



**WATFORD
BOROUGH
COUNCIL**

OVERVIEW AND SCRUTINY COMMITTEE

20 July 2017

7.00 pm

Town Hall, Watford

Contact

Sandra Hancock

legalanddemocratic@watford.gov.uk

01923 278377

For information about attending meetings please visit the [council's website](#).

Publication date: 12 July 2017

Committee Membership

Councillor K Hastrick (Chair)

Councillor Ahsan Khan (Vice-Chair)

Councillors J Dhindsa, A Dychton, A Grimston, Asif Khan, R Martins, D Walford and T Williams

Agenda

Part A - Open to the Public

1. Apologies for Absence/Committee Membership

2. Disclosure of interests (if any)

3. Minutes

The [minutes](#) of the meeting held on 22 June 2017 to be submitted and signed.

4. Call-in

To consider any executive decisions which have been called in by the requisite number of councillors.

5. Community and Voluntary Sector Commissioning Framework - Community Centre presentation (Pages 5 - 6)

Report of the Head of Community and Environmental Services

There will be a presentation from the operator of Orbital Community Centre.

6. Performance indicators as part of the council's performance management framework (Pages 7 - 12)

Report of the Head of Corporate Strategy and Communications

The report outlines the council's approach to the setting, reporting and monitoring of performance information within the context of its overall performance management framework and in particular its key performance indicators.

7. Quarter 4 2016/17: End of year (2016/17): Key Performance Indicator (KPI) Report (Pages 13 - 24)

Report of Head of Corporate Strategy and Communications

The report shows the results for the key performance indicators identified for Watford Borough Council's in-house services for the end of year 2016/17.

8. Review update: Management of Conservation Areas (Pages 25 - 42)

Report of the Deputy Managing Director

This report sets out the delivery timeline and shows how the recommended projects fit in with the existing work programme of the Design and Conservation Team.

9. Executive Decision Progress Report (Pages 43 - 46)

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

10. 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

11. Budget Panel

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

- Tuesday 27 June 2017

The [minutes](#) are available on the council's website.

The Chair of Budget Panel, Councillor Asif Khan, to provide an update to the scrutiny committee.

12. Outsourced Services Scrutiny Panel

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

- Tuesday 4 July 2017

The [minutes](#) are available on the council's website.

The Chair of Outsourced Services Scrutiny Panel, Councillor Tim Williams, to provide an update to the scrutiny committee.

13. Community Safety Partnership Task Group

The Committee and Scrutiny Officer to provide an update on the membership of the Community Safety Partnership Task Group.

The scrutiny committee to confirm the task group's membership.

14. Work Programme (Pages 47 - 52)

The scrutiny committee is asked to review the current version of the work programme and consider any additional areas councillors wish to scrutinise.

15. Dates of Next Meetings

- Thursday 28 September 2017
- Thursday 26 October 2017 (For call-in only)
- Thursday 23 November 2017

Agenda Item 5

Report to: Overview and Scrutiny Committee
Date of meeting: 20 July 2017
Report of: Head of Community & Environmental Services
Title: Community and Voluntary Sector Commissioning Framework – Community Centre presentations

1.0 SUMMARY

1.1 This report provides a summary of:

- Background information to the commissioning framework and which organisations operate the different community centres
- Oversight and governance arrangements with the council
- Performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPI)
- Understanding the social value and outcomes of the commissioning framework's investment in the community centre network

1.2 The presentation from the organisation which operates the Orbital Community Centre (YMCA) provides elected members with information on the performance of the different facilities, which form part of the Community and Voluntary Sector Commissioning Framework

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

Report approved by: Head of Community & Environmental Services

2.0 **Background information**

2.1 The council recognises that the voluntary and community sector has an important role in providing services within the borough which provide many positive benefits for those who live, work and visit Watford.

2.2 The Commissioning Framework is the council's mechanism that sets out the priorities for a range of leisure and community services which are delivered by voluntary and third sector organisations on behalf of WBC. The community centres 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.

2.3 The authority 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
- Meriden Community Centre – managed by Watford Football Club Sports and Education Trust (WFC Trust)
- West Watford Community Association (WWCA)

2.4 The centres support the needs of their communities, fostering a sense of community spirit and cohesion. The facilities provide a range of activities that meet the needs of their customers in one or more of the following areas:

- Public health initiatives focusing on mental health and wellbeing
- Support and skills building towards gaining employment
- Activities for children/teenagers, older adults and people with disabilities

3.0 **Oversight and governance arrangements**

3.1 The quality of services commissioned by the council is monitored by the Leisure and Community Services Team on a regular basis. A rolling programme of reports and presentations to Portfolio Holders and the Overview and Scrutiny Committee has been agreed to ensure that elected members and leadership team are kept informed and updated regarding the progress and performance of the commissioning framework.

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

4.1 Each of the commissioned organisations has an SLA and bespoke Service Specification which details the KPIs required by the council. Understanding the social value and the positive outcomes of the Commissioning Frameworks investment is important to the council. The authority has already started to capture the workforce and volunteering information. During 2017-2018 additional research will be conducted to establish a baseline dataset on the following topics (1) reducing the Carbon Footprint and evaluation of the wider supply chain and the economic benefit (2) local firms/companies employed by the community centres to deliver services.

Report to: Overview and Scrutiny Committee

Date of meeting: 20 July 2017

Report of: Head of Corporate Strategy and Communications

Title: Understanding performance indicators as part of the council's performance management framework

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 including these identified as (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 outlines the council's approach to the setting, reporting and monitoring of performance information within the context of its overall performance management framework and in particular its key performance indicators (KPIs)

2.0 **RECOMMENDATIONS**

- 2.1 Panel to note the report on the council's performance indicators as part of the organisation's overall performance management framework.

Contact Officer:

For further information please contact:
Kathryn Robson, Head of Corporate Strategy and Communications ext.: 8077 or
kathryn.robson@watford.gov.uk

3.0 **Background information**

What do we mean by performance management

In simple terms it is taking action in response to actual performance to make outcomes for users and the public better than they would otherwise be

Whilst the national agenda on performance management changed substantially in 2010, with the abolition of the national performance framework that had steered local authorities for over a decade, the discipline and improved outcomes that a strong and effective performance culture had helped promote means that councils have retained a focus on managing performance. This is because the ability to manage the performance of a council is seen to be a critical component of its success. It enables members and officers to assess whether the organisation is achieving what it set out to do, delivering high quality, value for money and making life better for its citizens

Watford BC has, therefore tailored a system for managing organisational performance to improve what we do and, more importantly, what we deliver, in terms of good quality services that meet the needs of local people.

