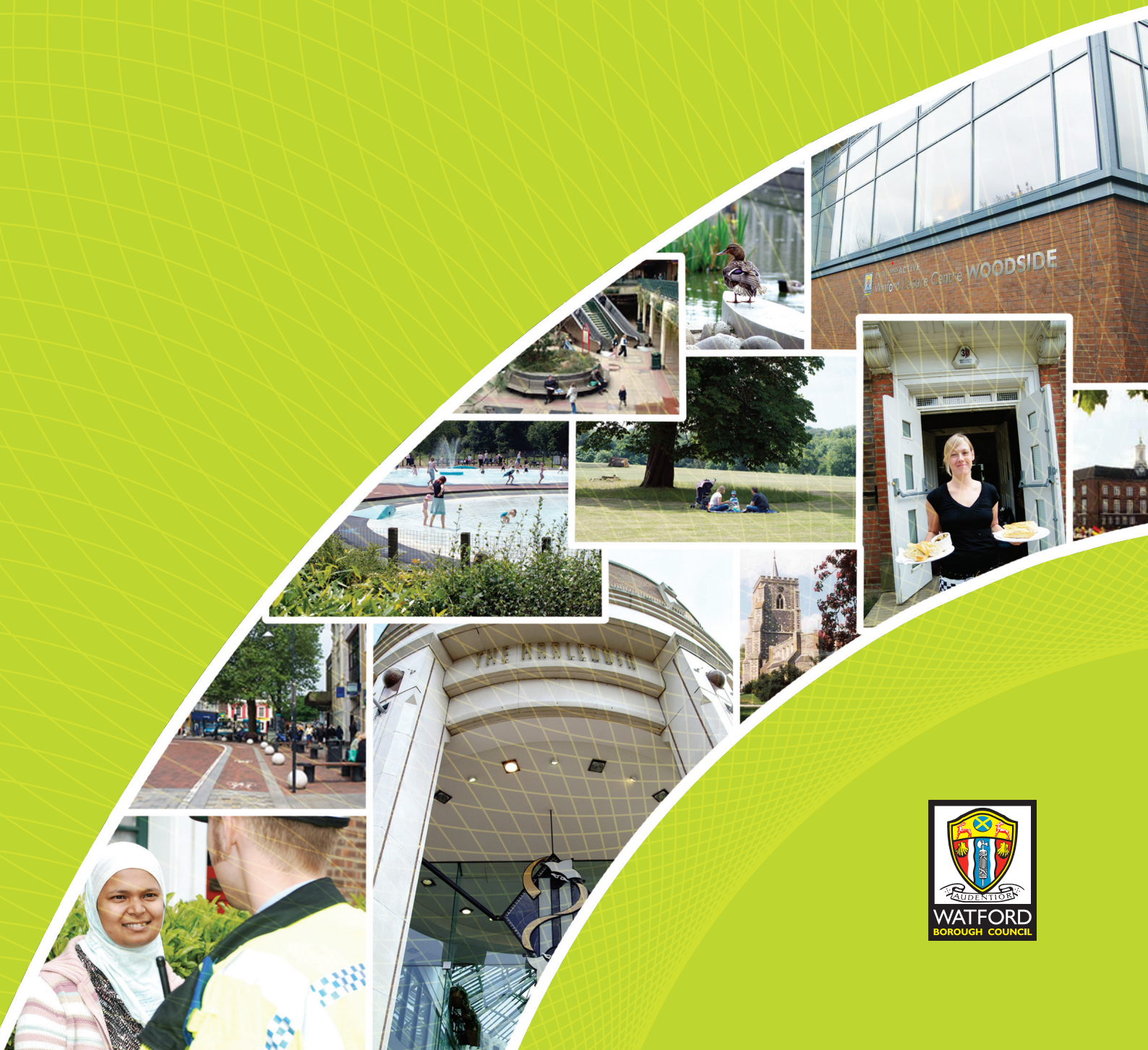


# THE ANNUAL REPORT

## of Overview & Scrutiny in Watford Borough Council 2009/10



# **A REPORT OF THE COMMITTEE CHAIRS**

**Overview and scrutiny annual report – 2009/10**



# I.

## Introduction and overview

Both of the scrutiny committees and the Budget Panel have successfully completed their work programmes and achieved outcomes which have contributed to the work of the council.

