



**WATFORD  
BOROUGH  
COUNCIL**

# **OVERVIEW AND SCRUTINY COMMITTEE**

**Thursday, 24th November, 2016**

**7.00 pm**

**Town Hall, Watford**

**Publication date: 16 November 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](mailto:legalanddemocratic@watford.gov.uk) .

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

## **Access**

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

Visitors may park in the staff car park after 4.00 p.m. This is a Pay and Display car park. From 1 April 2016 the flat rate charge is £2.00.

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

## **Fire / Emergency Instructions**

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- Do not stop to collect personal belongings
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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 meetings held on [28 September 2016](#) and [27 October 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. Commissioning Framework 2013-2016 Review (Pages 7 - 32)**

Report of the Corporate Leisure and Community Client Section Head

Overview of the 3 year impacts and outcomes of the community and voluntary sector framework

**6. Quarter 2 2016/17: Key Performance Indicator (KPI) Report (Pages 33 - 44)**

Report of the Partnerships and Performance Section Head

The report presents the results for the council's KPIs for quarter 2 2016/17.

**7. Executive Decision Progress Report (Pages 45 - 52)**

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

**8. 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**

**9. Neighbourhood Forum Task Group - Final report (Pages 53 - 86)**

Report of the Committee and Scrutiny Officer

This report provides the scrutiny committee with the final report of the Neighbourhood Forum Task group.

**10. Budget Panel**

Since the last Overview and Scrutiny Committee Budget Panel has not met. The next meeting is due to take place on 29 November 2016.

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

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

**11. Outsourced Services Scrutiny Panel**

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

- [8 November 2016](#)

Outsourced Services Scrutiny Panel's minutes are available on the Council's [website](#).

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

## **12. Community Safety Partnership Task Group**

Since the last Overview and Scrutiny Committee, the Community Safety Partnership Task Group has met on the following occasion –

- [20 October 2016](#)

The task group's minutes are available on the Council's [website](#).

The Chair of the Community Safety Partnership Task Group to provide an update to the Scrutiny Committee.

## **13. Work Programme (Pages 87 - 90)**

The Scrutiny Committee is asked to review the latest version of the work programme.

## **14. Dates of Next Meetings**

- Wednesday 21 December 2016 (For call-in only)
- Thursday 19 January 2017
- Thursday 2 February 2017 (For call-in only)

## **15. Exclusion of Press and Public**

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

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

### **Part B – Closed to the public**

## **16. Leisure Management Contract Task Group - Final report (Pages 91 - 112)**

Report of the Committee and Scrutiny Officer

Paragraph 3, Schedule 12A



Report to: Overview and Scrutiny Committee  
Date of meeting: 24 November 2016  
Report of: Head of Corporate Strategy and Client Services  
Title: Review of the Community and Voluntary Sector Commissioning Framework 2013-2016

## 1.0 SUMMARY

1.1 This report provides a summary of:

- Background information to the commissioning framework
- Oversight and governance arrangements
- Financial information
- Performance against the SLA, KPI's and headline results
- Understanding the social value and outcomes of the last commissioning framework investment

1.2 This report is to provide information and advise elected members on the performance of the Community and Voluntary Sector Commissioning Framework during 2013-2016

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Leisure and Community – Client Section Head  
Email: [chris.fennell@watford.gov.uk](mailto:chris.fennell@watford.gov.uk)  
Tel: 01923 278317

Report approved by: Head of Corporate Strategy & Client Services

## 2.0 **Background information**

2.1 The Commissioning Framework is the council's mechanism that sets out the priorities for a range of leisure and community services which were delivered by commissioned voluntary and third sector organisations during 2013-2016 on behalf of WBC. The aim of the framework is to ensure a robust approach to commissioning the voluntary and community sector to deliver services in areas considered to be district council responsibility and based on evidence of current or emerging need(s) within Watford.

2.2 The services commissioned are:

Infrastructure support to the voluntary and community sector – delivered by

- Watford and Three Rivers Trust (W3RT) aka council for voluntary services
- Mobility scooter and wheel chair services – delivered by Watford Shopmobility
- Advice services – delivered by Watford Citizens Advice Bureau (CAB)
- Arts and culture services – delivered by Watford Palace Theatre (WPT)
- Small Grants Fund – administered by the WBC Client Services Team

The authority also provides a management grant to support the following council owned community centres across the borough:

- Holywell Community Centre – managed by W3RT
- Orbital Community Centre – managed by YMCA
- Leavesden Green Community Centre – managed by Watford Community Housing Trust (WCHT)
- Meriden Community Centre – managed by Watford Football Club Sports and Education Trust (WFC Trust)
- West Watford Community Association (WWCA)
- Centrepont Community Centre – currently managed in-house by WBC

2.3 The council has a long standing and positive working relationship with the local voluntary and third sector organisations and it deploys a significant proportion of its budget to support a number of them in a variety of ways. The council has invested £2,891,347 over the three year period of the second commissioning framework 2013-2016 (Appendix 1 – 3 year budget profile 2013-2016). The new commissioning framework commenced 1 April 2016 and will end 31 March 2019.

## 3.0 **Oversight and governance arrangements**

3.1 The quality of services commissioned by the council are monitored by the Corporate, Leisure and Community Client Services Team on a regular basis and should the services be considered below the quality expected or the need for the service reduced then the Service Level Agreement (SLA) with the organisations commissioned will enable the council to de-commission or reduce funding as appropriate.

3.2 As part of the new oversight and governance arrangements going forward a joint 'Risk Register' between the borough council and the different commissioned organisations has been developed and will be monitored and reviewed on a 6 monthly basis.



3.3 A rolling programme of reports and presentations to Portfolio Holders and the Overview and Scrutiny Committee is being agreed to ensure that elected members and leadership team are kept informed and updated regarding the progress and the performance of the new commissioning framework.

#### 4.0 **Financial information**

4.1 The funding for the commissioning framework is met through existing resources. The current budget envelope for 2016/2017 is £980,270 and is a stand still budget and opportunities for efficiencies will be identified by the commissioned organisations going forward. Appendix 1 details the three year funding provided to the different organisations during 2013-2016. The budget for the commissioning framework is 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.

#### 5.0 **Performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPI)**

5.1 Each of the commissioned organisations has a SLA and bespoke service specification which details the KPI's and additional information required by the council e.g. information relating to equalities of service users. Appendix 2 details the performance of the individual organisation against their SLA and KPI's during the period 2013-2016.

#### 5.2 **Headline results during 2013-2016**

- CAB – economic value of volunteers = £775,470 & 16,535 contacts with service users
- Watford Palace Theatre total attendance = 574,981
- Shopmobility users = 7,693
- W3RT has 398 members from the voluntary and community sector
- Holywell Community Centre total attendance 82,978
- Orbital Community Centre total attendance 112,502
- \*Leavesden Green Community Centre total attendance 17,427  
(*\* not all usage figures recorded correctly during year 1& 2*)
- West Watford Community Association total attendance 25,374
- Meriden Community Centre total attendance 49,766
- Centrepont Community Centre total attendance 14,471
  - **Total attendance across the community centre network 302,518**

#### 6.0 **Workforce of the commissioned organisations**

6.1 An analysis of the commissioned organisations workforce detailed in Appendix 3 identified that 206 people are employed across the nine organisations. The information from the organisations also identifies that 266 volunteers have been recruited and are delivering key frontline services. The CAB and other organisations estimate that the in-kind economic value of volunteers is estimated at £326,427 pa (Appendix 4) and 84 Trustees are on the different management committees.

- 6.2 The addition of the major contracts employees (388, SLM/Everyone Active: who operate the leisure centres and 89 HQ Theatres: who operate Watford Colosseum) takes the total workforce being employees through WBC contracts and the commissioning framework to 1033 people.

These areas directly contribute to the new council corporate priorities:

***2. Champion smart growth and economic prosperity***

***3. Provide for our vulnerable and disadvantaged communities***

6.3 **Clubs and activity programmes across the Commissioning Framework**

The facilities provide an important social meeting point which adds to the overall health and wellbeing of the community. Appendix 5 (sports club database) details the 148 different activities and clubs which use the buildings and include informal adult education, sports, music and session for older adults.

6.4 **Understanding the social value and outcomes of the Commissioning Framework investment**

The voluntary organisations, community centres and the Watford Palace Theatre provide a network of venues across the borough which plays host to a number of sports clubs; activity programmes and provides advice and support to local residents.

- 6.5 During the period 2013-2016 the council has invested almost £3 million pounds of revenue funding to the community and voluntary sector organisations as part of the commissioning framework. The challenge for all local authorities is the ability to understand and measure the return on investment and enhanced social value that sustained funding for the voluntary and third sector can have in terms of a positive impact on the long term community wellbeing of local residents.

6.6 **Next steps is measuring the long term outcomes of the Commissioning Framework**

The council is currently working with UK-Active (a not-for-profit body comprised of members and partners from across the UK active lifestyle sector, their vision to get more people, more active, more often) to develop a study brief to research and understand the impact and outcomes of the commissioning framework investment.

The different themes will cover the following areas:

- Leisure centre management contract – operated by Everyone Active (2 leisure centres and a athletics stadium)
- Theatres – the Council supports 2 facilities in the Town. Watford Colosseum through a contract and Watford Palace Theatre through a grant as part of the Commissioning Framework
- 6 community centres across the borough
- Citizens Advice Bureau (CAB) and Council for Voluntary Services (W3RT)
- In-house Sports Development activities
- The Social Value of commissioning and contracting

## 7.0 **Appendices**

Appendix 1 - 3 Year budget profile of commissioning framework 2013-2016

Appendix 2 – Individual KPI's of commissioned organisations

Appendix 3 – Overview of workforce of commissioned organisations

Appendix 4 – CAB economic value of volunteers

Appendix 5 – Sports club/user group database of commissioned organisations



## Appendix 1- Community and Voluntary Sector Commissioning Framework 2013-2016 Budget Profile

Organisation	Areas Funded	2013-2014	2014-2015	2015-2016	Total 3 year Funding
Watford Palace Theatre	Accommodation costs	32,500.00	32,500.00	32,500.00	97,500.00
	Direct grant	257,730.00	257,730.00	257,730.00	773,190.00
Watford CAB	Accommodation costs	39,500.00	39,500.00	39,500.00	118,500.00
	Direct grant	204,192.00	204,192.00	204,192.00	612,576.00
Watford and Three Rivers Trust (W3RT)	Direct grant	79,173.00	79,173.00	79,173.00	237,519.00
Shopmobility	Direct grant	36,459.00	36,459.00	36,459.00	109,377.00
Holywell Community Centre	Management grant	76,680.00	76,680.00	76,680.00	230,040.00
West Watford Community Association	Accommodation costs	26,000.00	10,920.00	10,920.00	47,840.00
	Management grant	44,000.00	23,415.00	23,415.00	90,830.00
Orbital Community Centre	Management grant	72,965.00	72,965.00	72,965.00	218,895.00
Leavesden Green Community Centre	Management grant	48,603.00	53,000.00	37,000.00	138,603.00
Meriden Community Centre	Management grant	72,159.00	72,159.00	72,159.00	216,477.00
<b>Total</b>		<b>£989,961</b>	<b>£958,693</b>	<b>£958,693</b>	<b>£2,891,347</b>



## **Corporate Strategy and Client Services**

### **Appendix 2 - Commissioning Framework period 2013-2016**

#### **Introduction**

This report encompasses the highlights from the commissioned organisations during the period 2013-2016

#### **Performance Monitoring**

From a contract monitoring perspective the council are looking at consistent delivery of a high-quality, value-for-money services to our community. This is achieved by working closely with our partners so they can deliver the KPI's set out in the SLA and individual service specifications.