3.1 **Measuring performance - Why do we collect performance indicators**

3.1.1 Key to this performance system is the council's suite of performance indicators and specifically our key performance indicators (KPIs), which assist us to define and measure progress towards our organisational goals and objectives. The aim of these indicators KPIs is to provide comprehensive, objective, information about the performance of the council, rather than rely on subjective, largely anecdotal, accounts of what we do well and the areas in which improvements could be made. They can also ensure that the organisation is focused on its key priorities, and that areas of poor performance are questioned.

3.1.2 It is important to recognise that performance measurement is never an exact science. Most indicators are, at best, designed to measure one aspect of performance which is believed to be important. As such, they need to be seen in context and used alongside other information when an organisation is forming judgements on its services.

3.2 **Developing performance indicators**

3.2.1 Robust performance indicators should be:

- Relevant to the aims and objectives of the council.
- Clearly defined, to ensure consistent collection
- Easy to understand and use
- Cost effective to collect

3.2.2 Most performance indicators will have three component parts:

- The measure itself

- The comparator – the benchmark or yardstick on which the performance will be compared. We compare to previous years and previous period (usually the quarter) and, where possible, to other councils
- The target – the level of achievement expected over the period being reviewed

3.2.3 Some examples of performance indicators:

Cost indicators – the cost of providing a service, e.g. expenditure per full-time staff

Quality indicators - the standard to which a service is delivered e.g. street cleansing

Utilisation rates – the extent to which available services are used, usually expressed as a percentage, e.g. the proportion of customers using a service

Time targets – the average time taken to carry out defined units of work, e.g. time taken to process planning applications

Demand indicators – a broad measure of potential demand, e.g. throughput of a leisure centre, need for temporary accommodation

Volume indicators - the amount of a given output delivered e.g. waste per household

Satisfaction indicators – what residents think about services

3.2.4 As the council has moved from direct service delivery of all services to a ‘mixed economy’ of in-house services and outsourced services, performance indicators are now also an integral part of understanding the performance of our outsourced partners. Some of these indicators are built into the contract specification (e.g. waste and street cleansing) and form part of our suite of KPIs whilst others are identified to understand the overall effectiveness of the service (e.g. throughput at leisure centres). With the ‘lead authority’ model established with Three Rivers for Finance, HR, IT and Revenues and Benefits services, the agreement between the councils means that performance measures for these services are treated in the same way as outsourced services (i.e. reported to Outsourced Services Scrutiny Panel). Many of them are also incorporated into our KPI suite.

3.2.5 Whilst a number of measures are retained year on year within the suite of KPIs, which are reported to the council’s Leadership Team, Cabinet and Scrutiny Committees, there is always scope to review this suite and for proposals to come forward for new measures, which could help with the monitoring of service performance. These would be considered within the guidance as set out in 3.2.1.

3.3 Setting targets

3.3.1 Targets are important in directing attention towards key priorities, particularly when the expected performance:

- Motivates people to look for new or better ways to deliver.
- Demonstrates the commitment of the council to continuously improve what it does

3.3.2 Targets are set each year by the service and considered by members at both PH level and at Scrutiny Committees. The aim is to ensure targets challenge the service to improve, particularly where current performance is low. However, over a number of years it can be unrealistic to expect performance to continue to improve significantly and a service, in agreement with members, might view maintaining performance as the appropriate course of action.

3.4 Reporting and monitoring KPI performance

3.4.1 A range of performance information is collected on both a monthly and quarterly basis. This information is reported to the council's Leadership Team, shared with Portfolio Holders and Cabinet and is formally reported to either Overview and Scrutiny Committee (in-house services) or Outsourced Services Scrutiny Panel (outsourced services) in the form of a report that shows:

- Result for the period
- Performance against target
- Trend analysis – against previous year / previous period
- Comments on current performance – particular if it is below target
- Benchmarking information – if available

3.4.2 These reports are developed to allow performance to be questioned and challenged. Below are some of the key questions to ask in monitoring performance:

- **Why is performance at the current level?**
 - Are we meeting our target?
 - Why has the variance occurred?
- **What difference does it make?**
 - What are the implications of not meeting this target?
 - Do resource levels need to be looked at?
 - What impact will this have on service users, local people and partner agencies?
 - How will this affect our corporate priorities?
- **How can we make sure that things get better?**
 - What performance is predicted for the next period?
 - How can performance be improved (for example: are additional resources or training required)?
 - When will performance be back on track?

3.5 Is there a statutory duty to collect and report performance indicators?

3.5.1 In the past the vast majority of the performance indicators we collected were part of our statutory duty as a local authority. Since the end of the national performance regime, the number of those we have to statutorily collect has reduced significantly. Some, however, are still collected by government departments and each service area is,

therefore, responsible for completing the statutory returns as required. Areas where this is the case include:

- Housing – homelessness figures, temporary accommodation figures and rough sleeper numbers
- Planning – planning performance
- Waste and recycling – waste collected and waste recycled
- Revenues and Benefits – council tax and NNDR collection, benefit claims (new and change of circumstances)

3.5.2 Where there is a requirement for statutory returns, information is then collated by government and published, which does allow benchmarking of performance.

3.5.3 As we move further away from the ending of the national performance framework, councils have increasingly made their own decisions on which indicators to retain, any new ones to collect which are relevant to their own circumstance and which ones to cease collecting. This has made benchmarking difficult for any indicators not now collected at a national level. This includes satisfaction indicators, which were once part of the national framework.

The lack of benchmarking information can make it hard to identify what ‘good looks like’ when it comes to performance, which is where challenging ourselves becomes critical to understanding where we need to improve or do things differently. It is also why KPIs and other performance measures need to be considered within the overall context of service performance, rather than as the complete picture in themselves.

3.6 **Data quality**

Services are responsible for ensuring the data presented is accurate and timely. This can be more of a challenge when it is reliant on an external partner but, overall, performance information is reported on time and correctly. The Head of Corporate Strategy and Communications provides feedback where a result might appear out of step with previous reports and an explanation can be sought where this is the case. Most indicators have an approved methodology for how they should be calculated, which does help support consistent data quality.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 Within the council’s performance measures are a number of key financial indicators, which are monitored to ensure the organisation’s financial targets and commitments, as set out in the Medium Term Financial Strategy, are met.

4.2 **Legal Issues (Monitoring Officer)**

4.2.1 As detailed in this report, there are a number of performance measures that the council

has a statutory duty to report to government

4.3 **Staffing**

4.3.1 A range of performance indicators are collected in relation to the council's workforce including sickness absence and demographic profile.