During this year we have opened discussions on a review of scrutiny structures and processes. Development through learning and changes through legislation since the year 2000 mean that we are becoming less able to accommodate the range of work we should be looking at. Problems are seen as partly structural, partly procedural and partly performance related. Effectiveness is also impaired because we have no member co-ordination or management of work between committees.

We have not carried out the usual annual scrutiny survey this year because of the pending review. We carry out the survey primarily to assess effectiveness of procedures and monitor performance and as we plan to change the structure this information would be of limited use. We have however conducted a detailed survey of members' views in mid-year to identify problem areas, development issues and training needs.

The council has implemented the provisions of the Local Government & Public Involvement in Health Act 2007 and the Police and Justice Act 2006 as they relate to scrutiny. A procedure for handling councillor call for action has been agreed with responsibility for this being delegated to the Call-in & Performance Committee. This committee has also established a task group to scrutinise the Community Safety Partnership (formally the Crime & Disorder Reduction Partnership).

This year the council has moved forward its shared services agenda with Three Rivers District Council. Four services are now shared between the two authorities. In anticipation of ongoing closer working relationships between Watford and Three Rivers, officers are exploring the potential benefits joint scrutiny review work. The 2010/11 scrutiny work programme will include a proposal to carry out at least one joint review.

Scrutiny chairs and vice chairs have met twice with the Mayor and members of the Cabinet in 2009/10. At the meetings members discussed scrutiny plans and the relationship between scrutiny and the executive as well as the arrangements for meeting the requirements of councillor call for action. Four further meetings have been diarised for 2010/11.

We have revisited the I&DeA review conducted in January 2006. Recommendations in the I&DeA report will be updated and incorporated into the planned review process.



## 2. Policy Development Scrutiny Committee

### **Membership:**

Councillor Watkin (Chair)

Councillor McLeod (Vice-Chair)

Councillors Counter, Forest, Greenslade, Johnson, Mann, Qureshi and Taj

### **2.1 The Committee's work programme for 2009/10**

The Policy Development Scrutiny Committee typically looks at two to three topics per year in depth. The topics are selected by the Committee at an early meeting from a shortlist nominated by committee members, the executive and through consultation with others inside and outside the council.

The committee met on twelve occasions between June 2009 and April 2010. At its first meeting in June it considered a shortlist of review topics developed through the consultation process. After discussion the following topics were chosen in order of preference:

- (i) Equalities framework
- (ii) Bus services (which subsequently became the South West Hertfordshire Transportation Strategy)
- (iii) Recycling and sustainability in the commercial sector.

The committee also concluded its 2008/09 review of services for older people by agreeing a final draft report and referring it to Cabinet for consideration.

### **2.2 Equalities framework**

The purpose of this review was to provide a picture and a projection of how accessible the council's services are to people who identify themselves specifically by gender, disability, ethnic origin, religious belief, sexual orientation, age and social deprivation. The Committee also sought to determine the extent to which equalities has become integral to the way the council provides services and to the way the council operates as an organisation. Finally, the Committee looked to point a way forward for future equalities policy.

### **The Committee found that:**

Much good work has been carried out to date, it recognised that Watford's achievements are ahead of most district councils and have been reached with limited resources. However, it is clear that the improvement in equality in Watford has reached a stage where progress has slowed, if not halted, and new impetus is required if further improvement is to be achieved.

The review established that the council is good at process and delivering its stated aims but weaker in embedding equality in the delivery of its services. For this to be improved, a strong lead needs to be given by people from both senior political and managerial levels to ensure that departments take ownership of the process and make the council's plans outcome focussed.

