council.</p> <p>The parking strategy is multi-modal and covers car, bicycle, powered two wheeler (PTW), coach, taxi and freight parking and use of on-street space. The parking strategy framework will enable fair and objective-led decision making on all types of parking and use of on-street space now and in the future.</p> <p>The policies contained within the parking strategy address existing parking problems, challenges and opportunities. The parking strategy is based on local, regional and national policy, stakeholder input and objectives from local policy and best practice guidance. The development of the parking strategy included stakeholder meetings, a public consultation questionnaire and meetings with Watford Borough and Hertfordshire County Council officers and Councillors.</p> <p>Year one of the recommendations concentrates on the Town Centre area inside the Ring Road.</p>

	<p>Key parking problems identified include:</p> <ul style="list-style-type: none"> • The constrained space available in the town centre for different uses; • A lack of parking at key locations for Blue Badge holders, motorcycles and bicycles; • A lack of parking for coaches; • A lack of ranking and drop-off/pick-up space for the high number of taxis operating in Watford; • Problems with some of the town centre car parks including problems with quality and the pricing structure and payment methods available; • Constrained space for residential parking in several areas of Watford; • Constrained space for workplace parking at several locations in Watford; and • Problems for other road users which are caused by parking. <p>A key aspect of the parking strategy is the Watford street type hierarchy matrix, a framework for decision-making which has been based on work carried out for Transport for London by the Road's Task Force,¹ adapted for Watford. The street type hierarchy matrix enables the classification of streets in Watford depending on their characteristics. The map based plan indicate what the priorities for each street should be and so what kind of policies for parking should be pursued on each street. In addition to the Watford street type hierarchy matrix, a number of specific parking policies to address identified problems are included. The main parking policies which are included in the strategy are to:</p> <ul style="list-style-type: none"> • Optimise the use of space in the town centre (including the use of space for pedestrians, cyclists, buses, taxis, Blue Badge holders, freight and other vehicles) by applying the principles of the street type matrix. Improve the existing car parking offer in the town centre; • Identify and dedicate space for short stay town centre parking; • Introduce modern payment methods in the town centre car parks and other pay-and-display locations; • Continue reviewing options for the use of the multi-storey car parks; • Ensure any revenue generated from parking is used for transport;
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	<ul style="list-style-type: none"> • Develop a town-wide Travel Plan and other measures to relive pressure on workplace parking and generate other benefits from reduced peak car travel; • Improve the residential parking situation; • Improve Blue Badge parking provision; • Increase cycle and PTW parking; • Provide a secure cycle parking facility in the town centre; • Pilot a scheme for implementing secure residential cycle parking; • Improve taxi ranking and drop-off/pick-up facilities; • Implement improvements to signage associated with different types of parking and taxi facilities; • Provide coach parking facilities; and • Pilot a Delivery and Servicing Plan within the Council. <p>A set of actions and targets for each policy has been developed together with an outline timeframe for delivery . This will enable the objectives of the parking strategy to be met. It is intended that the parking strategy be regularly reviewed to ensure it remains up-to-date and relevant. A monitoring and review process has been developed which involves assessing progress against policy targets.</p>
<p>Why have you recommended this topic for scrutiny?</p>	<p>Officers would appreciate non executive members input prior to the recommendations being presented to cabinet</p>
<p>What are the specific outcomes you wish to see from the review?</p>	<p>To seek non executive members views on the proposed reallocation of parking opportunities in Watford town centre area.</p>

Examples might include:

- *To identify what is being done and what the potential barriers are;*
- *To review relevant performance indicators;*
- *To compare our policies with those of a similar authority;*
- *To assess the environmental/social impacts;*
- *To Benchmark current service provision;*
- *To find out community perceptions and experience;*
- *To identify the gap between provision and need*

<p>How do you think evidence might be obtained?</p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> • <i>Questionnaires/Surveys</i> • <i>Site visits</i> • <i>Interviewing witnesses</i> • <i>Research</i> • <i>Performance data</i> • <i>Public hearings</i> • <i>Comparisons with other local authorities</i> 	<p>All back ground information including in the Parking Strategy Summary Report together with the Designers explanatory notes and plans.</p>
<p>Does the proposed item meet the following criteria?</p>	
<p>It must affect a group or community of people</p>	<p>All users of the Town Centre</p>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p>Links to the Parking Service and Green Travel Plan 2010-15</p>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>The Parking Strategy has not been to scrutiny before.</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>N/A</p>