Agenda Item 7

Report to: Overview and Scrutiny Committee

Date of meeting 20 July 2017

Report of Partnerships and Performance Section Head

Title: Quarter 4 2016/17: End of year (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 end of year 2016/17
 - The results for the previous two years (2014/15, 2015/16)
 - The target set for 2017/18
 - Whether the indicator result is above or below target (shown by an appropriate arrow)
 - Where available relevant benchmarking data either at county or national level
- 1.3 Where possible the data has been presented in chart / graphic format to support analysis of the information provided. For some indicators this is not possible and a more narrative result and update has been provided.

2.0 RECOMMENDATIONS

- 2.1 Panel to note and comment on the performance of the council's KPIs for 2016/17 for in-house service.
- 2.2 Panel to note and comment on the targets for the council's in-house KPIs for 2016/17.

Contact Officer:

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

End of year key performance indicator: year 2016/17

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

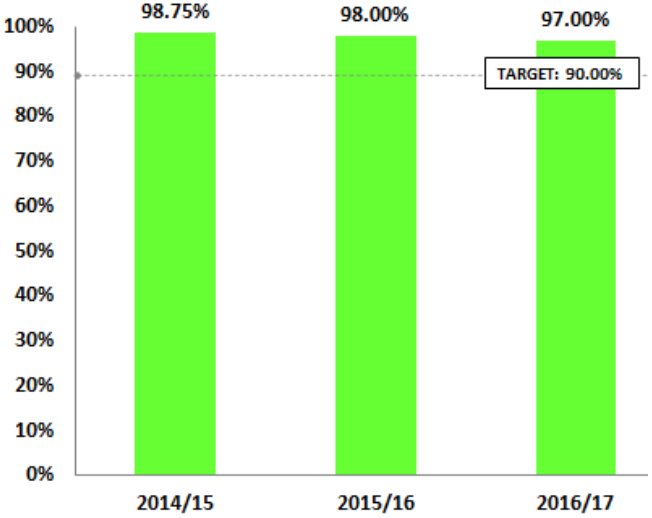

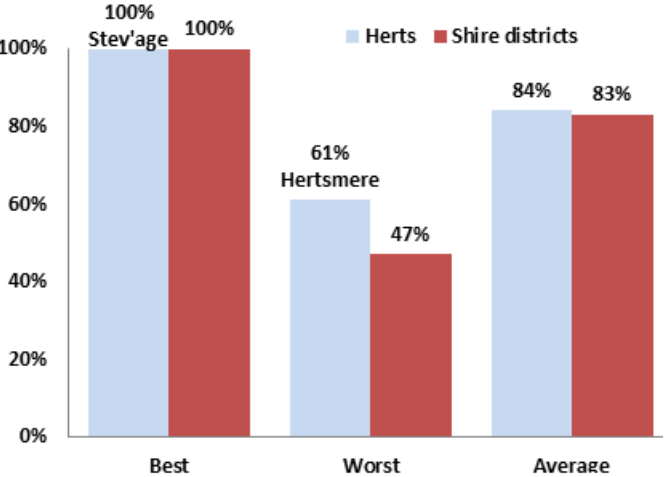
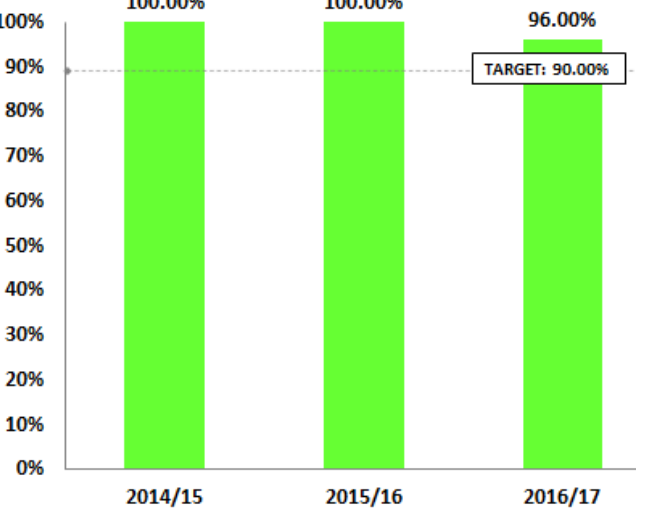

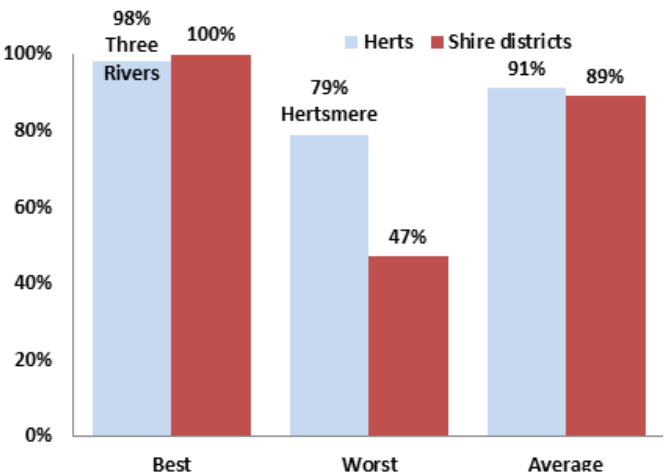
These measures should support the council deliver high quality outcomes and, through regular monitoring, provide an early indication if performance levels are not being achieved.

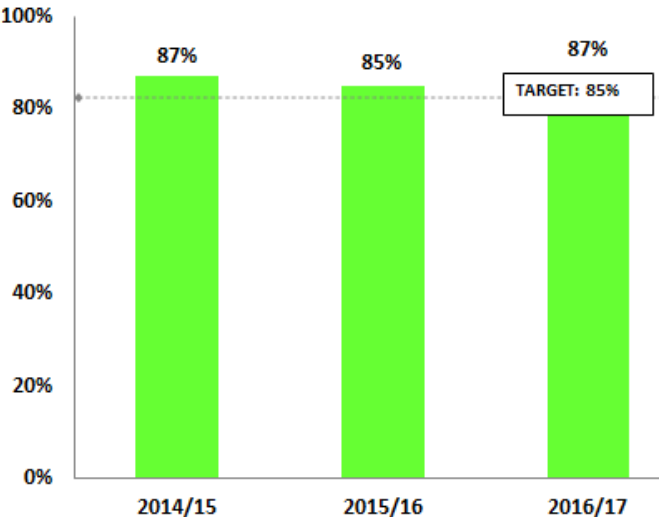

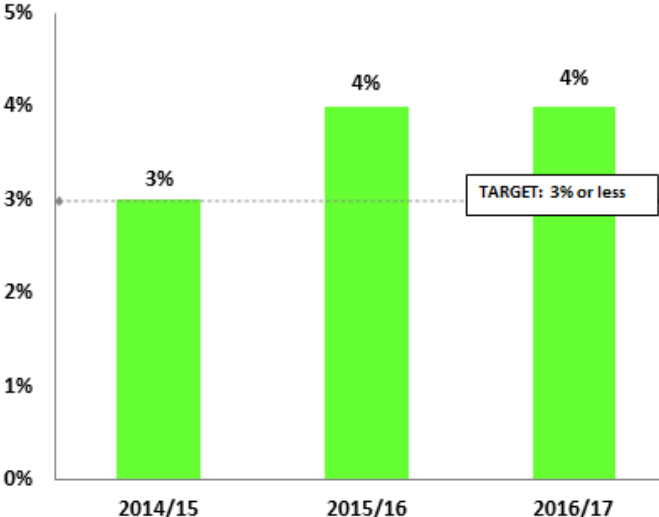

Over the next year, additional focus will be given to understanding how Watford BC's performance compares with other organisations to ensure we are maintaining or working towards best performance, including upper quartile where this data is available.