Equality Impact Assessments (EIA's) are an essential part of the development of equality in all services. However, in Watford, it would appear that these are carried out in many cases because they are part of the prescribed process rather than to improve services for their recipients. The Committee sensed that there was a lack of understanding of their significance and recommended that they should become an integral part of the council's decision making process and be seen to carry equal weight with other decision criteria.

The council needs to change its approach to the way departments address equalities, moving away from reliance on central support to self sufficiency. The corporate role should be one of policy making, training, ensuring standardisation of procedures (and compliance) and formal engagement with outside organisations. The departmental role should be one of ensuring equality is demonstrably embedded in all services.

The council should aspire to be externally assessed as "Achieving" but the Committee doubted the value of pursuing the "Excellent" level of the New Equalities Framework requiring, as it will, substantial investment. Resources may be better directed at supporting departments in embedding equalities in their services.

The report made 13 recommendations to Cabinet, the outcomes and impact of the agreed recommendations will be reviewed by the Committee during 2010/11.

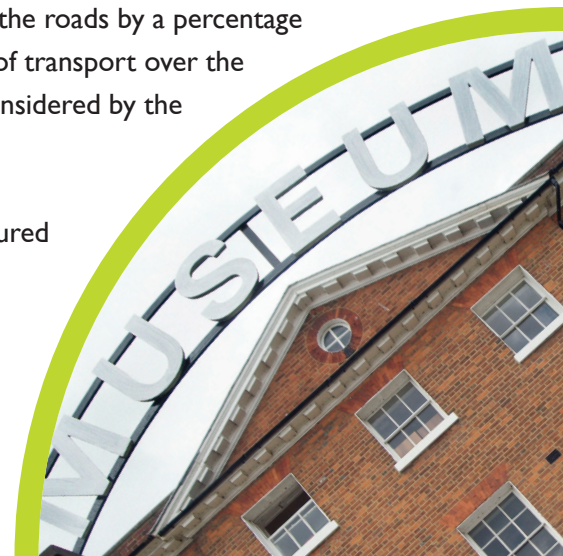
### **2.3 The South West Hertfordshire Transport Strategy (SWHTS)**

The Committee set out to identify key achievable benefits of the strategy and find out what it is expected to achieve. The Committee also explored alternative means of getting to work and longer term realistic outcomes, eg Abbey Flyer and Croxley Rail Link.

#### **The Committee found that:**

The strategy describes a forward vision for transport in South West Hertfordshire but it is difficult to judge to what extent the action plan in the strategy will deliver the vision as there are no benchmarks or guidelines identified. The SWHTS recommendations should be underpinned by specific targets such as a reduction of car volumes on the roads by a percentage or the quantified take-up of alternative forms of transport over the period of the plan as exemplified by studies considered by the committee.

The success of the original SWHTS was measured by the number of traffic calming and traffic management schemes implemented which brought "significant environmental and safety



benefits to the area.” However, traffic congestion has increased during the period of the plan and a modal shift in the use of transport has only partially occurred. The Committee questions whether this new strategy has been sufficiently focused on appropriate schemes to achieve this modal shift.

The Committee considers that while the new strategy does address sustainability, there is insufficient consideration given to emerging priorities such as the reduction in greenhouse gas emissions, and the promotion of healthy lifestyles.

The Committee is concerned that the strategy has little to say about increasing the use of buses even though these are a key component in creating a reduction in car use.

The report made six recommendations to Cabinet addressing the issues described above, the outcomes and impact of the agreed recommendations will be reviewed by the Committee during 2010/11.

#### **2.4 Recycling and sustainability in the commercial sector**

This topic was not pursued due to lack of committee time but will be included in the draft programme for 2010/11.

