



**WATFORD  
BOROUGH  
COUNCIL**

# **OVERVIEW AND SCRUTINY COMMITTEE**

**29 November 2018**

**7.00 pm**

**Town Hall, Watford**

**Contact**

Sandra Hancock

[legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

01923 278377

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

**Publication date: 20 November 2018**

# Committee Membership

Councillor K Hastrick (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors S Bashir, S Cavinder, K Crout, I Hamid, M Hofman, R Martins and I Stotesbury

## 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 27 September 2018 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. West Hertfordshire Hospitals NHS Trust - Presentation**

**6. Small Grants Fund Annual Report 2017/18 (Pages 5 - 18)**

Report of the Head of Community and Environmental Services

The report presents the Small Grants Fund annual report for 2017/18.

**7. Watford 2020 Update (Pages 19 - 25)**

The Watford 2020 Programme Manager to present an update on the progress of Watford 2020.

**8. End of Quarter 2 2018/19: Key Performance Indicator Report (Pages 26 - 43)**

Report of the Head of Corporate Strategy and Communications

The report shows the results for the key performance indicators at the end of Quarter 2 2018/19 for those services directly provided by the council.

**9. Executive Decision Progress Report (Pages 44 - 49)**

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. Watford Community Housing Task Group - Update**

Councillor Asif Khan, chair of the task group, to provide an update on the progress of the group's work.

**12. Budget Panel**

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

- 27 November 2018

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

The Chair of Budget Panel to provide an update to the scrutiny committee.

### **13. Outsourced Services Scrutiny Panel**

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

- 8 November 2018

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

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

### **14. Community Safety Partnership Task Group (Pages 50 - 53)**

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

- 5 November 2018

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

There is one recommendation to Overview and Scrutiny Committee from the Community Safety Partnership Task Group.

### **15. Work Programme (Pages 54 - 57)**

The scrutiny committee is asked to note the latest version of the work programme.

### **16. Dates of Next Meetings**

- Thursday 20 December 2018 (For call-in only)
- Thursday 24 January 2019
- Thursday 7 February 2019

## Part A

**Report to:** Overview and Scrutiny Committee

**Date of meeting:** 29 November 2018

**Report author:** Head of Community and Environmental Services

**Title:** Small Grants Fund Review 2017 – 2018

### 1.0 Summary

1.1 The Overview and Scrutiny Committee is responsible for reviewing those services delivered by Watford Borough Council. The Small Grant budget forms part of the Community and Voluntary Sector Commissioning Framework and covers the period from April 2017 to March 2018.

1.2 The attached appendices set out the following information that provides non-executive elected members the with background information to support the scrutiny of the Small Grants Fund:

1. GIS map of grant locations across the borough
2. SGF - award table 2017-18
3. SGF – satisfaction survey results (July 2018)
4. SGF – equalities data 2017-18

### 2.0 Risks

#### 2.1

Nature of risk	Consequence	Suggested Control Measures	Response (treat, tolerate, terminate or transfer)	Risk Rating (combination of severity and likelihood)
Officers and Cllrs fail to follow agreed systems and procedures for the SGF	Council funds are awarded to organisations who are not eligible to apply or meet the SGF criteria	Officers review application and procedures before a grant is considered and funds sent to bank account	Treat	Unlikely (2) x Unlikely (2) = rating of 4
Successful applicants spend	Council funds are misused and do	As above	Tolerate	Unlikely (2) x

the funds/grant on self, other items or activities not specified in the application form	not benefit the borough or residents as detailed in the application	Follow up meetings/site visit held with successful applicant/ organisation to ensure that the grant has been sent in-line with original intentions		Unlikely (2) = rating of 4
Negative press/social media coverage and reputational risk/damage to the council from a SGF funded project	Negative press/social media coverage	Officers to review application for any negative or reputational impact on council	Treat	Unlikely (2) x High (3) = rating of 6
Applicants personal data/information from application form are published on the internet or via social media platforms	Applicant details are made public and they incur financial, personal or reputational loss  WBC are fined for break of data protection	Officers to review application and follow agreed procedure or handling personal data	Treat	Unlikely (2) x High (3) = rating of 6

### 3.0 Recommendations

- 3.1 To review the report and supporting information and consider whether any further action is required.

#### Further information:

Chris Fennell – Leisure & Environmental Services Section Head

[Chris.fennell@watford.gov.uk](mailto:Chris.fennell@watford.gov.uk), 01923 - 278317

**Report approved by:** Alan Gough Head of Community & Environmental Services

### 4.0 Detailed proposal

- 4.1 Watford has a large and active voluntary sector with organisations providing a diverse range of services often to those who are most vulnerable. The current Voluntary Sector Commissioning Framework recognises the importance of

maintaining a Small Grants Fund (SGF) programme to allow local sector groups the opportunity to apply for 100% one-off grants to support their organisations.

- 4.2 A key objective of the small grant fund is to encourage small, grassroots organisations to apply for a grant to enable them to engage with their communities across the borough. Applicants can apply for grants up to £2000 towards:

- a community initiative or project
- items of equipment

#### 4.3 **Governance arrangements**

The decision process of the SGF was delegated to the Head of Community and Environmental Services, in consultation with the then Portfolio Holder Councillor Karen Collett and delegated decision meetings would take place on a monthly basis throughout the year from April – February.

- 4.3.1 The approved criteria for the SGF is that an application should:

1. Demonstrate need for the community initiative, project and/or item(s) of equipment
2. Demonstrable future benefit for the people of Watford

- 4.3.2 During July 2018 the Small Grants Fund was subject to an audit by the Shared Internal Audit Service (SIAS). The audit report stated that the service provided a 'Good' level of assurance and that they were 'effective' controls in place.

*The audit further noted 'Procedures in place for the SGF ensure that grant applicants are educated about the conditions and responsibilities of the funding at the same time as they are informed about the success of their grant application. The Council ensures clear deadline dates are issued to all applicants and that successful applicants are provided with guidance notes to explain what is required from them in regards to the monitoring arrangements of the grant'.*

#### 4.4 **Headline statistics**

During 2017 – 2018 the small grants fund:

- Awarded £49,180.38 to:
- 32 voluntary and community sector organisations were successful in their application, 7 applications were rejected or deferred
- £26,899 match funding was generated for the different projects
- Online satisfaction survey conducted in June/July 2018 - 23 organisations out of 39 responded, 58% response rate.
- 71% of responders were Very Satisfied with the application processes and how WBC dealt with applications

#### **4.5 Working with non-constituted groups**

During a recent review, officers identified that improvements could be made to our processes for making payments to non-constituted organisations and reduce the barriers to allow them to access funding. The council developed a Volunteer Partnership Agreement which would satisfy the council audit and financial processes for non-constituted organisations. They also provided a link for small organisations in the borough to benefit from the protection of working under the umbrella of an infrastructure organisation like W3RT to:

- The agreements provide a legal framework within which W3RT could support the volunteer partners to deliver their activities
- W3RT can provide the volunteer partners with support, advice and guidance to develop their organisation to become constituted

#### **4.6 Networking and raising the profile of the grants scheme**

As part of the small grants fund function, officers have created positive working relationships with our neighbouring local authorities and other organisations that provide funding for local voluntary and community sector organisations. Networking meetings take place 2-3 times per year and cover agenda items linked to best practice and lessons learnt.

### **5.0 Implications**

#### **5.1 Financial**

- 5.1.1 There are no financial implications or issues identified in this report. The SGF budget will be subject to the council's annual budget setting process and any requirements to make savings or provide growth will be dealt with as part of this process. The SGF has an annual budget of £50,000

#### **5.2 Legal Issues**

- 5.2.1 There are no legal implications or issues identified in this report. The Head of Democracy and Governance states that the Council has a number of different powers it can use to fund grants of this nature.

#### **5.3 Equalities, Human Rights and Data Protection**

- 5.3.1 There are no Equalities, Human Rights and Data Protection implications or issues identified in this report

## **5.4 Staffing**

5.4.1 There are no changes to WBC staffing arrangements identified in this report

## **5.5 Accommodation**

5.5.1 There are no changes identified in this report relating to WBC office/town hall accommodation.

## **5.6 Community Safety/Crime and Disorder**

5.6.1 There are no Community Safety/Crime and Disorder implications or issues identified in this report

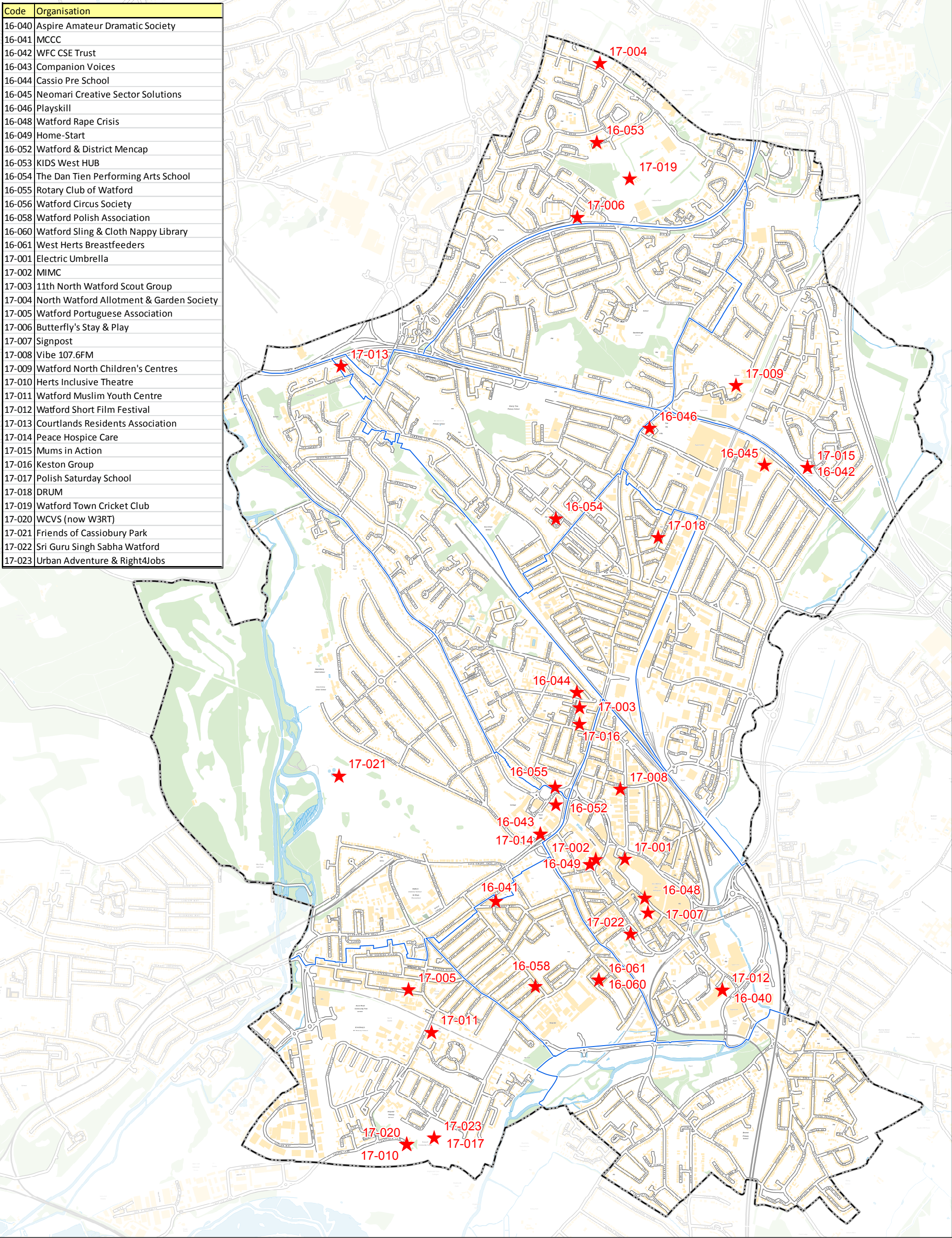
## **Appendices**

1. GIS map of grant locations across the borough
2. SGF - award table 2017-18
3. GF – satisfaction survey results
4. SGF – equalities data