<p>Does the topic meet the council's priorities?</p>	<ol style="list-style-type: none"> 1. Making Watford a better place to live in 2. To provide the lead for Watford's sustainable economic growth 3. Promoting an active, cohesive and well informed Town 4. To operate the Council efficiently and effectively <p style="text-align: center;"><i>Please confirm which ones</i></p> <p>One and two above.</p>
<p>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> • <i>forthcoming milestones, demands on the relevant service area and member availability:</i> • <i>imminent policy changes either locally, regionally or nationally within the area under review.</i> 	<p>The Officers report needs to be presented to Cabinet in September 2016</p>
<p>Does the topic involve a Council partner or other outside body?</p>	<p>No</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> • <i>Age</i> • <i>Disability</i> • <i>Gender reassignment</i> • <i>Pregnancy or maternity</i> • <i>Race</i> • <i>Religion or belief</i> • <i>Sex</i> • <i>Sexual orientation</i> • <i>Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</i> 	<p>Equality implications will be considered as part of any formal Traffic Regulation Order taken forward.</p>
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<p>Sign off <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p>Officer Jane Custance and Andy Smith</p>	<p>Date May 2016</p>

Parking Strategy Task Group

**12 July 2016
Agreed Actions**

Present: Councillor Scudder (Chair)
Councillors Bashir, Bolton, Joynes and Saffery

Officers: Transport and Infrastructure Section Head
Traffic Engineer
Committee and Scrutiny Officer
Committee and Scrutiny Support Officer (JK)

1. Election of Chair

Councillor Scudder was elected Chair.

2. Apologies for absence

There were no apologies for absence.

3. Disclosures of interest

There were no disclosures of interest.

4. Scope of review

The Committee and Scrutiny Officer explained that the task group had been suggested by the Transport and Infrastructure Section Head and the Traffic Engineer. The proposal had been approved by Overview and Scrutiny in June.

The Transport and Infrastructure Section Head provided the task group with the background to the consultants' parking strategy report. He explained that the task group would be looking at the year one recommendations of the report. The focus of this piece of work would be the area inside the ring road.

Officers would be bringing the report to Cabinet in September and they wanted to consult with other councillors beforehand to gain their views and buy-in of the recommendations. Following Cabinet, the normal traffic regulation order procedures and consultation would be followed.

In future years, there would be the potential to repeat the task group to consider the recommendations for years two and three. Members were invited to express their views at the end of the review about whether a task group was the most appropriate format.

5. Summary of Parking Strategy

The Traffic Engineer explained that the work had been done by consultants and officers did not necessarily agree with all the recommendations. There was a high level of demand for kerbside space in the town centre and decisions had to be made about the priorities. Space for loading, taxi ranks and further disabled parking bays were needed.

There had been a number of recent changes on the High Street which had had an impact on available space. There had been a scheme to extend the cycle route which had displaced blue badge holders who parked on the double yellow lines as well as a two-car taxi rank. The footway widening scheme, in preparation for increased footfall following the Metropolitan Line extension, had also resulted in a bus stop being relocated.

6. Review of Action Plan 2015-16

The action plan had been included as part of the background paperwork and informed the discussions of the proposals.

7. Design Notes

The Task Group considered the maps detailing the proposed restrictions of the parking strategy programme. They discussed the options proposed by the consultants as marked out on the plans.

8. Actions and recommendations

There was a consensus that the following recommendations should be taken forward:

- Converting the loading bay opposite the Met Quarter on King Street into a dual-use bay for loading and taxis. It was proposed that after mid-afternoon this could be used as a taxi rank. Most loading activity had finished by this time.
- Introducing a number of shared use bays on Granville Road for residents with permits or pay-and-display for up to 2 hours due to unused capacity during the day. After 6.30pm, this would revert to permit-holders only.
- That a layby on the left-hand-side of Church Street would be an appropriate location for further parking, the exact use to be agreed.
- That the space in front of the former public conveniences should be used for two electric charging bays. Officers should wait to see the outcome of potential redevelopment in the area before allocating the other two bays.