#### **2.5 Chair’s/Vice Chair’s commentary**

Both pieces of work required significant research by the Committee and consequently took longer to complete than was originally anticipated. The Committee’s work was hampered to a certain extent by the total non-attendance of one member and the infrequent attendance of a second. This was disappointing as one of my objectives for the year was to ensure that each study was a collegiate approach with everyone expected to make a full contribution and too often input was limited to a minority of members. Other comments on the performance of the committee and the overall scrutiny process will be more appropriately made to the overall review of scrutiny in the council.

Councillor Mark Watkin  
Chair of Policy Development Scrutiny Committee

The role of Scrutiny is to discover what is working within the Council processes and to help raise standards and service. This process is vital to enabling the Executive, officers and staff to strive for the best outcomes and value for money that the Council can achieve with limited resources.

The Equality Framework scrutiny has shown what the council is achieving and where improvements can be made. We believe that the council should continue to aspire to be externally assessed as “achieving” but that the committee

recognized the doubted value of pursuing the “Excellent” level of the New Equalities Framework at this time due to embedding and strengthening a true equalities process. I think this shows the people of Watford that all members are looking for value for money while striving for improved services with the resources that we have.

To help resolve Watford transport issues and the short comings of the South West Herts Transport Strategy (SWHTS) we need to work in a co-ordinated effort with the responsible agencies. It is in managing our partnerships with outside authorities that necessitate the need of co-ordinated efforts between Council Members, Officers, members of the public, Businesses and County Council Members We have made several recommendations for consideration by County Council and service providers within Watford, but as these can only be undertaken by agencies outside of the control of the Watford Council Executive, it will be difficult to measure and monitor. It will only be through Partnership working that we will achieve the influence and support for some of the changes that we want undertaken.

We heard evidence from a variety of interested parties during both of these investigations and I would like to thank everyone for their time, opinions, expertise and suggestions.

Councillor Kelly McLeod  
Vice Chair of Policy Development Scrutiny Committee



### 3. Call-in & Performance Scrutiny Committee

#### **Membership**

Councillor Dhindsa (Chair)

Councillor Rackett (Vice-Chair)

Councillors Baddeley, Grimston, Martins, McLeod, Poole, L Scudder and Smillie

#### **3.1 The Committee's work programme for 2009/10**

The Call-In & Performance Scrutiny Committee met on eight occasions during 2009/10. The Committee continued with the revised approach adopted in 2008/09 where in a new format the Committee examined only one major and one minor topic per meeting leaving space for issues which may crop up from time to time over the year. The review topics included in the programme were selected by the Committee at its first meeting from a shortlist of topics nominated by members following consultation across the council and with external organisations with an interest in the council's activities.

Two meetings this year were devoted to the examination of the work of external organisations, these were youth services (an update requested following a similar review in 2008/09) and housing performance with specific regard to repairs and maintenance. This is in recognition of the increasing importance of partnerships and the council's involvement with external organisations that provide public services. It is expected that the scrutiny of external organisations will increase further in future years.

#### **3.2 Work summary**

##### **3.2.1 Committee meetings**

The committee examined in depth the performance of six areas of activity of the Council and its partners:

##### **(i) Complaints**

Members noted the position, current performance and some areas where the council should seek improvements. The Committee will examine the next annual report in July 2010 and compare performance.

##### **(ii) Housing**

In 2008/09 the Committee examined the current performance of housing allocations and repairs and maintenance. The Committee noted the improving situation with repairs performance and letting times with the exception of sheltered housing. Members asked for the statistics for second, or call-back, visits for repairs and will review performance again next year.

##### **(iii) Sustainability**

The Committee received overview information on all services where sustainability is a major issue, it will determine which areas should be followed up and what information it will seek.



## **Environmental Services**

The Committee requested regular (quarterly) reports on the progress of:

- climate change policy and strategy,
- carbon management strategy and action plan, pollution control and air quality,
- energy Conservation in council buildings, broken down over the main buildings (including leisure centres),
- the Herts Waste Partnership recycling performance.

## **One Watford (Sustainable Communities strategy)**

The Committee asked to see the action plan arising from the strategy.

The Committee wishes to develop its relationship with One Watford and receive regular reports on activity and progress of plans.