## **Background papers/information**

1. SGF - case studies leaflet
2. SIAS - SFG audit report July 2018
3. SGF - Success stories newsletter
4. SGF - Process flow chart
5. SGF - Funding surgery leaflet/poster

Code	Organisation
16-040	Aspire Amateur Dramatic Society
16-041	MCCC
16-042	WFC CSE Trust
16-043	Companion Voices
16-044	Cassio Pre School
16-045	Neomari Creative Sector Solutions
16-046	Playskill
16-048	Watford Rape Crisis
16-049	Home-Start
16-052	Watford & District Mencap
16-053	KIDS West HUB
16-054	The Dan Tien Performing Arts School
16-055	Rotary Club of Watford
16-056	Watford Circus Society
16-058	Watford Polish Association
16-060	Watford Sling & Cloth Nappy Library
16-061	West Herts Breastfeeders
17-001	Electric Umbrella
17-002	MIMC
17-003	11th North Watford Scout Group
17-004	North Watford Allotment & Garden Society
17-005	Watford Portuguese Association
17-006	Butterfly's Stay & Play
17-007	Signpost
17-008	Vibe 107.6FM
17-009	Watford North Children's Centres
17-010	Herts Inclusive Theatre
17-011	Watford Muslim Youth Centre
17-012	Watford Short Film Festival
17-013	Courtlands Residents Association
17-014	Peace Hospice Care
17-015	Mums in Action
17-016	Keston Group
17-017	Polish Saturday School
17-018	DRUM
17-019	Watford Town Cricket Club
17-020	WCVS (now W3RT)
17-021	Friends of Cassiobury Park
17-022	Sri Guru Singh Sabha Watford
17-023	Urban Adventure & Right4Jobs



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Town Hall, Watford,  
Hertfordshire WD17 3EX

## Small Grant Fund 2017-2018

Map Produced by: ryan.rodriques  
Publication Date: 21/08/2018



Scale 1:21,000

0 300 600 900 1,200  
Meters

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Leisure & Community Team									
Small Grants Fund Review 2017-2018									
AWARD TABLE									
Decision Date:	ID No:	Organisation:	Organisation Type:	Ward:	Grant Request:	Grant Award:	Purpose of Funding:	Level of Funding Request:	Match Funding:
3rd April 2017	16-040	Aspire Amateur Dramatic Society	VCS Organisation	WD17 2JP	£900	£993	Equipment -To purchase scenery costumes, props and theatre hire for production.	36%	£1,528
	16-041	MCCC	Charity	Vicarage	£1,597.26	£1,597.26	Equipment - To purchase tables, a projector and screen to support various functions and activities at the centre.	100%	n-a
	16-042	WFC CSE Trust	Charity	Meriden	£1,971	£1,971	Equipment - To set up a community café at Meriden Community Centre	100%	n-a
	16-043	Companion Voices	Informal group	Park	£2,000	£2,000	Project - Towards the cost of providing singing services to patients and families at The Peace Hospice.	100%	n-a
	16-044	Cassio Pre School	Charity	Nascot	£1,007.79	£1,007.79	Equipment - To purchase ICT equipment for the children and to update technology for the staff.	100%	n-a
	16-045	Neomari Creative Sector Solutions	VCS Organisation	All	£1,990	£1,990	Project - To provide artistic interventions in group and family settings working with other local organisations and seeking referrals from agencies.	54%	£1,680
	16-046	Playskill	Charity	Meriden	£1,473	£1,473	Equipment - To replace and refresh play equipment used during group sessions.	100%	n-a
	16-048	Watford Rape Crisis	Charity	Central	£1,000	£1,000	Equipment - To purchase a laptop and printer.	100%	n-a

16-049	Home-Start	Charity	All	£2,000	£2,000	Project - Volunteer recruitment campaign.	77%	£583
16-052	Watford & District Mencap	Charity	All	£2,000	£2,000	Equipment - Funding towards the purchase of uniforms in a community café based in Watford Central Library.	100%	£82
16-053	KIDS West HUB	Charity	All	£828	£828	Equipment - Funding to purchase sensory toys for children with additional needs.	100%	n-a
16-054	The Dan Tien Performing Arts School	VCS Organisation	Callowland	£2,000	£2,000	Project - Funding to pilot a movement, music and dance class for children who have additional needs.	66%	£1,000
16-055	Rotary Club of Watford	Charity	All	£1,200	£1,200	Equipment - Funding to purchase a projector, laptop and counting machine.	100%	n-a
16-056	Watford Circus Society	Informal group	All	£2,000	£2,000	Project - Funding towards hall hire, circus equipment, insurance, instructors fees etc.	100%	n-a
16-058	Watford Polish Association	VCS Organisation	Vicarage	£2,000	£0	Project - Funding towards an International Children's Day event. Application declined as additional information requested was not provided.	80%	n-a
16-060	Watford Sling & Cloth Nappy Library	VCS Organisation	Nascot	£1,873.52	£1,873.52	Equipment - To purchase additional carriers for the Library and an Ipad for hirers payment details and processing.	100%	n-a
16-061	West Herts Breastfeeders	VCS Organisation	All	£792.17	£792.17	Project - To produce fliers and publicity material to publicise the support available from the group.	100%	n-a

8th May 2017	17-001	Electric Umbrella	Charity	All	£2,000	£2,000	Project - To present The Big Show at Watford Palace Theatre.	57%	£1,500
	17-002	MIMC	Charity	All	£2,000	£2,000	Project - To present an evening at Langley Banqueting Hall.	66%	£1,000
5th June 2017	17-003	11th North Watford Scout	Charity	Nascot	£2,000	£2,000	Project - To purchase camping equipment	17%	£9,167
	17-004	North Watford Allotment & Garden Society	VCS Organisation	Woodside	£240	£240	Equipment - To purchase a notice board.	100%	n-a
	17-005	Watford Portuguese	Charity	Holywell	£1,500	£1,500	Project - Costs towards a fundraising event.	19%	£6,500
	17-007	Signpost	Charity	All	£1,690.05	£1,690.05	Equipment - Purchase of IT	100%	n-a
10th July 2017	17-006	Butterfly's Stay & Play	CIC	Woodside	£2,000	£2,000	Project - Funding towards a creche and café.	50%	n-a
	17-008	Vibe 107.6FM	VCS Organisation	Central	£1,690	£1,690	Equipment - To purchase a studio phone system.	100%	n-a
	17-009	Watford North Children's Centres	Charity	Meriden	£380	£380	Equipment - To purchase volunteer t-shirts to act as uniform.	100%	n-a
21st August 2017	17-010	Herts Inclusive Theatre	Charity	All	£1,975	£1,975	Project - Funding towards the costs of a pantomime performance project.	23%	£1,499
	17-011	Watford Muslim Youth Centre	Charity	Park & Vicarage	£2,000	£0	Project - Funding towards the 786 youth club including hire costs. Funding declined as the youth club is an on-going project and forms part of the organisations core service, therefore not eligible for funding.	68%	n-a
	17-012	Watford Short Film Festival	CIC	Central	£1,654	£1,654	Project - Funding towards the film festival.	100%	n-a

	17-013	Courtlands Residents Association	VCS Organisation	Nascot Leggatts	£1,356	£0	Equipment - Funding towards tables and chairs for various events including a fun day. This application was referred to the Councillor's Locality Budget.	100%	n-a
	17-014	Peace Hospice Care	Charity	All	£2,000	£0	Project - Funding towards the Herts Community Neighbours Project and Enabling Training. Decision not to fund following members request that our focus is on smaller, informal organisations.	5%	n-a
	17-015	Mums in Action	VCS Organisation	Meriden Stanborough	£2,000	£2,000	Project - Funding towards training courses on parenting, employability and self-awareness/confidence.	60%	£1,360
9th October 2017	17-016	Keston Group	VCS Organisation	Nascot	£2,000	£0	Equipment - Funding required to install a bicycle shed for the flats. Decision not to fund through the small grants fund. £750 awarded via the Councillors Locality Budget.	100%	n-a
	17-017	Polish Saturday School	VCS Organisation	Tudor	£1,000	£1,000	Project - Funding towards a community event.	45%	n-a
6th November 2017	17-018	DRUM	Charity	All	£921.59	£921.59	Equipment - Funding towards therapy, rehabilitation and mobility equipment and aids.	100%	n-a
	17-019	Watford Town Cricket Club	VCS Organisation	Woodside	£2,000	£2,000	Equipment - Funding towards a defibrillator and training.	100%	£500

	17-020	WCVS (now W3RT)	Charity	All	£130	£0	Project - To fund a trip to parliament in order to increase civic engagement. Funding declined as the application did not fully meet the aspirations of the small grants fund. Advised to contact the local MP for possible support.	20%	£500
	17-021	Friends of Cassiobury Park	VCS Organisation	Park	£1,404	£1,404	Equipment - Funding to purchase a defibrillator.	100%	n-a
	17-022	Sri Guru Singh Sabha Watford	VCS Organisation		£1,500	£0	Equipment - To purchase a hotplate to be used at events and functions. Application deferred until 2018-19 programme pending further information.	100%	n-a
4th December 2017	17-023	Urban Adventure & Right4Jobs	CIC	Holywell	£780	£0	Project - Funding towards the start up costs of a community walks project including volunteer training and community engagement. Application deferred to 2018-19 pending further information.	100%	n-a
<b>TOTALS:</b>	<b>40</b>	<b>40</b>			<b>£60,853.38</b>	<b>£49,180.38</b>			<b>£26,899</b>