- The proposed formalised disabled bays on the bend of George Street and Church Street should be installed.
- That the proposed Powered Two Wheeler (PTW) spaces on George Street would be better used for further pay-and-display bays as it would not be an attractive location for PTWs. Limiting stays to one hour would encourage turnover.
- That when the works have been completed, double yellow lines should be introduced on Wellstones which would allow blue badge holders to park for up to 3 hours. Once this approach has been tested, the spaces could be formalised with disabled bays. The road was not prominent enough for taxi ranks or PTW parking.
- That the proposed taxi rank outside HSBC would be inappropriate due to its proximity to the bend.

The following actions were agreed:

- For officers to bring an updated version of the town centre plans, incorporating the task group's suggestions, to the next meeting.
- For officers to bring a list covering all the locations of proposals to the next meeting.
- For officers to undertake a survey to determine when loading tends to have finished on the bay opposite the Met Quarter.
- For officers to discuss the proposal for a part-time taxi rank on King Street with local private hire companies.
- For councillors to consider the best use of the proposed new layby before the next meeting.
- For officers to investigate potential uses, possibly PTW parking, for the layby on the right-hand side of Exchange Road before the flyover.
- For officers to investigate the potential to extend the proposed part-time taxi rank on King Street.

Chair
Parking Strategy Task Group

The meeting started at 6.30 p.m.
and concluded at 7.50 p.m.

Parking Strategy Task Group

**18 July 2016
Agreed Actions**

Present: Councillor Scudder (Chair)
Councillors Bashir, Bolton, Joynes and Saffery (for item 12)

Also present: Councillor Ahsan Khan (for item 12)

Officers: Transport and Infrastructure Section Head
Traffic Engineer
Committee and Scrutiny Support Officer (JK)

9. Apologies for absence

There were no apologies for absence. Councillor Saffery had sent his apologies that he would be delayed.

10. Disclosures of interest

There were no disclosures of interest.

11. Minutes

The notes and agreed actions of the meeting held on the 12 July 2016 were submitted and signed.

12. Discussion of conclusions and recommendations

The Traffic Engineer had updated the plans following the previous meeting of the task group. He had also prepared a schedule of locations where there could be amendments to the on-street parking allocation. The task group reviewed the updated maps and discussed the proposals for the 11 locations in question.

1. Granville Road - west-side close to King Street

A taxi rank was proposed in this location. Officers and members agreed that consultation with the trade would be required as they were not convinced this would be an attractive location.

2. Granville Road - east-side close to King Street

A daytime shared use scheme was proposed for permit holders and pay and display parking. The task group felt it was important for this to revert to permit holders only from 4.30 pm rather than 6.30 pm. This would ensure there was space for residents returning home in the evening.

3. King Street-opposite Met Quarter

At this location, there was potential for a dual-use bay with loading permitted until the afternoon and then it could be used as a taxi rank. Survey work would be required to determine the exact hours. The task group considered that, for this to be a valuable ranking area to access the daytime trade, taxis would need to be permitted to use it as early as possible. As part of the survey work, officers would consult with the restaurants to establish their delivery times. It was agreed that all the proposals for the area should be presented to the restaurants as a package, rather than in isolation to ensure the complete picture was understood. Officers agreed that, subject to the survey, they would bring forward the hours for the start of the rank.

4. George Street - east-side close to the junction with King Street

Short stay pay and display, for a maximum of one hour, was proposed for this area. This would provide facilities for residents who wanted to make brief visits to local businesses and would not exclude blue badge holders.

5. George Street- east-side opposite Alms Houses

This area was already used by blue badge holders and the task group agreed this should be formalised with disabled bays. It was agreed that the bays should be limited to 3 hours to encourage turnover.

6. Church Road - verge area opposite St Mary's Church

There was potential to build a layby at this location for approximately six disabled bays. The task group were happy with this suggestion. Officers advised that there was a budgetary implication to construct the layby but they undertook to obtain quotations and progress this option.

7. New Street-layby outside Church car park

This area provided an opportunity for two on-street electric charging bays. There was potential redevelopment in the vicinity, particularly

of the One Bell public house, and the remaining two spaces were likely to be required for loading. The task group was of the view that if circumstances changed with the redevelopment, consideration should be given to other uses for these bays.