The Committee wishes to follow up the supporting business on climate change initiative.

## **Planning**

Planning issues were discussed in the context of the Local Development Framework (LDF).

### **(iv) The Local Development Framework**

The Committee noted that the LDF has not progressed according to original plans and called for a progress report in 12 months time.

### **(v) Green Spaces Strategy**

The Committee considered what has been achieved since the adoption of the strategy, what is planned for this year and for next year. Members questioned the resources being deployed to achieve the strategy and what will still be outstanding once the plan is finished. Members noted the updated plan without further comment.

### **(vi) Youth Services – Performance since transfer of responsibility to the County Council**

This was a follow up of the March 2009 review; members assessed progress and posed some specific questions:

1. What has been the impact of the economy on young people?
2. How is staff recruitment progressing (It was reported last year that there were problems in filling posts and this had an adverse impact on services)?
3. What is being done to resolve known transport issues experienced by young people?
4. How are services made available to “hard to reach” groups?
6. How is performance assessed, what are the issues and planned outcomes?



### 3.2.2 Performance Management

The Committee has continued its work of reviewing quarterly performance reports and commenting on the progress of projects and on performance measures/indicators. Two areas were noted to be of concern because of ongoing under performance; these were followed up with services heads and will be monitored by the Committee.

### 3.2.3 Task groups

The committee established one task group during the year to scrutinise the *Crime & Disorder Reduction Partnership* (CDRP) (later to become the Community Safety Partnership). The task group met on four occasions. Over these meetings it established its relationship with the Partnership, agreed terms of reference for its work carried out three pieces of work:

1. Relative levels of crime and disorder in the town centre and outside the town centre and how these are being addressed by the CDRP. The task group concluded:
  - That ward by ward crime figures should be provided to the task group on a regular basis, these to show all wards compared with central ward.
  - That the task group be provided with a summary of the Police pledge – what it is and how it's used.
  - That the task group be provided with figures on youth crime and convictions, to include information on work of the youth offending team and the probation service.
2. **Drug and alcohol abuse and levels of reoffending.**

Seven guests from a range of related services attended the meeting to give evidence to the Task Group. Members looked at the resources employed by the agencies represented and considered their effectiveness. Members concluded that services should:

  - Concentrate on reducing re-offending rates.
  - Reduce the fall out rate of people in treatment programmes and to develop improved engagement strategies.
  - Provide tougher treatment for persistent and prolific offenders.
  - Establish better links and communications between the various agencies involved in dealing with drug and crime related problems.
  - Promote the Purple Flag scheme which appears to be a good initiative.
  - Engage in dialogue with the Housing Trust on the provision of accommodation for offenders and people in treatment programmes.
  - Give more attention to communication and language problems – links connecting the websites of the organisations involved (including the council) and information made available in community languages.
  - Consider the needs of minority communities and communications with them – input is needed from local councillors and community leaders to identify groups to be targeted, what their information needs



and the most appropriate format for it to be provided in.

- Increase the number of locally based drug and alcohol related services and develop links to GP surgeries and to education/training centres.
- Seek better engagement, through local councillors and community leaders, with local businesses and voluntary sector organisations to improve employment, education and training opportunities for drug users, both criminal justice and non-offenders. This will improve the chances of them becoming constructive members of the community again, and prolonging their new found drug free lifestyles.
- Improve housing opportunities and develop a range of housing options to suit the varying needs of drug users.
- Share information between partnerships in the district, for example between the CDRP and district Children's Trust partnership.

### **3. Relationships between the Police and minority communities.**

Five people representing a cross section of minority views attended the meeting. The examination concluded that relationships are satisfactory, there appear to be no major issues but there is room for improvement in some areas.

The question of Stop and Search in Watford is inconclusive, the Task Group needs more hard facts on which to make an assessment. It is proposed that the position be reviewed in six months time. The Police are to be asked to provide statistics on the number of people stopped and searched broken down by ethnicity and by post code location.

