



OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 27th June, 2013

7.00 pm

Town Hall, Watford

Publication date: 19 June 2013

CONTACT

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Sandra Hancock in Legal and Property Services on 01923 278377 or by email to legalanddemocratic@watford.gov.uk .

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

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COMMITTEE MEMBERSHIP

Councillor K Collett (Chair)

Councillor A Khan (Vice-Chair)

Councillors J Aron, N Bell, S Greenslade, K Hastrick, S Johnson, A Lovejoy and R Martins

AGENDA

PART A - OPEN TO THE PUBLIC

1. APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP

2. DISCLOSURE OF INTERESTS (IF ANY)

3. MINUTES

The minutes of the meetings held on 26 March and 22 April 2013 to be submitted and signed. *(All minutes are available on the Council's website.)*

4. HOSPITAL CAR PARK UPDATE

A representative from West Herts Hospitals NHS Trust will attend the meeting and provide an update on the plans for the hospital car parks.

5. BENEFITS DEPARTMENT UPDATE (Pages 1 - 4)

This report provides an update on the improvement in Performance Indicators for the Benefits Service.

6. UPDATE ON THE COUNCIL'S KEY PERFORMANCE INDICATORS AND MEASURES - END OF YEAR (QUARTER 4) 2012/13 (Pages 5 - 24)

This report presents an update on the council's key performance indicators (KPIs) as at the end of year (quarter 4) 2012/13 (January - March) plus other performance measures requested by the Scrutiny Committee.

7. OUTSTANDING ACTIONS AND QUESTIONS (Pages 25 - 30)

The Scrutiny Committee is asked to review the outstanding actions and questions from previous meetings.

8. EXECUTIVE DECISION PROGRESS REPORT (Pages 31 - 62)

The Scrutiny Committee is asked to review the final edition of the 2012/13 Executive Decision Progress Report, the latest edition for 2013/14 and consider whether any further information is required.

9. HERTFORDSHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE

Future agendas will include an update on the County Council's Health Scrutiny Committee, to which Watford Borough Council appoints a member.

10. OUTSOURCED SERVICES SCRUTINY PANEL (Pages 63 - 68)

The Scrutiny Committee is asked to confirm the membership for this Scrutiny Panel and review the proposed amended Terms of Reference.

Task Groups

11. COMMUNITY SAFETY PARTNERSHIP TASK GROUP (Pages 69 - 72)

The Scrutiny Committee is asked to agree the membership of the Task Group and note its latest work programme.

12. MANAGEMENT OF DISABLED PARKING BAYS TASK GROUP (Pages 73 - 124)

The Scrutiny Committee is asked to review the final draft of the Task Group's report, including the conclusions and recommendations.

13. WATFORD COMMUNITY HOUSING TRUST TASK GROUP

The Task Group Chair, Councillor Khan, to update the Scrutiny Committee on the Task Group's progress and work to date.

14. WORK PROGRAMME (Pages 125 - 128)

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

15. DATES OF NEXT MEETINGS

- Thursday 25 July 2013
- Thursday 26 September 2013
- Thursday 24 October 2013 (For call-in only)

Agenda Item 5

Part A

Report to: **Overview & Scrutiny Committee**

Date of meeting: 27 June 2013

Report of: Head of Revenues & Benefits

Title: Benefits Department Update

1.0 **SUMMARY**

1.1 This report explains the improvement in Performance Indicators for the Benefits Service and explains the background to the statistics.

2.0 **RECOMMENDATION**

2.1 The report is noted

2.2 That a further update is provided in 6 months' time on progress if required

Contact Officer:

For further information on this report please contact: Phil Adlard on phil.adlard@watford.gov.uk or telephone extension 8023

Report Approved by:

David Gardner, Director for Corporate Resources & Governance, Three Rivers District Council, Lead Director for Revenues & Benefits Shared Service

Bernard Clarke, Strategic Finance Director, Watford Borough Council

3.0 DETAILED PROPOSAL

3.1 Management / Monitoring

It was reported at the Overview & Scrutiny Committee on 21 November 2012 that Watford Borough Council had a gross caseload of 12,718 claimants in receipt of Housing Benefit and/or Council Tax Benefit. This is now 12,938. It was also reported that to meet this, the Shared Service introduced a number of measures.

Those measures still remain in force but with the addition of:

- Regular notifications of Changes in Circumstances received from Department of Work & Pensions via the “ATLAS” network ensuring more awards are up to date.
- The transfer of focus in engaging temporary staff within the department as opposed to the use of off-site processing through the use of Liberata staff.

Whilst there is still work to do, the achievements so far have been well received, particularly by colleagues in Watford Community Housing Trust and other Social Housing Providers.

3.2 Performance Indicators

3.2.1 The speed of processing new claims for Benefit is based on the time taken from the date that the claim form is received to the date that the decision to award benefit is made. This is complicated by the fact that if additional information is required the claimant has one calendar month to provide the information.

The Performance Indicators are gathered from data submitted to the Department of Work & Pensions in the form of the “Single Housing Benefit Extract” (SHBE)

Periods of peak activity would be expected over December and January due to the impact of the Christmas closedown and from April following the issue of Council Tax bills and notifications of rent increases.

The indicator for the average time since the November meeting, to process a new claim is shown below:

Month	Nov	Dec	Jan	Feb	Mar	Apr	May
Days	21.06	26.07	26.12	23.21	25.34	25.43	19.35
HB awards	198	144	228	237	168	223	243
CTB awards	184	137	183	223	162	106	0

A further indicator requested by Overview & Scrutiny Committee was the average time taken from the provision of all information to the day a decision is made:

Month	Nov	Dec	Jan	Feb	Mar	Apr	May
Days	6.32	13.46	9.81	9.46	11.34	13.56	11.28

The final indicator is the average time taken to complete a change in circumstances. Again this is taken from the date the change is notified until the date the change is completed and the decision made.

Month	Nov	Dec	Jan	Feb	Mar	Apr	May
Days	20.58	19.08	29.29	39.09	13.95	102.71	64.17
HB awards	1382	607	790	1105	6468	1213	1241
CTB awards	729	389	597	894	1027	504	0

Explanation for the high figures for April and May is given in 3.3.1

3.3 Other Management Data

3.3.1 To monitor the outstanding workload, a weekly count of new claims is conducted. This has shown an improvement in the number of new claims outstanding and mirrors the reduction in the average time to process new claims.

Date	5 Nov	10 Dec	14 Jan	11 Feb	11 Mar	8 Apr	13 May	10 Jun
Claims	90	116	158	143	142	229	174	143

Of the 143 claims outstanding as at 10 June, 68 were awaiting further information from claimants.

A daily count of changes is also conducted that monitors the volume of outstanding pieces of work as a consequence of a change in circumstances. This reports on the work outstanding and held by either Serco or in-house staff across the Shared Service. A monthly summary is shown below:

Date	No. of Cases					
	SERCO		IN-HOUSE		TOTAL	
	Outstanding	Pending	Outstanding	Pending	Outstanding	Pending
05/04/2013	314	264	1969	302	2283	566
03/05/2013	369	294	1955	327	2324	621
07/06/2013	305	176	2305	318	2610	494
11/06/2013	323	168	2299	330	2622	498

Finally, a count is kept of all notifications received via "ATLAS". Dealing with the backlog of these cases contributed to the sharp increase in Performance Indicator shown above. However, this has been overcome

and as at 10 June, staff had dealt with 25,269 out of 26,721 notifications of changes through this process.

3.4 Other External Factors for Consideration

3.4.1 At the same time as the above “business as usual”, the department has also had to implement the following:

- Local Council Tax Support Scheme to replace Council Tax Benefit with effect from 1 April 2013
- Implementation of the Social Sector Size Criteria (“Bedroom Tax”)
- Preparation for the Implementation of the Benefit Cap from 15 July 2013

Each of the above have placed pressures on the department in terms of consultation, implementing new legislation, engagement with social sector housing providers and advice agencies, as well as ensuring staff are trained and equipped to be able to continue with the good work.

4.0 IMPLICATIONS

4.1 Financial

4.1.1 Additional funding has been committed by the Joint Shared Service Committee to maintain the support provided by Serco and other temporary staff

4.2 Legal Issues

4.2.1 None

4.3 Equalities

4.3.1 None

4.4 Potential Risks

4.4.1 There are no risks associated with this report.

4.5 Staffing & Accommodation

There are no staffing or accommodation implications arising out of this report

Appendices

None

Background papers

None

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 27 June 2013
Report of: Partnerships and Performance Section Head
Title: Update on the council's key performance indicators and measures – end of year (quarter 4) 2012/13

1.0 **SUMMARY**

- 1.1 Watford BC's Corporate Plan 2012-16 set out the eight key performance indicators that the council has selected to measure its key priorities and where it knows it needed to improve performance during 2012/13. Overview and Scrutiny Committee scrutinise and comment on the performance of these indicators on a quarterly basis. In June 2012, Committee discussed a proposed set of additional indicators that it would monitor during 2012/13.
- 1.2 This report, therefore, presents an update on the council's key performance indicators (KPIs) as at the end of year (quarter 4) 2012/13 (January - March) as well as other performance measures identified and agreed by Committee for scrutiny during 2012/13.

2.0 **RECOMMENDATIONS**

- 2.1 Note and comment on the performance of the council's key performance indicators for 2012/13 at the end of quarter 4.
- 2.2 Note and comment on the performance of those additional performance measures identified for Committee's consideration at the end of quarter 4.
- 2.3 Consider if the current set of indicators being reported to Overview and Scrutiny Committee should continue in 2013/14 but noting that those associated with Environmental Services and ICT will be reported to Outsourced Scrutiny Panel from quarter 2.
- 2.4 Consider if there are any areas that Committee might want included in future reports.

Contact Officer:

For further information on this report please contact:
Kathryn Robson, Partnerships and Performance Section Head
telephone extension: 8077 email: kathryn.robson@watford.gov.uk

3.0 Background information

Each year, Watford Borough Council's Corporate Plan sets out the key performance indicators (KPIs) that the council has selected to measure its priorities and where it knows it needs to improve performance.

It was agreed that Overview and Scrutiny Committee would scrutinise the council's performance in relation to these key performance indicators on a quarterly basis. At its meeting in June 2012, Committee agreed the additional performance measures be reported as part of its quarterly scrutiny of performance and a template reflecting this was developed.

This report presents the template that incorporates Committee's recommendations, including the performance of the council's KPIs at the end of quarter 4 2012/13.

3.1 Key performance indicators (KPIs)

3.1.1 For 2012/13 the council identified eight key performance indicators (KPIs). These are a continuation of the KPIs for the previous year and are attached as Appendix A.

3.1.2 End of quarter 4 (2012/13) report on Watford BC KPIs – performance against target

Of the 8 KPIs, KPI1 (time taken to process benefit claims – new + change of circumstances) is reported as two indicators as the council monitors it in two parts and KPI4 (street cleansing) as three indicators. This means 11 performance measures are reported in total. In terms of performance against target at the end of year (quarter 4) 2012/13 (January - March).

- 4 were above target
- None were on target
- 6 were below target

The remaining performance measure KPI7 is an annual indicator; the result is not available until quarter 2 of this year.

3.1.3 KPIs performing above target

The following KPIs were reported as performing above target at the end of quarter 4 2012/13.

KPI2	Residual household waste
KPI4i	Improved street and environmental cleanliness (levels of litter)
KPI4ii	Improved street and environmental cleanliness (levels of detritus)
KPI4iii	Improved street and environmental cleanliness (levels of graffiti)











3.1.4 KPI performing below target




The following KPIs were reported as performing below target at the end of quarter 4 2012/13.

KPI1i	Time taken to process Housing Benefit/Council Tax Benefit - new claims
KPI1ii	Time taken to process Housing Benefit/Council Tax Benefit - change of circumstances
KPI3	Household waste recycled and composted
KPI4	Number of affordable homes delivered (gross)
KPI5	Number of households in temporary accommodation
KPI8	The average working days lost to sickness per full time equivalent employee

3.1.5 Performance against target – actual performance

The table below shows the actual performance against target at the end of quarter 4 2012/13.

Indicator	Target	Result	Performance against target
Time taken to process Housing Benefit/Council Tax Benefit <i>- new claims</i>	22 days	31.89 days	
Time taken to process Housing Benefit/Council Tax Benefit <i>- change of circumstances</i>	8 days	25.36 days	
Residual household waste	513.11kg	508.77kg	
Household waste recycled and composted	40.20%	39.66%	
Improved street and environmental cleanliness (levels of litter)	4.5%	2.44%	
Improved street and environmental cleanliness (levels of detritus)	6%	4.02%	
Improved street and environmental cleanliness (levels of graffiti)	3.5%	2.67%	
Number of affordable homes delivered (gross)	191	184	
Number of households in temporary accommodation	90	103	
CO2 reductions from local authority operations	6% (30% over 5 years)	Annual indicator	N/A
The average working days lost to sickness per full time equivalent employee	6.5 days	8.63 days	

-  = performing above target
 = performance on target
 = performing below target

3.2 End of year (quarter 4) 2012/13 performance report overview

3.2.1 Watford BC - Measures Of Performance – Progress report at the end of year (quarter 4) 2012/13 (January - March) is attached as Appendix B. Those performance measures that are not performing against target by 10% or more are highlighted with a !. This just relates to under performance. Where a measure is performing well (on or above target) it is highlighted with a 😊 even if this is over 10%.

Areas to note from the progress report:

- Although the result for the amount of household waste per household is above target (low is good) recycling is under performing at the end of quarter 4. The service reports this is due to a number of factors that include the lower than expected greenwaste tonnage (due to the late spring) but also issues such as households purchasing fewer newspapers / magazines and the manufacturing of glass, which means it is lighter than a few years ago.
- Street cleansing performance has been very good during 2012/13, performing above target for the year.
- The council has achieved 'effective' for levels of fly tipping – an improvement from 'not effective' last year. This is down to less fly tipping in the borough and improved reporting arrangements.
- The housing indicator has stabilised since quarter 3 with the same number in temporary accommodation. The number of affordable homes was close to target and higher than last year, which is a significant achievement in the current climate.
- Planning performance remains strong, improving since last quarter. This is despite overall applications increasing since last year.
- Benefits has consolidated its improved performance since quarters 2 and 3. However, a rise in revenue telephone calls in quarter 4 did impact on CSC service levels in terms of answering a call within 20 seconds.
- The council set a 'stretch target' for sickness absence for 2012/13 at 6.5 days. This was a response to consideration of previous years' results and noting that the council's performance had 'plateaued' to some extent at around 8.5 days. Although measures have been put in place to improve performance, the target was not met and the end of year result was 8.63 days. However, analysis of this year's result indicates that without the service areas being outsourced, the figure would have been around 4.5 days. The Head of Human Resources is currently reviewing targets for 2013/14 in light of outsourcing.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that there has been additional resource assigned to Benefits to improve performance for customers. This is monitored through Shared Services Joint Committee.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications within this report.