I. CUSTOMER FIRST INDICATORS

Page 15

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																				
PLANNING:																									
1.	Processing of planning applications: 'major' applications - % determined within 13 weeks A high result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 100%</p> <p>Major applications determined in 13 weeks</p> <table border="1"> <caption>Major applications determined in 13 weeks</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>100.00%</td> </tr> <tr> <td>2015/16</td> <td>97.00%</td> </tr> <tr> <td>2016/17</td> <td>100.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	100.00%	2015/16	97.00%	2016/17	100.00%	<p>Above target: </p> <p>Proposed target 2017/18: 90%</p> <p>Benchmarking: Herts & Shire Districts performance: Dec 2016</p> <table border="1"> <caption>Herts & Shire Districts performance: Dec 2016</caption> <thead> <tr> <th>Category</th> <th>Herts (%)</th> <th>Shire districts (%)</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>17%</td> <td>0%</td> </tr> <tr> <td>Average</td> <td>80%</td> <td>86%</td> </tr> </tbody> </table> <p>North Herts, St Albans, Stevenage, Three Rivers, Watford</p>	Category	Herts (%)	Shire districts (%)	Best	100%	100%	Worst	17%	0%	Average	80%	86%
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2.	<p>Process of planning applications: 'minor' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	<p>Place Shaping & Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p>RESULT: 97%</p> <p>Minor applications determined in 8 weeks</p>  <table border="1"> <caption>Minor applications determined in 8 weeks</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>98.75%</td> </tr> <tr> <td>2015/16</td> <td>98.00%</td> </tr> <tr> <td>2016/17</td> <td>97.00%</td> </tr> <tr> <td>Target</td> <td>90.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	98.75%	2015/16	98.00%	2016/17	97.00%	Target	90.00%	<p>Above target: </p> <p>Proposed target 2017/18: 90%</p> <p>Benchmarking: Herts & Shire Districts performance: Dec 2016</p>  <table border="1"> <caption>Herts & Shire Districts performance: Dec 2016</caption> <thead> <tr> <th>Category</th> <th>Herts</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>61%</td> <td>47%</td> </tr> <tr> <td>Average</td> <td>84%</td> <td>83%</td> </tr> </tbody> </table>	Category	Herts	Shire districts	Best	100%	100%	Worst	61%	47%	Average	84%	83%
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3.	<p>Process of planning applications: 'other' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	<p>Place Shaping & Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p>RESULT: 96%</p> <p>Other applications determined in 8 weeks</p>  <table border="1"> <caption>Other applications determined in 8 weeks</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>100.00%</td> </tr> <tr> <td>2015/16</td> <td>100.00%</td> </tr> <tr> <td>2016/17</td> <td>96.00%</td> </tr> <tr> <td>Target</td> <td>90.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	100.00%	2015/16	100.00%	2016/17	96.00%	Target	90.00%	<p>Above target: </p> <p>Proposed target 2017/18: 90%</p> <p>Benchmarking: Herts & Shire Districts performance: Dec 2016</p>  <table border="1"> <caption>Herts & Shire Districts performance: Dec 2016</caption> <thead> <tr> <th>Category</th> <th>Herts</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>98%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>79%</td> <td>47%</td> </tr> <tr> <td>Average</td> <td>91%</td> <td>89%</td> </tr> </tbody> </table>	Category	Herts	Shire districts	Best	98%	100%	Worst	79%	47%	Average	91%	89%
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	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)										
4.	<p>CSC service levels – 85% calls answered in 20 seconds (Revenues and Benefits calls are not included)</p> <p>A high result is good for this indicator</p>	<p>Service Transf'tion Andrew Cox</p>	<p>Monthly</p>	<p>RESULT: 85%</p> <p>CSC service levels – 85% call answered in 20 secs</p>  <table border="1"> <caption>CSC service levels – 85% call answered in 20 secs</caption> <thead> <tr> <th>Year</th> <th>Service Level (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>87%</td> </tr> <tr> <td>2015/16</td> <td>85%</td> </tr> <tr> <td>2016/17</td> <td>87%</td> </tr> <tr> <td>Target</td> <td>85%</td> </tr> </tbody> </table>	Year	Service Level (%)	2014/15	87%	2015/16	85%	2016/17	87%	Target	85%	<p>Above target: </p> <p>Proposed target 2017/18: 85.00%</p>
Year	Service Level (%)														
2014/15	87%														
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2016/17	87%														
Target	85%														
5.	<p>Long wait calls received to CSC Long wait = calls not answered within 2 minutes (Revenues and Benefits calls are not included)</p> <p>A low result is good for this indicator</p>	<p>Service Transf'tion Andrew Cox</p>	<p>Monthly</p>	<p>RESULT: 4%</p> <p>CSC service levels – long wait calls (not answered in 2 mins)</p>  <table border="1"> <caption>CSC service levels – long wait calls (not answered in 2 mins)</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>3%</td> </tr> <tr> <td>2015/16</td> <td>4%</td> </tr> <tr> <td>2016/17</td> <td>4%</td> </tr> <tr> <td>Target</td> <td>3% or less</td> </tr> </tbody> </table>	Year	Percentage (%)	2014/15	3%	2015/16	4%	2016/17	4%	Target	3% or less	<p>Below target: </p> <p>Proposed target 2017/18: 3.00%</p>
Year	Percentage (%)														
2014/15	3%														
2015/16	4%														
2016/17	4%														
Target	3% or less														