8. Wellstones-rear of 52-56 High Street

The task group felt that this location was suitable for further pay and display parking. It was noted that blue badge holders could park for free in pay and display bays. These would be for short-stay visits, with parking available for short increments of time up to a maximum of one hour and no return.

9. Wellstones-rear of TSB/Linens Direct

There was an area which could provide approximately three disabled bays. There was pedestrian access to the High Street from this location. This would also support access to the market.

10. Exchange Road layby opposite Upton Road

This area provided an opportunity for some powered two-wheeler (PTW) parking. However, this would be subject to a safety review by the Highways Authority. It was noted that PTWs often parked under the flyover and this facility would help to prevent this.

11. Wellstones - rear of Chelsea Building Society

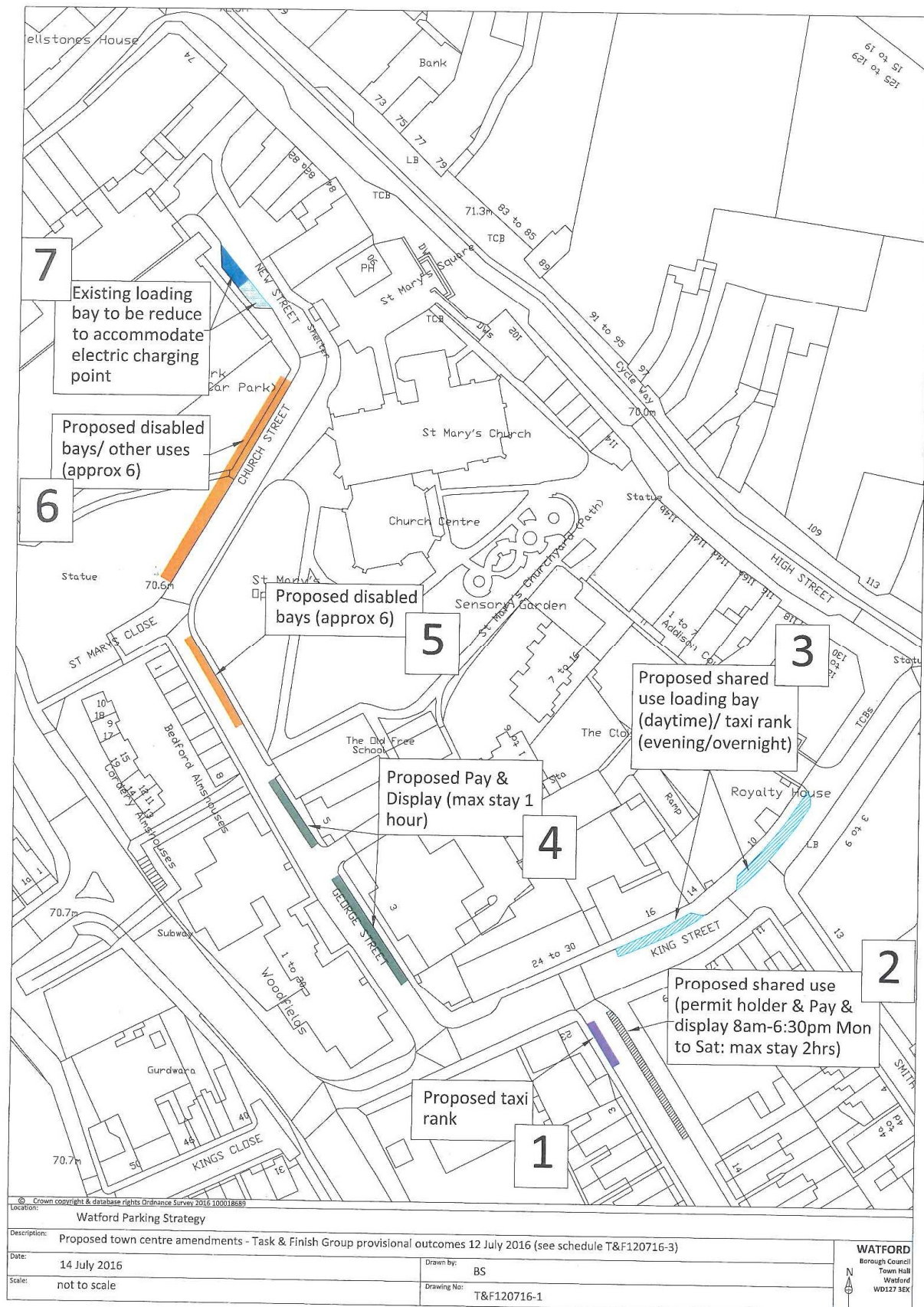
This area could provide further disabled bays as well as some parking for PTWs. The proximity to the shops and the market would be important for these road users. Officers would undertake further survey work at this location.