Appendices

Appendix A - Watford BC 2012/13 key performance indicators

Appendix B – Watford BC - Measures of Performance – Progress report as of end of quarter 4 2012/13

Background papers:

- Corporate Plan 2012-16







Appendix A - Watford BC 2011/12 and 2012/13 key performance indicators

<u>Reference</u>	<u>Definition</u>
KPI1	Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events* <i>* This is defined as one indicator although the council reports it as two parts – new (i) and change of circumstances (ii)</i>
KPI2	Residual household waste
KPI3	Household waste recycled and composted
KPI4	Improved street and environmental cleanliness (levels of litter, detritus and graffiti)* <i>* This is defined as one indicator although it has four parts (i-iv). Three elements are key performance indicators</i>
KPI5	Number of affordable homes delivered (gross)
KPI6	Number of households in temporary accommodation
KPI7	CO2 reductions from local authority operations
KPI8	The average working days lost to sickness per full time equivalent employee

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WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE

End of year (quarter 4) 2012/13

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Environmental Services									
ES1 KPI7	CO2 reductions from local authority operations	-6%	-	-	-	-	-	Environmental Services	Result not available. Annual reporting submitted at end of June 2013.
ES2 KPI2	Residual household waste per household	513.11kg	508.77kg	0.85%		↑	↓	Environmental Services	Low is good – target exceeded.
ES3 KPI3	Household waste recycled and composted	40.20%	39.66%	1.3%		↓	↓	Environmental Services	Disappointing year end result. This is mainly due to late spring affecting the green waste. The service is 250tonnes down on last years recycling figures and 500 tonnes down on greenwaste.
ES9	Percentage of the total tonnage of household waste arising which have been recycled	17.43%	16.34%	6.3%		↑	↓	Environmental Services	Overall decrease for the year




¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
ES10	Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion	22.77%	23.32%	2.4%		↓	↑	Environmental Services	Exceeded target. This is mainly due to seasonal weather conditions and more control on contamination.
ES4 KPI4i	Improved street and environmental cleanliness (levels of litter)	4.5%	2.44%	45.8%		↓	↑	Environmental Services	The quarter's percentage (4.22%) was significantly affected by the condition within WBC's private industrial section of Cardiff Rd. Excluding that section's six survey transects would have the effect of improving the quarter's litter performance to 1.83%. Result for the year overall was very good (low is good for this measure).
ES5 KPI4ii	Improved street and environmental cleanliness (levels of detritus)	6%	4.02%	33%		↓	↑	Environmental Services	As ES4 above, the quarter's percentage was again affected by the condition within WBC's private industrial section of Cardiff Rd. Excluding that section's six survey transects would have the effect of improving the quarter's detritus performance to 3.72%. Result for the year overall very good (low is good for this measure).





¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13





Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹		Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
ES6 KPI4iii	Improved street and environmental cleanliness (levels of graffiti)	3.5%	2.67%	23.7%		↓	↑	Environmental Services	Performance remains consistent across all quarters despite difficulties in treating and over painting due to adverse weather.
ES7	Improved street and environmental cleanliness (levels of fly posting)	0.33%	0.61%	84%		↓	↓	Environmental Services	<p>The presence of fly posting reached the highest quarterly level recorded due to 5 of the 11 retail transects surveyed along St Albans Road having fly posting evident on vacant shop fronts.</p> <p>End of year result shows overall performance below target (low is good) due to a modest but noticeable increase in fly poster activity, mainly by circus events outside the borough, persistent advertising by scrap car dealers and small enterprises. The finer analysis over the full year shows that nearly a quarter of all transects showed some evidence of fly posting activity on public or private property ranging from 1 transect of C grade to 191</p>

¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13




Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
									transects at grade B+ (i.e. showing remnants such as ties and tape)
ES8	Improved street and environmental cleanliness (levels of fly tipping)	Effective	Effective	-		-	↑	Environmental Services	There has been a reduction in fly tipping combined with improved reporting arrangements to eliminate the excess waste items from the fly tip figures. This means that we are 'effective'. It is envisaged that implementation of the domestic waste collection policy in October / November 2013 will lead to a further reduction in fly tipping. Target for next year is again effective.

¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Community Services									
CS12 KPI5	Number of affordable homes delivered (gross)	191	184 total	3.7%		↑	↑	Community Services	Rainbow House - 62 units Cassio - 58 units J.R. Tagger - 24 units Leggatts - 24 units Callowlands - 16 units Social rents = 122 Affordable rents = 31 Low Cost Home Ownership = 31
CS13 KPI6	Number of households living in temporary accommodation	90	103	14.4%	!	↔	↓	Community Services	Increase is due to a number of factors including rising number of clients and lack of supply or delayed access e.g. nomination to newbuilds which are not yet ready to occupy.
CS15	The number of people sleeping rough on a single night within the area of the local authority	5	8 (as of Dec 2012)	60%	!	n/a	↓	Community Services	Estimate to be submitted once a year to DCLG in December. Working through the POSH (Prevention of Homelessness) partnership with Watford New Hope Trust on launch of No Second Night Out. Lead on Herts Single Homelessness Project, continuing grant funding to WNHT outreach team.




¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
CS16	Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for who housing advice casework intervention resolved their situation	90	103	14.4%	!	↓	↑	Community Services	Figures reflect declining access to private rented accommodation. Homelessness decisions 189 compared to 176 in previous year.
CS16	Number of private sector units secured for use under Rent Deposit Guarantee Scheme, Housing Association Leasing Direct or other initiatives	80	53	33.8%	!	↑	N/A	Community Services	Private sector leasing is not proving successful due to the economic and housing market factors which make it unattractive to many landlords. Supply Team continuing to work with landlords to identify opportunities to incentivise joint working.
CS17	The number of households in bed and breakfast accommodation (with children)	9	10	11.1%	!	↓	↑	Community Services	An additional 5 households in bed and breakfast without children





¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.





Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Planning									
PL1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	55.56%	34.63%	!	↑	↓	Planning	<p>2 applications in this category in Q1; 1 application in Q2; 4 applications in Q3; 2 applications in Q4.</p> <p>4 applications were not determined within 13 weeks: in two cases there were delays by other parties in completing s.106 planning obligations, and in the other two cases it was necessary to await next available Development Control Committee.</p>
PL2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	92.31%	2.6%	😊	↑	↓	Planning	<p>50 applications in this category in Q1; 57 applications in Q2; 75 applications in Q3; 55 applications in Q4.</p> <p>Performance improving despite increase in numbers of applications.</p>
PL3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	99.23%	10.3%	😊	↑	↑	Planning	<p>Only 4 applications out of a total of 521 took more than eight weeks to determine. All were determined in under 13 weeks.</p>

¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13





Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Legal and Property Services									
LP5	Voter registration	96%	96.5%	0.52%		N/A	↑	Legal and Property services	This is an annual indicator so only reported in Quarter 3. The result of 2012 canvass was a slight improvement on previous year and was 2nd best performance in Hertfordshire despite change to statutory canvass dates.

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Human Resources									
HR1 KPI	Sickness absence (working days lost)	6.5 days	8.63 days	32.8%		↑	↓	Human Resources	Although a reduction in Q4 (from 2.04 days in Q3), the cumulative total of 8.63 days per employee for the year is over 2 days higher than the 'stretch' target for the year of 6.5 days. Over 50% of all sickness during 2012/13 originates in two service areas where the nature of work (outdoors / manual work)

¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.






Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13

										predisposes them to higher sickness levels. Without these two service areas revised figures show a cumulative absence rate of 4.5 days per employee for the year.
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Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Revenues and Benefits									
RB1 KPI1i	Av time to process benefits claims	22 days	31.89 days	45.0%	!	↑	↑	Revenues and Benefits	Figure shown is cumulative for 2012/13. PI for cases closed in March 2013 had dropped to 25.34 days
RB2 KPI1ii	Av time to process change of circs	8 days	25.36 days	217%	!	↑	↑	Revenues and Benefits	Figure shown is cumulative for 2012/13
RB3	New claims – average time to process from receipt of all information	15 days	13.96 days	24.4%		↑	↑	Revenues and Benefits	Figure shown is cumulative for 2012/13. PI for cases closed in March was 11.34 days








¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
ICT									
IT1	ICT service availability to users during core working hours <u>WBC P1</u> COA Academy (Windows) Uniform Email Internet Lagan File and Print Server	99.5%	99.69%	19%		↔	↑	ICT	The availability of ICT systems has seen a vast improvement, largely due recent and ongoing infrastructure improvements.
IT2	ICT service availability to users during core working hours <u>WBC P2</u> Touchpaper EROS Gauge Resource Link Intranet	99.5%	100%	+0.5%		↔	↔	ICT	The availability of ICT systems has seen a vast improvement, largely due recent and ongoing infrastructure improvements.




¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 4 - 2012/13

Ref	Measure	Target for 2012/13	Actual at end of 2012/13 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2012/13)	Trend since last year (2011/12)	Service Lead	Comments
Corporate									
Co1	CSC service levels - 80% calls answered in 20 secs	80% calls answered in 20 seconds	74%	7.5%		↓	↓	Corporate	Below target – high volumes of Revenues calls received to the CSC impacted service levels.
Co2	CSC service levels - 95% all calls answered	95% all calls answered	99%	4.2%		↑	↑	Corporate	
Co3	Calls resolved at first point of contact	90%	99% excl transfers	10%		↔	↔	Corporate	
Co4	Complaints resolved at stage one	90%	83%	7.8%		↑	↑	Corporate	
Co5	% of stage 1 complaints resolved within 10 days	80%	n/a	n/a	n/a	n/a	n/a	Corporate	Data cannot be supplied in time for 1/4ly review due to technical issues with the reporting of timescales for resolved complaints. This is with ICT for resolution.

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Key to performance against target

-  on target or above target
-  not on target but there is no cause for concern at this stage.
-  not on target/ more than 10% variance and is a cause for concern.

¹ Variance: difference between actual performance and profile for quarter as a percentage of the profile.

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Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer
Performance Report				
PI 27	Contact the Housing Service for future projections regarding CS13 (KPI 6), the number of households living in temporary accommodation, including budgets Further update required in six months time.	Partnerships and Performance Section Head	21 November 2012 26 March 2013	Added to rolling work programme for September meeting
Housing Benefit update				
HB 2	Further update to be provided to the Scrutiny Committee	Head of Revenues and Benefits	21 November 2012	May/June 2013 Included elsewhere on this agenda

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer
Affordable Housing Review				
AHR 1	<p><u>Recommendation 1 – Affordable Housing threshold</u> – The status of the Core Strategy to be reviewed in 12 months.</p> <p>The original recommendation was –</p> <p>“ That the reduction of the affordable housing threshold from 15 units to 10 units proposed by the Planning Policy Advisory Group be implemented and be reviewed after 18 months to see if it has resulted in additional affordable homes or deterred some developers from investing in Watford.”</p> <p>Further update to be provided in six months time.</p>	OSC Committee	26 July 2011	
AHR 7	Review the first and second quarters' performance of the new Nomination Policy	Committee and Scrutiny Officer/ Housing Section Head	19 September 2012	<p>November 2013</p> <p>Revise to March 2014?</p> <p>Added to rolling work programme</p> <p>*This policy has yet to be approved by Cabinet. The proposed date for a report to Cabinet is September 2013. It will therefore be too soon to review the policy's performance in November 2013. Having spoken to officers it is suggested that this is deferred to March 2014 and the policy's progress is reviewed.</p>

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
AHR 8	Recommendation 2 – piecemeal developments and Section 106 obligations – to be further reviewed in two year’s time	Committee and Scrutiny Officer	21 November 2012	November 2014	Added to rolling work programme
Work Programme and Task Groups					
WP 8	Community Safety Partnership Task Group to be asked to review the provision of drug treatment in the borough	Committee and Scrutiny Officer and Committee and Scrutiny Support Officer	24 November 2011	1 December 2011 Revised date TBC	<p>Referred to the Committee and Scrutiny Support Officer supporting the Community Safety Partnership Task Group.</p> <p>Overview and Scrutiny Committee to be informed when the subject is due to be discussed at the Task Group.</p> <p>This topic is on the Task Group’s work programme and will be reviewed once the relevant officers are available. The County Council officer has been on secondment.</p> <p>The Task Group will review its work programme at the next meeting in July.</p>

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
WP 11	OSC to examine the long-term impact on the four organisations which would be subject to the largest grant cuts.	Committee and Scrutiny Officer	2 February 2012	18 June 2013 Deferred to 25 July 2013	Originally this was due to be presented at the March meeting. Community Services is currently carrying out further work with organisations. Following a discussion with the officer and Chair of Overview and Scrutiny Committee it has been agreed that the update will be presented in June 2013. *Due to the length of the June agenda it has been agreed with the Chair that this will be added to the agenda for 25 July 2013.
Hospital Parking Charges Task Group					
HP 8	Contact the Associate Director of Infrastructure to provide an update on the progress of the plans for the car park.	Committee and Scrutiny Officer	21 November 2012	May/June 2013	The Associate Director will be present at this meeting and the item is included elsewhere on this agenda.
Previous Reviews Updates					
PR 2	<u>Services for the Deceased</u> Outstanding recommendations to be further reviewed	Committee and Scrutiny Officer	25 July 2012	September 2013 (Originally February 2013)	Due to the current work being undertaken to review service delivery within the Council, it is too early to provide a further update on the outstanding recommendations. An update to be presented to Overview and Scrutiny Committee at its meeting in September 2013. Added to rolling work programme

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
Voluntary and Community Sector Commissioning Framework Task Group					
VCF 2	Update to be presented to the Scrutiny Committee in June 2013	Committee and Scrutiny Officer	21 November 2012	June 2013 Deferred to 25 July 2013	Added to the rolling work programme. *Due to the length of the June agenda it has been agreed with the Chair that this will be added to the agenda for 25 July 2013.