The frequency of meetings are on a quarterly basis, with additional meetings where required.

#### **Organisations**

Watford Council funded 4 Voluntary Sector organisations and 6 Community Centres;

<b>Voluntary Sector Organisations</b>	<b>£ over 3 years</b>
1. Watford Citizens Advice Bureau (CAB)	731,076.00
2. Watford Palace Theatre (WPT)	870,690.00
3. Shopmobility	109,377.00
4. Watford and Three Rivers Trust (W3RT)	237,519.00

<b>Community Centres</b>	<b>£</b>
1. Holywell Community Centre	230,040.00
2. Orbital Community Centre	218,895.00
3. Leavesden Green Community Centre	138,603.00
4. West Watford Community Association	138,670.00
5. Meriden Community Centre	216,477.00
6. Centrepont Community Centre	<i>*Centrepont was outsourced in 2012 and returned back to the Council in April 2014. It has been run in-house ever since.</i>
<b>TOTAL</b>	<b>£2,891,347</b>

Below is commentary on some of the key areas for each of the above organisations during 2013-2016

## VOLUNTARY SECTOR

### WATFORD CITIZENS ADVICE BUREAU

Watford CAB provides free independent and impartial advice to everyone on their rights and responsibilities.

They employ 12 staff and have 45 volunteers. The in-kind economic value of the volunteers during this commissioning period was;

- 2013-2014 £209,515
- 2014-2015 £242,528
- 2015-2016 £326,427      **Total value over 3 years £775,470**

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total throughput – in person and by telephone	<b>16,535</b>
<b>2*</b>	Total full advice appointments	<b>4282</b>
<b>3*</b>	Total turnaways	<b>2060</b>
<b>4</b>	Number of unique telephone calls unanswered	<b>6434</b>
<b>5</b>	Total no of food vouchers given	<b>808</b>

*\*Please note that KPI's 2&3 were not introduced until 2014-2015*

#### **The outcomes set in the Service Specification were;**

1. Appropriate mechanisms in place to provide a culturally sensitive service at both the main bureau and outreach locations
2. Ensure that service delivery is sensitive to the needs of disabled users
3. Service users receive support and advice in an appropriate and timely manner
4. Users have a better understanding, knowledge and ability to access the appropriate advice

The top 5 issues dealt with by the CAB were;

1. Benefits
2. Debt
3. Housing
4. Employment
5. Relationships/Family



The challenges faced by Watford CAB were;

- Funding
- Homelessness and debt
- Increased demand
- The need for digital advice

Opportunities and areas of development are;

- More mature work force – increased skills + expertise + range of activities
- More volunteers
- Greater 'co-working' with partners
- Broad range of non-core activities such as pension advice, consumer advice etc
- Better impact analysis

**WATFORD PALACE THEATRE**

Watford Palace Theatre (WPT) commissions and produces plays from a range of new and established writers.

During this period WPT was involved in the 'Big Events' programme, Imagine Watford, The Big Beach, The Big Screen, The Big Sports Day, Diwali on the Parade, and The Big Skate.

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total reach	<b>1,185,883</b>
<b>2</b>	Total attendance	<b>574,981</b>
<b>3</b>	Total engagements (Participant Sessions)	<b>63,369</b>
<b>4</b>	Number of participatory sessions (PT) – community hires and workshops	<b>3120</b>
<b>5</b>	Number of Watford residents	<b>295,013</b>
<b>6</b>	Total no of participants in outreach activities	<b>65,017</b>

**The outcomes set in the Service Specification were;**

1. Retained participation of wide range of current engaged users (audience and participants) in theatre and arts activities at the Palace Theatre and community venues
2. Maintained and increased participation of non engaged users (audience and participants) in theatre and arts activities at the Palace Theatre and community venues
3. Arts and culture partners work collaboratively to strengthen the arts and culture offer in Watford
4. The commissioned organisation becomes more sustainable and demonstrates robustness and future resilience

WPT are focusing on 4 strategic objectives;

- 1) Increase the quality, impact and diversity of new work produced
- 2) Further diversify the audience and participant demographics
- 3) Significantly increase contributed income
- 4) Develop organisational resilience

## VOLUNTARY SECTOR

### **SHOPMOBILITY**

Shopmobility Watford is a national scheme which loans manual and battery powered wheelchairs and scooters to anyone with a mobility problem. This service is free of charge and has been since it started in 1993. The service operates 7 days a week Monday – Saturday 10am -5pm and 11am - 5pm on a Sunday.

There are many case studies expressing the need for this service and how it has become a life line for many users allowing them the freedom to get around the town and socialise.

Shopmobility also offer a Long Term Loan Scheme for lightweight manual wheelchairs for adults and children.

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total throughput	<b>7693</b>
<b>2</b>	% Number of Watford Borough residents	<b>43%</b>
<b>3</b>	Total no of volunteers	<b>49</b>
<b>4</b>	Total no of volunteers who are service users	<b>19</b>
<b>5</b>	New users / Registrations	<b>1661</b>

#### **The outcomes set in the Service Specification were;**

1. Increased participation by people with physical mobility problems to access services in Watford town centre
2. Increased participation by Watford residents
3. To become more sustainable and demonstrate robustness and future resilience

#### **Future opportunities**

1. User contributions for service

## VOLUNTARY SECTOR

### **Watford and Three River Trust (W3RT)**

Watford and Three Rivers Trust deliver a wide range of services and work with local authorities, public service providers, businesses, community groups and individuals so that everyone can make a contribution to improving their community.

W3RT provided support to groups on areas such as business planning, reviewing applications, providing model documents, helping with registrations. They have also delivered more complex projects including integrated training for staff and trustees, facilitating meetings and strategic planning.

W3RT was formed in 2012 from Watford CVS, which has been serving the community since 1973 and they are based in Holywell Community Centre.

**The following table shows the Key Performance Indicator's this period**

<b>1</b>	Update 'Directory of Local Voluntary Organisations'	<b>ongoing</b>
<b>2*</b>	Number of CVS member organisations	<b>398</b>
<b>3</b>	Develop the W3RT CVS Yammer group as key information source for local voluntary groups	<b>524</b>
<b>4</b>	Organisations receive business planning advice	<b>96</b>
<b>5</b>	Organisations receive support on fundraising	<b>54</b>
<b>6</b>	Successful fundraising applications	<b>23</b>

*\*Please note that KPI's 2 was introduced until 2015-2016 and KPI 3 was introduced in 2014-2015*

#### **The outcomes set in the Service Specification were;**

1. Voluntary and community sector organisations are better equipped to run their organisations and build resilience and sustainability
2. The voluntary and community sector interests and concerns are represented to achieve a better outcome

## COMMUNITY CENTRES

### **HOLYWELL COMMUNITY CENTRE (HCC)**

Holywell Community Centre hosts a wide range of community activities and events and is set in King George V Park on Chaffinch Lane. HCC is an important venue for the local community, it is situated in the Holywell and falls under the Holywell Ward.

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total attendance	<b>82,978</b>
<b>2*</b>	No of local residents	<b>9,717</b>
<b>3*</b>	No of Watford residents	<b>7,473</b>
<b>4</b>	No of 'open' community hires	<b>2,549</b>
<b>5</b>	No of 'closed' private hires	<b>222</b>
<b>6</b>	No of commercial hires	<b>19</b>

*\*Please note that KPI's 2 & 3 was introduced in 2015-2016*

#### **The outcomes set in the Service Specification were:**

1. A thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
2. Increased number of local community using the community centre
3. Local residents, community organisations, businesses and councillors feel involved and participate actively in the development of the community centre
4. The community centre becomes more sustainable and demonstrates robustness and future resilience

## COMMUNITY CENTRES

### **ORBITAL COMMUNITY CENTRE (OCC)**

Orbital Community Centre is a vibrant community centre with a mission to provide affordable, inclusive services to the community. OCC is in Woodside Ward and is managed by One YMCA.

OCC is home to The Music Gym, voice Gym and preschool, which is well attended by the local community.

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total attendance	<b>112,502</b>
<b>2</b>	No of local residents	<b>8,385</b>
<b>3</b>	No of Watford residents	<b>3,850</b>
<b>4</b>	No of 'open' community hires	<b>2,147</b>
<b>5</b>	No of 'closed' private hires	<b>96</b>
<b>6</b>	No of commercial hires	<b>104</b>

#### **The outcomes set in the Service Specification were;**

1. A thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
2. Increased number of local community using the community centre
3. Local residents, community organisations, businesses and councillors feel involved and participate actively in the development of the community centre
4. The community centre becomes more sustainable and demonstrates robustness and future resilience

## COMMUNITY CENTRES

## **LEAVESDEN GREEN COMMUNITY CENTRE (LGCC)**

Leavesden Green is a state of the art venue ideal for any occasion with a range of rooms available, including a main hall, small hall, meeting rooms and a youth room. LGCC is in Stanborough Ward and is managed by Watford Community Housing Trust.

The centre was opened September 2013 after an extensive redevelopment project.

**The following table shows the Key Performance Indicator's for 2014 – 2015**

<b>1</b>	Total attendance	<b>17,427</b>
<b>2</b>	No of local residents	<b>2,567</b>
<b>3</b>	No of Watford residents	<b>1,810</b>
<b>4</b>	No of 'open' community hires	<b>1,014</b>
<b>5</b>	No of 'closed' private hires	<b>362</b>
<b>6</b>	No of commercial hires	<b>117</b>

### **The outcomes set in the Service Specification were;**

1. A thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
2. Increased number of local community using the community centre
3. Local residents, community organisations, businesses and councillors feel involved and participate actively in the development of the community centre
4. The community centre becomes more sustainable and demonstrates robustness and future resilience

### **Future**

1. The community centre will become self-sustaining from 2017-2018

**WEST WATFORD COMMUNITY ASSOCIATION (WWCA)**

West Watford Community Association is situated in the heart of West Watford. WWCA works towards meeting the needs of the diverse local community and host a range of community activities. WWCA falls under the Vicarage Ward.