II. QUALITY OF LIFE INDICATORS

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)															
HOUSING:																				
8.	Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accommodation)</i> A high result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Biannually	<p>RESULT: 67</p> <p>Affordable homes completion</p>  <table border="1" data-bbox="806 1045 1467 1252"> <thead> <tr> <th></th> <th>Social Rented</th> <th>Affordable Rent</th> <th>Low Cost Home Ownership</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2016/17, Q4</td> <td>2</td> <td>45</td> <td>18</td> <td>65</td> </tr> <tr> <td>2016/17 Total</td> <td>2</td> <td>47</td> <td>18</td> <td>67</td> </tr> </tbody> </table>		Social Rented	Affordable Rent	Low Cost Home Ownership	Total	2016/17, Q4	2	45	18	65	2016/17 Total	2	47	18	67	<p>Below target:</p> <p>Proposed target 2017/18: 32</p> <p>Benchmarking: Herts performance 2015/16</p> 
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7.	Number of statutory homeless A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	32 new cases during Q4 (end March 2017) 55 new cases during Q3 (end Dec 2016); 49 new cases during Q2 (end Sep 2016); 54 new cases during Q1 (end Jun 2016);	<p>No target set.</p> <p>Benchmarking: Herts performance Oct to Dec 2016</p> <table border="1"> <thead> <tr> <th colspan="3">Numbers accepted as being homeless and in priority need</th> </tr> <tr> <th></th> <th>Total</th> <th>Number per 1,000 households</th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>53</td> <td>1.34</td> </tr> <tr> <td>Dacorum</td> <td>37</td> <td>0.58</td> </tr> <tr> <td>East Herts</td> <td>12</td> <td>0.2</td> </tr> <tr> <td>Hertsmere</td> <td>36</td> <td>0.86</td> </tr> <tr> <td>North Herts</td> <td>17</td> <td>0.3</td> </tr> <tr> <td>St Albans</td> <td>27</td> <td>0.46</td> </tr> <tr> <td>Stevenage</td> <td>40</td> <td>1.08</td> </tr> <tr> <td>Three Rivers</td> <td>9</td> <td>0.24</td> </tr> <tr> <td>Watford</td> <td>55</td> <td>1.38</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>28</td> <td>0.59</td> </tr> </tbody> </table>	Numbers accepted as being homeless and in priority need				Total	Number per 1,000 households	Broxbourne	53	1.34	Dacorum	37	0.58	East Herts	12	0.2	Hertsmere	36	0.86	North Herts	17	0.3	St Albans	27	0.46	Stevenage	40	1.08	Three Rivers	9	0.24	Watford	55	1.38	Welwyn Hatfield	28	0.59
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10.	<p>Number of households living in temporary accommodation with children</p> <p>A low result is good for this indicator</p>	<p>Place Shaping & Corporate Performance</p> <p>Nick Fenwick</p>		<p>Results for 2016/17</p> <p>179 (P1E figure to end March 2017, includes pregnant women with no other dependents – 3 new in quarter)</p> <p>190 (P1E figure to end December 2016, includes pregnant women with no other dependents - 6 new in quarter)</p> <p>185 (P1E figure to end September 2016, includes pregnant women with no other dependents – 2 new in quarter)</p> <p>182 (P1E figure to end June 2016, includes pregnant woman with no other dependents - 1 new in quarter)</p>	<p>This indicator was introduced in Q4 2016/17 and so there is not year on year comparable data available.</p>
11.	<p>Number of households living in temporary accommodation without children</p> <p>A low result is good for this indicator</p>	<p>Place Shaping & Corporate Performance</p> <p>Nick Fenwick</p>		<p>Results for 2016/17</p> <p>29 (P1E figure to end March 2017)</p> <p>33 (P1E figure to end December 2016)</p> <p>27 (P1E figure to end September 2016)</p> <p>29 (P1E figure to end June 2016)</p>	<p>This indicator was introduced in Q4 2016/17 and so there is not year on year comparable data available.</p>

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12.	Rough sleepers within the authority area <i>Snap shot taken on one night in November</i> A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Annual	<p>RESULT: 13</p> <p>Rough sleepers within the authority area</p> <table border="1"> <caption>Rough sleepers within the authority area</caption> <thead> <tr> <th>Year</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>22</td> </tr> <tr> <td>2015/16</td> <td>12</td> </tr> <tr> <td>2016/17</td> <td>13</td> </tr> <tr> <td>Target</td> <td>12</td> </tr> </tbody> </table>	Year	Count	2014/15	22	2015/16	12	2016/17	13	Target	12	<p>Below target: </p> <p>Proposed target 2017/18: 12</p> <p>Benchmarking: Herts and England performance Oct to Dec 2016</p> <table border="1"> <thead> <tr> <th colspan="3">Number of households in temporary accommodation</th> </tr> <tr> <th></th> <th>Total</th> <th>Number per 1,000 households</th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>3</td> <td>0.08</td> </tr> <tr> <td>Dacorum</td> <td>6</td> <td>0.09</td> </tr> <tr> <td>East Herts</td> <td>9</td> <td>0.15</td> </tr> <tr> <td>Hertsmere</td> <td>7</td> <td>0.17</td> </tr> <tr> <td>North Herts</td> <td>2</td> <td>0.04</td> </tr> <tr> <td>St Albans</td> <td>13</td> <td>0.22</td> </tr> <tr> <td>Stevenage</td> <td>17</td> <td>0.46</td> </tr> <tr> <td>Three Rivers</td> <td>1</td> <td>0.03</td> </tr> <tr> <td>Watford</td> <td>13</td> <td>0.33</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>3</td> <td>0.06</td> </tr> <tr> <td>England</td> <td></td> <td>0.18</td> </tr> <tr> <td>London</td> <td></td> <td>0.27</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>0.16</td> </tr> </tbody> </table>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	3	0.08	Dacorum	6	0.09	East Herts	9	0.15	Hertsmere	7	0.17	North Herts	2	0.04	St Albans	13	0.22	Stevenage	17	0.46	Three Rivers	1	0.03	Watford	13	0.33	Welwyn Hatfield	3	0.06	England		0.18	London		0.27	England exc. London		0.16
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Report to: Overview and Scrutiny Committee
Date of meeting: 20th July 2017
Report of: Nick Fenwick
Title: Management of Conservation Areas

1.0 **Summary**

1.1 The March 2016 O&S Committee report into the Management of Conservation Areas made a number of recommendations. Following the progress report which was considered on the 22nd June, the Committee requested a further report which included a timeline for implementing the recommendations made in March 2016 and that this should be prepared for the next available meeting. This report sets out the delivery timeline and shows how the recommended projects fit in with the existing work programme of the Design and Conservation Team.

2.0 **Recommendations**

2.1 The committee is recommended to agree the timeline and approach set out in the report and Appendix 2.

Contact Officer:

For further information on this report please contact: Ian Dunsford/Sian Finney MacDonald
Policy Team Section Head/Urban Design and Conservation Manager
telephone extension: 8280/8278 email: ian.dunsford@watford.gov.uk / sian.finney-macdonald@watford.gov.uk

Report approved by: Nick Fenwick Deputy Managing Director

3.0 **Detailed proposal**

3.1 In March 2016 Cabinet agreed that the 11 recommendations made by the Overview and Scrutiny Task Group should be implemented. No time frames were specified in the minutes or the report for the implementation of the recommendations.

