



**WATFORD  
BOROUGH  
COUNCIL**

# **OVERVIEW AND SCRUTINY COMMITTEE**

**19 December 2019**

**7.00 pm**

**Town Hall, Watford**

**Contact**

Ishbel Morren

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

**Publication date: 11 December 2019**

# Committee Membership

Councillor A Grimston (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors D Allen-Williamson, R Martins, B Mauthoor, M Parker, G Saffery, J Stiff and M Turmaine

## 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 28 November 2019 to be submitted and signed.

**4. Other scrutiny meetings - minutes**

The following scrutiny committees and task groups have met since the last meeting of Overview and Scrutiny Committee –

- Finance Scrutiny Committee on 26 November

**5. Call-in**

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

**6. End of year 6 waste, streets and parks contract with Veolia (Pages 4 - 12)**

Presentation from Veolia with particular reference to improved street and environmental cleanliness, levels of litter, detritus, graffiti and fly posting.

**7. Executive Decision Progress Report (Pages 13 - 21)**

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

**8. Hertfordshire County Council's Health Scrutiny Committee**

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

**9. Work programme (Pages 22 - 26)**

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

**10. Exclusion of press and public**

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

**11. Watford Colosseum Task Group - final report (Pages 27 - 44)**

Report of the Democratic Services Officer and the Watford Colosseum Task Group, presenting the task group's final report.

Please note, this report contains commercially sensitive information.

**12. Dates of Next Meetings**

- 23 January 2020 (call-in only)
- 6 February 2020
- 27 February 2020



# Street care Performance Update April to Sept. 2019

Overview and Scrutiny Committee  
December 2019

Street Cleansing, Parks and Open Spaces  
Veolia UK



# Providing updates on:



NI 195 survey results, (the methodology used to measure environmental cleanliness):

- Litter,
- detritus,
- graffiti
- fly posting

Projects to improve Watford's street scene



# Streetcare: NI 195: April - June 2019 (Q1)

Litter  
4.76 %

Detritus  
8.75%

NI 195 scores  
(April - June  
2019)

Graffiti  
1.19%

Flyposting  
0.99%



**Improvement on the score recorded in the same quarter last year**

# Streetcare: NI 195: July - Sept 2019 (Q2)

Litter  
3.77%

Detritus  
5.35%

NI 195 scores  
(July - Sept  
2019)

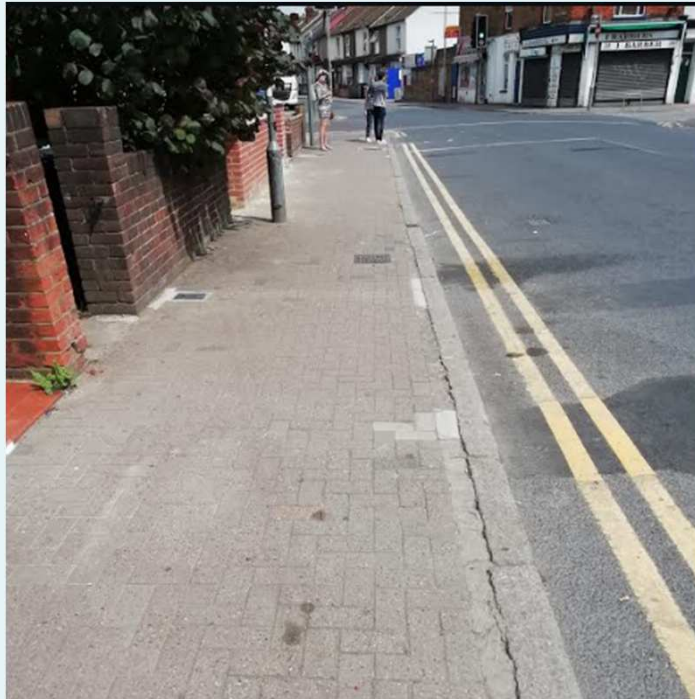
Graffiti  
2.98%

Flyposting  
1.19%



Improvement on the score recorded in the same quarter last year

# Projects to improve the street scene



**Six week trial : increased frequency of cleansing on Whippendell Road and St Albans Road**

**1st July to 9th August 2019**

**Result:**

Decrease in fly tipping and litter complaints  
(comparison of the same period last year from Echo)