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total attendance	<b>25,374</b>
<b>2</b>	No of local residents	<b>5,941</b>
<b>3</b>	No of Watford residents	<b>403</b>
<b>4</b>	No of 'open' community hires	<b>1,330</b>
<b>5</b>	No of 'closed' private hires	<b>42</b>

**The outcomes set in the Service Specification were;**

1. Provide a balanced range of educational, recreational and sports activities that meet the needs of the local community based on local demographic information and/or evidenced need
2. A thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
3. Increased number of local residents using the community centre
4. The community centre becomes more sustainable and demonstrates robustness and future resilience



**MERIDEN COMMUNITY CENTRE (MCC)**

Meriden Community Centre hosted a multitude of activities and events to suit all ages and abilities. MCC is in Meriden Ward and is run by Watford Football Club Trust.

**The following table shows the Key Performance Indicator's for this period**

<b>1</b>	Total attendance	<b>49,766</b>
<b>2</b>	No of local residents	<b>2,619</b>
<b>3</b>	No of Watford residents	<b>1,970</b>
<b>4</b>	No of 'open' community hires	<b>2,798</b>
<b>5</b>	No of 'closed' private hires	<b>81</b>

**The outcomes set in the Service Specification were;**

1. A thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
2. Increased number of local community using the community centre
3. Local residents, community organisations, businesses and councillors feel involved and participate actively in the development of the community centre
4. The community centre becomes more sustainable and demonstrates robustness and future resilience

**Development**

1. During 2015-2016 a range of partners invested 1.5 million in the redevelopment of the facility to improve the long term financial sustainability of the community centre

## COMMUNITY CENTRES

### **CENTREPOINT COMMUNITY CENTRE (CCC)**

Centrepoint Community Centre hosts a wide range of community activities, and has 4 rooms for hire, one of which is an IT Suite. CCC is situated in the Centre of Watford and falls under the Tudor Ward. This Community Centre is managed in house by Watford Borough Council.

Centrepoint Community Centre was outsourced and returned to the council in April 2014.

**The following table shows the Key Performance Indicator's for period 2014-2015**

<b>1</b>	Total attendance	<b>14,471</b>
<b>2</b>	No of local residents	<b>2,104</b>
<b>3</b>	No of Watford residents	<b>814</b>
<b>4</b>	No of 'open' community hires	<b>876</b>
<b>5</b>	No of 'closed' private hires	<b>241</b>

#### **The outcomes set in the Service Specification were;**

1. A thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
2. Increased number of local community using the community centre
3. Local residents, community organisations, businesses and councillors feel involved and participate actively in the development of the community centre
4. The community centre becomes more sustainable and demonstrates robustness and future resilience

#### **Conclusion**

The services offered by our Community Centre and Voluntary organisations links with the councils vision, values and priorities, they provide for our vulnerable and disadvantaged communities, understanding their needs and catering for them with a varied programme of activities to suit all abilities.

### Appendix 3 - Workforce Overview - COMMISSIONED ORGANISATIONS

\* Leisure and theatre contracts

			Totals for Organisations												
	Subject Area	Centrepoint	CAB	W3RT	WPT	SHOP MOBILITY	HOLYWELL	WWCA	ORBITAL	LGCC	MERIDEN	COLOSSEUM HQT	CENTRAL LEISURE CENTRE	WOODSIDE LEISURE CENTRE	TOTALS
<b>Workforce</b>  Page 27	No. of full-time staff	0	2	11	30	0	8	1	4	2	1	17	17	27	120
	No. of part-time staff	3	9	30	57	2	34	1	2	1	3	9	33	225	409
	No. of apprentice	0	1	0	0	0	0	0	0	0	0	0	5	2	8
	No. of self-employed	0	0	2	0	0	1	1	0	0	0	1	22	56	83
	No. of volunteers	1	45	30	40	44	34	71	1	0	0	62	1	0	329
	No. of trustees	0	9	7	14	12	Same board as W3RT	13	10	10	9	0	0	0	84
	<b>TOTAL WORKFORCE</b>	<b>4</b>	<b>66</b>	<b>80</b>	<b>141</b>	<b>58</b>	<b>77</b>	<b>87</b>	<b>17</b>	<b>13</b>	<b>13</b>	<b>89</b>	<b>78</b>	<b>310</b>	<b>1033</b>
	Estimated cash value for volunteer hours	£0	£326,427	£0	£6,000	£1,037	£0	£0	£0	£0	£0	£0	£0	£0	£333,464

NB: Not all commissioned organisations collect economic value of volunteers . Values to be agreed during 2016-2017 based upon the CAB hourly rates.



Please use "local Hourly Rate" column to adjust the annual value if your region significantly differs from the national average. Please note this is for local use only and will not be picked up for national reporting.

## Economic Value of Volunteering at Watford Citizens Advice Bureau

Roles	Annual Survey of Hours and Earnings Equivalent Roles	Hourly Rate	Local Hourly Rate (Optional)	Hours per Week	Weeks per year	Annual Value (Hourly Rate x Hours x Weeks)	Local Annual Value (Not used in national reports)
Generalist Adviser	Associate professional and technical occupations	£17.45		21	52	£19,055	£0
Caseworker	Professional occupations	£21.33		33	52	£37,114	£0
Trainee Adviser	Administrative and secretarial occupations	£11.97		20	52	£12,353	£0
Gateway Assessor	Associate professional and technical occupations	£17.45		223	52	£202,490	£0
Other Advisory Role	Associate professional and technical occupations	£17.45		0	52	£0	£0
Advice Session Supervisor	Professional occupations	£21.33		0	52	£0	£0
Manager reporting to trustee board	Managers and Senior Officials	£24.97		0	52	£0	£0
Other manager	Professional occupations	£21.33		0	52	£0	£0
Financial capability worker	Professional occupations	£21.33		0	52	£0	£0
Social policy worker	Associate professional and technical occupations	£17.45		0	52	£0	£0
Volunteer supervisor	Associate professional and technical occupations	£17.45		0	52	£0	£0
Support Function	Administrative and secretarial occupations	£11.97		68	52	£42,230	£0
Trustee	Managers and Senior Officials	£24.97		10	52	£13,184	£0
Guidance Tutor	Associate professional and technical occupations	£17.45		0	52	£0	£0
<b>TOTAL</b>						<b>£326,427</b>	<b>£0</b>

NOTE: The hourly rates are taken from Table 2.5a (full time) of the Office of National Statistics 2014 Provisional Annual Survey of Hours and Earnings:  
<http://www.ons.gov.uk/ons/datasets-and-tables/index.html?pageSize=50&sortBy=none&sortDirection=none&newquery=ASHE+2014>



Corporate, Leisure & Community Client Team

Appendix 5 -Sports Club & User Group Database of Commissioned Organisations

Activity	Centrepont Community Centre	Holywell Community Centre	Leavesden Green Community Hub	Meriden Community Centre	Orbital Community Centre	West Watford Community Association
<b>Sporting Activity</b>						
Fitness Classes	10	3	6	5	13	4
Martial Arts	1	1	0	1	3	1
Sport Specific	1	1	1	3	3	0
<b>Cultural Activity</b>						
Church	1	1	1	1	1	1
Religious/faith group	1	0	4	0	0	0
<b>Informal Education</b>						
Supplementary school	0	1	5	0	2	2
Art, drama, cookery classes etc	0	0	2	1	5	3
Pre-school, parent/toddler	1	0	1	1	0	2
<b>Social Activity</b>						
Support groups	7	1	8	0	0	0
Friendship groups	2	3	0	3	3	2
Specific interest groups	0	4	0	2	5	7
Youth clubs	2	1	2	1	1	0
<b>TOTAL:</b>	<b>26</b>	<b>16</b>	<b>30</b>	<b>18</b>	<b>36</b>	<b>22</b>
						<b>148</b>





## Part A

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of meeting</b>	24 November 2016
<b>Report of</b>	Partnerships and Performance Section Head
<b>Title:</b>	Quarter 2 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 2 2016/17
  - The results for the previous quarter (quarter 1 2016/16) and for the same quarter in the previous year (quarter 2 2015/16)
  - 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 2 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 2 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](mailto: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 2 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 2 2016/17 (September - July )


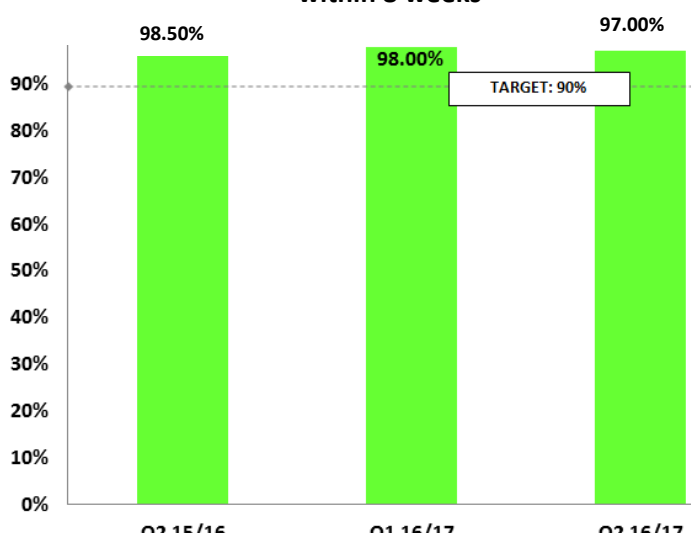

## Quarter 2 Key performance indicator report: 2016/17

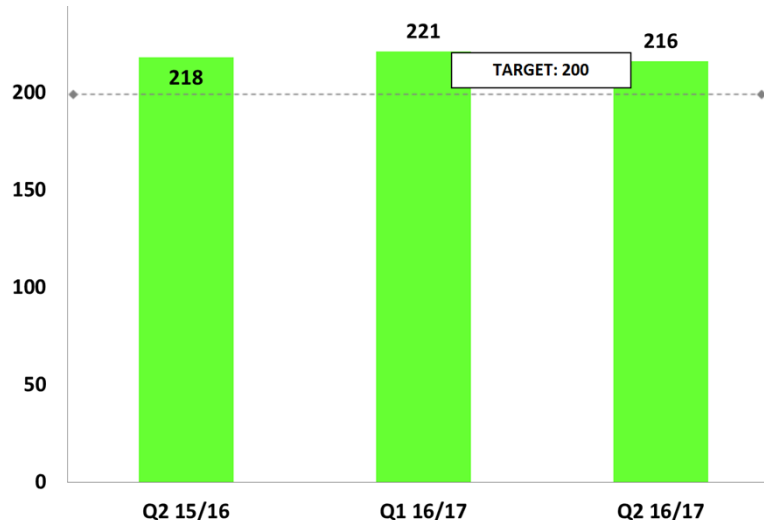


Each year, we identify a number of performance indicators that measure our key priorities or where we need to improve our performance.