3.2 The report submitted to the Committee for consideration on 22nd June 2017 (Appendix 1) indicated progress to date and how the Design and Conservation team intends to build the projects into the work programme for the team going forwards. This is set out fully in Appendix 2 to this report as a Schedule for the review of all the existing documents and the projects emerging from the Overview and Scrutiny Review.

3.3 Once the Cabinet had agreed the recommendations made by the task group these were discussed within the policy team and the approach agreed was to try where possible to build the recommendations into projects on the existing work programme rather than create additional projects which would potentially slow down the delivery of the other projects already within the work plan. The work completed in 2016/17 included:

- two conservation area reviews (Grove Mill and The Square);
- working as a key member of the project team applying to Historic England for grant funding to undertake survey work to Little Cassiobury, then procuring consultants to do the work and managing the delivery of the reports and survey work;
- working with the applicant team for Frogmore House to reach a point where an application for the restoration of the Grade ii* star building and the development of the former gasholder site has been submitted;
- working with colleagues across the Council to reach agreement on repairs to the Pump House Theatre.

The work stream for 2017/18 includes:

- A full review of the Buildings at Risk Survey which will feed into the national list of Buildings at Risk which Historic England maintain.
- Review of the Conservation Area Appraisal for Macdonnell Gardens;
- Starting the review of the Conservation Area Management Plan.
- Starting to review the local list of buildings
- Reviewing the Shopfront Design Guide.

3.4 Project 1 – notifying residents and businesses that their building is in a conservation area will be reviewed with Revenues and Benefits team to see if we can include a conservation area awareness notification into the Council Tax mail out in spring 2018. This project cannot be built into existing work streams and would be an additional piece of work. This was delayed last year due to key staff within the department leaving and pressure to progress Local Plan 2.

- 3.5 Project 2 use of symbols on lampposts will be built into the review of the Conservation Area Management Plan which will start early in 2018.
- 3.6 Project 3 was affected by the reconfiguring of the Council's website. There is now clearer signposting to all the documents the Council has published relating to Conservation and Design – in particular the signposting for the Article 4 Directions has been improved and all the Directions can now be located on the website. Previously these documents were hard to find due to the rigid structure of the previous website. The policy team has started a project with the DM team to review how we can work more efficiently and this will include reviewing the guidance we have on the website for residents (part of project 3). This is a new work stream and progress was delayed until the new DM section head had started and his team fully resourced (there are currently vacant posts in that team as there are in the policy team which will affect the progress of this project. Once new staff are in post in August/September it will be possible to set up a workshop meeting to initiate this work stream (relevant to Project 9 as well).
- 3.7 Project 4 requires further discussion with members regarding what the purpose of the meetings etc should be; whether a descriptive account of heritage is required or more informative discussion on the language of the NPPF and what that means in relation to different types of heritage assets. The conservation management plan review could provide an opportunity to undertake a series of meetings which explain the significance of the areas, review the challenges and review what is needed to manage and enhance the areas for the next five years.
- 3.8 Project 5 is concerned with raising awareness and enhanced communications and could be launched alongside the review of the management plan. It will take some additional resource to provide the right messages and closer working with the Communications Team. Progress has been hindered by the high turnover of staff in the Communications team and the need to go over what we do each time a new person is assigned to the policy team. It is logical to include this work when the management plan review is launched as it gives a particular purpose to the social media campaign.
- 3.9 There are two projects related to Article 4 Directions (6 and 7). Article 4 Directions are an effective tool once they are up and running but they do take time to put together and require regular snapshot photographic reviews of all the properties covered by the Directions. The first step is a conversation with DM officers and the DM section head to review how the current ones are working; what additional development could sensibly be included and how we should manage the determination of applications ensuing from the application of any new Directions. This should take place before the review of the management plan starts and be built into that review as a proposal so that residents have an opportunity to discuss local restrictions to their development rights. A similar discussion took place when the conservation management plan was out for consultation and was generally found helpful.

- 3.10 Projects 9 and 10 concern the availability of resources to support the DM team and provide the relevant specialist knowledge to deal with the applications in conservation areas and to listed and locally listed buildings. The policy team will ensure that the resources required to support the DM are provided, however, in a period of competing needs and demands on resources we are looking at ways of working more efficiently so that the DM officers are equipped to deal with certain types of application by using an agreed set of guidelines and a verbal check where necessary as undertaken by other planning authorities. More complex applications and those for nationally listed buildings will continue to receive formal comments from the specialist officers as necessary.
- 3.11 Project 11 concerns member training. Officers have tried to get dates in the calendar, the first dates were postponed due to the run up to local elections, the next due to the snap general election and then due to more important member training. The most recent date of 6th July was postponed due the small number of members able to attend. The design and conservation team is also charged with training for members on developing a Watford Vernacular which is considered a priority by senior leadership team which took place on the 10th July. The postponed conservation training will be rescheduled for the Autumn. Further discussion is required regarding whether the conservation training should be compulsory for members sitting on DM committee.
- 3.12 In conclusion, officers believe that the recommendations are being met in the most resource efficient manner by making use of reviews of key documents and other projects within the work programme rather than creating an additional set of projects which could result in delays to the review of documents. As no time frame was set for the implementation of the recommendations officers believe that the approach taken is a pragmatic one.

4.0 **Implications**

The approach adopted by officers to implementing the recommendations is based on making the most efficient use of resources available to the team for such work. This approach is not expected to involve additional staff resources or additional budget.

4.1 **Financial**

- 4.1.1 The Head of Finance (shared services) comments that there are no significant additional resources required at this time which cannot be funded from existing budgets.

4.2 **Legal Issues (Monitoring Officer)**

- 4.2.1 The Head of Democracy and Governance comments that there are no legal implications in this report.

4.3 **Risks**

4.3.1 Risks to the delivery are limited and have low risk values.

Potential Risk	Likelihood	Impact	Overall score
Staff leave or have long absence due to sickness	2	2	4
Cost involved with some projects outweigh the potential benefit (e.g. information with annual Council Tax notices)	2	3	6

4.4 **Staffing**

4.4.1 No additional staffing resources are needed to deliver this in the way proposed. New staff members are joining the policy team in August to replace those who left earlier this year. This will ensure that the specialist staff working on this area can focus fully on delivering this work stream.