The Police are clearly putting considerable effort into building community relations and this is commended. However, there do appear to be gaps where less vocal community groups may not be fully heard or represented. It is recommended that the Police consider extending their engagement initiatives to these groups.

The Police should consider the value of ward based meetings with an appropriate role for ward councillors.

Task Group Chair's commentary

### **3.2.4 Call-in of decisions.**

There were no decisions called-in during 2009/10.

### **3.3 Comment on process**

The Committee continued with the revised process adopted in 2008/09, this was to reduce the number of items considered at each meeting to allow guests more time to present their subjects and for members to have a fuller discussion of issues. The change has achieved its aims but improvements can still be made, especially in reaching recommendations and improving outcomes. The Committee needs to work on this aspect of scrutiny and will be encouraged to spend more time preparing for meetings next year, focussing on the outcomes of reviews and to round off meetings by agreeing conclusions and actions.

### **3.5 Chair's and Vice Chair's commentary**

From the report you can see we have achieved a great deal of work during the past year. The work programme for the year was set and agreed by all committee members at the first meeting of the year and we achieved everything we tasked ourselves to complete. I was able to give the committee a 100% attendance at pre as well as committee meetings.

My thanks go out to members of Call-In and sub-group members during the year of 2009-10. I personally felt that we worked well as a team. My special thanks to Mike Thomas for his hard work on the administration aspect of the Call-In Committee work. Thanks must also go to Cabinet members for their attendance to answer difficult and thought provoking questions. Also I would like to thank the staff, external agencies and members of the community for attending as and when requested.

I am a strong believer in obtaining the views and ideas of all members of the committee in order to make the work plan realistic and achievable nevertheless I have not been elected into the Chair this year. I wish the new Chair every success in his new role and continue to offer my support.

Councillor Dhindsa  
Chair Call-In and Performance Scrutiny Committee





## 4. The Budget Panel

### Membership

Councillor Mortimer (Chair)

Councillor Bell (Vice-Chair)

Councillors Derbyshire, Greenslade, Khan, Martins and Poole

#### 4.1 The Panel's work programme for 2009/10

To accommodate its extended remit, the Panel met on eight occasions during 2009/10. Aside from its core work of scrutinising the council's budget proposals the Panel also looked at value for money and monitored budget spending through periodic reports.

At its eight meetings the Panel:

- Looked at the Medium Term Financial Strategy, the Panel noted the projections of savings required and asked for report on how they will be achieved at a later date.
- Considered the Asset Management Plan and Capital Strategy, their purpose and how well they meet the council's needs.
- Scrutinised spending against budget through the monthly monitoring report to determine whether income and spending are in line with plans and whether profiled expenditure is accurately managed.
- Examined the savings headlines for 2008/09 and how the Council performed against forecast.
- Worked with officers on Value for Money (VfM) investigations relating to fees and charges, trade waste and planning and enforcement. How do Watford's services compare with other local authorities in terms of quantity and quality? Does the borough need to take any action to reduce costs or improve standards?
- Looked at growth and savings projected for 2009/2010 and considered whether savings are being realised and if growth in line with plans. The Panel noted a satisfactory position.
- Scrutinised fees and charges for 2010/11, the Panel recommended that the cemetery service be a subject of review for either the Policy Development or Call-in & Performance Scrutiny Committee in 2010/11.
- Scrutinised the draft budget proposals and draft revenues and capital estimates for 2010/11 at its December meeting and the final revenue and capital budgets in January.
- Considered the outcome of public consultation on the 2010/11 budget.

#### 4.2 Review meeting

(i) With regard to 2009/10

At the end of the 2009/10 process the Panel and officers concerned with the work reviewed how the Panel had operated and the value of its output.

The review concluded that:

Budget Panel is improving in performance helped by the continuity of

membership and training. Members need to move the process further along by taking a larger role in leading the work and exerting greater challenge.

Work carried out in 2009/10 has been according to plan. The Panel has provided useful input into Cabinet's budget discussions.