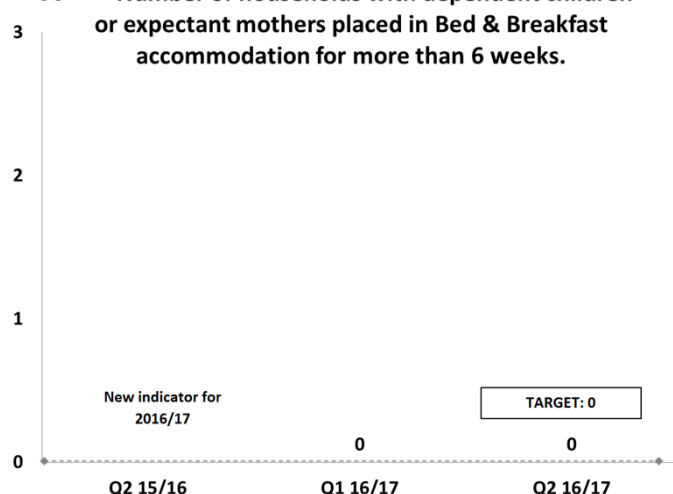


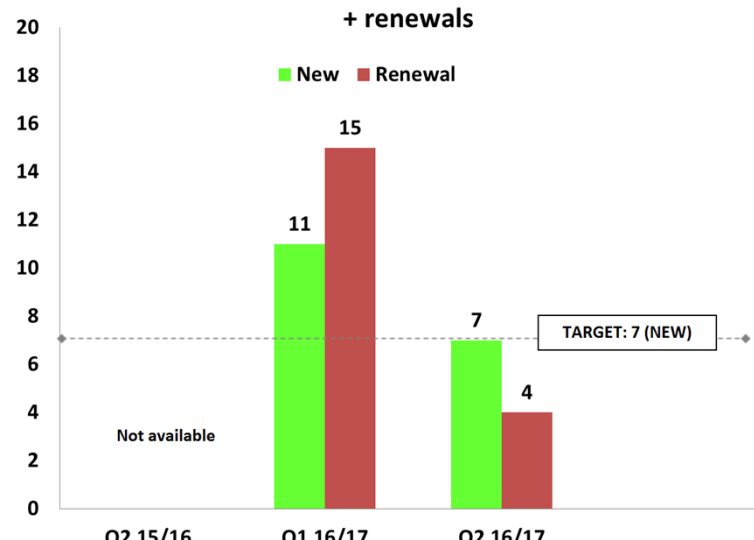


These measures should support the council deliver high quality outcomes and, through regular monitoring, provide an early indication if performance levels are not being achieved.

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.

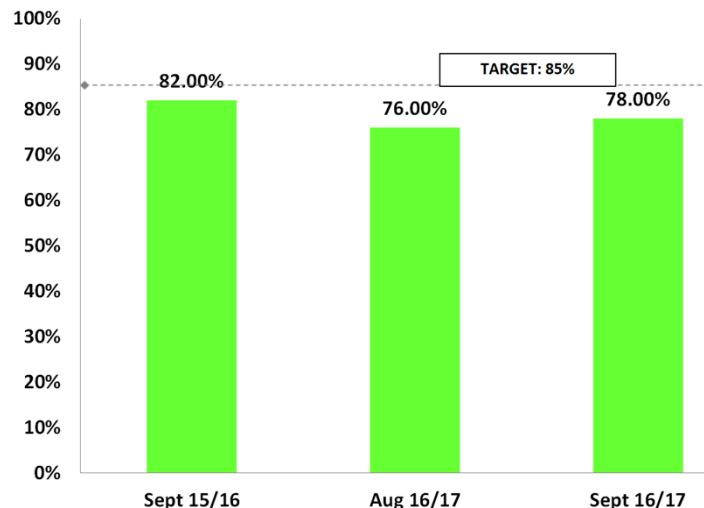
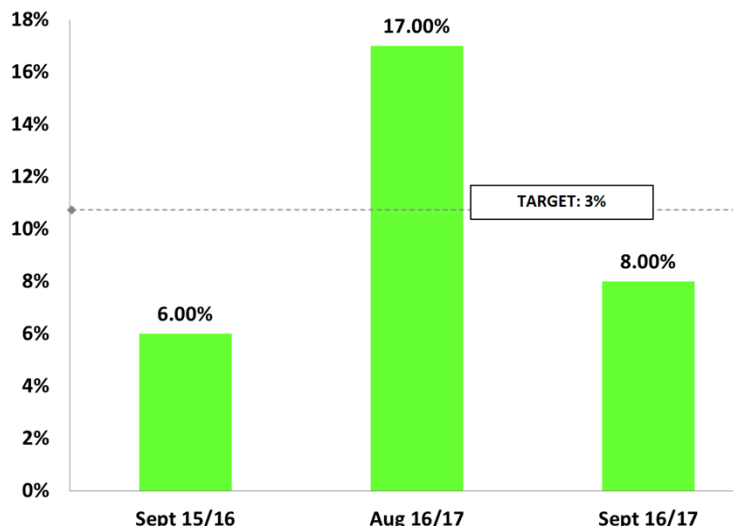

	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]
RD1	<p>Processing of planning applications: ‘major’ applications - % determined within 13 weeks</p> <p><b>A high result is good for this indicator</b></p>	<p>R&amp;D</p> <p>Adrien Waite</p>	90.0%	90.0%	<div><div>RESULT: 100.0%</div><div>RD1: Process of planning applications: major applications</div><div><div><div></div><div></div><div></div></div><div><div>100%</div><div>90%</div><div>80%</div><div>70%</div><div>60%</div><div>50%</div><div>40%</div><div>30%</div><div>20%</div><div>10%</div><div>0%</div></div><div><div>Q2 15/16</div><div>Q1 16/17</div><div>Q2 16/17</div></div></div><div>TARGET: 90%</div></div>	<p>Above target: </p> <p></p> <p>[11.1%]</p>

	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]								
RD2	Process of planning applications: 'minor' applications - % determined within 8 weeks  A high result is good for this indicator	R&D  Adrien Waite	90.0%	90.0%	<div>RESULT: 97.0%</div> <div>RD2: Process of planning applications: minor applications within 8 weeks</div> <div><table><thead><tr><th>Period</th><th>Result (%)</th></tr></thead><tbody><tr><td>Q2 15/16</td><td>93.70%</td></tr><tr><td>Q1 16/17</td><td>98.00%</td></tr><tr><td>Q2 16/17</td><td>97.00%</td></tr></tbody></table></div>	Period	Result (%)	Q2 15/16	93.70%	Q1 16/17	98.00%	Q2 16/17	97.00%	<div>Above target: ↑</div> <div> [7.8%]</div>
Period	Result (%)													
Q2 15/16	93.70%													
Q1 16/17	98.00%													
Q2 16/17	97.00%													
RD3	Process of planning applications: 'other' applications - % determined within 8 weeks  A high result is good for this indicator	R&D  Adrien Waite	90.0%	90.0%	<div>RESULT: 97.0%</div> <div>RD3: Process of planning applications: other applications within 8 weeks</div> <div><table><thead><tr><th>Period</th><th>Result (%)</th></tr></thead><tbody><tr><td>Q2 15/16</td><td>98.50%</td></tr><tr><td>Q1 16/17</td><td>98.00%</td></tr><tr><td>Q2 16/17</td><td>97.00%</td></tr></tbody></table></div>	Period	Result (%)	Q2 15/16	98.50%	Q1 16/17	98.00%	Q2 16/17	97.00%	<div>Above target: ↑</div> <div> [7.8%]</div>
Period	Result (%)													
Q2 15/16	98.50%													
Q1 16/17	98.00%													
Q2 16/17	97.00%													

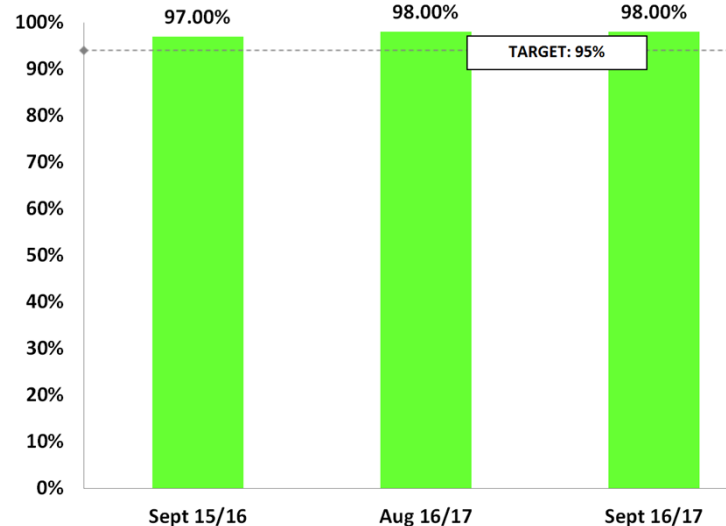
	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]										
HS1	Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accommodation)</i>  <b>A high result is good for this indicator</b>	Community & Customer Services  Alan Gough	Biannually	90	<p>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.</p> <p>The target for year includes:</p> <ul style="list-style-type: none"><li>Phase 1 Boundary Way</li><li>Thorpe Crescent</li><li>52a – 56 High Street</li><li>Phase 2 Leggatts</li></ul>											
HS2	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i>  <b>A low result is good for this indicator</b>	Community & Customer Services  Alan Gough	200	200	<p><b>RESULT: 216</b></p> <p><b>HS2: Number of households living in temporary accommodation</b></p>  <table><caption>Data for HS2: Number of households living in temporary accommodation</caption><thead><tr><th>Period</th><th>Value</th></tr></thead><tbody><tr><td>Q2 15/16</td><td>218</td></tr><tr><td>Q1 16/17</td><td>221</td></tr><tr><td>Q2 16/17</td><td>216</td></tr><tr><td>Target</td><td>200</td></tr></tbody></table>	Period	Value	Q2 15/16	218	Q1 16/17	221	Q2 16/17	216	Target	200	<p><b>Below target:</b> </p> <p> [8.0%]</p>
Period	Value															
Q2 15/16	218															
Q1 16/17	221															
Q2 16/17	216															
Target	200															