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Watford Borough Council

Executive Decision Progress Report

May 2012 – May 2013

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: legalanddemocratic@watford.gov.uk

All officer decisions relating to Traffic Regulation Orders and other Borough Council Highways matters are available on the Council's website – <http://watford.moderngov.co.uk/mgDelegatedDecisions.aspx?bcr=1>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Agree to the set up of a Hertfordshire Police and Crime Panel	Legal and Property	Cabinet	June 2012	Key decision Agreed by Cabinet on 18 June 2012 Not called in
Adoption of the Framework and 5-year action plan for allotments across the Borough	Community Services	Cabinet	June 2012	Key decision Originally this decision was due to be considered by Cabinet at its meeting in November 2011. Since then it has been deferred on several occasions. Agreed by Cabinet on 18 June 2012 Not called in
Watford Health Campus Programme Update and proposed site assembly development	Corporate Management	Cabinet	June 2012	Key decision Agreed by Cabinet on 18 June 2012 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Review the outcome of the Sports Facilities Study and agree consultation and feasibility proposals to support the development of a Sports Facilities Strategy (Parts A and B)	Community Services	Cabinet	June 2012	Key decision Agreed by Cabinet on 18 June 2012 Not called in
Charter Place re-development (Part B)	Legal and Property	Cabinet	June 2012	Key decision Agreed by Cabinet on 18 June 2012 Not called in
Service specification, performance standards and evaluation criteria for the procurement of Parks and Open Spaces, Waste and Recycling and Street Cleansing	Corporate Management	Cabinet	July 2012	Key decision Agreed by Cabinet on 9 July 2012 Not called in
Community Right to Challenge under the Localism Act 2011	Legal and Property	Cabinet	Not applicable	Non-key decision Agreed by Cabinet on 9 July 2012 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Relocation of the Town Centre CCTV Control Room	Legal and Property	Cabinet	July 2012	Key decision Considered at Cabinet on 9 July 2012. Recommendation to Council, decision taken on 18 July 2012.
Property review decision (Part B)	Legal and Property	Portfolio Holder (Planning and Legal and Property)	July 2012	Key decision Originally this decision was due to be taken in June 2012 but was deferred. Delegated decision taken on 9 July 2012 Not called in
Application to the Secretary of State to remove the allotment status from the Willow Lane site.	Legal and Property	Portfolio Holder (Planning and Legal and Property)	July 2012	Key decision Delegated decision taken on 9 July 2012 Not called in
Introduction of further cycling stands in Watford	Planning	Portfolio Holder (Planning and Legal and Property)	July 2012	Key decision Delegated decision taken on 16 July 2012 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Water Fountain Area, opposite the Town Hall steps	Planning	Portfolio Holder (Planning and Legal and Property)	July 2012	Non key decision Delegated decision taken on 16 July 2012 Not called in
Willow Lane Allotments (Section 106)	Legal and Property	Portfolio Holder (Mayor)	July 2012	Key decision Delegated decision taken on 16 July 2012 Not called in
Agree the draft local Council Tax benefit scheme for consultation	Revenues and Benefits	Portfolio Holder (Mayor)	July 2012	Key decision Delegated decision taken on 23 July 2012 Not subject to call-in. The final scheme will be presented to Council for approval.
Property Review (not for publication – Paragraph 3 Schedule 12A)	Legal and Property	Portfolio Holder (Planning and Legal and Property)	September 2012 – then withdrawn	Key decision Originally due to be taken by the end of August 2012 then moved to September 2012. It has now been decided that this decision is not to be taken.
Decision to out source the ICT Shared Service and the supplier recommended as the Preferred Bidder	Information Technology	Cabinet	September 2012 – then withdrawn	Key decision This decision was delegated to the Three Rivers and Watford Shared Services Joint Committee. Cabinet will therefore not be required to make a decision on this item.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Delivery of the Green Deal to Watford residents and businesses	Environmental Services	Cabinet	September 2012	Key decision Agreed by Cabinet on 17 September 2012 Not called in
Agree the design for the improvement for the Parade and evaluation criteria for selecting a contractor	Corporate Management	Cabinet	September 2012	Key decision Agreed by Cabinet on 17 September 2012 Not called in
Choice Based lettings scrutiny review	Legal and Property Services	Cabinet	Not applicable	Non-key decision Endorsed by Cabinet on 17 September 2012 Not called in
Summary of Financial Outturn 2011/12	Finance	Cabinet	Not applicable	Non-key decision Agreed by Cabinet on 17 September 2012 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Local Authority Mortgage Scheme	Legal and Property Services and Finance	Cabinet	See status column	<p>Key decision</p> <p>As the item had not been included in the Forward Plan, the Chair of Overview and Scrutiny Committee was consulted, who gave permission for this item to be included on the agenda for the September Cabinet meeting.</p> <p>Agreed by Cabinet on 17 September 2012</p> <p>Recommendation to Council agreed on 17 October 2012</p>
To authorise a closure of part of the pedestrianised section of Hempstead Road adjacent to the Town Hall under s21 of Town Police Clauses Act 1847 to accommodate the Remembrance Day Event	Planning	Head of Planning		<p>Non-key officer decision</p> <p>Approved by Head of Planning on 25 September 2012</p>
The Borough of Watford (Nascot Area) (Prohibition of Waiting) Order 2012	Planning	Head of Planning		<p>Non-key officer decision</p> <p>Approved by Head of Planning on 26 September 2012</p>
Determinations made under the Building Regulations, in accordance with s.16 of the Building Act 1984	Planning	Head of Planning		<p>Non-key officer decisions</p> <p>Approved by the Head of Planning between 1 October and 2 November 2012</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approve the Voluntary and Community Sector Commissioning Framework 2013-16	Community Services	Cabinet	October 2012	Key Decision Agreed by Cabinet on 8 October 2012 Not called in
To approve the medium Term Financial Strategy 2012/2017	Finance	Cabinet	October 2012	Key decision This decision did not meet the 28 day notice required. The reason for this was that notification was received just before the introduction of the new Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. The Chair of Overview and Scrutiny Committee agreed that the matter could be dealt with in accordance with Procedure Rule 15 of the Constitution, "General Exception". Agreed by Cabinet on 8 October 2012 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of final Charter Place land transaction with delegated powers to the Managing Director to enter into the necessary legal documentation	Corporate Management	Cabinet	October 2012	<p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>The Chair of Overview and Scrutiny Committee agreed that the matter could be dealt with in accordance with Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>The reason for the urgency was that the transfer was due to take place on 10 October.</p> <p>Agreed by Cabinet on 8 October 2012</p>
<p>The Borough of Watford (Off-Street Parking Places) Order 2007 (Amendment) (no4) Order 2012</p> <p>The Borough of Watford (Watford Central Area and West Watford) (Controlled Parking Zones) Consolidation) Order 2012 (Amendment) (No.3) Order 2012</p>	Planning	Head of Planning		<p>Non-key officer decision</p> <p>Approved by the Head of Planning on 9 October 2012</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
To authorise a closure of the High Street between Market Street and Water Lane s21 of the Town Police Clauses Act 1847 to accommodate the switching on the Christmas lights event on 8 November 2012	Planning	Head of Planning		Non-key officer decision Approved by the Head of Planning on 19 October 2012
Approve Watford Tenancy Strategy for adoption and publication	Community Services	Cabinet	November 2012	Key decision Agreed by Cabinet 5 November 2012 Not called in
To agree the write off of irrecoverable business rates	Revenues and Benefits	Cabinet	November 2012	Key decision Agreed by Cabinet 5 November 2012 Not called in
Finance Digest 2012/2013: Period 6 (End of September)	Finance	Cabinet	Not applicable	Non-key decision Agreed by Cabinet 5 November 2012 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Watford Market – going forward	Legal and Property Services	Cabinet	November 2012	<p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>The Chair of Overview and Scrutiny Committee was notified that the matter would be dealt with at Cabinet on 5 November, in accordance with Access to Information Procedure Rule 15 of the Constitution, “General Exception”.</p> <p>Agreed by Cabinet 5 November 2012</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
Update on localising Council Tax Support	Revenues and Benefits	Cabinet	See status column	<p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>The Chair of Overview and Scrutiny Committee agreed that the matter could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>Agreed by Cabinet 5 November 2012</p> <p>Not subject to call-in – the call-in procedures did not apply in order to allow consultation to take place and to maximise the time allowed for organisations and local residents to respond.</p>
Decision to adopt a local lettings plan to encourage the development of new sustainable communities and make the best use of social accommodation for new Registered Provider development at Cassio Campus	Community Services	Mayor	December 2012	<p>Key decision</p> <p>Agreed by the Mayor 20 November 2012</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
Weekly Collection Support Scheme Funds	Environmental Services	Mayor	By 30 November 2012	<p>This decision did not meet the 28 day notice required.</p> <p>The Chair of Overview and Scrutiny Committee agreed that the matter could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>Approved by the Mayor 30 November 2012</p> <p>Not subject to call-in – the call-in procedures did not apply as notification of the award was not received until 22 November and confirmation of acceptance had to be returned by 30 November 2012.</p>
Award contract to manage and maintain the Council's hostels and managed properties from 1 April 2013 (Part B)	Community Services	Cabinet	December 2012	<p>Key decision</p> <p>This report was discussed in the private section of the meeting due to the content of the report. It was covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information).</p> <p>Agreed by Cabinet 3 December 2012</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
Approval to accept the surrender of the long leasehold interest of Council land at Ascot Road, Watford (Former Post Officer site) and to simultaneously enter into new lease(s) with Morrisons (NewInco) (Part B)	Legal and Property Services	Cabinet	December 2012	<p>Key decision</p> <p>This report was discussed in the private section of the meeting due to the content of the report. It was covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information).</p> <p>Agreed by Cabinet 3 December 2012</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
<p>An update on the Watford Health Campus including a decision subject to further negotiations if needed to enter into a joint venture (LABV) agreement with Kier. Agreement to grant exclusivity to the LABV to develop on Council owned land at the Campus.</p> <p>Review of options and agreement of a preferred option and agreement of a preferred option for the Farm Terrace allotments.</p> <p>(Part A and Part B reports)</p>	Corporate Management	Cabinet	December 2012	<p>Key decision</p> <p>Part of this report was discussed in the private section of the meeting as the Part B report contained financially sensitive information relating to the decision to entering the LABV.</p> <p>It is covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information).</p> <p>Agreed by Cabinet 3 December 2012</p> <p>Called in</p> <p>Considered by Overview and Scrutiny Committee 20 December 2012 – agreed Cabinet decision</p>
<p>To note the options for the Council's new structure and approve the Corporate priorities as a basis for service business plans</p>	Corporate Management	Cabinet	December 2012	<p>Key decision</p> <p>Agreed by Cabinet 19 December 2012</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
To decide on proceedings to the best and final offer stage in the procurement of parks and open spaces, street cleansing and waste and recycling. (Part A and Part B reports)	Corporate Management	Cabinet	December 2012	Key decision This report was discussed in the private section of the meeting due to the content of the report. It was covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information). Agreed by Cabinet 19 December 2012 Not called in
To delegate authority to the Portfolio Holder for Community Services – West Herts Golf Club	Community Services	Mayor	N/A	Agreed by the Mayor 19 December 2012
Amendment to the Executive Scheme of Delegation – Assets of Community Value	Legal and Property Services	Mayor	N/A	Agreed by the Mayor 19 December 2012
Boundary Way Memorandum of Understanding with Department of Energy and Climate Change	Environmental Services	Head of Environmental Services	N/A	Non-key officer decision Agreed by the Head of Environmental Services 19 January 2013

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
To approve disposal of former allotment land at Callowland Allotments for expansion of Orchard Lane school (currently fallowland)	Community Services	Cabinet	January 2013	Key decision Agreed by Cabinet 21 January 2013 Not called in
Heritage Lottery Fund Round One Award, appointment of consultancy team, update on progress and Inland Waterways Association Festival update	Community Services	Cabinet	January 2013	Key decision Agreed by Cabinet 21 January 2013 Not called in
Draft Revenue and Capital Estimates 2013/16 To agree the Council Tax Base To agree the Collection Fund Surplus/deficit Approve Growth Approve Savings Approve Fees and Charges Approve detailed Revenue estimates Approve Capital Programme	Corporate Management	Cabinet	January 2013	Key decision Agreed by Cabinet 21 January 2013 Referred to Council Approved by Council 30 January 2013

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
To agree Watford's local Council Tax Reduction Scheme from 1 April 2013 and to recommend scheme to Council	Revenue and Benefits	Cabinet	January 2013	Key decision Agreed by Cabinet 21 January 2013 Referred to Council Approved by Council 30 January 2013
Council Tax discounts	Revenues and Benefits	Cabinet	January 2013	Agreed by Cabinet 21 January 2013 Referred to Council with the local Council Tax Reduction Scheme Approved by Council 30 January 2013
To ratify decision taken by the Executive Director and the Head of Environmental Services to award contract to UPM for recycled paper Part B report	Environmental Services	Cabinet	January 2013	Agreed by Cabinet 21 January 2013 This report was discussed in the private part of the meeting as the report contained commercially sensitive information It was covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information). Not called in
Watford's Monitoring Report 2012	Planning	Cabinet	N/A	Non-key decision Agreed by Cabinet 21 January 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Land at Tolpits Lane To note the information provided by the Head of Legal and Property Services in respect of the Agreement for lease and proposed lease as agreed between the Council and the Trustees of the Watford Muslim Youth Centre in respect of Tolpits Lane	Legal and Property Services	Cabinet	January 2013	Key decision Agreed by Cabinet 21 January 2013 Not called in
Award of Contracts after procurement exercise for Cassiobury Park Heritage Lottery Fund funded project	Community Services	Head of Community Services	N/A	Non-key officer decision Agreed by Head of Community Services 23 January 2013
Use of DCLG Homelessness grant to support Voluntary Sector projects	Community Services	Portfolio Holder for Community Services	N/A	Non-key decision Agreed by the Portfolio Holder for Community Services 7 February 2013 Not called in
Increase budget to include extending tender process for competitive dialogue as set out in agreement with V4 Services	Corporate Management	Executive Director	N/A	Non-key officer decision Delegated decision agreed by Executive Director on 8 February 2013