Appendices

Appendix 1 Report Submitted for 22nd June Committee

Appendix 2 Conservation and Design Team Project Timeline

Background Papers

March 2016 O&S Report

File Reference

P:\SP1.Corporate Democracy & External\SP1.2 Members\SP1.2.2 Meetings & Reports\SP1.2.2.4 Scrutiny Reports

Review Update (Follow up)

Review:	Management of Conservation Areas
Task Group:	Management of Conservation Areas Task Group
Task Group Chair:	Councillor Rabi Martins
Final report published:	February 2016
Cabinet response:	7 March 2016
Scrutiny consideration of response:	Insert date presented to Overview and Scrutiny Committee

Recommendation 1:	Include information about conservation areas in annual council tax and business rate notices for properties with postcodes in these areas.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This was not done for 2017 notices. Should be reviewed for 2018 Notices.

Recommendation 2:	Introduce a symbol on lamp columns or existing street furniture to show that the street or neighbourhood is in a designated conservation area.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This will be worked up and included in the Conservation Management Plan review scheduled for late 2017 and 2018/19.

Recommendation 3:	Improve access to comprehensive information about conservation areas on Watford Borough Council's website, including guidance to residents about living or owning property there.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This will be reviewed as part of the work we are starting with the DM team to look at how we can be more efficient.

Recommendation 4:	Encourage Councillors to play an active role in raising awareness of conservation areas, for example through public meetings, promoting local history projects, arranging for officers to speak at local meetings etc.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This can be raised during the member training – first session scheduled for July 2017

Recommendation 5:	Consider alternative ways to engage with residents and businesses about the need for planning permissions for certain alterations in conservation areas. This might include utilising social media to sign-post them to the Council's website for comprehensive information.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This will be picked up during the work we are doing with DM team and as part of the CA management Plan review late 2017 and 2018/19.

Recommendation 6:	Review current Article 4 directions to reflect changes in the General Permitted Development Orders and consider whether other classes should be included.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This will be looked at with the DM team and a view taken as to how we should proceed.

Recommendation 7:	Ensure that procedures remain in place to undertake regular reviews of Watford Borough Council's Article 4 directions in order to address the potential impact of changes in technology or legislation.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	This will be looked at with the DM team and a view taken as to how we should proceed.

Recommendation 8:	Continue with the regular review of Watford Borough Council's toolkit of documents to ensure that these remain relevant.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	Two CA appraisals reviewed and amended in 2016/17 – Grove Mill and The Square. One is programmed for 2017/18 – Macdonnell Gardens and the Buildings at Risk Register in being reviewed as well.

Recommendation 9:	Ensure that Watford Borough Council's development management officers continue to consult with the conservation and policy team when considering applications adjacent to conservation areas, in order to minimise the impact of new developments on properties within those areas.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	The Council continues to employ officers to undertake this role.

Recommendation 10:	Continue to assign conservation area management responsibility to a designated officer and commit to providing adequate council resources to continue the excellent work that has been done to manage Watford's conservation areas and protect the character of Watford's built environment and street scene, particularly within designated conservation areas.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	The Council continues to employ officers with designated responsibility for this work.

Recommendation 11:	Include conservation, design and enforcement issues in the induction and development management training for Councillors to establish a comprehensive training programme.
Cabinet response:	Agreed to consider the task group recommendations inform the review of the conservation area management plan.
Latest update:	Obtaining dates has been difficult and planned sessions rescheduled due other member training requirements taking precedence and the elections. The first Conservation session is scheduled for 6 th July 2017.

Conservation and Design Team Project Timeline - July 2017
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Document Review	Dates of Adoption and review	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Character of the Area Study	2011																					Unlikely to be many changes – updates where new development has taken place
Local List	2010																					Will be a few changes – demolitions and additions.
BAR	2012																					Will be completed by Dec 2017 – survey work by Mid July.
CA Management Plan	2013																					This is a significant piece of work involving resources from other sections. Public meeting will be required in each CA.
RDG	2008																					Reviewed July 2014 and updated 2016 .
Free Standing Heritage Assets Management Plan	2014																					Annual work programme – liaise with facilities – external contractors
Shopfront Design Guide	2013																					This is working well so unlikely to be many changes.
Watford Heath CA Appraisal	2008 and 2013																					Updated Document Adopted 2013

Document Review	Dates of Adoption and review	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Civic Core CA Appraisal	2009 and 2015																				Updated Document Adopted December 2015	
High Street CA Appraisal	2007 and 2013																				Updated Document adopted 2013	
St Mary's CA Appraisal	2009 and 2015																				Updated Document Adopted December 2015	
Civic Core CA Appraisal	2009 and 2015																				Updated Document Adopted December 2015	
Nascot CA Appraisal	2010 and 2015																				Updated Document Adopted December 2015	
Estcourt CA Appraisal	2010 and 2015																				Updated Document Adopted December 2015	
The Square CA Appraisal	2011 and 2017																				Signed off Jan 2017; next review 2022/23	
Macdonnell Gardens CA Appraisal	2012																				Work to start August 2017	
Grove Mill CA Appraisal	2012 and 2017																				signed off Jan 2017 next review 2022/23	
Oxhey Village CA Appraisal	2014																					

Scrutiny Review Projects	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
1: Include information about conservation areas in annual council tax and business rate notices for properties with postcodes in these areas.																					Discussion with Revs and Bens Team in Q2 regarding how this may be taken forward.
2: Introduce a symbol on lamp columns or existing street furniture to show that the street or neighbourhood is in a designated conservation area.																					Review whether this is wanted by residents and what the cost would be as part of Conservation Management Plan Review. Will need to involve Andy Smith's team.
3: Improve access to comprehensive information about conservation areas on Watford Borough Council's website, including guidance to residents about living or owning property there.																					We are working with the DM team to develop this information and consider how the we can work more efficiently

Scrutiny Review Projects	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
4: Encourage Councillors to play an active role in raising awareness of conservation areas, for example through public meetings, promoting local history projects, arranging for officers to speak at local meetings etc.																					Training session on 6 th July where this will be discussed. Then Schedule updated – could make the vent an annual one?
5: Consider alternative ways to engage with residents and businesses about the need for planning permissions for certain alterations in conservation areas. This might include utilising social media to sign-post them to the Council’s website for comprehensive information.																					This will be looked at once we have done some work with the DM team regarding information which can be sensibly put onto the website.

Scrutiny Review Projects	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
6: Review current Article 4 directions to reflect changes in the General Permitted Development Orders and consider whether other classes should be included.																					This should be discussed with DM team and then a view taken on the need to do this and when it can be done. Discussion can take place this quarter (2)
7: Ensure that procedures remain in place to undertake regular reviews of Watford Borough Council's Article 4 directions in order to address the potential impact of changes in technology or legislation.																					Discussion with DM team required ; schedule this for quarter 2
8: Continue with the regular review of Watford Borough Council's toolkit of documents to ensure that these remain relevant.																					Ongoing work over the five year period. See above section of the table for the programme.