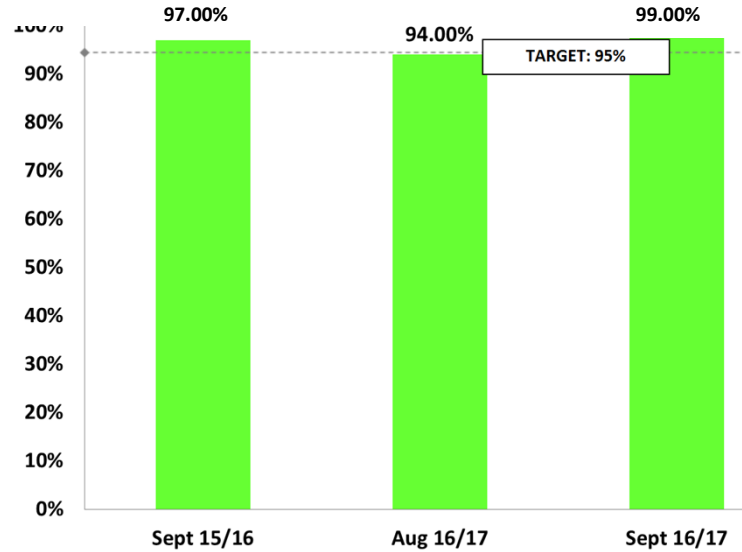
	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]												
HS3	<p>Number of households with dependent children or expectant mothers placed in Bed &amp; Breakfast accommodation for more than 6 weeks.</p> <p><i>Snap-shot at quarter end</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Community &amp; Customer Services</p> <p>Alan Gough</p>	0	0	<p><b>RESULT: 0</b></p> <p><b>HS3: Number of households with dependent children or expectant mothers placed in Bed &amp; Breakfast accommodation for more than 6 weeks.</b></p>  <table><caption>HS3 Data</caption><thead><tr><th>Period</th><th>Value</th></tr></thead><tbody><tr><td>Q2 15/16</td><td>0</td></tr><tr><td>Q1 16/17</td><td>0</td></tr><tr><td>Q2 16/17</td><td>0</td></tr></tbody></table>	Period	Value	Q2 15/16	0	Q1 16/17	0	Q2 16/17	0	<p>On target: </p> <p> [0%]</p>				
Period	Value																	
Q2 15/16	0																	
Q1 16/17	0																	
Q2 16/17	0																	
HS4	<p>Number of private sector units secured for use under Homelet</p> <p><b>A high result is good for this indicator</b></p>	<p>Community &amp; Customer Services</p> <p>Alan Gough</p>	<p>30 New Homelets</p> <p>No profile for Homelet Renewals</p>	<p>7 New Homelets</p> <p>No profile for Homelet Renewals</p>	<p><b>RESULT: 7 New Homlets &amp; 4 Homlet Renewals</b></p> <p><b>HS4: Private sector units secured under Homelet: new + renewals</b></p>  <table><caption>HS4 Data</caption><thead><tr><th>Period</th><th>New</th><th>Renewal</th></tr></thead><tbody><tr><td>Q2 15/16</td><td>Not available</td><td>Not available</td></tr><tr><td>Q1 16/17</td><td>11</td><td>15</td></tr><tr><td>Q2 16/17</td><td>7</td><td>4</td></tr></tbody></table>	Period	New	Renewal	Q2 15/16	Not available	Not available	Q1 16/17	11	15	Q2 16/17	7	4	<p>On target: </p> <p> [0%]</p>
Period	New	Renewal																
Q2 15/16	Not available	Not available																
Q1 16/17	11	15																
Q2 16/17	7	4																

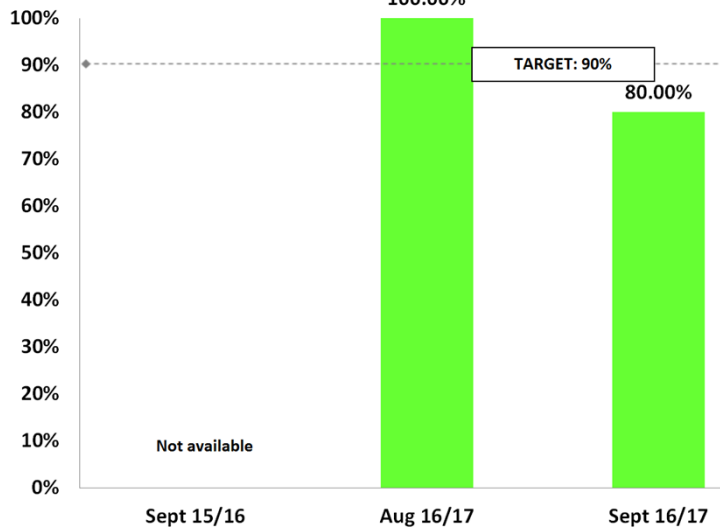




	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]
HS4	<p>Rough sleepers within the authority area <i>Snap shot taken on one night in November</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Community &amp; Customer Services</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 (Q2)	Results and trends	Target Met/ Not Met [% variance]										
CS1	CSC service levels: 85% of calls answered in 20 secs  <b>A high result is good for this indicator</b>	Community & Customer Services  Alan Gough	85%	85%	<b>RESULT: 78.00%</b>  <b>CS1: CSC service levels 85% of calls answered in 20 secs</b>  <table><thead><tr><th>Period</th><th>Result (%)</th></tr></thead><tbody><tr><td>Sept 15/16</td><td>82.00%</td></tr><tr><td>Aug 16/17</td><td>76.00%</td></tr><tr><td>Sept 16/17</td><td>78.00%</td></tr><tr><td>Target</td><td>85%</td></tr></tbody></table>	Period	Result (%)	Sept 15/16	82.00%	Aug 16/17	76.00%	Sept 16/17	78.00%	Target	85%	<b>Below target:</b>    [8.2%]  Council tax notices and staff holiday have affected performances.  <b>This result is for the end of Sept-16</b>
Period	Result (%)															
Sept 15/16	82.00%															
Aug 16/17	76.00%															
Sept 16/17	78.00%															
Target	85%															
CS2	'Long Waits' for calls received to CSC and Benefits  Long wait = calls not answered within 2 minutes <b>A low result is good for this indicator</b>	Community & Customer Services  Alan Gough	CSC 3% or less	CSC 3% or less	<b>RESULT: 8.0%</b>  <b>CS2: 'Long Waits' for calls received to CSC and Benefits</b>  <table><thead><tr><th>Period</th><th>Result (%)</th></tr></thead><tbody><tr><td>Sept 15/16</td><td>6.00%</td></tr><tr><td>Aug 16/17</td><td>17.00%</td></tr><tr><td>Sept 16/17</td><td>8.00%</td></tr><tr><td>Target</td><td>3%</td></tr></tbody></table>	Period	Result (%)	Sept 15/16	6.00%	Aug 16/17	17.00%	Sept 16/17	8.00%	Target	3%	<b>Below target:</b>   ! [166.7%] Below target due to the above issues.  <b>This result is for the end of Sept-16</b>
Period	Result (%)															
Sept 15/16	6.00%															
Aug 16/17	17.00%															
Sept 16/17	8.00%															
Target	3%															



	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]								
CS3	<p>CSC service levels 95% of calls answered in 20 secs</p> <p><b>A high result is good for this indicator</b></p>	<p>Community &amp; Customer Services</p> <p>Alan Gough</p>	95%	95%	<div>RESULT: 98.0%</div> <div>CS3: CSC service levels 95% of calls answered in 20 secs</div>  <table><caption>CS3: CSC service levels 95% of calls answered in 20 secs</caption><thead><tr><th>Period</th><th>Service Level (%)</th></tr></thead><tbody><tr><td>Sept 15/16</td><td>97.00%</td></tr><tr><td>Aug 16/17</td><td>98.00%</td></tr><tr><td>Sept 16/17</td><td>98.00%</td></tr></tbody></table>	Period	Service Level (%)	Sept 15/16	97.00%	Aug 16/17	98.00%	Sept 16/17	98.00%	<p>Above target: ↑</p> <p>😊</p> <p>[3.2%]</p> <p>This result is for the end of Sept-16</p>
Period	Service Level (%)													
Sept 15/16	97.00%													
Aug 16/17	98.00%													
Sept 16/17	98.00%													

	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]										
CS4	<p>Calls resolved at first point of contact</p> <p><b>A high result is good for this indicator</b></p>	<p>Community &amp; Customer Services</p> <p>Alan Gough</p>	95%	95%	<div>RESULT: 95.0%</div> <div>CS4: Calls resolved at first point of contact</div>  <table><caption>CS4: Calls resolved at first point of contact</caption><thead><tr><th>Period</th><th>Result (%)</th></tr></thead><tbody><tr><td>Sept 15/16</td><td>97.00%</td></tr><tr><td>Aug 16/17</td><td>94.00%</td></tr><tr><td>Sept 16/17</td><td>99.00%</td></tr><tr><td>Target</td><td>95.00%</td></tr></tbody></table>	Period	Result (%)	Sept 15/16	97.00%	Aug 16/17	94.00%	Sept 16/17	99.00%	Target	95.00%	<p>Above target: ↑</p> <p>😊</p> <p>[0.0%]</p> <p>This result is for the end of Sept-16</p>
Period	Result (%)															
Sept 15/16	97.00%															
Aug 16/17	94.00%															
Sept 16/17	99.00%															
Target	95.00%															

	Indicator	Service area	Target for year	Target for period (Q2)	Results and trends	Target Met/ Not Met [% variance]
CS5	Complaints resolved at stage one  <b>A high result is good for this indicator</b>	Community & Customer Services  Alan Gough	90%	90%	<b>RESULT: 80.0%</b> <b>CS5: Complaints resolved at stage one</b> 	<b>Below target:</b>   [16.7%] 15 complaints logged 2 open for Housing 1 EHL at stage 2 <b>This result is for the end of Sept-16</b>
CS6	% of stage 1 complaints resolved within 10 days  <b>A high result is good for this indicator</b>	Community & Customer Services  Alan Gough	80%	80%	<b>RESULT: 86.0%</b> <b>CS5: Complaints resolved at stage one</b> 	<b>Above target:</b>   [4.2%] As above





# **Executive Decision Progress Report**

## **May 2016 – May 2017**

Contact Officer: Sandra Hancock  
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: [legalanddemocratic@watford.gov.uk](mailto: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 <a href="#">19 May 2016</a></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 <a href="#">2 June 2016</a>.</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 <a href="#">6 June 2016</a></p> <p>Considered by Council on <a href="#">5 July 2016</a></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 <a href="#">6 June 2016</a></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 <a href="#">6 June 2016</a> 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 <a href="#">4 July 2016</a> . Decision called in and considered by Overview and Scrutiny Committee on <a href="#">21 July 2016</a> . 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 <a href="#">4 July 2016</a> . 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 <a href="#">4 July 2016</a> . 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 <a href="#">12 August 2016</a> .  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 <a href="#">12 September 2016</a> .  Not called in
4-year settlement deal	Finance	Cabinet and Council	October 2016	Considered by Cabinet at its meeting on <a href="#">10 October 2016</a> and by Council on <a href="#">11 October 2016</a> .  Call-in not applicable

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Outline design plans for the 2 adventure playgrounds	Community and Customer Services	Cabinet	October 2016	<p>Considered by Cabinet at its meeting on <a href="#">10 October 2016</a>.</p> <p>Decision called in and considered by Overview and Scrutiny Committee at its meeting on <a href="#">27 October 2016</a>.</p> <p>Cabinet decision ratified by Overview and Scrutiny Committee.</p>
Award contract for the receipt and processing of co-mingled	Corporate Strategy and Client Services	<del>Cabinet</del> Head of Corporate Strategy and Client Services	October 2016	<p>Part B decision covered by Paragraph 3, Schedule 12A, as it relates to commercially sensitive information.</p> <p>Originally due to be considered by Cabinet.</p> <p>Considered by the Head of Corporate Strategy and Client Services on <a href="#">17 October 2016</a>.</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 a commercial property	Regeneration and Development	Cabinet	November 2016	<p>Part B key decision</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>Considered by Cabinet at its meeting on <a href="#">7 November 2016</a>.</p> <p>Call-in not applicable</p>
5-year business plan for the Housing Joint Venture Company	Community and Customer Services	Cabinet	November 2016	<p>Originally due to be considered in July.</p> <p>Considered by Cabinet at its meeting on <a href="#">7 November 2016</a>.</p> <p>Not called in</p>
Home Improvement Agency Service	Community and Customer Services	Cabinet	November 2016	<p>Considered by Cabinet at its meeting on <a href="#">7 November 2016</a>.</p> <p>Not called in</p>

<b>Decision</b>	<b>Department</b>	<b>Decision maker</b>	<b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b>	<b>Status</b>
Sale of the freehold interest in the 6th North Watford Scout HQ	Regeneration and Development	Mayor	November 2016	Part B decision covered by Paragraph 3, Schedule 12A, as it relates to commercially sensitive information.  Due to be considered by the Mayor on 28 November 2016
Neighbourhood Forum Task Group – final report	Democracy and Governance	Cabinet	December 2016	Due to be considered by Cabinet at its meeting on 5 December 2016.
Allotment tenancy revisions	Corporate Strategy and Client Services	Cabinet	January 2017	Due to be considered by Cabinet in January 2017.
Local Plan Part 2 – Site allocations and Development Management policies for examinations	Regeneration and Development	Cabinet and Council	March 2017	Due to be considered by Cabinet and Council in March 2017.