Leisure & Community Team  
Small Grants Fund Review

**DATA TABLE**

	<b>2017-2018</b>	<b>2016-2017</b>
No of Applications Received	40	61
No of Organisations Applying	40	59
No of successful applications	32	32
No of unsuccessful application	8	29
No of applications deferred from 2016-17	17	0
Purpose of Funding - Initiative/Project	19	16
Purpose of Funding - Equipment	21	16
Amount of Funding used for Initiative/Project	£24,911.17	£24,957.63
Amount of Funding used for Equipment	£24,269.21	£25,052.37
<b>Total Amount of Funding Awarded</b>	<b>£49,180.38</b>	<b>£50,010</b>

**Small Grants Fund Review 2017-2018**

SGF Consultation:

- 25<sup>th</sup> June 2018 – 23<sup>rd</sup> July 2018
- Survey emailed to all organisations that applied in 2017-18, 39 in total
- Survey focused on how organisations found the process of applying to us for funding
- 23 organisations responded, 58% response rate

Headline Results:

- 91% of applications to the small grants fund were successful
- 2 successful applications from small informal organisations
- 71% of responders were Very Satisfied and 23% of responders were Satisfied with our application processes and how we dealt with applications
- 75% of responders found the Small Grants Team to be Very Helpful
- 30% of responders would like to see Sports Equipment added to the criteria of what we will fund
- 30% of responders would like to see Environmental Projects added to the criteria of what we will fund
- There are 606 volunteers giving 809 hours per week to 18 organisations

Improvements made or planned based on what responders told us:

- Our surveys in 2016-17(60%) and 2015-16(62%) showed that applicants would like to be able to apply online. This facility is now available and we have been receiving online applications.
- For 2019-20 provide an example application form within our application pack.
- Provide information on our Small Grants webpage after each delegated decision to show who has been successful, for what project and how much funding has been allocated.
- Continuing to work with Communications to publicise successful projects to include website publicity, social media etc.

### **EQUALITIES DATA**

Results below are taken from the Small Grant Fund Survey sent to the 39 organisations who applied to the fund, of which 32 grants were made but only 23 organisations responded:

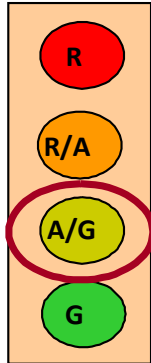
- GENDER: 28% of respondents were male, 72% were female
- DISABILITY: 17% of respondents considered themselves to be disabled
- AGE: 12% of respondents were aged between 18-29, 12% were aged between 30-39, 29% were aged 40-49, 24% were aged between 50-59, 6% were aged between 60-64, 18% were aged between 65-74
- ETHNICITY: Respondents considered themselves to be of the following groups listed:
  - 71% of were English / Welsh/ Scottish/ Northern Irish/ British
  - 6% Caribbean
  - 6% Indian
  - 12% Pakistani
  - 6% Sri Lankan

Results based on the Beneficiaries of Funded Projects:

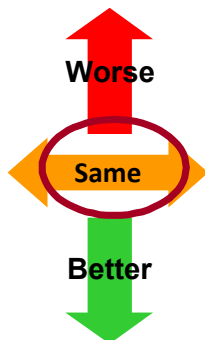
- GENDER: 95% of projects worked with all genders, 5% worked with males only
- DISABILITY: Projects aimed specifically at people with disabilities:
  - 21% Yes
  - 32% No
  - 47% Equally at people with a disability and those with no disability
- The disabilities were:
  - 64% All / any disability
  - 27% Sensory impairment
  - 18% Physical impairment
  - 9% Learning disabilities
  - 27% Mental health conditions
  - 27% Long standing illness or health condition
  - 18% Other
- AGE: Age ranges that projects focused on were:
  - 41% - All ages
  - 12% - 0 – 4
  - 18% - 5 – 11
  - 24% - 12 to 18
  - 35% - 19 – 29
  - 35% - 30 – 39
  - 29% - 40 – 49
  - 24% - 50 – 59
  - 12% - 60 – 64
  - 12% - 65 – 74
  - 12% - 75 – 84
  - 6% - 85
- ETHNICITY: Ethnicity that projects focused on were:
  - 100% - all ethnicities

<b>Completed by:</b>	Liam Hornsby	<b>Period from:</b>	1 October 2018
<b>Date completed:</b>	7 November 2018	<b>Period to:</b>	7 November 2018

## Current Programme Status



## Trend since last report



## Programme Headlines

- First set of Detailed Design Documents and Full Business Cases (Community/Democratic Services) to Programme Board and Cabinet to allow progression to the 'build' stage. FM/Property Options Appraisal complete.
- Third Business Analyst appointed and due to start on 3 December 2018. This will mean Watford 2020 team will be fully resourced as per the Outline Business Case. Business Support Project Manager started with team on 22 October 2018.

## Project Headlines

- **CRM System** – Subject Access Request process and MyServices suite (Complaints, Compliments and Comments) live since 2 October 2018. Completion of pest control migration delayed due to ongoing testing of back office system APIs (see glossary).
- **ICT Core Infrastructure** – 298 Watford and 296 TRDC staff migrated to Active Directory, including Finance/Fraud and some Revs/Bens staff. Only 9 users remaining and scheduled to be completed by 16 November 2018.
- **Supplier Optimisation** – Change request to extend the scope and timeline of the project approved by Programme Board on 9 Oct 2018 and project plan in place. New supplier Project Manager in place. Development Management back scanning complete.
- **Unified Communications/Mobile Workforce** – WAN (see glossary) contract awarded, Unified Communications contract awarded. Both within agreed budget envelope. Additional clarification questions sent to Personal IT bidder but no negative impact on roll out of devices, which is still deliverable under the original timetable.
- **Revenues and Benefits** – Ongoing technical issue relating to the configuration of a dedicated VPN (see glossary) link and the availability of a firewall security certificate to enable the secure and controlled transfer of data with supplier for the new self-service modules.
- **FM/Property** – Options Appraisal to Programme Board on 15 November 2018 prior to Cabinet approval on 3 December 2018.
- **Community** – Detailed design process now complete. Detailed Design Document and Full Business Case to Programme Board on 15 November 2018 prior to Cabinet for approval on 3 December 2018.
- **Environmental Health & Licensing** – PID to Programme Board on 15 November 2018. First workshops complete and process design documents drafted.
- **Democratic Services** – Detailed design process now complete, including engagement at Member Development Group. Detailed Design Document/Full Business Case to Programme Board on 15 November 2018 prior to Cabinet on 3 December 2018.
- **Communications** – PID approved by Programme Board on 9 October 2018. Initial kick off meeting with Head of Corporate Strategy and Communications and Communications and Engagement Manager complete.
- **Front Office** – PID for agile development of all Firmstep processes and revised web content to Programme Board on 15 November

Schedule	Budget	HR	Communications	Resource
<b>Key activities for next period</b>				
<ul style="list-style-type: none"> <li>• <b>CRM system</b> – MyServices (Contact Us) post-implementation review to be completed. Technical issues with supplier API (see glossary) connectors to be resolved and testing to commence. Final development days for pest control process to be rescheduled in conjunction with Environmental Health &amp; Licensing.</li> <li>• <b>ICT Infrastructure Transformation</b> – Migration of remaining 9 WBC users to the Active Directory (see glossary). Further migration of servers to W3R domain and ongoing decommissioning of Windows 2000/2003 servers. Completion of phase 2 scoping.</li> <li>• <b>Supplier Optimisation</b> - Continue data cleansing in map based system, continuing to liaise with Hertfordshire County Council where they may have available data. Complete scheduling of works around system security and implementation of data protection module, in line with Environmental Health &amp; Licensing transformation project.</li> <li>• <b>Unified Communications/Mobile Workforce</b> – Finalisation of WAN (see glossary) and Unified Communications contract documentation. Award of Personal IT contract and finalise contract documentation. Current project closure and initiation of new implementation projects.</li> <li>• <b>Revenues and Benefits</b> – Resolution of ongoing supplier issues. Annual marketing and publicity strategy complete. Continuation of process redesign workshops.</li> <li>• <b>FM/Property</b> – Options Appraisal to Cabinet on 3 December 2018. Detailed design work to commence following approval of Options Appraisal.</li> <li>• <b>Community</b> – Detailed Design and Full Business Case to Cabinet on 3 December 2018. Mobilise build activities in Front Office project for digitisation of key processes.</li> <li>• <b>Environmental Health and Licensing</b> – Complete workshops 4 and 5 on 'report it' functionality. Sign off process design documents for food registration, driver training and Environmental Health licensing.</li> <li>• <b>Democratic Services</b> – Detailed Design and Full Business Case to Portfolio Holders for review on 19 November 2018 and Cabinet on 3 December 2018. Mobilise build activities in Front Office project for digitisation of key processes.</li> <li>• <b>Communications</b> – Continuation of detailed design workshops and further engagement with the wider team. Draft detailed design documents to be completed and work to commence on Full Business Case for presentation at Programme Board in January 2019.</li> <li>• <b>Front Office</b> – deliver first rounds of agile development sprints</li> </ul>				

Project RAG Statuses																								
Enabling Projects																								
Customer Management System Replacement				ICT Infrastructure Transformation				Supplier Optimisation				Unified Communications / Mobile Workforce / WAN				Digital Mail Room								
Implementation				Implementation				Implementation				Implementation				Scoping								
Sch	£	C	Res	Sch	£	C	Res	Sch	£	C	Res	Sch	£	C	Res	Sch	£	C	Res					
Pest Control implementation delayed due to issues with supplier APIs but MyServices handed over to BAU				Migration of Watford users underway. Minor delay to final end date to complete these works – now expected 16 November. Phase 2 scoping underway.				Change request approved by Programme Board on 9 October 2018 to include Land Charges mapping layers and system security settings.				PIT contract signing delayed due to clarification questions for bidder. To be resolved by mid-November.				Options Appraisal now to Leadership Team on 4 December 2018, allowing sufficient time for engagement with service. Managed by Head of S.T.								
Service-Led Projects																								
Democratic Services					Community					Environmental Health and Licensing					Revenues and Benefits					FM/Property				
Detailed Design					Detailed Design					Scoping					Detailed Design					Scoping				
Sch	£	HR	C	Res	Sch	£	HR	C	Res	Sch	£	HR	C	Res	Sch	£	HR	C	Res	Sch	£	HR	C	Res
Detailed Design and Full Business Case complete. To Programme Board on 15 November 2018 and then Cabinet on 3 December 2018.					Detailed Design and Full Business Case complete. To Programme Board on 15 November 2018 and then Cabinet on 3 December 2018.					PID to Programme Board for approval on 15 November 2018. First workshops completed and process design write up underway.					Issue in relation to the IT stream of the project which has impacted a number of milestones. Project Manager working two days a week.					Options Appraisal draft complete. To Programme Board on 15 November 2018 and then Cabinet on 3 December 2018.				