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
New technology for Parking Shop –online parking modules	Planning	Head of Planning	N/A	Non-key officer decision Agreed by Head of Planning 11 February 2013
Watford Business Park car park – upgrading to pay and display parking	Planning	Head of Planning	N/A	Non-key officer decision Agreed by Head of Planning 11 February 2013
Radlett Road (Timberlake Car Park) upgrading to Pay and Display parking	Planning	Head of Planning	N/A	Non-key officer decision Agreed by Head of Planning 11 February 2013
Approval of the Shopfront design guide	Planning	Cabinet	February 2013	Key decision Agreed by Cabinet 18 February 2013 Not called in
To agree the company to deliver the Parade improvement works Part A and Part B	Corporate Management	Cabinet	February 2013	Key decision This report is covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information). It will contain commercially sensitive information. Agreed by Cabinet 18 February 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Independent audit of Watford Community Housing Trust's delivery of the stock transfer promises to tenants	Corporate Management	Cabinet	February 2013	Key decision Agreed by Cabinet 18 February 2013 Not called in
Designation of Oxhey Conservation Area	Planning	Cabinet	February 2013	Non-key decision Agreed by Cabinet 18 February 2013 Not called in
Amendment to Housing Nomination Policy on bedroom entitlement	Community Services	Mayor	N/A	Non-key decision Agreed by the Mayor 19 February 2013 Not called in
Agree Community Infrastructure Levy (CIL) Preliminary Draft Charging Schedule for public consultation	Planning	Mayor	March 2013	Updated Key decision Agreed by Mayor 11 March 2013 Call-in deadline Tuesday 19 March 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Option to Tax for land at Ascot Road	Legal and Property Services	Portfolio Holder of Legal and Property Services	March 2013	<p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>This decision is covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information). It contained commercially sensitive information.</p> <p>The Chair of Overview and Scrutiny Committee agreed that the matter could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>Agreed by the Portfolio Holder for Legal and Property Services 11 March 2013</p> <p>Not subject to call-in – Legal exchange and completion of the various re-gearred ground leases and associated legal agreements was due to take place within the next 5-working days and consequently swift notification had to given to HM Revenue & Customs. A decision on this matter was required immediately to enable proceedings to begin as soon as possible.</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Grand Union Canal Towpath Partnership Project	Planning	Head of Planning	N/A	<p>New</p> <p>Non-key officer decision</p> <p>Agreed by Head of Planning 27 March 2013</p>
Disposal of land at 1026 St Albans Road (The Cosy)	Legal and Property Services	Property Section Head	March 2013	<p>New</p> <p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified.</p> <p>Agreed by the Property Section Head 28 March 2013.</p> <p>Not called in</p>
Approval and adoption of the Watford Allotment Strategy 2013-2018	Community Services	Cabinet	April 2013	<p>Updated</p> <p>Key decision</p> <p>Agreed by Cabinet 3 April 2013</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
To approve and adopt Watford Green Spaces Strategy 2013-2018	Community Services	Cabinet	April 2013	<p>Updated</p> <p>Key decision</p> <p>Agreed by Cabinet 3 April 2013</p> <p>Not called in</p>
<p>Final decision on Service re-design options for Parks and Open Spaces, Street Cleansing and Waste and Re-cycling</p> <p>(Part A and Part B reports)</p>	Corporate Management	Cabinet	April 2013	<p>Updated</p> <p>Key decision</p> <p>The Part B report will be covered by Paragraph 3, Schedule 12A, which refers to information relating to the financial or business affairs of any particular person (including the Authority holding that information).</p> <p>Agreed by Cabinet 3 April 2013</p> <p>Both the Part A and Part B reports called in</p> <p>Considered by Overview and Scrutiny Committee 22 April 2013 – agreed Cabinet decision.</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of a policy to administer Discretionary Housing Payments	Revenues and Benefits	Cabinet	April 2013	<p>Updated</p> <p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified.</p> <p>Agreed by Cabinet 3 April 2013</p> <p>Not called in</p> <p>The final approval of the Policy had been delegated to the Mayor by Cabinet,</p> <p>Agreed by Mayor Thornhill 8 April 2013</p>
Approval of a fair collection policy to clarify the processes to be employed in recovering local authority debts and the approach to adopt if rent arrears to Watford Community Housing Trust are also owed.	Revenues and Benefits	Cabinet	April 2013	<p>Updated</p> <p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified.</p> <p>Agreed by Cabinet 3 April 2013</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
Referral from Shared Services Joint Committee 18 March 2013, software upgrade	Director of Finance and Shared Services	Cabinet	N/A	<p>New</p> <p>Non-key decision</p> <p>This item was referred to Cabinet by the Three Rivers and Watford Shared Services Joint Committee</p> <p>Agreed by Cabinet 3 April 2013</p> <p>Not called in</p>
To agree the final terms to enter into the agreement with Kier regarding the development of the Health Campus and also necessary agreements with WHHT as the decision of Cabinet in 2012	Corporate Management	Managing Director in consultation with Portfolio Holder for Planning and Legal and Property	April 2013	<p>New</p> <p>Key decision</p> <p>This decision did not meet the 28 day notice required.</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified.</p> <p>Agreed by the Managing Director in consultation with the Portfolio Holder for Planning and Legal and Property 25 April 2013</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
Proposal to appoint a report writer of the Watford Community Safety Partnership (CSP) Domestic Homicide Review (DHR)	Corporate Management	Executive Director	N/A	New Non-key officer decision Agreed by Executive Director on 25 April 2013
Approval of the revised Housing Nominations Policy	Community Services	Cabinet	June 2013	Key decision <i>Carried forward to the 2013/14 Progress Report</i>
To write off irrecoverable debts	Revenues and Benefits	Cabinet	July 2013	Key decision This item has been deferred from April. <i>Carried forward to the 2013/14 Progress Report</i>
Approval of the revised Homelessness Strategy	Community Services	Cabinet	September 2013	Key decision Previously proposed to be taken in June 2013 <i>Carried forward to the 2013/14 Progress Report</i>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of the Private Sector Housing Renewal Policy	Community Services	Cabinet	October 2013	<p>Amended</p> <p>Key decision</p> <p>Previously due to be taken by February, then June 2013</p> <p><i>Carried forward to the 2013/14 Progress Report</i></p>

Watford Borough Council

Executive Decision Progress Report

May 2013 – May 2014

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: legalanddemocratic@watford.gov.uk

All officer decisions relating to Traffic Regulation Orders and other Borough Council Highways matters are available on the Council's website – <http://watford.moderngov.co.uk/mgDelegatedDecisions.aspx?bcr=1>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Appointment of Ground Control Ltd after a PQQ and ITT procurement process for the Watford Parks Improvement Programme (Part B)	Community Services	Head of Community Services	June 2013	<p>New</p> <p>Key decision</p> <p>This decision is due to be taken in private due to the content of the report. It is covered by Paragraph 3, Schedule 12A, as it includes financially and commercially sensitive information as part of the procurement process.</p>
To consider the 2012-2013 Financial Outturn for the Authority	Finance	Cabinet	July 2013	<p>New</p> <p>Key decision</p>
Revised Medium Term Financial Strategy 2013-2017	Finance	Cabinet	July 2013	<p>New</p> <p>Key decision</p>
To write off irrecoverable debts	Revenues and Benefits	Cabinet	July 2013	<p>Key decision</p> <p>This item has been deferred from April.</p> <p><i>Carried over from the 2012/13 Progress Report</i></p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
New Watford Market Update	Legal and Property Services	Cabinet	July 2013	New Key decision
Future delivery of Building Control service	Planning	Cabinet	July 2013	New Key decision
Approval of the Conservation Areas Management Plan	Planning	Cabinet	July 2013	New Key decision
Agree to take forward a Compulsory Purchase Order to deliver the Watford Health Campus and associated road infrastructure	Corporate Management	Cabinet	July 2013	New Key decision
Agree to take forward a Compulsory Purchase Order to deliver the Watford Health Campus and associated road infrastructure (Part B)	Corporate Management	Cabinet	July 2013	New Key decision This decision is due to be taken in private due to the content of the report. It is covered by Paragraph 3, Schedule 12A, as it includes financial information relating to compensation and negotiation with interested parties.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
To approve the waste collection policy for Watford	Environmental Services	Cabinet	July 2013	New Key decision In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified.
Approval of the revised Housing Nominations Policy	Community Services	Cabinet	September 2013	Amended Key decision Previously proposed to be taken in June 2013 <i>Carried over from the 2012/13 Progress Report</i>
Approval of the revised Homelessness Strategy	Community Services	Cabinet	September 2013	Key decision Previously proposed to be taken in June 2013 <i>Carried over from the 2012/13 Progress Report</i>
Approval of the Private Sector Housing Renewal Policy	Community Services	Cabinet	October 2013	Amended Key decision Previously due to be taken by February, then June 2013 <i>Carried over from the 2012/13 Progress Report</i>

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 27 June 2013
Report of: Committee and Scrutiny Officer
Title: Outsourced Services Scrutiny Panel – Membership and Terms of Reference

1.0 SUMMARY

1.1 The Overview and Scrutiny Committee is asked to agree the membership of the Outsourced Services Scrutiny Panel and review the Panel's Terms of Reference.

2.0 RECOMMENDATIONS

2.1 that Overview and Scrutiny Committee agrees the membership of the Outsourced Services Scrutiny Panel for 2013/14.

2.2 that the revised Terms of Reference for the Outsourced Services Scrutiny Panel be agreed.

Contact Officer:

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

Report approved by: Carol Chen. Head of Legal and Property Services

3.0 DETAILED PROPOSAL

3.1 Membership

Annual Council on 22 May 2013 received a report of the Democratic Services Manager which incorporated the nominations to the politically balanced committees. The report noted that the membership of the Outsourced Services Scrutiny Panel would be agreed by Overview and Scrutiny Committee at its first meeting of the Municipal Year.

3.2 Group Secretaries were asked to put forward their group's nominations for all politically balanced committees. They also included nominations for Outsourced

Services Scrutiny Panel based on 3 Liberal Democrats, 1 Labour and 1 other Councillor.

3.3 The nominations for the Outsourced Services Scrutiny Panel were –

- Shirena Counter (Liberal Democrat)
- Sue Greenslade (Liberal Democrat)
- Kareen Hastrick (Liberal Democrat)
- Anne Joynes (Labour)
- Steve Rackett (Green)

3.4 Overview and Scrutiny Committee is asked to agree the membership for 2013/14.

3.5 The Chair of the Scrutiny Panel will be elected at the first meeting.

3.6 Terms of Reference

A recent officer meeting was held to discuss the Terms of Reference for the Outsourced Services Scrutiny Panel and the contracts which needed to be incorporated into the Panel's work programme. The officer group comprised the Head of Legal and Property Services, Head of Community Services (who will become the Head of Corporate Strategy and Client Services from 1 July 2013), the Committee and Scrutiny Officer and the Committee and Scrutiny Support Officer who currently manages the Panel.

3.7 The officer group has proposed the following additional points for inclusion in the revised Terms of Reference

- To monitor performance and compliance of contractors who are delivering Council functions on behalf of the council
- To suggest improvements in service delivery and outcomes for citizens of Watford and the Council
- That the contracts the committee scrutinises be as follows:
Waste, Recycling, StreetCare Parks and Open Spaces
Leisure centres
Colosseum
Management of Hostels and Temporary Accommodation
The Parking Service
- That additional contracts be added as and when they are entered into

The revised Terms of reference are attached as Appendix 1 to this report and the additions are shown in bold.

3.8 The last bullet point ensures that any services which are outsourced in the future can be included within the panel's work programme.

3.9 The Outsourced Services Scrutiny Panel is not responsible for scrutinising outsourced shared services, for example ICT, as this is currently the responsibility of the Three Rivers and Watford Shared Services Joint Committee. The scrutiny of the Shared Internal Audit Service, which came into effect on 1 April 2013, is the responsibility of the Council's Audit Committee.

3.10 Overview and Scrutiny Committee is asked to approve the proposed additions to the Terms of Reference for the Outsourced Services Scrutiny Panel.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 *The Head of Strategic Finance comments that any costs arising from this work can be accommodated within existing budgets.*

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 *The Legal and Democratic Section Head comments that there are no legal implications in this report.*

Appendices

Appendix 1 – Proposed revised Terms of Reference

Background Papers

The following background papers were used in the preparation of this report. If you wish to inspect or take copies of the background papers, please contact the officer named on the front page of the report.

- Nominations from the Group Secretaries for the Council report
- Outsourced Services Scrutiny Panel's Terms of Reference agreed by Overview and Scrutiny Committee 20 June 2012

File Reference

None

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Outsourced Services Scrutiny Panel Terms of Reference

- Politically balanced sub-Panel of Overview and Scrutiny Committee
- Membership to be agreed by Overview and Scrutiny Committee at its first meeting in the Municipal Year
- To meet a maximum of 4 occasions during the Municipal Year
- Chair to be elected at the first meeting of the Scrutiny Panel
- To scrutinise outsourced services
- To monitor performance and outcomes of outsourced services
- **To monitor performance and compliance of contractors who are delivering Council functions on behalf of the council**
- **To suggest improvements in service delivery and outcomes for citizens of Watford and the Council**
- **That the contracts the committee scrutinises be as follows:**
Waste, Recycling, StreetCare Parks and Open Spaces
Leisure centres
Colosseum
Management of Hostels and Temporary Accommodation
The Parking Service
- **That additional contracts be added as and when they are entered into**

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*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 27 June 2013
Report of: Committee and Scrutiny Officer
Title: Community Safety Partnership Task Group Membership

1.0 SUMMARY

- 1.1 Overview and Scrutiny Committee is required to agree the membership of the Community Safety Partnership Task Group.

2.0 RECOMMENDATIONS

- 2.1 that the Overview and Scrutiny Committee agrees the membership of the 2013/14 Community Safety Partnership Task Group.

Contact Officer:

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

Report approved by: Carol Chen, Head of Legal and Property Services

3.0 DETAILED PROPOSAL

- 3.1 The Community Safety Partnership Task Group is a permanent Task Group reporting to Overview and Scrutiny Committee. The Council has a statutory duty to scrutinise the crime and disorder partnership, known in Watford as the Community Safety Partnership. The Task Group's rolling work programme is attached as Appendix 1.
- 3.2 The Overview and Scrutiny Committee is required to agree the membership for this Task Group on an annual basis. The Task Group does not have to be politically balanced and is open to all non-Executive Councillors. No substitutions are permitted on Task Groups. Meetings are generally open to the public and the details are published on the Council's website.

- 3.3 In 2012/13 the Community Safety Partnership Task Group comprised the following seven non-executive Councillors –
- Councillor Rabi Martins (Chair)
 - Councillor Jeanette Aron
 - Councillor Anne Joynes
 - Councillor Asif Khan
 - Councillor Ann Lovejoy
 - Councillor Kelly McLeod
 - Councillor Malcolm Meerabux
- 3.4 Committee Membership 2013/14
- The Committee and Scrutiny Officer contacted all Councillors by email on Friday 17 May 2013 and informed them about the Task Group. Non-executive Members were invited to contact the officer if they were interested in taking part in this Task Group.
- 3.5 Five Councillors have expressed an interest in taking part in the Community Safety Partnership Task Group. The Members have been listed in the order they responded to the Committee and Scrutiny Officer.
- Councillor Malcolm Meerabux
 - Councillor Jeanette Aron
 - Councillor Rabi Martins
 - Councillor Kelly McLeod
 - Councillor Anne Joynes
- 3.6 Overview and Scrutiny Committee is asked to review the above list and agree the membership for the Community Safety Partnership Task Group.
- 3.7 The Task Group's Chair will be elected at the first meeting on Tuesday 9 July 2013.