## PART A

**Report to:** Overview and Scrutiny Committee  
Cabinet

**Date of meeting:** Thursday, 24 November 2016  
Monday, 5 December 2016

**Report of:** Committee and Scrutiny Officer

**Title:** Neighbourhood Forum Task Group - Final report

### 1.0 **Summary**

- 1.1 This report provides Overview and Scrutiny Committee and Cabinet with the final report and recommendations of the Neighbourhood Forum Task Group. The report is attached as Appendix A.
- 1.2 Overview and Scrutiny Committee is asked to review the report and recommendations prior to its presentation to Cabinet on 5 December 2016.
- 1.3 Cabinet is asked to consider the task group's recommendations for approval. An extract of Overview and Scrutiny Committee's minutes will be circulated at the Cabinet meeting.

### 2.0 **Recommendations**

#### **Overview and Scrutiny Committee**

- 2.1 that the final report and recommendations of the Neighbourhood Forum Task Group be agreed and forwarded to Cabinet.

#### **Cabinet**

- 2.2 that the task group's recommendations be considered for approval –
  - a. Continue Neighbourhood Forum funds and increase the amount to £3,000 per ward.
  - b. Focus future funding on local organisations, groups and charities.

- c. Rename “Neighbourhood Forums” to “Neighbourhood Locality Funds”.
- d. Relaunch the funds using the council’s communications team, providing links to all relevant forms and information on the council’s website.
- e. The Head of Democracy and Governance to review guidelines to clarify:
  - how often recipients can receive funding (normally not more than once a year, however the type of project, rather than the organisation, should be the guide)
  - proportionality criteria
  - declaration of members’ interests.
- f. Officers to investigate a feasibility of allocating money to individual wards to spend by a given date, e.g. mid-December. After this point, any remaining funds should be pooled so that all wards can bid for the available funds. At the end of the year, any remaining money in this pool should be allocated to the chairman’s chosen charities.
- g. Officers to look into the feasibility of requiring recipients to apply for funds directly, preferably using online forms.
- h. Encourage wards to minimise their administration costs for meetings in order to seek the most cost effective means, particularly in regard to advertising meetings.
- i. Require recipients to complete a feedback questionnaire on their completed projects. Any funds not used for the specific purpose granted should be returned to Watford Borough Council.

**Contact Officer:**

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

**Report approved by:** Head of Democracy and Governance

**3.0 Detailed proposal**

- 3.1 In February 2016, the Head of Democracy and Governance, in conjunction with the Mayor, submitted a scrutiny proposal form requesting a review of Neighbourhood

Forums including the funding criteria.

- 3.2 Overview and Scrutiny Committee considered the proposal at its meeting on 3 March 2016. Following a discussion, it was agreed that a task group should be set up ready to start in the new municipal year. The review needed to include information about how other local authorities managed locality funding.
- 3.3 Due to the timing of the decision to set up the task group and the close proximity to the purdah period for the local elections in May 2016, the Committee and Scrutiny Officer advised that she would seek expressions of interest from non-executive councillors after the local elections.
- 3.4 On 17 May 2016 the Committee and Scrutiny Officer emailed all councillors about the new task group asking them to contact her if they were interested in taking part in the review of Neighbourhood Forums. A further reminder was sent to all councillors on 3 June 2016. In total seven councillors expressed an interest in participating in the task group.
- 3.5 At the meeting on 16 June 2016 Overview and Scrutiny Committee agreed the following membership –
- Councillor Stephen Cavinder (elected Chair at the task group's first meeting)
  - Councillor Kareen Hastrick
  - Councillor Anne Joynes
  - Councillor Rabi Martins
  - Councillor Mo Mills
- 3.6 The task group has met on three occasions. The first meeting took place on 19 July 2016 and the final meeting was on 27 September 2016. As part of the review a survey was sent to all councillors asking for their views about Neighbourhood Forums. The results of the survey were considered by the task group and have helped with the formation of some of the recommendations.
- 3.7 The task group's final report and recommendations will be presented to Cabinet at its meeting on 5 December 2016 for consideration. Cabinet's comments and decisions on the recommendations will be presented to Overview and Scrutiny Committee at its meeting in January.
- 3.8 Overview and Scrutiny Committee is asked to review the report prior to it being forwarded to Cabinet.
- 3.9 Cabinet is asked to consider the task group's recommendation as set out in paragraph 2.2 of this report and the task group's final report.

## 4.0 **Implications**

### 4.1 **Financial**

- 4.1.1 The Head of Finance (shared services) comments that an increase of £500 per ward in the funding would mean that budget growth of £6,000 p.a. would have to be added to the Council's medium term financial strategy (MTFS).

### 4.2 **Legal Issues** (Monitoring Officer)

- 4.2.1 The Head of Democracy and Governance comments that any legal implications are contained within the report.

### 4.3 **Equalities**

- 4.3.1 Councillors are reminded that any venues used for meetings need to be accessible for all residents.

### 4.4 **Potential Risks**

No direct risks have been identified as a result of the recommendations, which are proposing amendments to the existing Neighbourhood Forum arrangements and protocol.

### 4.5 **Staffing**

- 4.5.1 There are no additional staffing implications as a result of the task group's recommendations.

## Appendices

Appendix A – Neighbourhood Forum Task Group final report

## Background Papers

No additional papers were used in the preparation of this report.

## File Reference

None





## **Neighbourhood Forum Task Group**

**November 2016**



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### **Task group members**

Councillor Stephen Cavinder  
Councillor Kareen Hastrick  
Councillor Anne Joynes  
Councillor Mo Mills  
Councillor Rabi Martins

Chair, Councillor for Woodside Ward  
Councillor for Meriden Ward  
Councillor for Leggatts Ward  
Councillor for Vicarage Ward  
Councillor for Central Ward

### **Officer support**

Carol Chen  
Ishbel Morren  
Caroline Harris  
Sandra Hancock  
Alan Garside  
Jodie Kloss

Head of Democracy and Governance  
Committee and Scrutiny Support Officer  
Democratic Services Manager  
Committee and Scrutiny Officer  
Committee and Scrutiny Support Officer  
Committee and Scrutiny Support Officer

## **Proposed recommendations to present to Overview and Scrutiny Committee**

### **General**

1. Continue Neighbourhood Forum funds and increase the amount to £3,000 per ward.
2. Focus future funding on local organisations, groups and charities.
3. Rename “Neighbourhood Forums” to “Neighbourhood Locality Funds”.
4. Relaunch the funds using the Council’s communications team, providing links to all relevant forms and information on the Council’s website.

### **Guidelines**

1. The Head of Democracy and Governance to review guidelines to clarify:
  - how often recipients can receive funding (normally not more than once a year, however the type of project, rather than the organisation, should be the guide)
  - proportionality criteria
  - declaration of members’ interests.

### **Process**

1. Officers to investigate the feasibility of allocating money to individual wards to spend by a given date, e.g., mid-December. After this point, any remaining funds should be pooled so that all wards can bid for the available funds. At the end of the year, any remaining money in this pool should be allocated to the chairman’s chosen charities.
2. Officers to look into the feasibility of requiring recipients to apply for funds directly, preferably using online forms.

### **Value for money**

1. Encourage wards to minimise their administration costs for meetings in order to seek the most cost effective means, particularly in regard to advertising the meetings.

2. Require recipients to complete a feedback questionnaire on their completed projects. Any funds not used for the specific purpose granted should be returned to Watford Borough Council.

## **Background to the task group**

In February 2016, the Head of Democracy and Governance, in conjunction with the Mayor, proposed that a review of the operation of Neighbourhood Forums should be undertaken, particularly the use of Neighbourhood Forum budgets.

It was suggested that the task group should review the Neighbourhood Forum Community Engagement Budget criteria, focusing on historic spend and uses of the funding for the future.

The task group was agreed by Overview and Scrutiny Committee in March and the membership was approved at its June meeting.

## **Historic context**

Neighbourhood Forums were established in 2008 in response to changes in the way councillors engaged with their local communities.

Prior to 2008, Area Committees had provided open forums for residents to discuss issues of concern. However, councillors increasingly wished to provide practical assistance for small, local projects in their wards.

Initially, an annual budget of £5,000 per ward was agreed, to be divided between meeting and project activities according to individual ward requirements. In 2011, this amount was reduced to £2,500 following a review of actual expenditure levels.

When the Neighbourhood Forums were established, councillors were provided with guidance about the funds together with the rules governing their expenditure. Following an audit review in 2011, this guidance was amended.

## **Overview of the task group's programme of work**

At the task group's first meeting, the Head of Democracy and Governance advised that there were a number of important issues which should be reviewed:

- funding criteria and guidance
- operation of the Neighbourhood Forums, particularly the uses to which funds were put and the bodies receiving those funds
- historic overview of actual spend
- future uses for the funding
- ensuring value for money.

In order to carry out its work, the task group agreed three key actions:

- officers should undertake a historic review of previous spend, dating from 2011 when the ward funds were reduced from £5,000 to £2,500
- officers should review other local authority funding schemes, including Watford Borough Council's small grants fund
- officers should undertake a survey of members' views on the application for, and use of, Community Engagement budgets.

The task group met on three occasions. Around these meetings, the agreed research and analysis was undertaken by officers to inform the task group's deliberations.



## Recommendations and comments

### General

- 1. Continue Neighbourhood Forum funds and increase the amount to £3,000 per ward.**
- 2. Focus future funding on local organisations, groups and charities.**
- 3. Rename “Neighbourhood Forums” to “Neighbourhood Locality Funds”.**
- 4. Relaunch the funds using the Council’s communications team, providing links to all relevant forms and information on the Council’s website.**

The survey of councillors’ views found wide-ranging support for the continuation of Neighbourhood Forum funds, which enabled them to carry out their work in their local communities and made possible activities which would not otherwise take place.