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Communications					Our People														
Detailed Design					Implementation														
Sch	£	HR	Res	C	Sch	£	HR	Res	C										
PID approved by Programme Board on 13 October 2018. Detailed design now underway.					All work strands running to schedule. Programme Status report included in Programme Board papers on 15 Nov 2018.														
Minor Projects																			
Online Report Sign-Off					CCTV Operating Model					Bin Sensors									

Supporting Services				
Communications	IT	HR	Legal / Procurement	Finance
Update to Programme Communications Plan to be reviewed by Programme Board on 15 November 2018. Our People Communications Plan approved by Board and actions underway. E-bulletin (see glossary) focused on Our People Programme complete.	IT representative present at Watford 2020 Steering Group. New IT Project Manager to support Watford 2020 projects now in place. IT requirements across Watford 2020 programme reviewed with PM, IT Section Head and Watford 2020 Programme Manager	Supporting services tracker reviewed by HR at Watford 2020 Steering Group. Allocation of HRBPs (see glossary) across in-flight service projects reviewed and confirmed to be sufficient to resource programme. HR Manager involved in project plans.	Legal representation to be invited to Steering Group as and when appropriate. Current support provided in relation to Unified Communications/ Personal IT and WAN (see glossary) contracts. Also in relation to variation of contract for the online report sign-off.	Watford 2020 Finance Sub-Committee meeting scheduled for 5 November 2018 cancelled but papers sent out in advance for review. Full Business Case documents to be reviewed by Finance in advance of Cabinet submission.

## Glossary

- **Active Directory (AD)** - a centralised way to manage 'user' accounts (such as usernames, passwords, email addresses) and equipment across the council. It will allow our IT team to do things like send updates to multiple computers and users at the same time. The current project to migrate all users to the new 'W3R' AD will improve security and usability. It's a good opportunity to clean up the system, removing old and unused mailboxes and calendars. The changes will also bring Watford and Three Rivers colleagues into the same domain which will reduce maintenance costs and simplify future upgrades.
- **APIs** – stands for 'Application Programming Interface' and is a piece of IT equipment which allows different pieces of software to integrate and communicate with each other.
- **BAU** – a project management term which stands for 'business as usual' and relates to operational matters outside of the project framework and scope
- **CRM** – stands for 'Customer Relationship Management' and is commonly used to description a customer platform which allows customers to interact with the council and vice versa.
- **E-Bulletin** – an electronic newsletter produced by the council's Communication Team, in conjunction with the Watford 2020 Programme Manager, to provide updates and information on the programme to the rest of the organisation.
- **HRBPS** – these are Human Resource Business Partners and provide a link and single point of contact between council services and the HR team
- **Project Initiation Document (PID)** – a project management document that brings together all of the key information needed to start and run a project on a sound basis. In short, this is the, "who, why, and what", part of the project signed off by the Programme Board. It defines all major aspects of a project and forms the basis for its management and the assessment of overall success. The project initiation document builds upon the outline business case using the information and analysis data produced during initiation activities
- **WAN** – stands for 'Wide Area Network' and is a crucial element in providing unified communications across the council. The 'WAN' is the infrastructure that supports unified communications'
- **VPN** – stands for 'Virtual Private Network' and is the way in which information can be sent securely between two computers using the internet

## Highlighted Risks

Ref	Risk	Cause	Consequence	Response	Original Risk Assessment			Action agreed to respond / mitigate / control	Status	Date Raised	Raised by	Risk Owner	Current Risk Assessment		
					Likelihood 1-4	Severity 1-4	Risk Score						Likelihood 1-4	Severity 1-4	Risk Score
PR38	Detailed designs are unable to be delivered as anticipated	Detailed designs do not receive sign off at the appropriate governance stages	Negative impact on anticipated benefits and anticipated delivery timescale of the project and, by consequence, the programme	Treat	2	4	8	10.09.2018 - Approach contained within PIDs and approved by Programme Board means that there is ongoing engagement with the service and Sponsors throughout the life of the project. Sufficient time has been built into project plans to allow for sign-off and any amendments			LH	AC	2	3	6

## Highlighted Issues

Issue Reference	Date Raised	Issue	Cause	Impact	Status	Severity	Action Taken	Issue Owner	Further monitoring, action and recording
P12	20.09.2018	Integration between customer platform and service business system in relation to the Pest Control process does not work	The two systems have integrated elsewhere so the Project Team know that this is possible but the exact cause of the issue is still subject to investigations	It is not possible to test the Pest Control process end-to-end, using the two systems, until this issue is resolved. This will result in a delay to the closure of the CRM (see glossary) replacement project and may have an impact on the timescales for the Front Office project if it cannot be resolved by the time processes need to be built and tested in this project.	Open		02.10.2018 - IT Project Manager, starts. Issue assigned to him or further investigation and liaison with providers 09.10.2018 - Programme Board agree to escalate issues with supplier more generally 22.10.2018 - Further internal testing indicates that integration issues still not resolved. 26.10.2018 - Agreement of all parties to set up technical resolution call.	DN	09.10.2018 - Issue raised at Programme Board level

P13	26.09.2018	Supplier needs access to the council system in order for the Revenue and Benefits online forms to work as anticipated.	Internal firewalls and security certificate requirements are preventing the two systems from integrating as anticipated	Impact on the delivery of strand 1 of the Revenues and Benefits project. Should delivery slip beyond January, this would have an unacceptable impact on BAU (see glossary) service delivery for year-end. This could impact the delivery and end date of the project and therefore profiled benefits.	Open		26.09.2018 - Potential alternative solution for VPN (see glossary) issue discussed at Project Team meeting. IT to investigate further 17.10.2018 - Confirmed that work-around not successful. Impact on slippage to BAU (see glossary) performance raised at Project Team meeting 31.10.2018 - Network and Security Engineer, designated to solving issue full time 05.11.2018 – Network and Security Engineer confirmed that supplier firewalls are not able to import the format of the certificates being exported by another supplier	JG	15.11.2018 - Issue to be raised at Programme Board level
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# Agenda Item 8

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Title:</b>	End of Quarter 2 2018/19: Key Performance Indicator (KPI) Report
<b>Date of meeting</b>	29 November 2018
<b>Report of:</b>	Head of Corporate Strategy and Communications

## 1.0 SUMMARY

1.1 Watford BC's Corporate Plan sets out the council's priorities and corporate work programme to 2020. Underpinning the plan is a suite of key performance indicators. These measures support the delivery of good quality services (both internal and external) by highlighting areas of good performance and, more importantly, under performance.

1.2 The attached report (Appendix A) shows the results for these key performance indicators at the end of Quarter 2 2018/19 for those services directly provided by the council. The report, therefore, shows:

- The result for end of Q2 (unless highlighted otherwise)
- The results for the previous quarter (Q1 2018/19)
- The results for the same quarter last year (Q2 2017/18)
- The target that was set for 2018/19 and for Q2 – these are often the same, particularly where a target is set as a percentage
- Whether the indicator result is above, below or on target (shown by the green, red or orange arrows)
- Benchmarking information, where available, against Hertfordshire authorities or all England authorities. As this collates national information, it lags behind that collected by the council and so, in many cases is Q1 2018/19 or even Q4 2017/18

**Contact Officer:**

For further information please contact:

Kathryn Robson, Head of Corporate Strategy & Communications - ext.: 8077 or  
[kathryn.robson@watford.gov.uk](mailto:kathryn.robson@watford.gov.uk)

**2.0 Risks****2.1**

<b>Nature of Risk</b>	<b>Consequence</b>	<b>Suggested Control Measures</b>	<b>Response</b> <i>(Treat, tolerate, terminate, transfer)</i>	<b>Risk Rating</b> (the combination of severity and likelihood)
Failure to scrutinise organisational performance	Potential for performance to slip with consequences for quality of service delivery	<i>Robust scrutiny and challenge</i>	<i>Treat</i>	6

**3.0 DECISION REQUIRED**

- 3.1 Committee is asked to note the key performance indicator results for the end of Q2 2018/19.

## **4.0 DETAILED PROPOSAL**

**4.1** The council maintains a suite of performance indicators as one means of ensuring the council is performing to a high standard and that areas where improvement needs to be made are highlighted and appropriate action taken. These 'key' performance indicators are presented to members at Portfolio Holders meetings as well as at Overview and Scrutiny Committee (for those services still provided directly by the council) and Outsourced Services Scrutiny Panel (for those services now provided by an external organisation or through the lead authority model). The vast majority of indicators are now scrutinised by Outsourced Services Scrutiny Panel.

## **4.2 Benchmarking**

One of the significant challenges that the council faces in terms of assessing its performance is the lack of national benchmarking information in many areas. This has been the case since the ending of the national performance regime. Without the rigour of the national framework it can be difficult to both assess which indicators best measure what is important to overall organisational performance and to assess how we are doing compared to others. However, the government does publish a range of the returns that are required of local authorities (such as for planning, housing and revenues and benefits) and the council is in a local benchmarking group for waste and recycling. Where possible benchmarking is provided although there is a time lag of at least a quarter i.e. for this report Q1 2018/19 or Q4 2017/18 results are benchmarked in most cases rather than Q2 2018/19.

## **4.3 Areas to note from the report**

- Planning performance has improved during Q2 with **indictors 1 and 3** above target. **Indicator 2** remains below target.
- Telephone waiting times were high again in Q2 but new appointments to the Customer Service Centre will be in post from the end of November 2018 (**Indicator 5**)
- Committee to note that the result for homelessness now reflects the changes that were brought in by the Homelessness Reduction Act (HRA) 2017 (implemented from April 2018). The HRA is a fundamental change on how homelessness services are delivered and will require a period of 12-18 months for the new way of working to be imbedded and meaningful comparisons to be made. Therefore, whilst previous quarters' results are included, direct comparison, particularly between years, is not applicable (**Indicator 12**)
- Households in temporary accommodation fell again during Q2 (**Indicator 14**). This is partly as a result of access to more permanent housing solutions.

- Committee to note that since April 2018, the housing data returned to government has changed.

On the 27 June 2018 the Ministry for Housing, Communities and Local Government, - MHCLG's, statutory homelessness statistics were published for the final time in a new format. This is because the previous local authority return (called P1E), on which national statistics were based, has been replaced by a new case level collection called H-CLIC (Homelessness Case Level Information Collection). The final P1E returns, which were published on 27 June included new January -March 2018 quarter and 2017/18 financial year data.

From the 1 April 2018 local authorities started to collect data in the new H-CLIC format for MHCLG to monitor their activities under the 2017 Homelessness Reduction Act (HRA). The 2017 HRA places new duties on local authorities to help prevent or relieve homelessness for anyone eligible for public funds. This means H-CLIC will contain information on more people who are homeless or at risk of homelessness rather than only those who are considered priority need.