50% less complaints on Whippendell Road  
77% less complaints on St Albans Road



# Projects to improve the street scene



## Operation Deep clean

Partnership working with WBC, HCC, Ringway, Murrill Construction

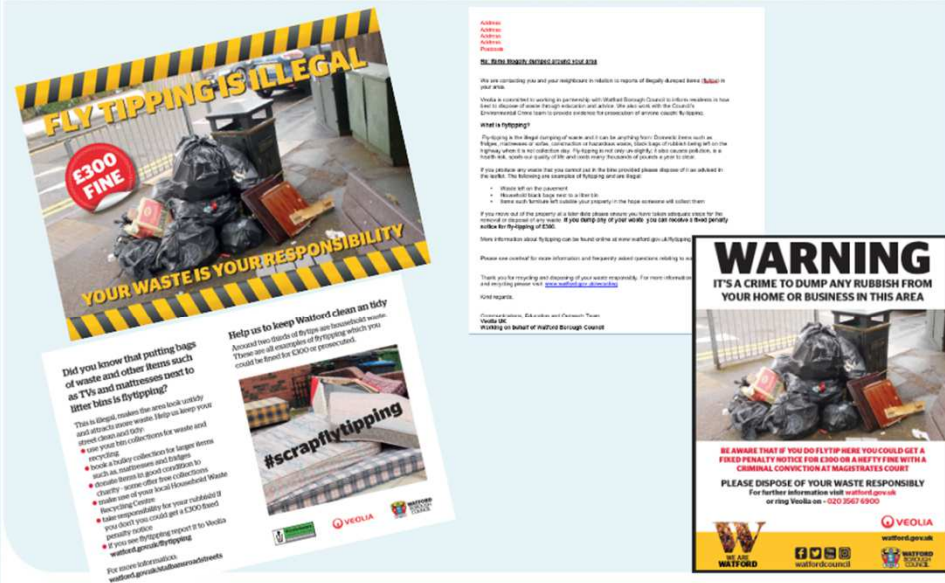
Targeted 23 roads in September and October 2019

Includes street cleansing, gulley cleansing, highway surface repairs, street name plate replacement, line remarking.

Verbal compliments received by the public



# St Albans Road Waste and Fly tipping Project: Phased 18 month project



## Aim:

- Reduction in fly tipping
- Reduction in contamination
- Improved waste provisions
- Strong partnership working
- Provide blueprint for other areas

Compared to baseline data collected between June and August 2018, Victoria Road, Lowestoft Road, Leavesden Road and parts of St Albans Road have seen:

- 46% reduction in fly tipping
- 70% reduction in the number of bins cluttering pavements after bin collections
- 67% reduction in the number of household recycling bins containing the wrong items.

# Projects to improve the street scene



## **Partnership working to tackle litter at Dome Roundabout**

### **Problem:**

Litter build up within the curtilage of Asda and Sainsburys grounds

### **Solution:**

Liaised with Asda and Sainsburys to highlight the problem and their responsibility to carry out regular litter picks

Veolia regularly monitor the area



Thank you  
for listening

Any  
questions?



Street Cleansing, Parks and Open Spaces  
Veolia UK



# **Executive Decision Progress Report**

## **May 2019 – May 2020**

Contact Officer: Ishbel Morren  
Senior Democratic Services Officer

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Email: [democraticservices@watford.gov.uk](mailto:democraticservices@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  |
|--|---|----------------|---|---|
| Sports and Physical Activity Framework | Community and Environmental Services    | Cabinet        | February 2019   | Originally due to be considered by Cabinet at its meeting in February, considered at the meeting on <a href="#">4 July 2019</a> .<br><br>Not called in  |
| Watford Riverwell                      | Place Shaping and Corporate Performance | Cabinet        | July 2019   | Part B – paragraph 3 of Part 1 Schedule 12A of the Local Government Act 1972, as it contains commercially sensitive information<br><br>Considered by Cabinet at its meeting on <a href="#">4 July 2019</a> .<br><br>Not called in |