4.0 **IMPLICATIONS**

4.1 **Financial**

- 4.1.1 *The Head of Strategic Finance comments that it is anticipated that any costs arising out of this study can be accommodated within existing budgets.*

4.2 **Legal Issues** (Monitoring Officer)

- 4.2.1 *The Head of Legal and Property Services comments that there are no legal implications in this report.*

Appendices

Appendix 1 – Community Safety Partnership Task Group work programme

Background Papers

There were no background papers used in the production of this report.

File Reference

None

**Community Safety Partnership Task Group
Rolling Work Programme
2013/14 and beyond**

Committee Membership:

Councillors Aron, Joynes, Martins, McLeod and Meerabux

Date of Meeting	Item for agenda	Officer
9 July 2013	Election of Chair	-
	Review of the Community Safety Partnership's priorities and performance in 2012/13	Community Safety Manager/ representatives from the CSP
	Update on community safety engagement questionnaires	Committee and Scrutiny Support Officer
	Work programme (attach CSP suggestion form)	Committee and Scrutiny Support Officer
30 September 2013 (Date TBC)	Feedback from community safety engagement questionnaires	Committee and Scrutiny Support Officer
	Presentation by Probation Service to address the areas in Councillor McLeod's scrutiny suggestion?	Probation Service
3 December 2013	Thriving Families?	Representatives from WRAG
18 February 2014	Topic TBC	
	Annual report	Committee and Scrutiny Support Officer

The Task Group may wish to consider inviting the Police and Crime Commissioner to give a briefing during 2013/14.

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PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 27 June 2013
Report of: Committee and Scrutiny Support Officer
Title: Management of Disabled Parking Bays

1.0 SUMMARY

1.1 This report asks Overview and Scrutiny Committee to review the conclusions and recommendations set out in the final report from the Management of Disabled Parking Bays Task Group, attached as an Appendix to this report, prior to its submission to Cabinet in September.

2.0 RECOMMENDATION

2.1 that the Overview and Scrutiny Committee reviews the Management of Disabled Parking Bays Task Group's conclusions and recommendations.

Contact Officer:

For further information on this report please contact: Rosy Wassell,
Committee and Scrutiny Support Officer
telephone extension: 8375 email: legalanddemocratic@watford.gov.uk

3.0 DETAILED PROPOSAL

3.1 The task group had been proposed by Councillor Rabi Martins following Members reporting problems related to local residents' 'disabled' marked parking bays.

3.2 At Overview and Scrutiny Committee's meeting on 21 November 2012 it was agreed that a Task Group would be established to review the management of Disabled Parking Bays.

3.3 The Task Group held its first meeting on 9 January 2013, when it was agreed that it would be wise to survey residents to determine the degree of problems faced by residents with a permit for a disabled parking bay near to their homes.

3.4 Questionnaires were sent to all residents who had a disabled parking bay and replies were collated by officers.

- 3.5 Full details of the recommendations and the Task Group's meetings are contained in the final draft of the report attached as an Appendix to this report.
- 3.6 Overview and Scrutiny Committee is asked to review the Task Group's conclusions and recommendations prior to it being forwarded to Cabinet in September.

Appendices

Appendix – Final draft of the report of the Management of Disabled Parking Bays Task Group

Background Papers

Report and minutes of Overview and Scrutiny Committee 21 November 2012

File Reference

None

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COMMITTEE MEMBERSHIP

Watford Borough Council

Members - Task Group

Councillor Rabi Martins

Chair of the Task Group and

Councillor for Central Ward

Councillor Nigel Bell

Councillor for Holywell Ward

Councillor Ian Brandon

Councillor for Callowland Ward

Councillor Karen Collett

Councillor for Woodside Ward

Councillor Sue Greenslade

Councillor for Meriden Ward

Other Members attending

Councillor Helen Lynch

Councillor for Central Ward

Councillor Mo Mills

Councillor for Vicarage Ward

Officer Support

Watford Borough Council

Jane Custance

Head of Planning

Andy Smith

Transport & Infrastructure Section Head

Barbara Staples

Senior Admin Officer

Sandra Hancock

Committee and Scrutiny Officer

Rosy Wassell

Committee and Scrutiny Support Officer

PROPOSED RECOMMENDATIONS TO PRESENT TO OVERVIEW AND SCRUTINY COMMITTEE

Proposed Recommendations:

1. That information be sent to those residents who have a Disabled Parking bay explaining the rules which allowed for these bays to be established outside residents' homes.
2. That information be sent to residents with a Disabled Parking bay explaining who could and who could not use the bays.
3. That information be sent to all ward councillors detailing where Disabled Parking Bays have been established within their wards.
4. That an article be written in 'About Watford' informing residents that the survey has been conducted and advising on actions residents could take in the event of encountering problems.
5. That all Councillors keep a data log of information on all parking problems received from residents. Councillors will then pass this information on a quarterly basis to the Senior Admin Officer in the Planning section.
6. That information arising from the survey be forwarded to Disability Watford.

BACKGROUND INFORMATION

At the meeting of the Overview and Scrutiny Committee on 21 November 2012 Members discussed the formation of a Task Group to review the management of Disabled Parking Bays and parking by Blue Badge holders.

This task group had been proposed by Councillor Rabi Martins who commented that he was aware of problems related to local residents' 'disabled' marked parking bays. A response to Councillor Martins' proposal had been received from the Head of Planning.

Councillor Rackett supported the proposal and advised that he had received complaints from residents in his ward. Councillors Hastrick and Khan agreed that Councillor Martins' concerns were valid.

The Committee and Scrutiny Officer advised that she would circulate the proposal form to those interested in taking part.

It was anticipated that the review would produce the following outcomes:

- The review and amendment of the system for Disabled Parking Bays
- The introduction of a system for enforcing Disabled Parking Bays
- The review of the use / abuse of the Blue Badge system and the introduction of appropriate measures to combat identified problems

In order to obtain relevant evidence it was proposed that:

- Questionnaires be sent to residents who currently had Disabled Parking Bays
- Interviews be conducted with residents who were known to have complained to councillors or officers in the past.

It was agreed by Overview and Scrutiny Committee that the Task Group would comprise:

Councillor Rabi Martins (Proposer) – Councillor for Central Ward

Councillor Nigel Bell – Councillor for Holywell Ward

Councillor Ian Brandon – Councillor for Callowland Ward

Councillor Karen Collett – Councillor for Woodside

Councillor Sue Greenslade – Councillor for Meriden Ward

SUMMARY OF MEETINGS

First Meeting - 9 January 2013

Councillor Martins was elected Chair.

The Task Group and officers discussed problems residents had encountered in connection with Disabled Parking Bays.

The Head of Planning advised on the differences between advisory and statutory disabled parking bays and the rules applying to both. She further informed on the procedure for making advisory bays.

Members decided that there was a need to know the extent of residents' problems; they considered that it would be wise to survey residents to determine whether parking for disabled drivers was a serious issue. Members also wished to be informed of where in the town Disabled Parking Bays could be found.

It was AGREED:

1. that officers clarify information on advisory bays within the CPZ and whether they are enforceable
2. that officers provide information (in table form) on the different types of disabled bays both in and out of the CPZ and whether these can be enforced
3. that officers provide information on the procedure for making advisory disabled bays
4. that officers clarify whether it is possible to apply time limiting restrictions to disabled drivers using Pay and Display bays
5. that officers provide information on the scale of the problem regarding abuse of disabled bays to include the number of complaints and feedback from residents
6. that a questionnaire be sent to residents who have advisory disabled bays outside their property
7. that officers provide to Members both the current CPZ leaflet and the proposed future one
8. that officers provide details of the number of bays in the borough and the procedure for checking whether they are needed.
9. that officers and Members collate information on other councils' procedures with regard to disabled bays. Possible councils to investigate would include:
Hastings, Hertsmere, Luton, Milton Keynes, Portsmouth, Rother, Stevenage, Three Rivers and Central and South Bedfordshire

Second Meeting - 29 January 2013

The key decision for this meeting was how best to establish the extent of problems for residents with Disabled Parking Bays.

Members had received considerable background information from officers; it was suggested that evidence should be gathered through a survey of those residents who had Disabled Parking Bays.

The meeting agreed that a survey would be conducted. Officers would look at questions suggested by Members and then forward a revised list to the Task Group for consideration.

The Head of Planning agreed that two members of her team could work on the questionnaire and that this would then be sent to the households in the borough which currently had advisory Disabled Bays. They would then prepare a report for the Task Group to consider.

It was AGREED:

1. That officers conduct a survey, based on the questions proposed by the Task Group members, of the 170 households who currently have advisory disabled bays and prepare a report for the task group to consider.
2. That the next meeting of the Task Group would take place on 25th February 2013 starting at 6.00 p.m.

Third Meeting - 7 May 2013

The previously scheduled meeting had had to be postponed in order to allow sufficient time for replies from residents to be received and collated.

Members had seen and noted the results of the survey of residents who had a Disabled Parking Bay, which had been circulated to them between meetings.

A full report on the results of the survey are attached at Appendix 5.

A total of 170 questionnaires were sent to residents and 99 were returned; this equates to a 58.2% response rate.

The following table provides a brief analysis:

	Outside CPZ	Within CPZ
Number of respondents	51	48
Residents who never had problems	35%	10%
Residents who occasionally had problems	49%	50%
Residents who frequently had problems	16%	40%
Residents who had made a complaint	54	52
No. of complaints to Parking shop	1	17
No. of complaints to WBC	10	9
No. of complaints to local councillors	5	7
Residents who had never complained	35	16
No. of complaints to MP	1	NIL
No. of complaints to Police	4	3
	Overall	
Residents who never had problems	23.2%	
Residents who occasionally had problems	49.0%	
Residents who frequently had problems	27.3%	

Members discussed the survey and then made their recommendations.

RECOMMENDATIONS AND COMMENTS

Recommendation 1: That information be sent to those residents who have a Disabled Parking bay explaining the rules which allowed for these bays to be established outside residents' homes.

Members had asked for the rules regarding Disabled Parking Bays outside residents' homes.

The Transport and Infrastructure Section Head advised that, whilst all holders of a Blue Badge could park in the bays subject to traffic orders, not all Blue Badge holders could have a bay marked outside their own homes. Strict rules applied to those residents who were entitled to such bays. The Disabled Parking Bay Application form is attached at Appendix 3. The list below details the basic requirements:

- The applicant is a permanent resident in the Borough of Watford and the application address is their sole place of residence.
- The applicant is on the electoral register (subject to age).
- The applicant resides in the Borough for more than six months of the year.
- The applicant holds a current Disabled Blue Badge.
- The applicant is in receipt of Disability Living Allowance mobility component at the higher rate or Attendance Allowance.
- A vehicle is registered at the address where the applicant is applying for the bay to be installed.
- The vehicle is taxed and insured.
- The owner of the vehicle permanently resides at the application address and is able to drive the vehicle.
- The driver holds a valid, current driving licence appropriate to the vehicle to be used.
- The applicant does not have a driveway, garage or any other off street parking.

Recommendation 2: That information be sent to residents with a Disabled Parking bay explaining who could and who could not use the bays.

The Chair acknowledged that misuse of Disabled Parking Bays was not considerable but that, where it existed, it had caused problems for residents. The Group felt that it would be wise for residents to fully understand who could and who could not use the bay.

With regards to infringements of the rules, the Head of Planning advised that advisory bays in the CPZs could be enforced where a car belonged to a

permit holder but did not display a Blue Badge but that advisory bays outside the CPZs were not enforceable.

The Transport and Infrastructure Section Head explained that within a CPZ, a resident's permit could be taken back were they to park in a disabled user's bay; a greater problem would exist outside a CPZ.

Recommendation 3: That information be sent to all ward councillors detailing where Disabled Parking Bays had been established within their wards

The Group felt that there was a need to be advised of locations in the town where Disabled Parking Bays were located.

The Transport and Infrastructure Section Head proposed that a break-down of Disabled Parking Bays in all wards be sent to all councillors so that they could be made aware of potential problems in their area.

The Group agreed that this should be effected, the Chair noting the responsibility which councillors had for residents in their wards.

Recommendation 4: That an article be written in 'About Watford' informing residents that the survey had been conducted and advising on actions residents could take in the event of encountering problems

An excellent response had been received for this survey and it was decided that a letter of thanks should be sent to the respondents.

The Transport and Infrastructure Section Head advised that, following the survey, it had become apparent that in the event of problems, residents were unsure how to proceed. It was agreed that an article should be drafted for the 'About Watford' magazine which would give information on the survey and advice on actions which residents could take when problems arose.

Recommendation 5: That all Councillors keep a data log of information on all parking problems received from residents

Councillors agreed that it would be helpful to keep a track of all calls received in relation to parking bay problems and to enter these in a log. The details would then be passed to the Senior Admin Officer in the Planning section on a quarterly basis.

Recommendation 6: That information arising from the survey be forwarded to Disability Watford.

In order to inform those residents who were most likely to use the Disabled Parking Bays, it was agreed that information on the survey and responses be sent to Disability Watford.

Selection of topics and issues for scrutiny by councillors, officers or members of the public

Anyone wishing to suggest a topic for scrutiny must complete Section 1 of this form.

1. Sources

The following are sources of ideas for the work programme:

- Performance indicators, both national and internal.
- Views of Cabinet and Leadership Team especially in relation to policy subjects.
- The Council's surveys, such as the annual residents' survey.
- The Complaints Report which is compiled annually by the Customer Service Centre.
- Service complaints more widely; although individual cases will not be taken up if a large volume of complaints is received about a single issue then it may be appropriate to pursue the topic.
- Reports of external inspections of services.
- The views of the Council's partners.
- Issues picked up by ward councillors in their locality.
- The Council's Forward Plan

2. Outcomes

Success indicators could include:

- Having identified local needs;
- Having evaluated alternative ways of working/how a service could improve and making recommendations to the Executive or the Council's partners;
- Having developed an awareness of any contractual, economic, legal or structural constraints on Council's or its partners approach.