Value for Money (VfM) work was inconclusive but is an important area which should be followed up with a different approach next year. A VfM test should be applied by the Panel to all growth items put forward in next year's budget.

Training was valuable although it will take time for the full benefits to filter through. It should continue next year and another attempt should be made to encourage other members along.

(ii) With regard to 2010/11

The content and process for Budget Panel work has been developing well and should be continued next year with some additions and adjustments.

The first meeting of 2010/11 will be a look at the relative cost of services and the relationship between council services and council funded community services.

Finance monitoring, new in 2009/10, should continue with some further development including a look at virements, and the use of reserves. Scrutiny should include some interaction with service heads.

VfM work has made a useful start and should continue although it will be necessary to reconsider the respective inputs of the HSF and service heads.

The Panel will examine the link between budgets and service planning including a review of statutory and discretionary spending and which should complement a zero based review during 2010.

The Panel will consider looking at pensions.

The Panel will consider looking at shared services income.

#### **4.3 Visits**

Panel members made two visits to other authorities this year to learn how other councils scrutinise budgets and finance. At the first visit members observed a budget scrutiny meeting and discussed process and issues with the support officer and committee chair. At the second visit members met with two leading finance scrutiny members and a leading finance officer and heard how two neighbouring authorities work together on joint scrutiny of budgets and share support resources.

Members making the visits discussed their findings and shared their learning with other on the Budget Panel.

#### **4.4 Training**

Training was informative and useful to Panel members in their scrutiny role. However, the attendance of other members who are not on the Budget Panel was poor and this is disappointing. The timing of training sessions may be an issue and sessions next year will be included in the main agenda of the Panel. It will be suggested that the training programme for the year is included in the members' bulletin and the council consider providing on-line finance training. Training will continue routinely in 2010/11.

#### **4.5 Chair's/Vice Chair's commentary**

We were pleased that we were able to have eight meetings throughout the year and start our process earlier than previous years.

It was good that we made a start on Value for Money and hope that officers will have more time this year to really have a good go at this, of course, allowing for our other tasks relating to the budget and matters that arise at short notice.

We would like to look at public consultation on the budget and whether we can include a wider audience for this year's budget proposals. It is again disappointing that with all the work carried out during the preparation period of the budget - and hence the Council Tax demand, political expediency determines a different figure from that calculated.

The asset management plan and capital strategy could be critical this year with central Government obviously about to tighten funding considerably. The council must be prepared to manage this.

The training was good and, as we remarked last year, we need to find a way to encourage non-Budget Panel members to get involved - this should be up to party's groups to encourage participation.

We should be looking at inviting Heads of Services to attend Panel meetings to show how they are justifying their costs of services.

Councillors Andrew Mortimer and Nigel Bell  
Chair and Vice-Chair, Budget Panel.



## 5.

### Development work

In 2009/10 the following development work was undertaken or started.

(i)

#### Members' survey

The Partnerships & Engagement Section annually undertakes a survey of the people and organisations that have had business with scrutiny during the preceding year. For reasons set out in the introduction to this report, this year the survey was confined to members of the council.

The purpose of the survey is:

- to explore views generally on how scrutiny works in Watford Borough Council
- to ask all members – those in cabinet, scrutiny and other non-executives – their views on the performance and operation of scrutiny
- to seek views on opportunities for improvement
- to inform the scrutiny development plan and programme for the forthcoming year
- to inform the member development plan for the forthcoming year
- to set down a benchmark to assess progress and improvement over time.

#### Results

Figures for this year need to be qualified because we do not have exact like for like comparisons with previous years. This year we conducted a more detailed survey exploring councillors' views on performance and attitudes, this was to understand their position and seek evidential support for review. The results of the survey, together with other work by officers, have led to agreement across the council that fundamental changes are necessary and, partly as a result, a review is underway.