| Decision  | Department                              | Decision maker  | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status   |
|---|---|-----------------|---|--|
| Award of Transport App contract   | Service Transformation                  | Mayor           | July 2019   | <p>The Chair of Overview and Scrutiny Committee agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>Mayor Taylor made the decision on <a href="#">9 July 2019</a></p> |
| Management contract for council owned hostels and self-contained properties used as temporary accommodation | Place Shaping and Corporate Performance | Head of Housing | August 2009   | <p>Considered by the Head of Housing on 8 August 2019</p> <p>Not called in</p>   |
| Community Protection Notice – fine levels   | Community and Environmental Services    | Cabinet         | September 2019  | <p>Considered by Cabinet at its meeting on <a href="#">9 September 2019</a></p> <p>Not called in</p>   |

| Decision                           | Department                           | Decision maker | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status  |
|------------------------------------|--------------------------------------|----------------|---|---|
| Demand Responsive Transport        | Place Shaping                        | Cabinet        | September 2019  | <p>Part exempt – Paragraph 3 of Part 1 Schedule 12A of the Local Government Act 1972, as appendix contains commercially sensitive financial information</p> <p>Considered by Cabinet at its meeting on <a href="#">9 September 2019</a>.</p> <p>Not called in</p>   |
| Watford Market Management Contract | Community and Environmental Services | Cabinet        | September 2019  | <p>In accordance with the Access to Information Procedure Rule 15, the Chair of Overview and Scrutiny Committee was notified that the decision was to be considered by Cabinet at its meeting on <a href="#">9 September 2019</a>.</p> <p>Part exempt – Paragraph 3 of Part 1 Schedule 12A of the Local Government Act 1972, as appendix contains commercially sensitive financial information</p> <p>Not called in</p> |

| Decision  | Department             | Decision maker               | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status   |
|---|------------------------|------------------------------|---|--|
| Bike Share scheme   | Place Shaping          | Cabinet                      | September 2019  | <p>Part exempt – Paragraph 3 of Part 1 Schedule 12A of the Local Government Act 1972, as an appendix contains commercially sensitive financial information</p> <p>Considered by Cabinet at its meeting on <a href="#">9 September 2019</a>.</p> <p>Not called in</p> |
| Award of contract for the council's Business Intelligence partner       | Service Transformation | Group Head of Transformation | September 2019  | <p>Approved by Group Head of Transformation on 30 September 2019.</p> <p>Not called in</p>   |
| Watford High Street (North) and Cultural Hub Masterplan Progress Report | Place Shaping          | Cabinet                      | October 2019  | <p>Considered by Cabinet at its meeting on <a href="#">7 October 2019</a></p> <p>Not called in</p>   |

| Decision   | Department                               | Decision maker | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status  |
|--|--|----------------|---|---|
| Watford 2020: Transport and Infrastructure Detailed Design and Business Case | Service Transformation and Place Shaping | Cabinet        | October 2019  | <p>Part B – paragraph 2 of Part 1 Schedule 12A of the Local Government Act 1972, as it contains information which is likely to reveal the identity of an individual</p> <p>Considered by Cabinet at its meeting on <a href="#">7 October 2019</a></p> <p>Not called in</p>  |
| Cassiobury Footpath 30   | Corporate Strategy and Communications    | Cabinet        | November 2019   | <p>Part exempt – Paragraph 3 of Part 1 Schedule 12A of the Local Government Act 1972, as appendix contains commercially sensitive financial information</p> <p>Originally due to be considered by Cabinet at its meeting in October, considered at the meeting on <a href="#">11 November 2019</a></p> <p>Not called in</p> |