3. Criteria

To qualify for consideration the topic must meet the following criteria:

- Affect a group or community of people. Scrutiny will not normally look at individual service complaints.
- Relate to a service, event or issue in which Watford Borough Council has a significant stake.
- Not be an issue that Scrutiny has covered during the last year.
- Not be a planning or licensing issue, or any other matter dealt with by another council committee.
- To match one or more of the Council's current priorities.
- To be feasible and able to be completed within the timescale projected for the work.
- There must be availability within the relevant department/service to support the review.
- Be a topic that members wish to scrutinise.

On completion please return to Sandra Hancock, Committee and Scrutiny Officer

By email – sandra.hancock@watford.gov.uk

By post – Legal and Property Services, Watford Borough Council, Town Hall, Watford, WD17 3EX

Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section 1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

Section 1 – Scrutiny Suggestion	
Proposer: Councillor/Officer/Member of public	
<p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> • <i>areas which should be <u>included</u> in the review.</i> • <i>areas which should be <u>excluded</u> from the review.</i> • <i>Whether the focus should be on past performance, future policy or both.</i> 	<p>Management of Disabled Parking Bays and Parking by Blue Badge Holders</p> <p>Two problems have been brought to my attention</p> <ol style="list-style-type: none"> 1. The council does not enforce Disabled Parking Bays Thus they are merely advisory and do not serve the purpose they are intended for, namely to assist people with physical disability who are only able to walk a limited distance without assistance 2. Under our current rules any person with a Blue Badge is able to Park at any Parking Bay for an unlimited period without payment. Thus in some areas premium parking spaces are blocked for hours on end.
<p>Why have you recommended this topic for scrutiny?</p>	<p>Some of my constituents have a Disabled Parking Bay marked outside their house because one of the occupants of the property has severe mobility problems</p> <p>However on numerous occasions they find that other vehicles with a general parking permit have occupied he slot This causes them extreme hardship</p> <p>The problem occurs because these bays are not for the exclusive use of people with Blue Badges</p> <p>Thus anyone with a Parking Permit for the area is able to Park there – and they frequently do</p>

What are the specific outcomes you wish to see from the review?

Examples might include:

- *To identify what is being done and what the potential barriers are;*
- *To review relevant performance indicators;*
- *To compare our policies with those of a similar authority;*
- *To assess the environmental/social impacts;*
- *To Benchmark current service provision;*
- *To find out community perceptions and experience;*
- *To identify the gap between provision and need*

1. Review and amendment of the system for Disabled Parking Bays
2. Introduction of system for Enforcing Disabled Parking Bays
3. Review of use / abuse of the Blue Badge System and introduction of appropriate measures to combat identified problems

<p>How do you think evidence might be obtained?</p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> • Questionnaires/Surveys • Site visits • Interviewing witnesses • Research • Performance data • Public hearings • Comparisons with other local authorities 	<p>Give details</p> <p>Questionnaire to residents who currently have Disabled Parking Bays</p> <p>Interviewing residents with Disabled Bays who are known to have complained to councillors and / or officers</p> <p>Asking authorities who enforce Disabled Parking Bays particularly in CPZ areas</p>
<p>Does the proposed item meet the following criteria?</p>	
<p>It must affect a group or community of people</p>	<p>Yes</p> <ol style="list-style-type: none"> 1. Affects individuals who require a Parking Space outside their property because of their personal circumstances 2. Affects general public, particularly in some shopping areas because blue badge holders block Parking Spaces
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p>Operation of the CPZ Scheme</p>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>Meets this criteria</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>Meets this criteria</p>
<p>Does the topic meet the council's priorities?</p>	<ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town's 'clean & green' environment 3. Enhance the town's sustainability 4. Enhance the town's economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery <p style="text-align: center;"><i>Please confirm which ones</i></p> <p>4 and 5</p>

<p>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> • <i>forthcoming milestones, demands on the relevant service area and member availability:</i> • <i>imminent policy changes either locally, regionally or nationally within the area under review.</i> 	<p>No</p>
<p>Does the topic involve a Council partner or other outside body?</p>	<p>CPZ Enforcement Contractor</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> • Age • Disability • Gender reassignment • Pregnancy or maternity • Race • Religion or belief • Sex • Sexual orientation • Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination) 	<p style="text-align: center;"><i>Give details</i></p> <p>Residents with Disabilities which qualify for</p> <ul style="list-style-type: none"> a) Residential Disabled Bays b) Blue Badges
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Sign off

(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)

Cllr Rabi Martins

Date: 12th Nov 2012

The following sections to be completed by Democratic Services in consultation with the relevant Head of Service and Overview and Scrutiny Committee as necessary

Section 2	
Consultation with relevant Heads of Service	
<i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview and Scrutiny Committee.</i>	
Has the relevant Head of Service been consulted?	Yes
Is there any current or proposed review of service which would affect this suggestion?	<i>Yes/no (if yes, please provide details)</i>
Is this a topic which the service department(s) is able to support	<p><i>I do not believe that this would be a suitable topic for a task group for the reasons listed as follows.</i></p> <p>Cllr Martins has suggested a review and amendment of the system for Disabled Parking Bays. There are two forms of disabled bays: advisory disabled bays and disabled bays that are the subject of a Traffic Regulation Order.</p> <p>In residential roads, residents who meet criteria set by the Council can apply to have an advisory disabled bay marked on the road. These bays are not legally enforceable as disabled bays in their own right, but are normally respected by other drivers, and remain enforceable as permit bays contained within the CPZ Traffic Regulation Order, meaning that any vehicle not displaying a residents parking permit is liable for the issue of a Penalty Charge Notice.</p> <p>Within the CPZ, if a disabled bay is parked in by a driver with a residents permit, the Council has</p>

the sanction of withdrawing the permit under the rules of the CPZ scheme.

We have no record of advisory disabled bays being abused within or outside the CPZ.

In shopping areas, or car parks for example, disabled bays are provided that are subject to a Traffic Regulation Order. This means that anyone with a Blue Badge can park there at any time. These bays are enforced.

If advisory disabled bays were converted to statutory disabled bays this would mean that within the CPZ any disabled driver could legally park in them at any time and for any period. This would be likely to reduce available parking for residents, including disabled residents, within the CPZ. Additionally, the Council would have no information relating to the driver and would not be in a position to contact them and advise them of the inconvenience caused to the disabled resident that the bay was implemented for, which can currently be done in relation to CPZ permit holders. This is likely to pose a particular problem in match day zones when a significant number of blue badges are used by travelling fans from out of town.

A conversion to statutory disabled bays will also incur initial and ongoing costs as this will require the making of new Traffic Regulation Orders and subsequent amendment or revocation, which will be invoked where the resident that the bay has been provided moves away from the CPZ or otherwise.

No evidence has been produced to suggest that the current system is not operating effectively. No review would therefore appear to be warranted.

There is a system for enforcing Disabled Parking Bays as referred to above.

Please note that Blue Badge holders can park in limited wait bays for any time. This is subject to national regulation. Please see attached note. This cannot therefore be changed.

The Blue Badge system has recently been reviewed nationally, which has resulted in new style centrally issued blue badges and Council access to the County Council blue badge holder database. The Council has been working with the Police to identify fraudulent use of Blue Badges since December 2011. This is a partnership known as Operation Clamp and involves the deployment of Police Officer's, Civil Enforcement Officer's and Council Fraud Officer's to areas where the use of blue badges is known to be high, such as in the High Street and surrounding areas, Whippendell Road, St Albans Road and other locations in North Watford. These Officer's

	<p>jointly approach motorists arriving at a destination or returning to their vehicles who are relying upon the display of a blue badge. Where it is established that the holder of the badge is not present, the badge is seized and the driver is later interviewed under caution by the Fraud team. This has proved to be a highly effective and successful operation, which has resulted in a number of prosecutions and very positive comment from members of the public to both the Police and Parking Service. Whilst this operation also addresses the potentially significant loss of income to the Council caused by this form of fraud, it achieves the greater objective of ensuring that genuinely disabled members of the community have a higher chance of accessing the bays that have been provided for their use and social inclusion.</p>
<p>When was the last time this service was the subject of a scrutiny review?</p>	
<p>Is the issue something which will be of significant interest to the public and if so, how should this be managed?</p>	

Sign off by Head of Service

Jane Custance, Head of Planning

Date:

Section 3 – Follow up Actions	
Agreed by Overview & Scrutiny Committee	Yes
Agreed Membership	Councillors Nigel Bell, Ian Brandon, Karen Collett, Sue Greenslade, Rabi Martins
Anticipated completion date	None set
Likely number of meetings	
Where will the findings of the Task Group be reported to and approximately when?	Cabinet – September 2013



Disabled Parking Bay Application Watford Borough Council - April 2011

Watford Borough Council will consider applications to provide disabled parking bay markings close to properties where a resident's mobility is severely impaired so that they need to park their car immediately outside their home.

Any disabled bay provided under these circumstances is advisory only. Other motorists are not legally excluded from parking in the bay and no legal order will be created. Nevertheless, these markings are generally well respected by other road users due to the stringent criteria necessary to qualify for a disabled bay and the fact that neighbours are consulted.

The disabled bays are usually provided in residential roads where there is a heavy demand for parking and where there are no other formal waiting restrictions (yellow lines) in place. Advisory disabled bay markings cannot be provided where there are yellow lines.

A bay will not be provided for residents who have an off-street parking facility.

Advisory bays are marked in line with the traffic sign regulations and general directions. A box will be marked on the road in white paint to accommodate a car. The word 'DISABLED' will be written alongside the bay on the road. They do not have a restriction sign - showing the blue disabled symbol - accompanying them.

If a bay is provided in a Controlled Parking Zone (CPZ) then the vehicle using it must display a valid permit for the zone in which the bay is located. Failure to do so would result in a parking ticket (Penalty Charge Notice) being issued.

The detail of each part of the application process is provided below.

Here's what to do

New applicants: first check you meet the basic criteria before applying.

Basis requirements:

- You are a permanent resident in the Borough of Watford and the application address is your sole place of residence.
- You are on the electoral register (subject to age).
- You reside in the Borough for more than six months of the year.
- You hold a current Disabled Blue Badge.
- You are in receipt of Disability Living Allowance mobility component at the higher rate or Attendance Allowance.
- A vehicle is registered at the address where you are applying for the bay to be installed.
- The vehicle is taxed and insured.
- The owner of the vehicle permanently resides at the application address and is able to drive the vehicle.
- The driver holds a valid, current driving licence appropriate to the vehicle to be used.
- You **do not** have a driveway, garage or any other off street parking.

If you can answer 'yes' to all the above, then please go to stage 1 below for further details.

If you answered 'no' to any of the above, unfortunately it is unlikely we will be able to install a disabled bay and we would not advise you to continue. However you may do so if you wish although your application is unlikely to be successful.



Application for an Advisory Disabled Bay

Please use this form to apply for an on-street advisory disabled bay marking. Complete using black or blue ink and print. ALL sections must be completed providing as much detail as possible to support your application.

If you are applying on behalf of the applicant and wish to be the contact in relation to the application, please fill in the box below then move on to 'step 1' below.

If you are applying on your own behalf, please go straight to 'Step 1' below.

Contact information

If you are applying on behalf of the applicant and wish to be the contact in relation to the application, please fill in the following section. This contact information will be used for all subsequent correspondence.

First name(s)	
Last name	
House name or number	
Street	
Postcode	
Home telephone	
Mobile telephone number	
Email	

Step 1 – Applicant personal details

First name(s)	
Last name	
House name or number	
Street	
Postcode	
Home telephone	
Mobile telephone number	
Date of birth	
Email	

Step 2 – Blue badge details

Blue Badge Number	
Date issued	
Expiry date	

Is the blue badge registered at the address for which the application relates? YES NO

Tel No: 01923 278079
Fax No: 01923 278562
Ref: Disabled Bay Review
20 February 2013

Are You Always Able to Use Your Disabled Bay ?

The Council is undertaking a scrutiny review of Disabled Parking Bays that have been installed within the Borough.

In order to ascertain if the way we manage Disabled Bays needs to be reviewed, it would be helpful if you could provide us with a response to the two questions below relating to your Disabled Bay.

Question 1. How often have you been unable to use the bay because someone else has parked in the marked bay?

- a) never;
- b) occasionally (less than once a week);
- c) frequently (more than twice a week).

Question 2. Have you ever complained about the problem of cars parking in your allocated Disabled Bay? If yes who have you complained to:

- a) The Parking Shop
- b) Watford Council
- c) Your local Councillors

What was the outcome of the complaint?

Please use the reverse of this questionnaire for any comments.

Your input and any other comments you may have would be helpful. I have therefore included a pre paid envelope for your convenience. Please respond by Friday 15 March 2013.

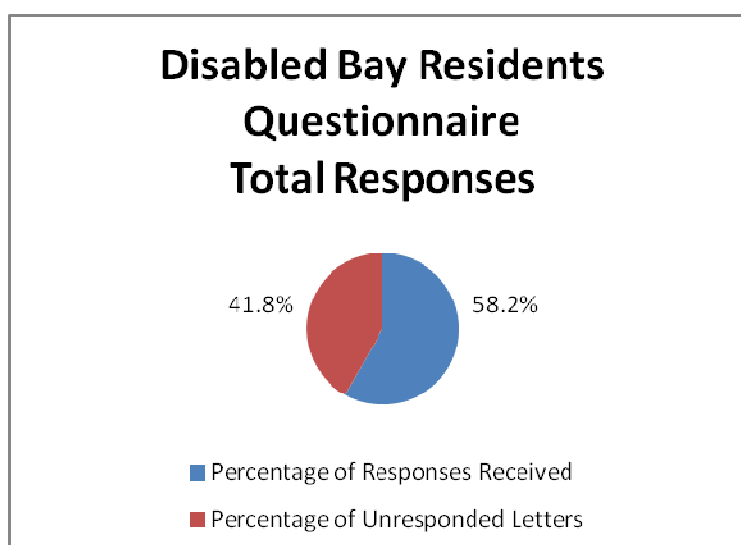
Many thanks

Barbara Staples
Senior Administration Officer

Disabled Bay Scrutiny Panel

A total of 170 questionnaires were sent out in mid February to residents in the Borough who currently meet the criteria and have a disabled bay marked on the road within the public highway.

We received 99 responses which provided a 58.2% response rate to the questionnaire which is a very good response for surveys of this type.



Question 1. Do you have problems with your Disabled Bay?