In view of impending changes, the wider survey we usually carry out would be of limited use this year although we can use the data from the members' survey for the annual performance assessment. Overall satisfaction levels were 60% (81% for Policy, 33% for Call-in and 67% for Budget), 20% expressed dissatisfaction and there were 20% don't knows. We also looked in detail at the performance of each committee across the five key areas of scrutiny as specified by the Centre for Public Scrutiny. Councillors were asked to rate performance on a scale of 1 - 5. Budget (2.8) scored marginally better than Policy (2.75) and Call-in came third with 2.54.

Reflecting on this survey and what we do in future years, we will probably propose continuing this more in-depth analysis of councillors' views and construct something new and different for others.

Despite the different approach this year, return rates continue to be low





and we will be looking at ways we can improve the number of people responding. Dependent upon staff time, this may include seeking specific views on a meeting by meeting basis (qualitative) and confining the annual survey to a gathering of overall impressions (quantitative). The committee chairs and vice chairs will discuss options at an early meeting in 2010/11.

(ii) Hertfordshire Scrutiny Network

The group meets four or five times a year. Members discuss matters of mutual interest, share information, look at scrutiny developments nationally and consider how member councils can work together. Member councils routinely share work programmes and related information and undertake joint training.

Other matters discussed at meetings this year have been concerned with regional changes which include establishing a South Eastern Region Scrutiny Network. This forum met only once later in the year, it is therefore too early to comment on its role and potential for improving scrutiny across the region.

(iii) Cabinet/scrutiny meetings.

The aim of this group is to improve communications and provide a forum for ongoing dialogue between scrutiny and the executive.

This group met twice in 2009/10 the items discussed were:

- scrutiny work plans and programmes
- the results of the scrutiny survey and scrutiny performance
- scrutiny training for all members
- scrutiny work progress
- guidance emerging on scrutiny matters relevant to the Local Government & Public Involvement in Health Act 2007 and the Police & Justice Act 2006.

Four meetings are to be programmed in 2010/11.

## 2009/10 Committee Chairs and Vice Chairs

**Councillors Mark Watkin and Kelly McLeod**

**Chair and Vice Chair of Policy Development Committee**

**Councillors Jagtar Singh Dhindsa and Steve Rackett**

**Chair and Vice Chair of Call-in & Performance Committee**

**Councillors Andrew Mortimer and Nigel Bell**

**Chair and Vice Chair of Budget Panel**

**If English is not your first language we can arrange for an interpreter, Please indicate which language you require.**

### **Urdu:**

اگر انگریزی آپ کی بول چال کی زبان نہیں ہے،  
تو ہم آپ کے لیے ایک انٹرپریٹر (زبانی ترجمہ کار)  
کا اہتمام کر سکتے ہیں۔ برائے مہربانی ہمیں یہ  
بتائیں کہ آپ کی مطلوبہ زبان کون سی ہے۔

### **Hindi:**

यदि इंग्लिश आपकी मुख्य भाषा  
नहीं है तो हम एक इंटरप्रेटर  
(दुभाषिए) का प्रबंध कर सकते  
हैं। कृपया अपनी ज़रूरत की  
भाषा बताएँ।

### **Gujarati:**

જો ઈંગ્લિશ તમારી માતૃભાષા ન હોય  
તો અમે તમારા માટે દુભાષિયાની  
વ્યવસ્થા કરી શકીશું. તમે કઈ ભાષામાં  
વાત કરવા માંગશો તે ભાષાનું નામ  
દર્શાવવા વિનંતી.

### **Bengali:**

ইংরেজি আপনার মাতৃভাষা না হলে,  
আমরা আপনার জন্য একজন  
দোভাষী (ইন্টারপ্রিটার) এর ব্যবস্থা  
করতে পারবো। দয়া করে বলে  
দিন, কোন্ ভাষার দোভাষী বা  
ইন্টারপ্রিটার আপনার দরকার।

### **Polish:**

Watford Borough Council ch tnie dostarczy ustne  
tłumaczenie dla Ciebie



**Contact details???**