The additional information being collected through H-CLIC is detailed below:

<b>People</b>	The age, gender of people in the household and their relationship to the applicant.
<b>Household / applicant</b>	Extra information on the employment and benefit status of the main applicant, their partner, last settled accommodation and more details on reason for loss of last settled home, including breakdowns for loss of assured shorthold tenancies.
<b>Support needs &amp; assistance</b>	The needs of the household; any support they received for these during the homelessness process- such as for alcohol problems or mental health issues.
<b>Prevention and relief</b>	Main activity, length of time this was offered and the outcome whether successful or not. Under the 2017 Homelessness Reduction Act prevention and relief are legal duties offered to anyone considered homeless and eligible for public funds.
<b>Temporary accommodation</b>	The duration of temporary accommodation (TA) placements, including those still living in TA, broken down further by type and location. Whether there is overcrowding.
<b>Review</b>	Whether a case has been subject to a review and if that review was successful
<b>Time</b>	The time taken for each case to be secured settled accommodation
<b>Repeat cases</b>	Identify individuals who present as homelessness again in the future.

April-June 2018 statutory homelessness data were reported to MHCLG by local authorities using H-CLIC. As local authorities familiarise themselves with the new data requirements and reporting system the data quality is expected to be lower. As MHCLG work with local authorities to improve the reporting standards, the first H-CLIC statistics release will be the end of 2018. There was no September 2018 statistics release that would have been expected on the regular P1E cycle. This means benchmarking data presented is now historic (Q4 2017/18).

Whilst MHCLG work with local authorities to improve data quality, statutory homelessness statistics will be published as experimental rather than official or National Statistics. The new H-CLIC statistics are expected to be published as Experimental Statistics for approximately twelve months. The precise timescales will depend on data quality.

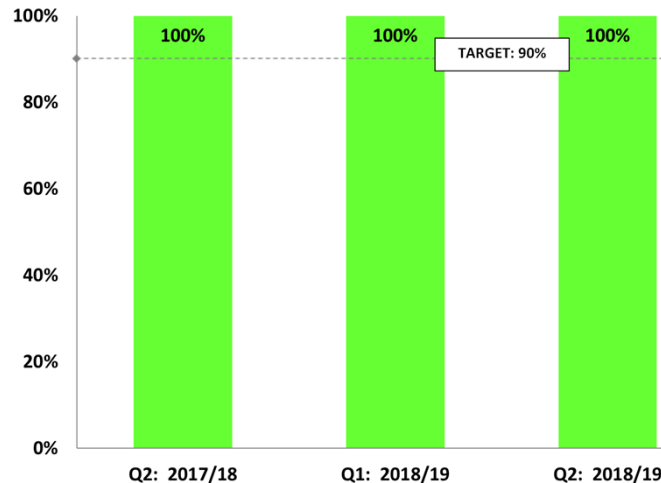

## Appendices

Appendix A – Key Performance Indicators End of Quarter 2 2018/19: (services delivered directly by Watford BC)

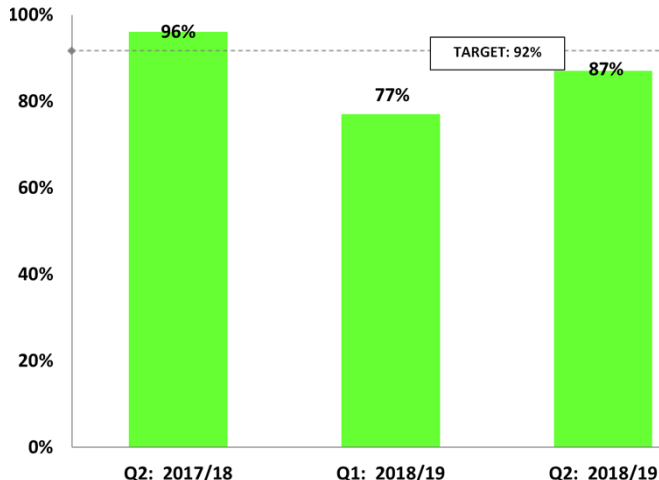
## Appendix A: KEY PERFORMANCE INDICATORS: End of Quarter 2 2018/19 (services delivered directly by Watford BC)

### I. CUSTOMER FIRST INDICATORS

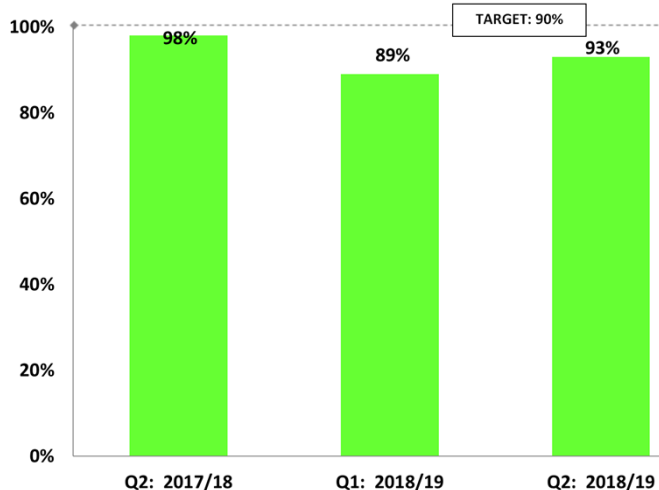
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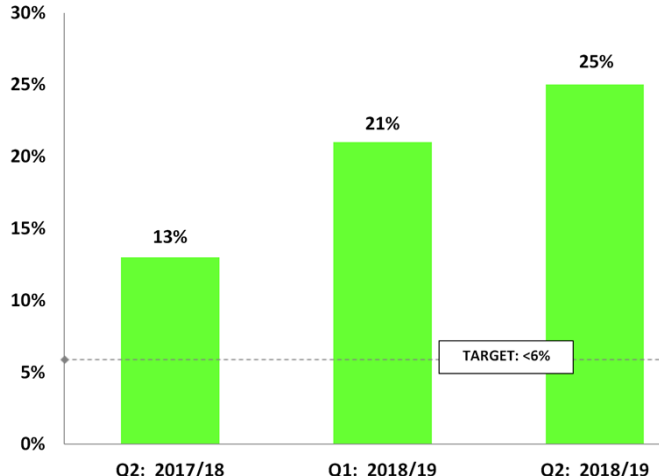

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																						
	PLANNING:																																										
1.	Processing of planning applications: 'major' applications - % determined within 13 weeks  A high result is good for this indicator	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<div>RESULT: 100%</div> <div>Major applications determined in 13 weeks</div>  <table><thead><tr><th>Quarter</th><th>Performance (%)</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>100%</td></tr><tr><td>Q1: 2018/19</td><td>100%</td></tr><tr><td>Q2: 2018/19</td><td>100%</td></tr></tbody></table>	Quarter	Performance (%)	Q2: 2017/18	100%	Q1: 2018/19	100%	Q2: 2018/19	100%	<div>Above target: </div> <div>Target for 2018/19 and Q2: 90%</div> <div>There were 15 applications in this category during Q2 with 15 determined within 13 weeks and 0 outside the target..</div> <div>Benchmarking: Herts, England &amp; Shire Districts performance: Q1 2018/19 (April- June 2018/19)</div> <table><thead><tr><th colspan="2">Speed of planning decisions: 'major' (Q1)</th></tr><tr><th></th><th>%</th></tr></thead><tbody><tr><td>Dacorum</td><td>100%</td></tr><tr><td>Stevenage</td><td>100%</td></tr><tr><td>Three Rivers</td><td>100%</td></tr><tr><td>Watford</td><td>100%</td></tr><tr><td>Welwyn Hatfield</td><td>100%</td></tr><tr><td>St Albans</td><td>83%</td></tr><tr><td>North Herts</td><td>81%</td></tr><tr><td>East Herts</td><td>75%</td></tr><tr><td>Broxbourne</td><td>71%</td></tr><tr><td>Hertsmere</td><td>60%</td></tr><tr><td>England (average)</td><td>88%</td></tr><tr><td>Hertfordshire (average)</td><td>87%</td></tr><tr><td>England (best)</td><td>100%</td></tr></tbody></table>	Speed of planning decisions: 'major' (Q1)			%	Dacorum	100%	Stevenage	100%	Three Rivers	100%	Watford	100%	Welwyn Hatfield	100%	St Albans	83%	North Herts	81%	East Herts	75%	Broxbourne	71%	Hertsmere	60%	England (average)	88%	Hertfordshire (average)	87%	England (best)	100%
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	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																								
2.	<p>Process of planning applications: ‘minor’ applications - % determined within 8 weeks</p> <p><b>A high result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 87%</b></p> <p><b>Minor applications determined in 8 weeks</b></p>  <table><caption>Minor applications determined in 8 weeks</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>96%</td></tr><tr><td>Q1: 2018/19</td><td>77%</td></tr><tr><td>Q2: 2018/19</td><td>87%</td></tr><tr><td><b>TARGET</b></td><td><b>92%</b></td></tr></tbody></table>	Quarter	Percentage	Q2: 2017/18	96%	Q1: 2018/19	77%	Q2: 2018/19	87%	<b>TARGET</b>	<b>92%</b>	<p><b>Below target:</b></p> <p><b>Target for 2018/19 and Q2: 92%</b></p> <p>There were 53 applications in this category during Q2, with 46 determined within 8 weeks and 7 outside the target.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q4 2017/18 (January - March).</p> <table><tr><th colspan="2">Speed of planning decisions: ‘minor’ (Q1)</th></tr><tr><th></th><th>%</th></tr><tr><td>Three Rivers</td><td>94%</td></tr><tr><td>St Albans</td><td>93%</td></tr><tr><td>East Herts</td><td>91%</td></tr><tr><td>Stevenage</td><td>89%</td></tr><tr><td>Welwyn Hatfield</td><td>87%</td></tr><tr><td>Broxbourne</td><td>82%</td></tr><tr><td>Dacorum</td><td>77%</td></tr><tr><td><b>Watford</b></td><td><b>77%</b></td></tr><tr><td>Hertsmere</td><td>70%</td></tr><tr><td>North Herts</td><td>68%</td></tr><tr><td>England (average)</td><td>82%</td></tr><tr><td>Hertfordshire (average)</td><td>83%</td></tr><tr><td>England (best)</td><td>100%</td></tr></table>	Speed of planning decisions: ‘minor’ (Q1)			%	Three Rivers	94%	St Albans	93%	East Herts	91%	Stevenage	89%	Welwyn Hatfield	87%	Broxbourne	82%	Dacorum	77%	<b>Watford</b>	<b>77%</b>	Hertsmere	70%	North Herts	68%	England (average)	82%	Hertfordshire (average)	83%	England (best)	100%
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Welwyn Hatfield	93%																																										
Broxbourne	90%																																										
Dacorum	90%																																										
Watford	89%																																										
North Herts	86%																																										
Hertsmere	81%																																										
England (average)	90%																																										
Hertfordshire (average)	91%																																										
England (best)	100%																																										