| Decision                           | Department                              | Decision maker | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status  |
|------------------------------------|---|----------------|---|---|
| Print and Posts Contracts Award    | Service Transformation                  | Cabinet        | November 2019   | <p>Part B – paragraphs 2 and 3 of Part 1 Schedule 12A of the Local Government Act 1972, as it contains information which is likely to reveal the identity of an individual and financial or business affairs of bidders</p> <p>Originally due to be considered by Cabinet at its meeting in October, considered at the meeting on <a href="#">11 November 2019</a></p> <p>Not called in</p> |
| Statement of Community Involvement | Place Shaping and Corporate Performance | Cabinet        | November 2019   | <p>Considered by Cabinet at its meeting on <a href="#">11 November 2019</a></p> <p>Not called in</p>  |
| Woodside Masterplan Update         | Community and Environmental Services    | Cabinet        | November 2019   | <p>In accordance with the Access to Information Procedure Rule 15, the Chair of Overview and Scrutiny Committee was notified that the decision was to be considered by Cabinet at its meeting on <a href="#">11 November 2019</a></p> <p>Not called in</p>  |

| Decision   | Department                              | Decision maker | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status   |
|--|---|----------------|---|--|
| Developer Contributions Governance                     | Place Shaping and Corporate Performance | Cabinet        | December 2019   | Considered by Cabinet at its meeting on <a href="#">2 December 2019</a><br><br>Not called in   |
| Hertfordshire Growth Board Memorandum of Understanding | Place Shaping and Corporate Performance | Cabinet        | December 2019   | In accordance with the Access to Information Procedure Rule 15, the Chair of Overview and Scrutiny Committee was notified that the decision was to be considered by Cabinet at its meeting on <a href="#">2 December 2019</a><br><br>Not called in |
| Waste and Recycling contract variations                | Community and Environmental Services    | Cabinet        | January 2020  | Due to be considered by Cabinet at its meeting in November, deferred to the meeting on 6 January 2020.   |
| Homelessness & Rough Sleeping Strategy                 | Place Shaping and Corporate Performance | Cabinet        | February 2020   | Due to be considered by Cabinet at its meeting on 10 February 2020   |
| Safeguarding Policy                                    | Community and Environmental Services    | Cabinet        | February 2020   | Originally due to be considered by Cabinet at its meeting in September, deferred to the meeting on 10 February 2020  |

| Decision                          | Department                              | Decision maker | Date Key Decision to be taken (as shown on the Notice of Executive Decisions) | Status  |
|-----------------------------------|---|----------------|---|---|
| Domestic Abuse Policy             | Community and Environmental Services    | Cabinet        | February 2020   | Originally due to be considered by Cabinet at its meeting in September, deferred to the meeting on 10 February 2020   |
| Riverwell – Multi-storey car park | Place Shaping and Corporate Performance | Cabinet        | March 2020  | <p>Part B – paragraph 3 of Part 1 Schedule 12A of the Local Government Act 1972, as the contract has not been awarded.</p> <p>Originally due to be considered by Cabinet at its meeting in September, deferred to the meeting on 2 March 2020</p> |

# Agenda Item 9

## Overview and Scrutiny Committee

### Work Programme 2019/20

**Thursday 20 June 2019 (published on 12 June)**

| <b>Item</b>   | <b>Lead officer/councillor</b>                      |
|---|---|
| Call-in   |   |
| Work programme  | Senior Democratic Services Officer                  |
| West Herts Hospitals NHS Trust – redevelopment update | West Herts Hospital NHS Trust                       |
| Quarter 4 2018/19 Performance report                  | Group Head of Corporate Strategy and Communications |

**Tuesday 23 July 2019 (published on 15 July)**

| <b>Item</b>  | <b>Lead officer/councillor</b>  |
|--|---|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Finance Scrutiny Committee 25/06/19</li><li>• Mental Health Task Group 18/06/19</li></ul> |   |
| Call-in  |   |
| Task group 2 to be agreed – HQ Theatres (The Colosseum)  | Senior Democratic Services Officer / Head of Leisure and Environmental Services |
| Watford 2020 update  | Watford 2020 Programme Manager  |
| Rough sleepers   | Head of Housing   |
| Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities – brief outline of some of the key points set out in the new guidance                                    | Senior Democratic Services Officer  |