In addition to their continuation, the task group proposed that the Neighbourhood Forum funds should be increased from £2,500 to £3,000 per annum.

Having reviewed the recipients of funds over the preceding five years, the task group noted that the Neighbourhood Forum budgets had especially benefitted small, often voluntary and not for profit, groups promoting activities for the benefit of the local community. The task group suggested that future funds should target local organisations, groups and charities, rather than larger, national bodies, which were thought to have more resources or opportunities at their disposal to raise money.

In recognition of the proposed changes in the organisation and focus of Neighbourhood Forums, the task group decided to rename the forums “Neighbourhood Locality Funds”. This change in name provided an opportunity to relaunch the funds using the Council’s communications team and particularly to ensure that all the relevant forms and information were readily available on the Council’s website.

### Guidelines

- 1. The Head of Democracy and Governance to review guidelines to clarify:**
  - **how often recipients can receive funding (normally not more than once a year, however the type of project, rather than the organisation, should be the guide)**
  - **proportionality criteria**
  - **declaration of members’ interests.**

Although the majority of councillors found the guidelines for expenditure clear and understandable, the survey of members' views raised some questions about how the funds were used and the current guidelines which explained this process.

In regard to how the funds were used, councillors questioned the number of times an organisation was able to receive funding, even where this was for different activities. The task group suggested that there should be some clarification of the rules, and that this should normally be not more than once a year. However, in recognition that some organisations, e.g., residents associations, undertook a range of activities for different groups within their local communities, it was suggested that the type of project, rather than the organisation itself, should be the determiner.

Two further queries were raised about the clarity of the Neighbourhood Forum guidelines.

The first concerned the rules on how the proportionality of a funding application was assessed. The task group considered that funds should benefit a large section of the local community, rather than a small number of individuals.

The second concerned the extent of councillors' interests which needed to be on an application, e.g., should an interest be declared if a councillor lived close to a proposed project, or if they or a family member made use of proposed groups or facilities which might be recipients of funding.

The task group proposed that the guidelines on these points should be clarified by the Head of Democracy and Governance.

## **Process**

- 1. Officers to investigate the feasibility of allocating money to individual wards to spend by a given date, e.g., mid-December. After this point, any remaining funds should be pooled so that all wards can bid for the available funds. At the end of the year, any remaining money in this pool should be allocated to the chairman's chosen charities.**
- 2. Officers to look into the feasibility of requiring recipients to apply for funds directly, preferably using online forms.**

In the survey, councillors were asked if they supported the idea of a different form of administration for the Neighbourhood Forum budgets. The majority of respondents agreed to a change of the current arrangements, with particular support for placing any unspent budgets into a single pot at a specified date – at which stage all wards could bid for the available funds.

The task group proposed that officers should investigate the feasibility of this arrangement. This, together with the proposal that at the end of the year any remaining money in this pool should be allocated to the chairman's chosen charities, would ensure that unspent funds were not lost to local groups in future years.

In a further change to how the funds were administered, the task group proposed that officers should investigate whether it would be possible for groups to apply directly for funding, preferably using online application forms.

It was suggested that this would establish a clearer point of contact for the funds and improve monitoring and value for money assessments.

### **Value for money**

- 1. Encourage wards to minimise their administration costs for meetings in order to seek the most cost effective means, particularly in regard to advertising the meetings.**
- 2. Require recipients to complete a feedback questionnaire on their completed projects. Any funds not used for the specific purpose granted should be returned to Watford Borough Council.**

The task group considered that it was essential to ensure value for money in the use of the council's Neighbourhood Forum funds.

Members of the task group noted that local meetings were increasingly uncommon, with the majority of wards focussing solely on promoting activities for the benefit of their local communities.

Where held, meetings were generally well attended, however the task group emphasised the need for greater proportionality in the costs associated with their organisation. In particular, the task group questioned the cost of advertising the meetings and encouraged ward councillors to seek more cost effective means. This might include the wider use of social media, as well as appropriate Council communications.

Although in the survey councillors declared that they maintained contact with the recipients of funds in their wards, the task group proposed that there should be a more formal process of receiving feedback using a questionnaire. This should be completed and submitted online. It was suggested that the information captured could be included in the annual scrutiny review of Neighbourhood Forum expenditure.

## **Bibliography/background papers**

Papers circulated to [19 July 2016](#) meeting:

- Protocol for Neighbourhood Forums
- Neighbourhood Forum 2016-17 Community Engagement Fund Guidelines for expenditure

Papers circulated to [7 September 2016](#) meeting:

- Review of spend: Individual ward spend analysis (2011/12 – 2015/16)
- Review of spend: Total annual expenditure in all wards (2011/12 – 2015/16)
- Review of spend: Average project value in all wards (2011/12 – 2015/16)
- Individual ward expenditure (2011/12 – 2015/16)
- Comparisons with other local authorities' funding schemes

Papers circulated to [27 September 2016](#) meeting:

- Survey of members' views report

### Suggestions for topics to be scrutinised – 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.

<b>Section 1 – Scrutiny Suggestion</b>		A Review of the Neighbourhood Forums including funding criteria	
<b>Proposer: Councillor/Officer/Member of public</b> Carol Chen/Mayor Thornhill			
<b>Topic recommended for scrutiny:</b> <i>Please include as much detail as is available about the specific such as;</i> <ul style="list-style-type: none"> <li>• <i>areas which should be <u>included</u> in the review.</i></li> <li>• <i>areas which should be <u>excluded</u> from the review.</i></li> <li>• <i>Whether the focus should be on past performance, future policy or both.</i></li> </ul>		<i>Give details</i> <p>To review the operation of Neighbourhood Forums particularly the use of Neighbourhood Forum budgets.</p> <p>A review of the Neighbourhood Forum Community Engagement Budget criteria.</p> <p>Focus on historic spend and uses of the funding for the future.</p>	
<b>Why have you recommended this topic for scrutiny?</b>		The Mayor would like the Funding Guidance to be reviewed.	

<p><b>What are the specific outcomes you wish to see from the review?</b></p> <p><i>Examples might include:</i></p> <ul style="list-style-type: none"> <li>• <i>To identify what is being done and what the potential barriers are;</i></li> <li>• <i>To review relevant performance indicators;</i></li> <li>• <i>To compare our policies with those of a similar authority;</i></li> <li>• <i>To assess the environmental/social impacts;</i></li> <li>• <i>To Benchmark current service provision;</i></li> <li>• <i>To find out community perceptions and experience;</i></li> <li>• <i>To identify the gap between provision and need</i></li> </ul>	<p><i>Give details</i></p> <p>A clear understanding by all members of what they can and what they cannot use the budgets for.</p>
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<p><b>How do you think evidence might be obtained?</b></p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> <li><i>Questionnaires/Surveys</i></li> <li><i>Site visits</i></li> <li><i>Interviewing witnesses</i></li> <li><i>Research</i></li> <li><i>Performance data</i></li> <li><i>Public hearings</i></li> <li><i>Comparisons with other local authorities</i></li> </ul>	<p style="text-align: right;"><i>Give details</i></p> <p>Past examples.</p> <p>Other councils (HCC) schemes and their criteria.</p> <p>Views from members including cabinet.</p>
<p><b>Does the proposed item meet the following criteria?</b></p>	
<p>It must affect a group or community of people</p>	<p style="text-align: right;"><i>Give details</i></p> <p>The Neighbourhood Forums are designed to be a focus for each ward</p>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p style="text-align: right;"><i>Give details</i></p> <p>Each Ward has a budget of £2500 to spend annually</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>Not reviewed in the last 12 months.</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>Again is an appropriate area for scrutiny</p>



<p><b>Does the topic meet the council's priorities?</b></p>	<ol style="list-style-type: none"> <li>1. Making Watford a better place to live in</li> <li>2. To provide the lead for Watford's sustainable economic growth</li> <li>3. Promoting an active, cohesive and well informed Town</li> <li>4. To operate the Council efficiently and effectively</li> </ol> <p style="text-align: center;"><i>Please confirm which ones</i></p> <p>1,3 and 4</p>
<p><b>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</b></p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> <li>• <i>forthcoming milestones, demands on the relevant service area and member availability:</i></li> <li>• <i>imminent policy changes either locally, regionally or nationally within the area under review.</i></li> </ul>	<p style="text-align: center;">Include details</p> <p>I would suggest it is started if agreed in the next municipal year.</p>
<p><b>Does the topic involve a Council partner or other outside body?</b></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"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Pregnancy or maternity</li> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual orientation</li> <li>• Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</li> </ul>	<p style="text-align: right;"><i>Give details</i></p> <p>No. But will depend on any suggested new criteria</p>
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<p><b>Sign off</b> (It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</p>	
<p><b>Councillor/Officer C. Chen</b></p>	<p><b>Date</b> <b>17.2.16</b></p>

**Neighbourhood Forum Task Group**

**Tuesday 19 July 2016**

**Agreed Actions**

Present: Councillor Cavinder (Chair)  
Councillors Hastrick, Joynes Mills and Martins

Also Present: Head of Democracy and Governance  
Committee and Scrutiny Officer  
Committee and Scrutiny Support Officer (IM)

**1. Election of Chair**

Councillor Cavinder 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 and Background Papers**

The Committee and Scrutiny Officer explained that the task group had been proposed by the Head of Democracy and Governance in conjunction with the Mayor. She advised that the task group had been agreed by Overview and Scrutiny Committee in March and the membership was approved at its June meeting.

Providing some context to the review, the Head of Democracy and Governance outlined the change from Area Committees to Neighbourhood Forums in 2008. This had been in recognition of the changing nature of members' engagement in their local communities, specifically the reduction in the number of residents' meetings and the desire to provide more practical assistance for small projects.

An annual Community Engagement budget of £5,000 per ward had been established, to be divided between meeting and project activities according to individual ward requirements. This amount had been reduced to £2,500 in 2011 following a review of actual expenditure levels.

The Head of Democracy and Governance suggested that there were a number of important issues which should be reviewed by the task group:

- funding criteria and guidance
- operation of the Neighbourhood Forums, particularly the uses to which funds were put and the bodies receiving those funds
- historic overview of actual spend
- future uses for the funding
- ensuring value of money.

## 5. Next Steps

There followed a wide ranging debate about the issues members of the task group would like to draw into the review. These included establishing:

- the purpose of the funds
- whether the current funding levels were sufficient
- how the funds were advertised and whether current practices optimised local engagement
- changing the application process, specifically requiring recipient bodies to apply for funding to ward councillors.

In addition, the Committee and Scrutiny Officer suggested that the task group might consider alternative ways of organising the budget allocation e.g., moving to a single pot of money, or merging individual budgets into a single pot of money after an agreed period of time during the municipal year.

Task group members considered that the views of other councillors should also be sought through the use of a survey. Recognising that there were a number of new councillors, it was proposed that the survey should have both a retrospective and prospective focus to encourage fresh thinking.

The task group agreed that this should be a swift review.

It was proposed that any recommendations should be considered at Overview and Scrutiny Committee on 24 November, to enable the report to be on Cabinet's agenda on 5 December.