	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)								
	CUSTOMER SERVICES												
4.	CSC - Channel mix (% contacts through each channel)  Narrative indicator whilst baseline being developed	Service Transf'tion  Andrew Cox	Quarterly	Telephone: 70% Face to face: 24% Web: 5% (completed online forms and missed bin reports)	No target.  This is to measure the direction of travel for the channel mix of customer contact.  It remains relatively unchanged since Q1.								
5.	Telephone waiting time of over 2 minutes (% of calls received above 2 minutes waiting time)  A low result is good for this indicator	Service Transf'tion  Andrew Cox	Quarterly	RESULT: 25%  Telephone waiting time of over 2 mins  <table><caption>Telephone waiting time of over 2 mins</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>13%</td></tr><tr><td>Q1: 2018/19</td><td>21%</td></tr><tr><td>Q2: 2018/19</td><td>25%</td></tr></tbody></table>	Quarter	Percentage	Q2: 2017/18	13%	Q1: 2018/19	21%	Q2: 2018/19	25%	Below target:   Target for 2018/19 and Q2: 6% or less  The Q2 outturn is below target due to low staffing levels. Four new Customer Service Advisors will be in post from late November 2018.
Quarter	Percentage												
Q2: 2017/18	13%												
Q1: 2018/19	21%												
Q2: 2018/19	25%												

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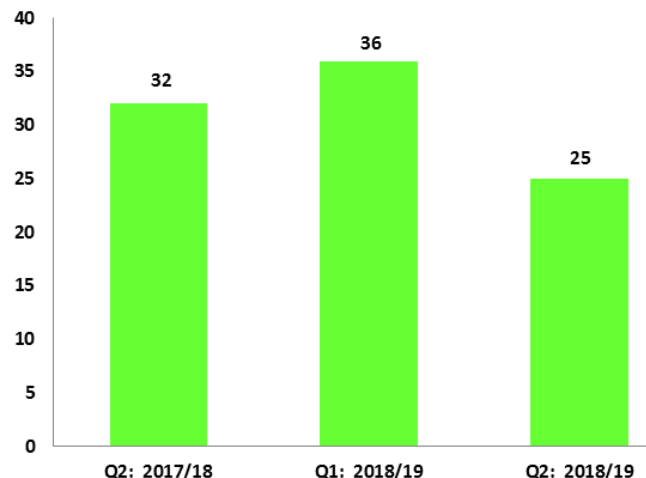
	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)												
6.	CSC service levels: Percentage of all calls answered  <b>A high result is good for this indicator</b>	Service Transf'tion  Andrew Cox		<b>RESULT: 97%</b>  CSC service levels: % of all calls answered <table><caption>CSC service levels: % of all calls answered</caption><thead><tr><th>Quarter</th><th>Result</th><th>Target</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>Not available</td><td>95%</td></tr><tr><td>Q1: 2018/19</td><td>98%</td><td>95%</td></tr><tr><td>Q2: 2018/19</td><td>97%</td><td>95%</td></tr></tbody></table>	Quarter	Result	Target	Q2: 2017/18	Not available	95%	Q1: 2018/19	98%	95%	Q2: 2018/19	97%	95%	Above target:  <b>Target for 2018/19 and Q2: 95%</b>
Quarter	Result	Target															
Q2: 2017/18	Not available	95%															
Q1: 2018/19	98%	95%															
Q2: 2018/19	97%	95%															
7.	Calls resolved at first point of contact  <b>A high result is good for this indicator</b>	Service Transf'tion  Andrew Cox	Quarterly	<b>RESULT: NOT AVAILABLE</b>													
8.	Face to Face channel % cases resolved at first point of contact	Service Transf'tion  Andrew Cox	Quarterly	<b>RESULT: NOT AVAILABLE</b>													

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	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)								
9.	Complaints resolved within 10 days  A high result is good for this indicator	Service Transf'tion  Andrew Cox	Quarterly	<b>RESULT: 83%</b>  Complaints resolved within 10 days <table><thead><tr><th>Period</th><th>Result</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>Not available</td></tr><tr><td>Q1: 2018/19</td><td>97%</td></tr><tr><td>Q2: 2018/19</td><td>83%</td></tr></tbody></table>	Period	Result	Q2: 2017/18	Not available	Q1: 2018/19	97%	Q2: 2018/19	83%	Below target:  <b>Target for 2018/19 and Q2: 100%</b> 
Period	Result												
Q2: 2017/18	Not available												
Q1: 2018/19	97%												
Q2: 2018/19	83%												
10.	FOIs responded to within 20 working day  A high result is good for this indicator	Service Transf'tion  Andrew Cox	Quarterly	<b>RESULT: 88%</b>  FOIs responded to within 20 working days <table><thead><tr><th>Period</th><th>Result</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>Not available</td></tr><tr><td>Q1: 2018/19</td><td>87%</td></tr><tr><td>Q2: 2018/19</td><td>83%</td></tr></tbody></table>	Period	Result	Q2: 2017/18	Not available	Q1: 2018/19	87%	Q2: 2018/19	83%	Below target:  <b>Target for 2018/19 and Q2: 100%</b>  Responses not within timescales for 38 FOI requests. 
Period	Result												
Q2: 2017/18	Not available												
Q1: 2018/19	87%												
Q2: 2018/19	83%												

## II. QUALITY OF LIFE INDICATORS

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)
	<b>HOUSING:</b>				
11.	<p>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 accom.)</i></p> <p><b>A high result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Biannually	<b>RESULT: 28 units</b>	<p><b>Target for 2018/19: 32</b></p> <p>Affordable rents: 14 x 2 bed and two x 3 bed units delivered Low cost home ownership: 4 x 2 bed and 10 x 3 bed units delivered.</p> <p>On target for year.</p>

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)								
12.	<p>Number of statutory homeless under the Homelessness Reduction Act (HRA)</p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 25</b></p>  <table><thead><tr><th>Quarter</th><th>Number of statutory homeless</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>32</td></tr><tr><td>Q1: 2018/19</td><td>36</td></tr><tr><td>Q2: 2018/19</td><td>25</td></tr></tbody></table>	Quarter	Number of statutory homeless	Q2: 2017/18	32	Q1: 2018/19	36	Q2: 2018/19	25	<p><b>No target set.</b></p> <p>Three cases were recorded where we have accepted a duty to house where the households presented as homeless under the HRA in this quarter.</p> <p>All homeless cases will have had to go through either Prevention and/or Relief stages, which can last between 56 and 112 days, before we decide whether we have a duty to house. In the previous quarter and in this quarter, the council still had some non-HRA cases it was working through.</p> <p>Therefore, the figure of 25 does contain some pre-HRA legacy cases (this should be the last quarter when legacy cases are counted).</p> <p>Too much should not be read in to the variations in the quarters for this indicator this year as the HRA is a fundamental change on how homelessness services are delivered and will require a period of 12-18 months for the new way of working to be imbedded and meaningful comparisons to be made.</p>
Quarter	Number of statutory homeless												
Q2: 2017/18	32												
Q1: 2018/19	36												
Q2: 2018/19	25												