The task group had been happy with the format of the review which they felt had worked well. This type of scrutiny could be repeated in future.

The Task Group confirmed that no further meetings were required. The Committee and Scrutiny Support Officer advised she would circulate the draft review report by email to councillors.

Chair
Parking Strategy Task group

The meeting started at 6.30 p.m.
and concluded at 7.15 p.m.



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Watford Parking Strategy

Description: Proposed town centre amendments - Task & Finish Group provisional outcomes 12 July 2016 (see schedule T&F120716-3)

Date: 14 July 2016

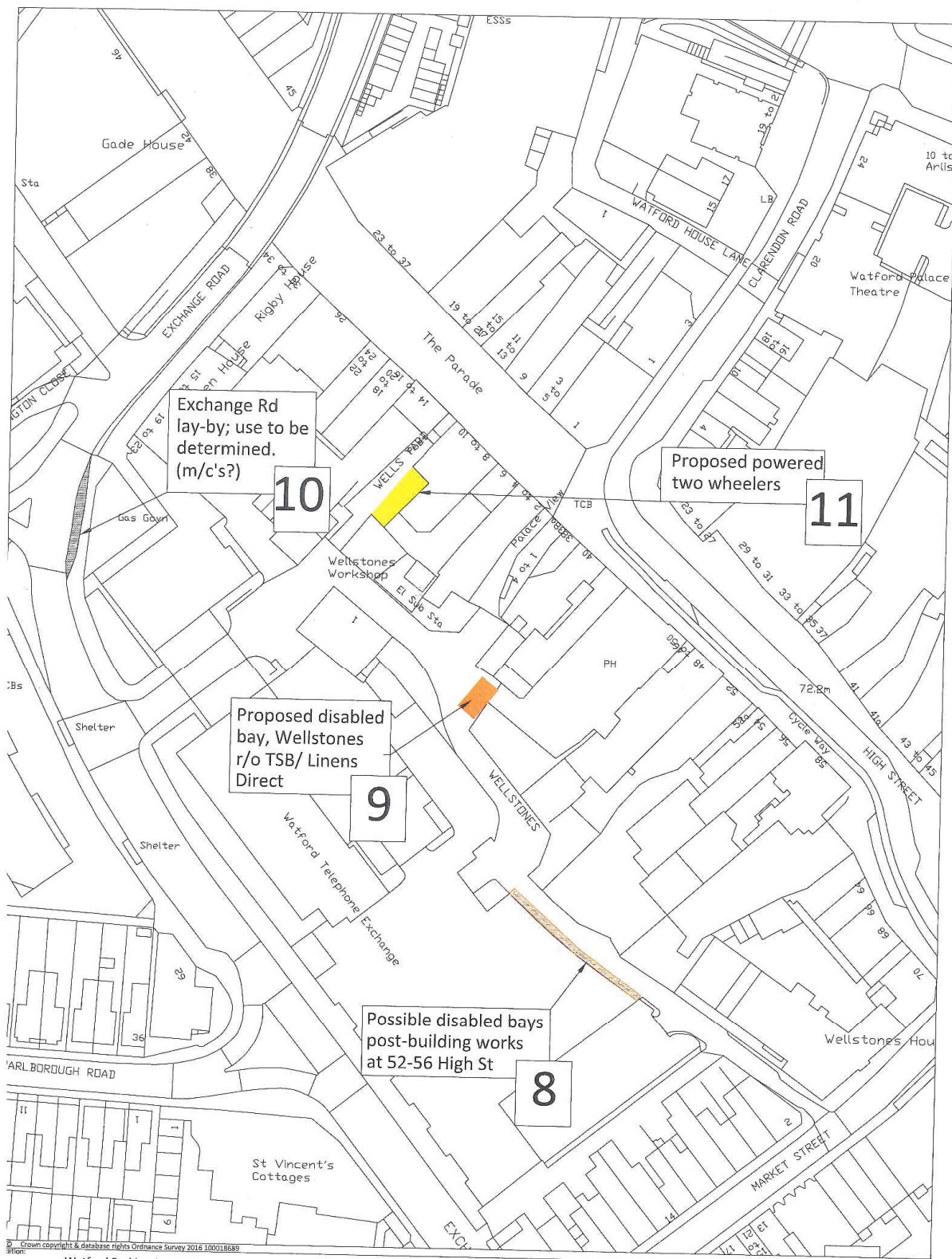
Drawn by: BS

Scale: not to scale

Drawing No: T&F120716-1

WATFORD
Borough Council
Town Hall
Watford
WD127 9EX





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Watford Parking Strategy

Description: Proposed town centre amendments - Task & Finish Group provisional outcomes 12 July 2016 (see schedule T&F120716-03)

Date: 14 July 2015

Drawn by: BS

Scale: not to scale

Drawing No: T&F120716-2

WATFORD
Borough Council
Town Hall
Watford
WD12 3EX



Extract from Cabinet minutes 12 September 2016

31. The Parking Strategy – Year 1 Recommendations

A report was received from the Head of Regeneration and Development. A task and finish group had been set up through the Overview and Scrutiny Committee to consider the Parking Strategy Year 1 works in relation to the allocation of kerb side parking space within the Town Centre/Ring Road.

Councillor Scudder, Chair of the Parking Strategy Task Group, introduced the report and explained that it had been a short timescale task group working on a specific brief from the Overview and Scrutiny Committee. Working from the consultants report the task group had looked at phase 1 of the parking strategy inside the ring road in order to maximise the potential use of kerb space. The consultants had identified 11 areas of focus. The task group then looked at plans along with officers' suggestions. Proposals were drawn up for each of the 11 areas and a set of recommendations produced which included more taxi space and blue badge parking and further provision for electric vehicles. Most recommendations did not require significant expenditure. There was one recommendation which would require more expense which was a blue badge space in Church Street near