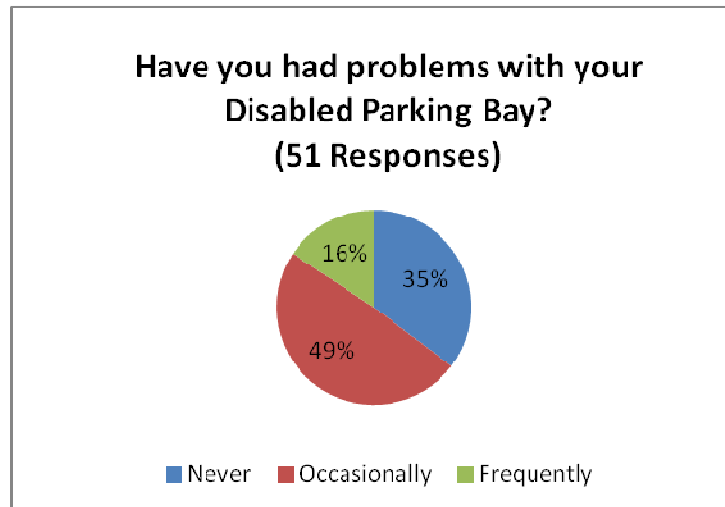
We received a total of 51 replies from residents living outside the CPZ.

18 residents have never had problems with their bay.

25 residents told us that they occasionally had problems and this included things like tradesman working at neighbours parking in their bay

8 residents reported that they frequently had problems with their bay and this included inconsiderate parking at school times and when there is football on.

The pie chart below shows the response as a % of the 51 residents who completed and returned the questionnaire.



Question 1. Do you have problems with your Disabled Bay?

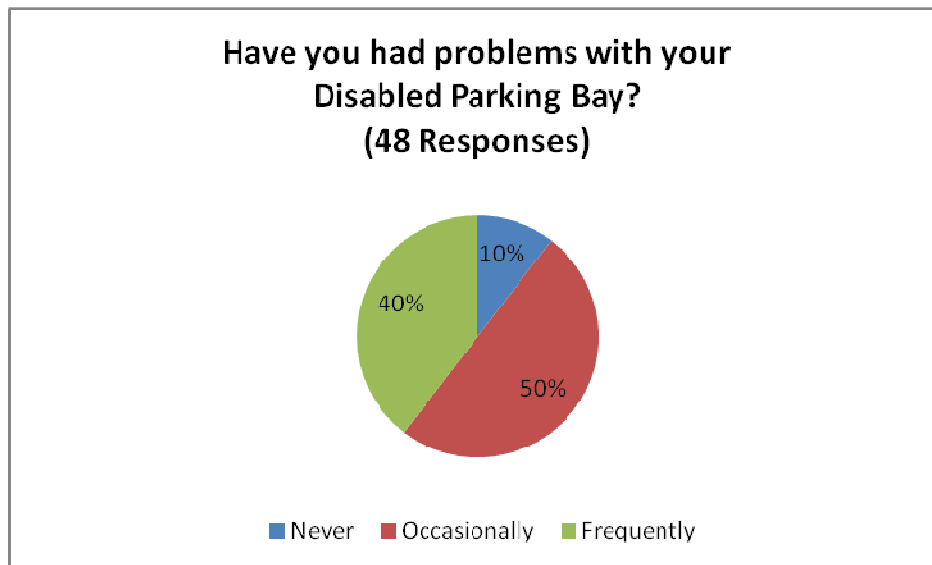
We received a total of 48 replies from residents living within the CPZ.

5 residents have never had problems with their bay.

24 residents told us that they occasionally had problems and this included things like tradesman working at neighbours parking in their bay

19 residents reported that they frequently had problems with their bay and this included inconsiderate parking at school times and when there is football on.

The pie chart below shows the response as a % of the 48 residents who completed and returned the questionnaire.

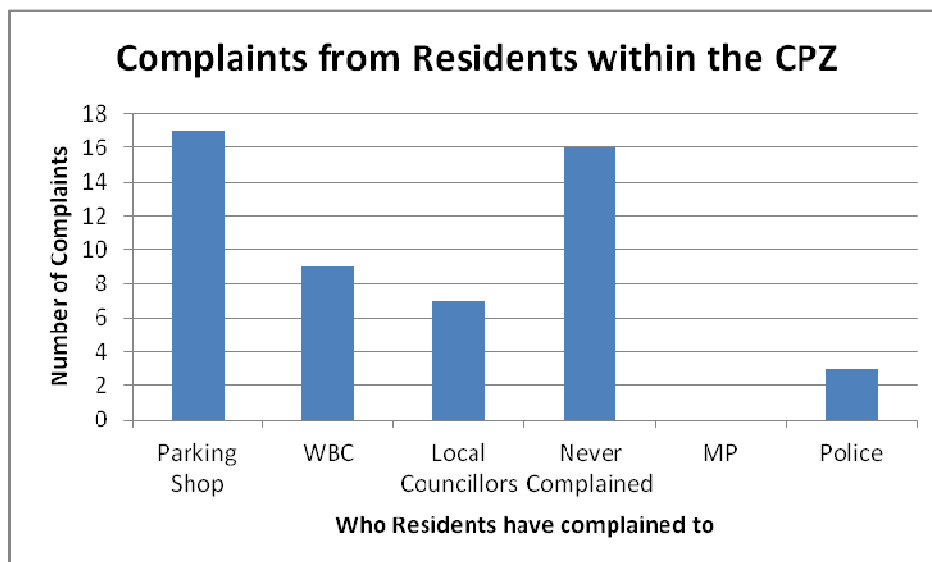


Question 2. Who have you complained to?

The column chart below relates to question 2 of the questionnaire.

Some residents told us that they had complained to more than one person. We received a total of 52 replies from residents living within the CPZ.

All of the responses have been included within the analysis.

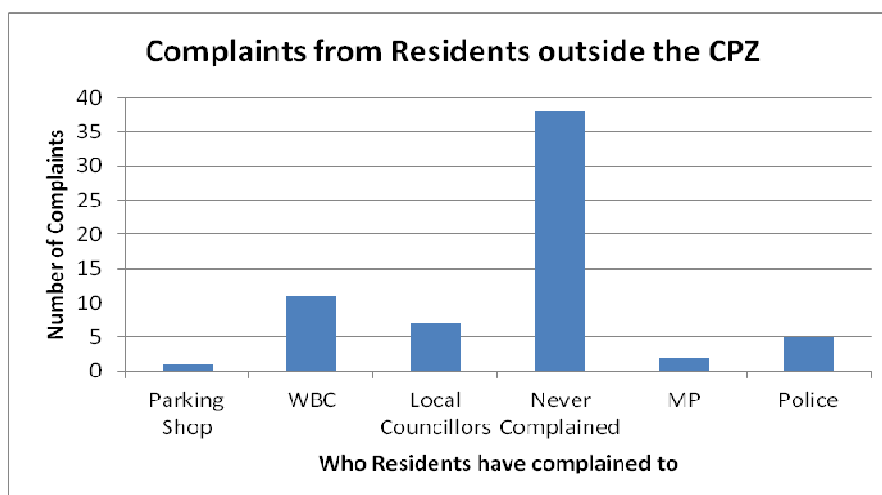


Question 2. Who have you complained to?

The column chart below relates to question 2 of the questionnaire.

Some residents told us that they had complained to more than one person. We received a total of 54 replies from residents living outside the CPZ.

All of the responses have been included within the analysis.



Other General Comments received from residents

We received a wide range of General Comments from residents which included the following:

4 residents told us that they had contacted the Council and letters had been sent by the Council which resolved problems with neighbours using their bay.

A total of 10 residents would like their Disabled Bay to be made larger with hatching placed either side to help with access.

11 residents told us that they have problems during school times and on match days.

7 residents told us that they would like the bay repainted in yellow paint, would like a sign as this would help during snow and would also like their house number put within the bay.

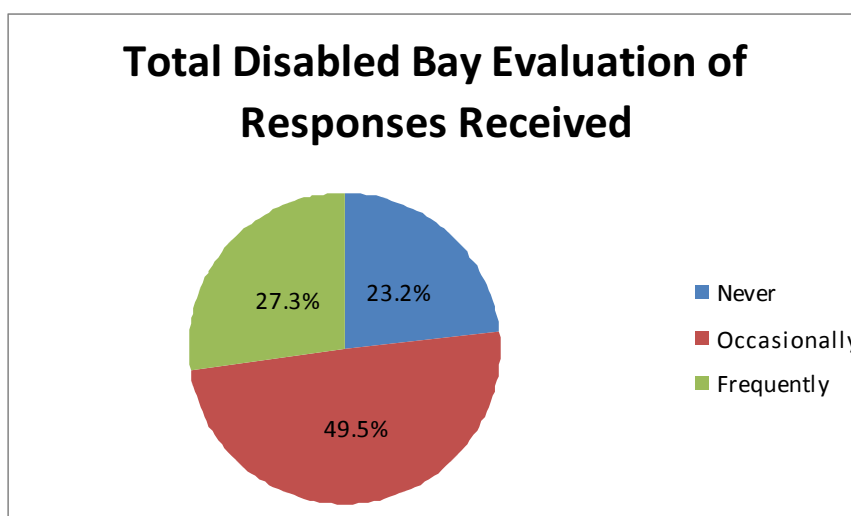
16 residents told us that they understand that the bay is advisory only.

13 residents told us (9 within the CPZ area and 4 outside the CPZ) that their bay had been used by other blue badge holders.

Overall summary and evaluation of the questionnaire

The pie chart below shows that of the 99 responses 72 % of the residents never or only occasionally had problems with their Disabled Bay.

A total of 27.3% (19 within the CPZ and 8 outside the CPZ) had frequent problems with other motorists using their bay. Many of the problems occur during school times or on match days.



Response to the General comments

We have enforcement powers available to us to deal with non permit holders parking in Advisory Bays located within the CPZ areas that is associated with school traffic and (where the match day scheme applies) football related traffic. For permit holders who use Advisory Bays inappropriately the Council already takes action by way of correspondence and this has proved to be effective in addressing the issue.

Outside the CPZ areas the level of problem is significantly less with only 16% of respondents indicating frequent problems.

The Traffic Signs Regulations and General Directions 2002 regulation 1028.3 provides the dimension details for Disabled Bays. The size for bays is a minimum 6.6m in length and a width of between 2.7m – 3.6m. To maximise road space Disabled Bays in Watford are marked out to the following dimensions L:5.5m W:2m and lettering size of 330mm.

The Regulations require Disabled Bays to be painted in white, lettering on the outside of the bays and no symbol required.

Officers Recommendations as a result of the survey

Highlight to the applicants the powers the Council has to address inappropriate use of the Advisory Bays. This advice could readily be included in the application paperwork and within routine correspondence sent out to existing residents with bays.

That the recently completed residents Disabled Bay survey/questionnaire be repeated in three years time to identify if the level of abuse has changed.

Consider the outcome of the survey in relation to the forthcoming CPZ review in relation to requests for expansion of zone operating hours to incorporate match day. This will provide addition protection for Advisory Bays from football related traffic.

MANAGEMENT OF DISABLED PARKING BAYS TASK GROUP

9 January 2013

Present: Councillor Martins (Chair)
Councillors Bell (for minute numbers 3 - 5), Brandon, Collett
and Greenslade

Also Present: Councillors Lynch (for minute numbers 3 - 5) and Mills

Officer: Head of Planning
Committee and Scrutiny Officer
Committee and Scrutiny Support Officer

1. ELECTION OF CHAIR

The Task Group was asked to elect a Chair for the Task Group.

AGREED

that Councillor Martins be elected Chair of the Management of Disabled
Parking Bays Task Group.

2. APOLOGIES FOR ABSENCE

There were no apologies for absence.

3. TERMS OF REFERENCE

The Chair suggested that the Task Group consider the terms of
reference and then determine how to proceed.

The Committee and Scrutiny Officer advised on the time frame. She
said that it would be advisable for the group's report to be presented at
the March Cabinet. In order to achieve this, the report should be ready
for the Overview and Scrutiny Committee meeting on 7 March.

The Chair recommended that the group decide what information would
be required. He suggested that if it were not possible to complete the
final document report by the March overview meeting, at the very least,
an interim report should be presented at this time.

4. **MANAGING DISABLED PARKING BAYS - DISCUSSION**

The Chair advised that residents had reported that whilst there were disabled bays within the Controlled Parking Zones (CPZs) problems still arose for people who needed parking spaces within a short distance from their homes.

The Head of Planning pointed out that enforcement was possible within the CPZs; this could be achieved by taking the permit away from the culpable non-disabled resident.

The Chair asked whether, since the disabled bays in CPZs were advisory, any residents who had a permit could park in these spaces.

The Head of Planning replied that this was not the case and explained that when a resident with no 'blue badge' parked in a designated disabled bay, their permit could be confiscated following a complaint to the Parking Shop. She added that the Parking Shop had no records of such complaints.

Councillor Lynch noted seeming discrepancies in Queens Road. She advised that in this street there were both Pay and Display bays as well as two disabled bays. She said that blue badge holders could park for two hours in a disabled bay but could remain all day in the Pay and Display spaces.

The Head of Planning explained that this ruling complied with national regulations. She drew attention to page 16 of the Department of Transport booklet which stated that at 'on-street' parking meters and Pay and Display machines, Blue Badge holders could park free of charge and for as long as they needed to.

The Chair considered that there was a need to understand the extent of the problems and also to be advised where in the town the disabled parking bays were located.

The Head of Planning advised that two problems had been reported and that both had been reviewed. The first centred on a bay still remaining marked on the highway after the relevant disabled resident had died. The Chair had reported the second problem which concerned a vehicle, which did not display a Blue Badge, parking in a disabled bay.

The Chair suggested that it would be wise to survey residents to determine whether this issue was a serious problem for them.

The Task Group discussed cases where problems had arisen.

The Committee and Scrutiny Officer suggested that it would be wise to circulate the rules for advisory disabled bays within CPZs in the borough to all members of the Task Group. Further useful information for the group would be:

- whether it would be possible to apply time limiting restrictions to disabled users in Pay and Display bays
- Information on the scale of the problem regarding abuse of advisory disabled bays.

With regard to the survey suggested by the Chair, the Committee and Scrutiny Officer asked whether such a survey should be sent to all residents with an advisory disabled bay or to a sample of residents.

The Chair said that this would be best decided when it was known which questions the group would like answered. It was also agreed that it would be useful to know how many advisory bays existed before deciding who to contact. It was also necessary to consider the cost of carrying out the survey.

The Head of Planning added that the Task Group might like to know the procedure for making advisory disabled bays.