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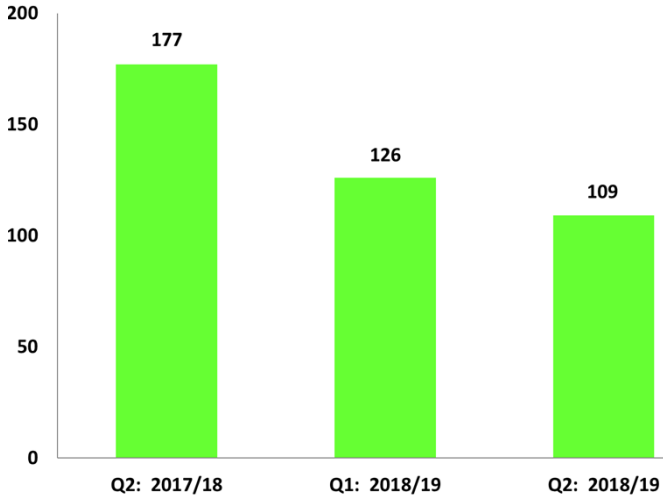
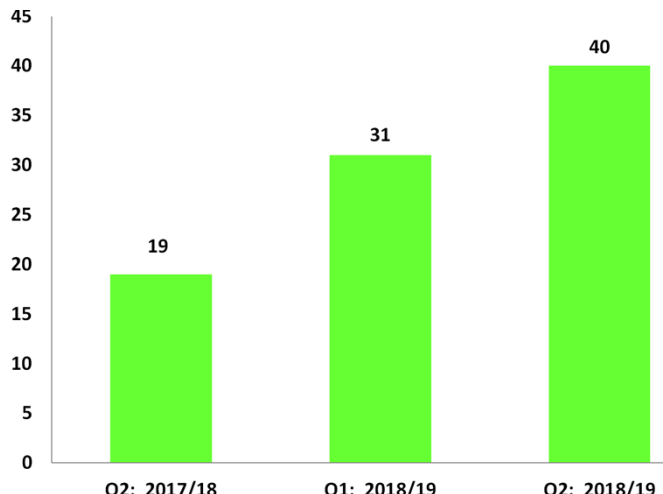
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	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																							
13.	Reasons for homelessness  Narrative indicator	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<div>No target set</div> <table><tr><th>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</th><th>Q1 April - June</th><th>Q1 Apr - Jun</th></tr><tr><td>Loss of private sector tenancy</td><td>18</td><td>62%</td></tr><tr><td>Family or friend eviction</td><td>0</td><td>0%</td></tr><tr><td>Relationship breakdown – violent</td><td>0</td><td>0%</td></tr><tr><td>Left hospital/institution/care</td><td>0</td><td>0%</td></tr><tr><td>Loss other rented</td><td>0</td><td>0%</td></tr><tr><td>Other</td><td>0</td><td>0%</td></tr><tr><td>Parental evictions</td><td>6</td><td>21%</td></tr><tr><td>Relationship break non-violent</td><td>5</td><td>17%</td></tr><tr><td>Rental arrears (private)</td><td>0</td><td>0%</td></tr><tr><td>Rent arrears (social tenancy)</td><td>0</td><td>0%</td></tr><tr><td>Total Homeless Acceptances in the quarter</td><td>29</td><td>100%</td></tr><tr><td>Homeless applications in the quarter</td><td>36</td><td>-</td></tr></table> <div>The biggest reason for homelessness in Watford during the last quarter was loss of a private sector tenancy</div>		Watford BC: Homeless acceptances - top main reasons for loss of last settled home	Q1 April - June	Q1 Apr - Jun	Loss of private sector tenancy	18	62%	Family or friend eviction	0	0%	Relationship breakdown – violent	0	0%	Left hospital/institution/care	0	0%	Loss other rented	0	0%	Other	0	0%	Parental evictions	6	21%	Relationship break non-violent	5	17%	Rental arrears (private)	0	0%	Rent arrears (social tenancy)	0	0%	Total Homeless Acceptances in the quarter	29	100%	Homeless applications in the quarter	36	-
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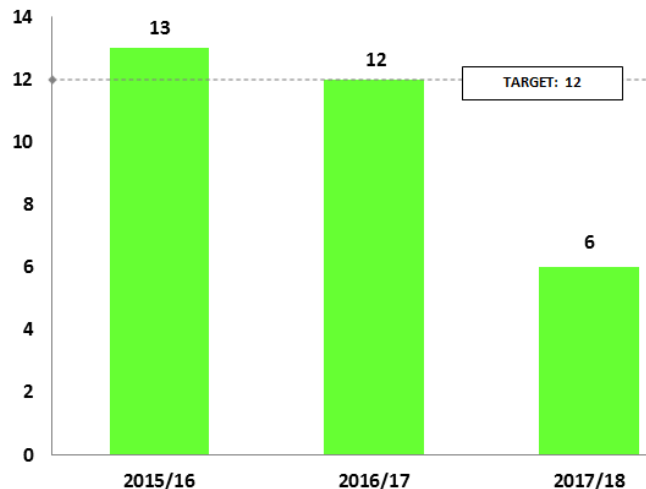
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	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																																					
14.	<p>Number of households living in temporary accommodation</p> <p><i>Snap-shot at quarter end</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 149</b></p> <p><b>Households in temporary accommodation</b></p> <table><caption>Households in temporary accommodation</caption><thead><tr><th>Quarter</th><th>Households</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>196</td></tr><tr><td>Q1: 2018/19</td><td>157</td></tr><tr><td>Q2: 2018/19</td><td>149</td></tr></tbody></table>	Quarter	Households	Q2: 2017/18	196	Q1: 2018/19	157	Q2: 2018/19	149	<p><b>Above target:</b> </p> <p><b>Target for 2018/19: 200</b></p> <p><b>Benchmarking:</b> Herts and England performance: 31 March 2018</p> <table><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><tr><td>Broxbourne</td><td>458</td><td>11.45</td></tr><tr><td>Watford</td><td>181</td><td>4.46</td></tr><tr><td>Hertsmere</td><td>150</td><td>3.55</td></tr><tr><td>Stevenage</td><td>87</td><td>2.33</td></tr><tr><td>Welwyn Hatfield</td><td>106</td><td>2.21</td></tr><tr><td>Hertsmere</td><td>150</td><td>3.55</td></tr><tr><td>Dacorum</td><td>91</td><td>1.41</td></tr><tr><td>Three Rivers</td><td>53</td><td>1.41</td></tr><tr><td>North Herts</td><td>67</td><td>1.17</td></tr><tr><td>East Herts</td><td>25</td><td>0.40</td></tr><tr><td>England</td><td></td><td>3.40</td></tr><tr><td>London</td><td></td><td>14.93</td></tr><tr><td>England exc. London</td><td></td><td>1.28</td></tr></table> <p>The steady decline in numbers of households in temporary accommodation continues. This has arisen due to a combination of handovers of new housing association homes as well as a good supply of affordable private rented homes.</p>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	458	11.45	Watford	181	4.46	Hertsmere	150	3.55	Stevenage	87	2.33	Welwyn Hatfield	106	2.21	Hertsmere	150	3.55	Dacorum	91	1.41	Three Rivers	53	1.41	North Herts	67	1.17	East Herts	25	0.40	England		3.40	London		14.93	England exc. London		1.28
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	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)								
15.	<p>Number of households living in temporary accommodation with children</p> <p><i>Snap-shot at quarter end</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 109</b></p> <p>Households in temporary accommodation with children</p>  <table border="1"><thead><tr><th>Quarter</th><th>Households</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>177</td></tr><tr><td>Q1: 2018/19</td><td>126</td></tr><tr><td>Q2: 2018/19</td><td>109</td></tr></tbody></table>	Quarter	Households	Q2: 2017/18	177	Q1: 2018/19	126	Q2: 2018/19	109	<p><b>No target set for this indicator.</b></p> <p>This is the P1E return figure to government.</p> <p>At the end of September 2018: 109 households were living in temporary accommodation with children including pregnant women with no other dependent children. These households had a total of 258 children including expected children (June 2018 equivalent figures were 126 households with 286 children including expected children).</p>
Quarter	Households												
Q2: 2017/18	177												
Q1: 2018/19	126												
Q2: 2018/19	109												
16.	<p>Number of households living in temporary accommodation without children</p> <p><i>Snap-shot at quarter end</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 40</b></p> <p>Households in temporary accommodation without children</p>  <table border="1"><thead><tr><th>Quarter</th><th>Households</th></tr></thead><tbody><tr><td>Q2: 2017/18</td><td>19</td></tr><tr><td>Q1: 2018/19</td><td>31</td></tr><tr><td>Q2: 2018/19</td><td>40</td></tr></tbody></table>	Quarter	Households	Q2: 2017/18	19	Q1: 2018/19	31	Q2: 2018/19	40	<p><b>No target set for this indicator.</b></p> <p>This compares to 31 at the end of June 2018.</p>
Quarter	Households												
Q2: 2017/18	19												
Q1: 2018/19	31												
Q2: 2018/19	40												

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	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																																					
17.	<p>Rough sleepers within the authority area</p> <p><i>Snap shot taken on one night in November</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Annual	<div><div>RESULT: 6</div><table><thead><tr><th>Year</th><th>Count</th></tr></thead><tbody><tr><td>2015/16</td><td>13</td></tr><tr><td>2016/17</td><td>12</td></tr><tr><td>2017/18</td><td>6</td></tr></tbody></table><p>Rough sleeper count 2018/19 took place in early November 2018. Results to be reported in Q3</p></div>	Year	Count	2015/16	13	2016/17	12	2017/18	6	<p>New Hope continues to deliver the council’s Outreach Services contract to work with rough sleepers including through its Rough Sleepers Prevention Service. Feedback from New Hope about rough sleepers they worked with in 2016-17 includes the following:</p> <ul style="list-style-type: none"><li>At least a third of the rough sleepers they have worked with were problematic drug users. The majority of these were known to be involved with begging and criminality in the town centre</li><li>A large rise in chaotic lifestyles in the rough sleeping population was seen, mostly due to drug use</li><li>17% of rough sleepers worked with during 2016/17 were EEA nationals. Although the service engaged well with this client group it was difficult to find them accommodation due to lack of income and alcohol issues</li></ul> <table><thead><tr><th colspan="3">Number of rough sleepers</th></tr><tr><th></th><th>Total</th><th>Number per 1,000 households</th></tr></thead><tbody><tr><td>Welwyn Hatfield</td><td>18</td><td>0.38</td></tr><tr><td>Stevenage</td><td>6</td><td>0.16</td></tr><tr><td>Watford</td><td>6</td><td>0.15</td></tr><tr><td>Hertsmere</td><td>6</td><td>0.14</td></tr><tr><td>Dacorum</td><td>7</td><td>0.11</td></tr><tr><td>North Herts</td><td>5</td><td>0.09</td></tr><tr><td>St Albans</td><td>5</td><td>0.08</td></tr><tr><td>Broxbourne</td><td>2</td><td>0.05</td></tr><tr><td>East Herts</td><td>3</td><td>0.05</td></tr><tr><td>Three Rivers</td><td>2</td><td>0.05</td></tr><tr><td>England</td><td></td><td>0.20</td></tr><tr><td>London</td><td></td><td>0.31</td></tr><tr><td>England exc. London</td><td></td><td>0.18</td></tr></tbody></table>	Number of rough sleepers				Total	Number per 1,000 households	Welwyn Hatfield	18	0.38	Stevenage	6	0.16	Watford	6	0.15	Hertsmere	6	0.14	Dacorum	7	0.11	North Herts	5	0.09	St Albans	5	0.08	Broxbourne	2	0.05	East Herts	3	0.05	Three Rivers	2	0.05	England		0.20	London		0.31	England exc. London		0.18
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## **Executive Decision Progress Report**

**May 2018 – May 2019**

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](#) is available online.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of the Watford 2020 business case, future operating model and implementation plan	Service Transformation	Cabinet Council	June 2018 July 2018	Considered by Cabinet on <a href="#">4 June 2018</a> . Considered by Council on <a href="#">10 July 2018</a>
Provision of Affordable Housing Supplementary Planning document	Place Shaping	Cabinet	July 2018	Considered by Cabinet at its meetings on <a href="#">2 July 2018</a> . Not called in
Management contract for Watford Market	Community and Environmental Services	Head of Community and Environmental Services	August 2018	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". The Head of Community and Environmental Services agreed the contract on <a href="#">1 August 2018</a> . Call-in not applicable

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
To delegate responsibility for the award of contracts for the WAN, Unified Communications and Personal IT equipment	Service Transformation	Cabinet	September 2018	Considered by Cabinet at its meeting on <a href="#">10 September 2018</a> Not called in
Options for increasing the supply of Social Housing	Place Shaping	Cabinet	September 2018	Part B dappendix covered by Paragraph 3, Schedule 12A, as it relates to the financial or business affairs of the council. Considered by Cabinet at its meeting on <a href="#">10 September 2018</a> Considered by Council on <a href="#">16 October 2018</a>
Cycle Hire Scheme and Demand Responsive Transport System	Place Shaping	Cabinet	October 2018	Part B appendix covered by Paragraph 3, Schedule 12A, as it relates to the financial or business affairs of the council. Considered by Cabinet at its meeting on <a href="#">8 October 2018</a> and by Council at its meeting on <a href="#">16 October 2018</a> .

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Car parking improvements – Cassiobury Park	Community and Environmental Services	Cabinet	October 2018	Originally due to be considered by Cabinet at its meeting on 9 October 2017, it has been deferred several times.  Considered the item at the meeting on <a href="#">8 October 2018</a> .  Not called in
Approval of the Cultural Strategy for Watford 2018-2025	Community and Environmental Services	Cabinet	October 2018	Considered by Cabinet at its meeting on <a href="#">8 October 2018</a> .  Not called in
Extension of the waste, recycling and parks contract with the current service provider, Veolia	Community and Environmental Services	Cabinet	November 2018	Considered by Cabinet at its meeting on <a href="#">12 November 2018</a> .
Woodside Masterplan Summary of consultation and engagement	Community and Environmental Services	Cabinet	November 2018	Considered by Cabinet at its meeting on <a href="#">12 November 2018</a> .

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Design and delivery model for Community and Environmental, as developed through the Watford 2020 Programme	Service Transformation	Cabinet	December 2018	Part B decision covered by Paragraph 2, Schedule 12A, as it relates to staffing matters, where the implications for individuals will be identifiable prior to any formal HR consultation process.  Due to be considered by Cabinet at its meeting on <a href="#">3 December 2018</a> .
Design and delivery model for Property, Regeneration and Facilities Management Services, as developed through the Watford 2020 Programme	Service Transformation	Cabinet	December 2018	Part B decision covered by Paragraph 2, Schedule 12A, as it relates to staffing matters, where the implications for individuals will be identifiable prior to any formal HR consultation process.  Due to be considered by Cabinet at its meeting on <a href="#">3 December 2018</a> .
Design and delivery model for Democratic Services, as developed through the Watford 2020 Programme	Service transformation	Cabinet	December 2018	Part B decision covered by Paragraph 2, Schedule 12A, as it relates to staffing matters, where the implications for individuals will be identifiable prior to any formal HR consultation process.  Due to be considered by Cabinet at its meeting on <a href="#">3 December 2018</a> .