**Thursday 26 September 2019 (published on 18 September)**

| <b>Item</b>  | <b>Lead officer/councillor</b>                                 |
|--|--|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Mental Health Task Group 15/07/19</li><li>• Finance Scrutiny Committee 11/09/19</li></ul> |  |
| Call-in  |  |
| Watford Community Housing Task Group – recommendations update <ul style="list-style-type: none"><li>• To review the latest information from Watford Community Housing</li></ul>        | Senior Democratic Services Officer / Watford Community Housing |
| End of Year report – Small Grants Fund   | Head of Leisure and Environmental Services                     |
| Quarter 1 2019/20 Key Performance Indicators   | Group Head of Corporate Strategy and Communications            |

**Thursday 24 October 2019 (published on 16 October)**

| <b>Item</b>  | <b>Lead officer/councillor</b>             |
|--|--|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Mental Health Task Group 17/09/19</li><li>• Watford Colosseum Task Group 18/09/19</li></ul> |  |
| Call-in  |  |
| Mental Health Task Group – Final report  | Senior Democratic Services Officer         |
| Watford 2020 update  | Watford 2020 Programme Manager             |
| End of year report on the Voluntary Sector Commissioning Framework and review of the 2016-19 commissioning framework   | Head of Leisure and Environmental Services |



**Thursday 28 November 2019 (published on 20 November)**

| <b>Item</b>   | <b>Lead officer/councillor</b>                      |
|---|---|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Watford Colosseum Task Group 14 October 2019</li></ul> |   |
| Call-in   |   |
| End of year 8 Watford Colosseum with HQ Theatres  | Head of Leisure and Environmental Services          |
| End of year 1 new leisure contract with SLM   | Head of Leisure and Environmental Services          |
| Quarter 2 2019/20 Key Performance Indicators  | Group Head of Corporate Strategy and Communications |

**Thursday 19 December 2019 (published on 11 December)**

| <b>Item</b>   | <b>Lead officer/councillor</b>             |
|---|--|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Finance Scrutiny Committee 26/11/19</li></ul>  |  |
| Call-in   |  |
| End of year 6 Waste, Streets and Parks contract with Veolia – particular reference to be given to improved street and environmental cleanliness, levels of litter, detritus, graffiti and fly posting | Head of Leisure and Environmental Services |
| Watford Colosseum Task Group – Final report   | Senior Democratic Services Officer         |

**Thursday 23 January 2020 (published on 15 January)**

| <b>Item</b> | <b>Lead officer/councillor</b> |
|-------------|--------------------------------|
| Call-in     |                                |

**Thursday 6 February 2020 (published on 29 January)**

| <b>Item</b>  | <b>Lead officer/councillor</b>                      |
|--|---|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Finance Scrutiny Committee 14/01/20</li><li>• Health Services for Deaf People Task Group 21/01/20</li></ul> |   |
| Call-in  |   |
| Quarter 3 2019/20 Key Performance Indicators   | Group Head of Corporate Strategy and Communications |
| Mental Health Task Group – Executive response  | Senior Democratic Services Officer                  |
| Sickness absence and return to work interviews, including the latest performance data  | Group Head of Human Resources and OD                |

**Thursday 27 February 2020 (published on 19 February)**

| <b>Item</b>  | <b>Lead officer/councillor</b> |
|--|--------------------------------|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Health Services for Deaf People Task Group – date to be confirmed</li></ul> |                                |
| Call-in  |                                |
| Watford 2020 update  | Watford 2020 Programme Manager |
| Revenues and Benefits update   | Head of Revenues and Benefits  |

**Thursday 19 March 2020 (published on 11 March)**

| <b>Item</b>  | <b>Lead officer/councillor</b>     |
|--|------------------------------------|
| Minutes of other scrutiny committees and task groups <ul style="list-style-type: none"><li>• Health Services for Deaf People Task Group – date to be confirmed</li><li>• Finance Scrutiny Committee 11/03/20</li></ul> |                                    |
| Call-in  |                                    |
| Community Safety Partnership – final update on 2019/20 plan and objectives for 2020/21   | Community Safety Co-ordinator      |
| Health Services for Deaf People Task Group – Final report  | Senior Democratic Services Officer |
| New task group for 2020/21   | Senior Democratic Services Officer |

2020/21

June 2020 – Watford Community Housing Task Group Recommendations - Update