Scrutiny Review Projects	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
9: Ensure that Watford Borough Council's development management officers continue to consult with the conservation and policy team when considering applications adjacent to conservation areas, in order to minimise the impact of new developments on properties within those areas.																					Ongoing work; review of how we can do this more efficiently – shading indicates timeframe for reviewing how we work.
10: Continue to assign conservation area management responsibility to a designated officer and commit to providing adequate council resources to continue the excellent work that has been done to manage Watford's conservation areas and protect the character of Watford's built environment and street scene, particularly within designated conservation areas.																					Ongoing

Scrutiny Review Projects	2017/18				2018/19				2019/20				2020/21				2021/22				Comments
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
11: Include conservation, design and enforcement issues in the induction and development management training for Councillors to establish a comprehensive training programme.																					First Training session 6 th July postponed due to insufficient members signing up to attend and second one took place on 10 th July. Further discussion required regarding making this part of the compulsory member training for DM.



Executive Decision Progress Report

May 2017 – May 2018

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

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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
To note the business plan associated with Watford Riverwell is being updated and that there will be a number of associated changes relating to the masterplan	Place Shaping and Corporate Performance	Cabinet	June 2017	Part B decision due to the information being commercially sensitive. Considered by Cabinet at its meeting on 5 June 2017
To increase delegation limit of the Portfolio Holder for Property to enable the Property Investment Board to acquire and dispose of property	Place Shaping and Corporate Performance	Cabinet	June 2017	Part B decision due to the information being commercially sensitive. Considered by Cabinet at its meeting on 5 June 2017
To adopt the Cycle Parking Supplementary Planning Document, to supplement policies in the Local Plan Core Strategy	Place Shaping and Corporate Performance	Cabinet	July 2017	Considered by Cabinet at its meeting on 3 July 2017 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Local Plan Part 2 (Site allocations and development management policies) – not to submit Local Plan Part 2 for examination, but to focus on progressing the Local Plan review	Place Shaping and Corporate Performance	Cabinet	September 2017	Due to be considered by Cabinet at its meeting on 11 September 2017
To recommend a level of fine under the Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016)	Community and Environmental Services	Cabinet	September 2017	Due to be considered by Cabinet at its meeting on 11 September 2017

**Overview and Scrutiny Committee
Work programme 2017/18**

Chair Councillor Karen Hastrick

Vice-Chair Councillor Ahsan Khan

Councillors Jagtar Singh Dhindsa, Aga Dychton, Amanda Grimston, Asif Khan, Rabi Martins, Darren Walford and Tim Williams

Date of meeting	Item for agenda	Purpose/outcomes	Officer
22 June 2017	Commissioning Framework: Community Centres – Holywell and Meriden	To receive presentations from each of the community centres funded through the Commissioning Framework and information about the work they carry out	Leisure and Community Section Head / Contract Monitoring Officer (Leisure and Community Team)
	Performance indicators: Quarter 4 2016/17	To review the end of year performance indicators	Deferred to July
	New Task Group: Tackling loneliness	To approve new task group – tackling loneliness	Committee and Scrutiny Officer
	Review recommendations: Conservation Areas Task Group	To review the implementation of the Management of Conservation Areas Task Group’s recommendations	Committee and Scrutiny Officer
	Review recommendations: Parking Strategy (Year 1 recommendations) Task Group	To review the implementation of the Parking Strategy (Year 1 recommendations) Task Group’s recommendations	Committee and Scrutiny Officer

Date of meeting	Item for agenda	Purpose/outcomes	Officer
22 June 2017 (continued)	Community Safety Partnership Task Group: Membership, Chair and Terms of Reference	To approve the membership of the Community Safety Partnership Task Group To agree the task group's chair To agree the updated task group's updated terms of reference	Committee and Scrutiny Officer
	Work Programme 2017/18	To review the work programme for the forthcoming year	Committee and Scrutiny Officer
20 July 2017	Commissioning Framework: Community centres – Orbital (YMCA)	To receive a presentation from one of the community centres funded through the Commissioning Framework and information about the work they carry out	Leisure and Community Section Head
	Performance indicators – overview of PIs	Why does the council have PIs? Can councillors change them, e.g. targets? Are they reported to other organisations, e.g. central government	Head of Corporate Strategy and Communications
	Performance indicators: Quarter 4 2016/17	To review the end of year performance indicators	Head of Corporate Strategy and Communications
	Review: Management of Conservation Areas	Officers to provide a response to the scrutiny committee's questions from the previous meeting, including timeline for implementing recommendations	Urban Design and Conservation Manager

Date of meeting	Item for agenda	Purpose/outcomes	Officer
28 September 2017	Small Grants Fund report – 2016-2017	To review the annual report of the Small Grants Fund	Leisure and Community Section Head
	Commissioning Framework: Community centres – West Watford Community Association	To receive a presentation from one of the community centres funded through the Commissioning Framework and information about the work they carry out	Leisure and Community Section Head
	Performance report: Quarter 1 2017/18	To review the performance indicators for quarter 1 of 2017/18	Head of Corporate Strategy and Communications
	Review: Parking Strategy (Year 1 recommendations)	Officer's to provide a response to the scrutiny committee's questions from the July meeting.	Transport and Infrastructure Section Head / Traffic Engineer
26 October 2017	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
23 November 2017	Commissioning Framework Year 1 (2016-2017) review report	To review the annual report of the Commissioning Framework	Leisure and Community Section Head
	Performance report: Quarter 2 2017/18	To review the performance indicators for quarter 2 of 2017/18	
20 December 2017	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer

Date of meeting	Item for agenda	Purpose/outcomes	Officer
18 January 2017			
8 February 2017	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
8 March 2017	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
22 March 2017	Performance report: Quarter 3 2017/18	To review the performance indicators for quarter 3 of 2017/18	

Standing items to be included on all agendas (except those for call-in only)

- Call-in
- Executive decisions progress report
- Updates from chairs of Outsourced Services Scrutiny Panel; Budget Panel; Community Safety Partnership Task Group; Task Groups
- Update from council’s representative on the Health Scrutiny Committee
- Work programme
- Dates of next meetings

Items for consideration

- Council’s corporate priorities
 - managing the borough’s housing needs
 - Watford 2020 (digital Watford)
 - providing for the town’s vulnerable and disadvantaged community
 further information is available in the council’s [Corporate Plan](#)
- Customer Service Centre changes (January / March 2018)

Items to be carried forward to 2018/19

- Review of recommendations: Neighbourhood Forum Task Group