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Voluntary Sector Commissioning Framework 2019-2023	Community and Environmental Services	Cabinet	January 2019	Part B appendix covered by Paragraph 3, Schedule 12A, as it relates to the financial or business affairs of the council.  Due to be considered by Cabinet at its meeting on 21 January 2019.
Sports and Physical Activity Framework	Community and Environmental Services	Cabinet	February 2019	Due to be considered by Cabinet at its meeting on 11 February 2019.

# Agenda Item 14

## **Report to Overview and Scrutiny – 29 November 2018**

### **Report of the Community Safety Partnership Task Group – 5 November 2018**

The Community Safety Partnership Task Group met on 5 November 2018. The minutes are published on the [Council's website](#).

The following Members were present:

Present: Councillor Crout (Chair)  
Councillors Hastrick, Martins, Mauthoor and Saffery

Also present: Inspector Simon Mason, Safer Neighbourhoods Team, Hertfordshire Constabulary  
Steve Devine, Rough Sleeping Prevention Manager, New Hope

The following was a recommendation to Overview and Scrutiny Committee:

#### **9. Street homelessness**

The panel received a presentation by Inspector Simon Mason, Safer Neighbourhoods Team. The issue of homelessness was a priority for the community and had been exceptionally challenging this year. There had been a rise in the visibility of homelessness and street drinking, partly due to the hot weather.

The police had been continuing their work under 'Operation Blanket' and considered there were two groups who needed different approaches. The first was homeless people with complex needs who needed support and guidance. The second group was those whose life choices meant they were homeless. The second group was not able or willing to comply with the conditions required for them to be able to access services.

The police used antisocial behaviour legislation to address any criminality. This was monitored through the town centre policing team and the CCTV. The tools that the police could use included Community Protection Notices and Criminal Behaviour Orders. These stipulated certain conditions that needed to be adhered to and if these were broken the individual could be prosecuted. It was not straightforward to obtain these notices through the courts.

A high proportion of rough sleepers had complex mental health needs; many of them were not able to access the services they needed and some self-medicated with illegal drugs. There was a large number of underlying causes and rough sleeping itself further impacted their mental health. The fragility of many who were homeless meant that small events in their lives could cause a return to chaotic behaviour.

The police could deal with symptoms of homelessness but were not in a position to address the causes including addictions, alcohol dependence and mental health problems. They worked closely with New Hope on these issues.

The panel received a presentation by Steve Devine, Rough Sleeping Prevention Manager, New Hope. There were noticeable increased numbers in those presenting to New Hope as rough sleeping in Watford. This was not to say, however, that those persons were sleeping rough on the streets; a large proportion would be staying in accommodation with friends or coming in and out of the borough. There was also an increased number of people who made a living from begging in the town and were not necessarily homeless; their lifestyle choices dictated that they did not access services. New Hope had an inclusive approach and would continue to offer services to those who had declined them in the past so that services would be available when they were ready. New Hope would always seek to meet humanitarian needs such as food and clothing for anyone who needed them.

The recommended way for members of the public to report concerns about those who were rough sleeping was through the Streetlink app; in Watford these reports were sent to New Hope. The vast majority of the reports related to individuals who were known to the organisation.

The night shelter used to be a 28-day service but now service users were able to stay longer until suitable accommodation was available. This did cause pressure on the service but provided better outcomes.

New Hope faced a number of specific challenges in Watford including duplication of services provided by other organisations which were less well-established and were not working in partnership with other authorities. Another issue was the generosity of local residents to those who were begging. The comprehensive services provided by New Hope meant that there was no need for anyone to beg and it was not a productive way to help people. The police signposted anyone begging to the available services.

The importance of partnership working was underlined, the safety of the staff and the facilities were paramount and working with the Police meant that they received intelligence if an individual was potentially violent.

The council's Severe Weather Emergency Protocol (SWEP) was operated by New Hope. The criterion for SWEP was to be less strict this winter; it would be in operation for any night where the temperature would fall below 0°. Furthermore, additional beds would be available every night between 1 December and 31 January; this was known as SWEP Plus.

New Hope led a successful intervention team consisting of staff from a number of organisations with different expertise. This team dealt with the most complex cases and it was hoped that additional funding could be secured to continue this service beyond March 2019 and to include a mental health professional in the team. Mental health issues, both

diagnosed and undiagnosed, affected the vast majority of service users. The team did have two trained mental health first-aiders who could triage individuals using the services.

There were plans to make the New Haven into a one stop shop for anyone facing homelessness.

The task group underlined their disappointment that no progress had been made funding a mental health professional to work with New Hope. It was felt this was a priority and would benefit the organisation's work enormously.

The work of the Meadowell Centre surgery was explained; although mental health services were available here, sharing information across the partnership had not been agreed. It was suggested by councillors that sharing mental health expertise with the hospital could be a viable option. It was also likely that the job centre would have a mental health professional on site but members were unconvinced that this was the most appropriate location.

There was a discussion about mental health services and the obstacles to accessing the resources. The Police were sometimes called to section individuals and the number of sections in Watford was double the next highest Community Safety Partnership (CSP) in Hertfordshire.

It was agreed that the task group would make this recommendation to the Community Safety Coordinator by email and formally to Overview and Scrutiny Committee.

Councillor Martins also agreed to take up this issue as part of his work as mental health champion.

Sergeant Mason and Steve Devine were thanked for their time and input.

RESOLVED -

that a recommendation be made to Overview and Scrutiny highlighting the critical need for a mental health professional to work with New Hope.

Appendix A - email to Community Safety Coordinator

CSP Task Group - email to Community Safety Coordinator

On behalf of the community safety partnership task group we strongly recommend that a Registered Mental Health Nurse or a mental health practitioner is employed directly to New Hope to assist the service users almost immediately as they walk through the door and to support and educate members of staff.

We hope this recommendation will be taken into consideration as a matter of urgency.

**Overview and Scrutiny Committee**  
**Work programme 2018/19**

**Chair:** Councillor Kareen Hastrick

**Vice-Chair:** Councillor Jagtar Singh Dhindsa

**Members:** Councillors Sohail Bashir, Stephen Cavinder, Keith Crout, Mark Hofman, Rabi Martins, Ian Stotesbury and Matt Turmaine

Date of meeting	Item for agenda	Purpose/outcomes	Officer / Portfolio Holder
<b>28 June 2018</b>	Watford 2020 update	Update on the progress of Watford 2020	Watford 2020 Programme Manager
	Performance indicators: Quarter 4 2017/18	Reviewed the end of year performance indicators	Head of Corporate Strategy and Communications
	New task group membership: Commissioning Framework	Agreed the membership for the Commissioning Framework Task Group	Committee and Scrutiny Officer
	New task group membership: Watford Community Housing	Agreed the membership for the Watford Community Housing Task Group	Committee and Scrutiny Officer
	Community Safety Partnership Task Group: Membership and Chair	Approved the membership of the Community Safety Partnership Task Group Agreed the task group's chair	Committee and Scrutiny Officer
	Work Programme 2018/19	Reviewed the work programme for the forthcoming year	Committee and Scrutiny Officer

Date of meeting	Item for agenda	Purpose/outcomes	Officer / Portfolio Holder
<b>19 July 2018</b>	Call-in	No executive decisions called in	Committee and Scrutiny Officer
	Performance indicators: Quarter 4 2017/18	Reviewed the end of year performance indicators	Head of Corporate Strategy and Communications
	Housing	Informed councillors about the Homelessness Reduction Act and how the council will be carrying out the related work	Head of Housing Portfolio Holder for Housing
	Review update: Neighbourhood Forum Task Group	Reviewed progress on the Task Group's recommendations	Committee and Scrutiny Officer
<b>27 September 2018</b>	Call-in	No executive decisions called in	Committee and Scrutiny Officer
	Performance report: Quarter 1 2018/19	Reviewed the performance indicators for quarter 1 of 2018/19	Head of Corporate Strategy and Communications / Head of Service Transformation
	Watford 2020 update	Update on the progress of Watford 2020	Head of Service Transformation / Watford 2020 Programme Manager
	Review update: Tackling Loneliness Task Group	Reviewed progress on the task group's recommendations.	Committee and Scrutiny Officer
	Commissioning Framework Task Group – Final report	Reviewed the task group's final report and recommendations.	Committee and Scrutiny Officer

Date of meeting	Item for agenda	Purpose/outcomes	Officer / Portfolio Holder
<b>25 October 2018</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>29 November 2018</b>	Call-in	To consider any called in executive decisions	Committee and Scrutiny Officer
	West Herts Hospitals NHS Trust presentation	Presentation to be given by WHHT on the development of local health services in west Hertfordshire	WHHT
	Performance report: Quarter 2 2018/19	To review the performance indicators for quarter 2 of 2018/19	Head of Corporate Strategy and Communications
	Watford 2020 update	To update on the progress of Watford 2020	Head of Service Transformation / Watford 2020 Programme Manager
	Watford Community Housing Task Group update	To update on the progress of the task group	Task group chair / Committee and Scrutiny Officer
	Small Grants Fund Annual Report 2017/18	To review the annual report	Leisure and Environmental Services Section Head
<b>20 December 2018</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>24 January 2019</b>	Watford 2020 Update	To update on the progress of Watford 2020	Head of Service Transformation / Watford 2020 Programme Manager
	Firmstep presentation	To provide an overview of Firmstep and information about the Members' Portal	Head of Service Transformation

Date of meeting	Item for agenda	Purpose/outcomes	Officer / Portfolio Holder
<b>24 January 2019 (continued)</b>	Review update: Tackling Loneliness Task Group	To provide a second update on the progress of implementing the recommendations	Committee and Scrutiny Officer
<b>7 February 2019</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>28 February 2019</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>22 March 2019</b>	Call-in	To consider any called in executive decisions	Committee and Scrutiny Officer
	Performance report: Quarter 3 2018/19	To review the performance indicators for quarter 3 of 2018/19	Head of Corporate Strategy and Communications
	Watford 2020 Update	To update on the progress of Watford 2020	Head of Service Transformation / Watford 2020 Programme Manager
	CSC update	To provide an update following the scrutiny review in March 2018	Head of Service Transformation / Customer Services Section Head
	Watford Community Housing Task Group – final report	To receive the final report from the task group	Task group chair / Committee and Scrutiny Officer

#### Items for consideration

- Council's corporate priorities
  - managing the borough's housing needs
  - providing for the town's vulnerable and disadvantaged community

further information is available in the council's [Corporate Plan](#) and the Managing Director's report to [Cabinet](#) on 4 June 2018.