the church car park. There would still be work required on some recommendations involving consultation around the Met Quarter area with regards to the businesses and taxis, and also in the area around George Street. Councillor Scudder thanked fellow members and officers on what had been an effective exercise which he would recommend for the second phase of the parking strategy.

In response to questions, the Transport and Infrastructure Section Head commented that the recommendations would address the balance of the type of parking available in the town centre. He explained that Watford was leading the way with electric car provision and had doubled the number of charging units in the town and there were now over 600 electric vehicles registered in Watford. This demonstrated that if the infrastructure was there then it would be utilised.

The Mayor commented that there were potentially over 50 new spaces available for a range of users. There would be a time restriction on blue badge spaces of 3 hours stay maximum to allow turnover in the spaces.

Cabinet discussed that the task group had been helpful and it would be useful to repeat the approach again as the parking strategy was taken forwards. All the recommendations would be subject to Traffic Regulation Orders (TRO). Cabinet was being asked to agree to use the parking reserve for some of the changes and it was commented that this was a strong message for residents that the money from parking services was reinvested in the town.

Councillor Hastrick, as Chair of Overview and Scrutiny Committee commented that due to timescales it had not been possible for the task group's report to go to the Overview and Scrutiny Committee before it came to Cabinet. Councillor Hastrick had offered to take forward any objections from the Overview and Scrutiny Committee to Cabinet but none had been received.

Cabinet thanked the task group for a good piece of scrutiny.

The Transport and Infrastructure Section Head responded to questions regarding timescales to explain that normally the TRO process took 4-6 months.

RESOLVED

That Cabinet:

1. agrees that the task group's proposals and comments in each of the locations listed in the schedule be progressed.
2. agrees that further task groups be considered in future years for the parking strategy recommendations.
3. agrees that the parking reserve budget may be used for the proposed changes.