It was agreed that the following actions should be taken:

- officers to undertake a historic review of previous spend. This should date from the decrease in ward funds from £5,000 to £2,500 in 2011
- officers to review other funding schemes. Councillors Hastrick and Joynes agreed to assist by providing an overview of their experiences with Hertfordshire County Council funding. They would also speak to other “twin hatted” county councillors to see if they had similar schemes in their wards
- officers to undertake a survey of members’ views on the application for, and use of, Community Engagement budgets. This should be an on-line survey with hard copies available to members on request. Members of the task group agreed that it would be important for them to encourage survey returns from their colleagues.

A draft survey would be sent to task group members on 12 August seeking comments by 19 August. The survey would go live after the August Bank Holiday.

Members should contact the Committee and Scrutiny Support Officer with any additional ideas.

## 6. **Date of Next Meeting**

Wednesday 7 September at 6pm.

Any further meeting dates would be agreed on 7 September.

Chair  
Neighbourhood Forum Task Group

The meeting started at 6.00 p.m.  
and concluded at 6.45 p.m.



**Neighbourhood Forum Task Group**

**Wednesday 7 September 2016**

**Agreed Actions**

Present: Councillor Cavinder (Chair)  
Councillors Hastrick, Joynes Mills and Martins

Also Present: Head of Democracy and Governance  
Committee and Scrutiny Support Officer (IM)

**7. Apologies for absence**

There were no apologies for absence.

**8. Disclosures of interest**

There were no disclosures of interest.

**9. Minutes of the previous meeting**

The notes and agreed actions of the meeting held on the 19 July 2016 were submitted and signed.

**10. Historic review of previous spend**

On behalf of the task group, the Chair thanked the Committee and Scrutiny Support Officer for the research which had been undertaken since the last meeting to inform the task group's work.

Looking at the historic review of previous spend, task group members made the following observations:

- wards pursued a variety of projects, which broadly reflected the differing composition and demographics of each ward
- it would be helpful to include an explanatory cover sheet to the graphs to outline what had been included in each of the categories
- the costs of organising forum meetings differed widely between the two wards which continued to hold regular meetings (Central and Nascot). Although these meetings required non-political advertising

to promote them i.e., not through party newsletters, there was scope to explore more cost-effective methods, including the use of social media.

## **11. Review of other funding schemes**

The review of other funding schemes was welcomed by the task group. During discussions on the review, the following points were raised:

- there was a wide range of funding criteria
- several local authorities had discontinued their locality funds or changed their focus in recent years
- Hertfordshire County Council's locality budget had been reduced from £10,000 to £5,000 in the current financial year in order to fund a highway locality budget. It was unclear what would happen in subsequent years.

## **12. Survey of members' views**

The Committee and Scrutiny Support Officer reported that a link to the survey had been sent to all councillors on 31 August. Subsequent to this, the Mayor had sent an email to encourage responses from as many councillors as possible.

To date seven responses had been received.

The survey closed on Monday 12 September.

In order to boost the response rate, the task group agreed the following steps:

- the chair would send a reminder to all members
- task group members would speak to their colleagues, particularly those in their wards
- Councillors Mills and Joynes would raise awareness of the survey deadline at their forthcoming group meeting.

## **13. Next steps**

The task group agreed that no additional research was required. However, the results of the survey of members' views were needed before recommendations could be considered. Once the survey had been closed,



the Committee and Scrutiny Support Officer would analyse the responses for the task group, drawing out the main themes and conclusions.

Agreeing recommendations from these themes and conclusions would be the main activity of the task group at its next meeting.

At this stage, the task group was interested to explore several areas:

- introducing an application form for applicants – it was suggested that this might assist value for money considerations by providing a single point of contact for feedback and updates. Hertfordshire County Council’s application provided a useful example
- restricting the number of repeat submissions from organisations. However, it was acknowledged that careful consideration would need to be given to overarching organisations such as residents associations
- operating alternative arrangements for the funds, specifically establishing a cut-off date at which point remaining funds could be pooled, or removed to an alternative funding body such as Watford Borough Council’s Small Grants Fund.

#### **14. Date of Next Meeting**

Tuesday 27 September at 10.30 am.

The need for any further meeting dates would be agreed on 27 September.

Chair  
Neighbourhood Forum Task Group

The meeting started at 6.00 p.m.  
and concluded at 6.45 p.m.



**Neighbourhood Forum Task Group**

**Tuesday 27 September 2016**

**Agreed Actions**

Present: Councillor Cavinder (Chair)  
Councillors Hastrick, Joynes Mills and Martins

Also Present: Committee and Scrutiny Support Officer (IM)

**15. Apologies for absence**

There were no apologies for absence.

**16. Disclosures of interest**

There were no disclosures of interest.

**17. Minutes**

The notes and agreed actions of the meeting held on the 7 September 2016 were submitted and signed.

**18. Survey of councillors' views – analysis of results**

The chair invited comments from task group members on the survey conclusions.

During discussions, the following themes were identified:

- there was wide-ranging support for the continuation of Neighbourhood Forum funds
- expenditure on projects covered by other budgets e.g., highways projects otherwise covered by Hertfordshire County Council, was exceptional and limited to only a few projects per year. It should not therefore be excluded in the guidelines
- there was support for a new process of pooling any remaining ward budgets to a single pot after a specified period e.g., mid-December, at which point all wards could apply for the money. Two further suggestions were made on this point:

- the Task Group could continue to play a role, helping to assess applications to this single funding pot
- any money left over after this process – which was anticipated to be very limited – could be given to the chairman’s chosen charities for the relevant year
- Neighbourhood Forum budgets should not be merged with Watford Borough Council’s Small Grants Fund
- it was important that officers continued to be involved in the assessment and approval of projects, irrespective of their size or value
- there should be a change in the application process with applicants applying directly for funds, preferably using online forms.

## 19. Task Group recommendations

The task group agreed that it now had sufficient information to draw together its conclusions for Overview and Scrutiny Committee and Cabinet.

It was agreed to identify the main headings, with the feasibility of the recommendations to be investigated by the committee and scrutiny support officer outside the meeting.

The task group proposed that:

- forum funds should continue and the amount increased to £3,000 per ward
- funding should be focused on local organisations, groups and charities
- guidelines should be reviewed to clarify:
  - how often recipients could receive funding (normally not more than once a year, however the type of project, rather than the organisation, should be the guide)
  - proportionality criteria
  - declaration of members’ interests
- money allocated to individual wards should be spent by a given date. After this point, any remaining funds should be pooled so that all

wards could bid for the available funds. At the end of the year, any remaining money in this pool should be allocated to the chairman's chosen charities

- recipients should apply for funds directly, preferably using online forms
- recipients should complete a feedback questionnaire on their completed projects
- wards should be encouraged to minimise their administration costs for forum meetings in order to seek the most cost effective means, particularly in regard to advertising
- the name "Neighbourhood Forums" should be changed to "Neighbourhood Locality Funds"
- funds should be relaunched with all forms and information available on the Council's website.

## 20. **Next steps**

The full recommendations would be agreed by correspondence. This would include discussions between the committee and scrutiny support officer and other council officers to agree the feasibility and practicability of the recommendations.

It was not thought necessary to agree a further meeting of the task group.

The task group wished to note their appreciation to the chair.

Chair  
Neighbourhood Forum Task Group

The meeting started at 10.30 a.m  
and concluded at 11.40 a.m.



## Overview and Scrutiny Committee Rolling Work Programme

**2016/17**

### Committee Membership:

**Chair**                      **Councillor Kareen Hastrick**  
**Vice-Chair**            **Councillor Jagtar Singh Dhindsa**  
**Councillors**          **Joe Fahmy, Asif Khan, Rabi Martins, Anne Rindl, Nasreen Shah, Darren Walford and Tim Williams**

<b>Date of Meeting</b>	<b>Item for agenda</b>	<b>Officer</b>
<b>16 June 2016</b>	Community Safety Partnership Task Group – membership to be agreed	Committee and Scrutiny Officer
	Neighbourhood Forum Task Group membership	Committee and Scrutiny Officer
	Scrutiny proposal – Parking Strategy (Year 1 recommendations)	Committee and Scrutiny Officer
	Management of Conservation Areas – Cabinet response	Committee and Scrutiny Officer
	Work Programme	Committee and Scrutiny Officer
<b>22 June 2016</b>	Call-in only	None
<b>21 July 2016</b>	Call-in: Investment in Watford's Adventure Playgrounds	Committee and Scrutiny Officer
	End of year (2015/16) Performance report	Partnerships and Performance Section Head
	Task Group updates: <ul style="list-style-type: none"> <li>• Neighbourhood Forum</li> <li>• Parking Strategy</li> </ul>	Task Group chairs / Committee and Scrutiny Officer

<b>Date of Meeting</b>	<b>Item for agenda</b>	<b>Officer</b>
<b>28 September 2016</b>	Call-in	None
	Quarter 1 2016/17 Performance report (TBC)	Partnerships and Performance Section Head
	The Parking Strategy Task Group (Y1) – final report and Cabinet response	Committee and Scrutiny Officer
	Review of Small Grants Fund 2013-16	Corporate Leisure and Community Client Section Head
	Scrutiny proposal – Leisure service re-tender	Committee and Scrutiny Officer / Corporate Leisure and Community Client Section Head
<b>27 October 2016</b>	Call-in: Investment in Watford's Adventure Playgrounds	Committee and Scrutiny Officer
<b>24 November 2016</b>	Call-in	
	Quarter 2 2016/17 Performance report (TBC)	Partnerships and Performance Section Head
	Voluntary Sector Commissioning Framework review	Corporate Leisure and Community Client Section Head
	Neighbourhood Forum Task Group – final report	Task group Chair / Committee and Scrutiny Officer
	Leisure management contract task group – final report	Task Group Chair / Committee and Scrutiny Officer
<b>21 December 2016</b>	Call-in only	



<b>Date of Meeting</b>	<b>Item for agenda</b>	<b>Officer</b>
<b>19 January 2017</b>	Review: Management of Conservation Areas Task Group recommendations	Committee and Scrutiny Officer
	Safeguarding – WBC’s responsibilities	Culture and Play Section Head
	Equalities	Corporate Leisure and Community Client Section Head
	Representatives from two of the organisations commissioned through the Commissioning Framework	Corporate Leisure and Community Client Section Head
<b>2 February 2017</b>	Call-in only	
<b>23 February 2017</b>	Call-in only	
<b>23 March 2017</b>	Call-in	
	Quarter 3 2016/17 Performance report (TBC)	Partnerships and Performance Section Head
	Review: Parking Strategy Task Group’s recommendations	Committee and Scrutiny Officer / Transport and Infrastructure Section Head

**The future programme for forthcoming meetings does not include the standing items**

- Executive Decisions Progress Report
- Hertfordshire County Council’s Health Scrutiny Committee update
- Updates from Chairs of Scrutiny Panels and Task Groups
- Dates of Next Meetings

**Items carried forward to 2017/18**



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

## Agenda Item 16

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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