The Head of Planning then gave an explanation of the various types of bays for disabled users:

- Disabled bays, such as those provided for shoppers were subject to the statutory regulations: disabled users could only park if they displayed a Blue Badge.
- Advisory disabled bays in the CPZs could be enforced where the car belonged to a permit holder and did not display a Blue Badge.
- Advisory bays outside the CPZs were not enforceable.

The Head of Planning added that the installation of disabled bays within the CPZs generally promoted good neighbourliness and respect. In response to a suggestion from the Committee and Scrutiny Officer, the Head of Planning agreed that the required information could be supplied in table format.

Councillor Bell noted that outside the CPZ there was an average of two disabled bays in each road.

The Head of Planning advised that there had been a review of these advisory bays and that residents had been asked whether the bays were still required. Officers had then responded appropriately.

Councillor Mills reported that most local residents were accommodating in relation to the disabled bays but that occasionally visitors from other areas were not so considerate.

The Head of Planning replied that if the incident were reported then officers could write to the offender. She added that officers had recently reviewed the CPZ leaflets so that they were easier to understand.

Councillor Lynch asked how many residents had had their permits revoked.

The Head of Planning said that this information could be obtained from the Parking Shop.

The Chair considered that it would be wise to survey all residents who had an advisory bay.

The Committee and Scrutiny Officer suggested that all questions Members wished to be included in the survey should be sent to the Committee and Scrutiny Support Officer and these could then be collated and prepared as a questionnaire for final agreement at the next meeting.

The Chair suggested that the Task Group look at other councils' procedures with regard to disabled bays.

Members suggested that the group consider: Hastings, Hertsmere, Luton, Milton Keynes, Portsmouth, Rother Three Rivers District Council and South and Central Bedfordshire. It was decided that Members should also use their personal knowledge and contacts to help research the problems and possible solutions.

AGREED –

1. that officers clarify information on advisory bays within the CPZ and whether they are enforceable
2. that officers provide information (in table form) on the different types of disabled bays both in and out of the CPZ and whether these can be enforced
3. that officers provide information on the procedure for making advisory disabled bays

4. that officers clarify whether it is possible to apply time limiting restrictions to disabled drivers using Pay and Display bays
5. that officers provide information on the scale of the problem regarding abuse of disabled bays to include the number of complaints and feedback from residents
6. that a questionnaire be sent to residents who have advisory disabled bays outside their property
7. that officers provide to Members both the current CPZ leaflet and the proposed future one
8. that officers provide details of the number of bays in the borough and the procedure for checking whether they are needed.
9. that officers and Members collate information on other councils' procedures with regard to disabled bays. Possible councils to investigate would include: Hastings, Hertsmere, Luton, Milton Keynes, Portsmouth, Rother, Stevenage, Three Rivers and Central and South Bedfordshire

5. **DATE AND TIME OF NEXT MEETING**

- Tuesday 29 January 2013

Members agreed that 5.30 p.m. would be the optimum time to hold the meeting.

Group

The meeting started at 5.35 p.m.
and finished at 6.20 p.m.

Chair

Disabled Parking Bays Task

17/1/13

MANAGEMENT OF DISABLED PARKING BAYS TASK GROUP

29 January 2013

Present: Councillor Martins (Chair)
Councillors Brandon, Collett and Greenslade

Also Present: Councillor Lynch
Councillor Mills (for minute numbers 8 - 10)

Officer: Head of Planning
Committee and Scrutiny Support Officer

6. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Bell.

7. MINUTES OF THE MEETING ON 9TH JANUARY 2013

The minutes were agreed and signed.

8. REPORTS AND BACKGROUND INFORMATION

Members of the Task Group had received considerable background information from officers. It was agreed that, consequently, the Task Group had a more thorough understanding of procedures and regulations for Controlled Parking Zones (CPZs) and Advisory Parking bays.

The Chair said the key decision for the meeting was how best to establish the extent of the problem for residents with disabled parking bays. He suggested that evidence should be gathered through a survey of those residents who were affected.

Councillors Brandon and Collett advised that they had both had little casework concerning advisory bays.

Councillor Greenslade, however, stated that she was personally affected and that she considered that the criteria by which residents were entitled to a bay were very stringent.

The Chair reiterated that there was a need to test the situation as, at that point, Members had only hearsay evidence and little casework to go on. He considered that it would be wise to ask all those who had a bay whether they had encountered problems.

Councillor Lynch detailed the experiences of a resident in her ward and explained that problems with parking had caused the resident additional stress. She said that parking arrangements should be such that they improved residents' quality of life and suggested that each bay should be identified by the numbers of both the blue badge and CPZ permit.

The Chair agreed with Councillor Lynch but said that the issue for the Task Group at this point was to examine the situation with advisory disabled bays. The point made by Councillor Lynch, however, could be considered at a later date or when the group was considering ways to address problems identified through the survey.

Councillor Brandon suggested that one question on the survey could identify whether the types of problem Councillor Lynch had referred to were widespread. He agreed that a survey of residents would be wise.

The Head of Planning noted that there had been very little casework on the subject so far but agreed that a questionnaire could be sent out to ask those with advisory bays if they did have problems. She referred to Councillor Lynch's suggestion regarding displaying numbers of both the blue badge and the permit number and said that the Traffic Regulation Order for the CPZ could be amended to require both a resident's permit and blue badge to be displayed in marked disabled bays. Outside the CPZ, bays would have to be made statutory.

Councillor Mills expressed concern that blue badges would be stolen if left in cars over night.

Councillor Greenslade referred to the proposed loss of eleven parking bays at the Town Hall end of Watford and advised that motorists would then be inclined to use residents' bays.

The Head of Planning pointed out that the eleven spaces would be re-provided in Church car park and further noted the number of existing disabled bays as listed in the agenda.

Councillor Lynch advised that a permit for parking in the multi-storey car parks could be purchased for £10. She felt that a question for the survey could be whether, were residents to buy such a permit, they would use the multi storey car parks more frequently.

The Chair said that this and other related issues could be considered by the Task Group as a separate piece of work.

The Head of Planning advised that any new work would require a fresh proposal form.

9. SURVEY FOR RESIDENTS

The meeting agreed that they would conduct a survey and then discussed how this could best be achieved.

The Head of Planning considered that the list of questions as detailed in the agenda could be reduced and suggested that officers revise the list and forward on to the task group for their consideration.

The Chair agreed that the survey based on the questions proposed by members of the Task Group should be conducted by officers and the results considered at the following meeting of the group.

The Head of Planning offered to draft the survey and to circulate to the Task Group members prior to conducting the exercise.

In reply to a query from Councillor Brandon, the Head of Planning said that two people from her team could work on the survey. She pointed out that to receive a reasonable number of returned surveys it would be wise to wait until after the schools' half term break so that residents had sufficient time to consider their replies. The Head of Planning would advise of the timeframe for this exercise.

ACTION: Head of Planning

In view of the above, the committee noted that the original date of 9th March 2013 to report back to the Overview and Scrutiny Committee would now need to be revised.

AGREED –

That officers will conduct a survey, based on the questions proposed by the Task Group members, of the 170 households who currently have advisory disabled bays and prepare a report for the task group to consider.

That the next meeting of the Task Group would take place on 25th February 2013 starting at 6.00 p.m.

10. **DATE FOR NEXT MEETING**

- Monday 25th February 2013 at 6.00 p.m.

Task Group

The meeting started at 5.30 p.m.
and finished at 6.00 p.m.

5/2/13

Chair

Management of Disabled Parking Bays

MANAGEMENT OF DISABLED PARKING BAYS TASK GROUP

7 May 2013

Present: Councillor Martins (Chair)
Councillors Brandon, Collett and Greenslade

Officers: Transport & Infrastructure Section Head
Committee and Scrutiny Support Officer (RW)

11. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Bell.

12. MINUTES OF THE MEETING ON 29TH JANUARY 2013

The minutes were agreed and signed.

13. RESIDENTS' RESPONSES TO THE QUESTIONNAIRE

The Chair thanked the Members of the Task Group. He noted that this had been a much needed topic for scrutiny and had established the extent of the problems. He acknowledged that whilst misuse of disabled parking bays was not considerable, it did constitute an issue for some residents.

The Chair referred to the questionnaire and noted that most respondents had said that they had had a problem. He considered that this was significant and that these issues should be addressed.

The Transport and Infrastructure Section Head agreed that the survey had been useful and said that it had advised on problems which had not been realised beforehand. He noted that 99 responses had been received which demonstrated residents' interest in the subject.

The Task Group then discussed the findings in the Officer's report.

Councillor Brandon noted that parking generally was a problem in Callowland ward and said that it would be interesting to discover whether the overall parking issues in the borough were similar to those encountered by disabled drivers.

The Transport and Infrastructure Section Head advised that in the event of problems, residents were unsure what they could do. He explained that all holders of Blue Badges could park in those bays which were subject to a traffic order. Not all Blue Badge holders, however, could have a bay marked outside their own homes. He advised that strict rules applied to those who were entitled to such bays.

He suggested that one Recommendation be that information should be sent to residents explaining the rules for the disabled Parking Bays. He added that within the Controlled Parking Zones (CPZs), problems should be minimal since a resident's permit could be taken back were they to infringe the rules. He agreed that outside the CPZs a greater problem would exist.

He noted that one suggestion from residents had been to make the bays longer. He advised, however, that a balance needed to be kept between the needs of those with a disabled bay and those of other residents.

Councillor Brandon suggested that issues could be communicated to councillors in the wards where problems had been encountered. He said that not all problems would occur in all wards.

The Transport and Infrastructure Section Head suggested that a breakdown of disabled parking bays in all wards could be sent to all councillors in order that they could be made aware of potential problems in their areas.

The Chair agreed that this list should be sent and noted the responsibility that ward councillors had for their residents.

Councillor Collett commented on the permit which could be obtained by disabled drivers for use in the Intu Watford (Harlequin Centre) managed car parks but not the Watford Borough Council car parks. This permit would allow holders to park all year round for a £10.00 fee.

The Chair added that an article could be written for the 'About Watford' periodical with information on the survey and what actions residents could take in the event of problems.

Councillor Collett suggested that a letter of thanks should be sent to the 99 residents who had responded to the questionnaire as this would demonstrate that their opinions were valued and would be acted upon.

Councillor Brandon suggested that a survey be conducted every three years in order to monitor whether problems followed similar trends from year to year.

The Transport and Infrastructure Section Head commented that there could be additional feedback in the CPZ survey.

In response to queries on road markings, the Transport and Infrastructure Section Head advised that the markings were yellow but that under the current ruling road markings for disabled Parking Bays should be white. He advised that as a result of a suggestion raised at the previous meeting, he had asked Herts County Council Highways department whether the house number could be marked within the bay. He had been informed that this was not possible.

Councillors agreed that it would be wise to keep track of all calls received in relation to disabled parking bay problems by entering these in a 'log'.

Councillors also agreed that information from the survey be forwarded to Disability Watford.

14. **RECOMMENDATIONS**

AGREED –

1. That information be sent to residents explaining the rules which allowed for disabled parking bays to be established outside residents' homes.
2. That information be sent to residents explaining who could and who could not use the disabled parking bays.
3. That information be sent to all ward councillors detailing where Disabled Parking Bays had been established within their wards.
4. That an article be written in 'about Watford' informing residents that the survey had been conducted and advising on actions residents could take in the event of encountering problems.
5. That a letter of thanks be sent to all respondents to the survey.
6. That all Councillors keep a data log of information on all parking problems received from residents.

7. That information arising from the survey be forwarded to Disability Watford.
8. That information on the Disabled Driver Car Parking Scheme as used in the Intu Watford (Harlequin Centre) car parks be forwarded to members of the Task Group

Chair
Management of Disabled Parking Bays

Task Group
The meeting started at 6.00 p.m.
and finished at 6.20 p.m.

f-21/5

**The
Parking
Service**

The Parking Shop Watford Borough Council
71-73 Market Street, Watford, Hertfordshire, WD18 0PS
Tel: 01908 223508 Fax: 01923 248902
Website www.watford.gov.uk

M

TRA/02/1/JB/SE

Watford
Hertfordshire
WD

17 August 2011

Dear Mr,

Re: Disabled Car Park Pass Card

Thank you for your recent application for a Disabled Drivers Car Park Pass. Your application has been accepted and I have enclosed a Card for entry to the Harlequin Car Parks and a copy of the Terms and Conditions of use. The expiry date for your Card No. **** is ***** 201*. However, we will contact you in plenty of time prior to this date to arrange renewal

If you no longer require your card or change any of the details on your Application Form, please contact us on the telephone number above as soon as possible.

Yours sincerely

Watford Council Parking Service

DISABLED DRIVERS CAR PARK PASSES
TERMS AND CONDITIONS OF ISSUE

1. A person who is registered as a disabled driver and is the holder of a valid “Blue Badge” issued by Social Services, may apply for a Disabled Drivers Car Park Pass provided that: -
 - (a) The applicant is either permanently resident or has permanent employment within the Borough of Watford **AND**
 - (b) The applicant is in receipt of one of the following income related benefits:-
 - Housing Benefit, in the form of Rent Allowance or Local Housing Allowance for people living in rented accommodation
 - Council Tax benefit
 - Income Support
 - Job Seekers Allowance (Income based)
 - Working Tax Credit
 - Child tax credit
 - Guaranteed Pension Credit (not 'Savings Pension Credit')
 - Employment and Support Allowance (Income based)
2. There is an annual charge of £10.00 for a pass, which is valid for a period of twelve months, and your pass will be valid as soon as you receive it (or continue to be valid if you are renewing). It should be noted that passes are not automatically renewed and therefore, an application form must be submitted each year, together with a copy of **both sides** of your valid blue badge, your current vehicle registration number and proof of one of the income related benefits listed above.
3. Applications should be made to Watford Council c/o The Parking Shop and the application form must be accompanied by the annual charge.
4. No refund of the annual charge may be claimed.
5. **The pass is not transferable - it is issued subject to its use only by the disabled person to whom it is issued** and to the terms and conditions of the Borough of Watford (Off - Street Parking Places) Order 1990, (Variation No. 4) Order 1995.

Improper use of the pass will lead to forfeiture.

6. **The pass is issued only to the applicant and his/her vehicle;** accordingly please notify Watford Council immediately if the vehicle for which the pass is issued is replaced by another vehicle. Please note: **you must be present** on every occasion that the pass card is used and any misuse may lead to its immediate withdrawal.

7. The pass will be valid on any day for the multi-storey car parks in Watford that are operated by Capital Shopping Centres Plc., subject to a parking space being available. When parking your car, your blue disabled badge must be clearly displayed within the vehicle and you are asked to use the special wide disabled bays if they are available. The pass **must** be used both when entering **and** leaving the car park.
8. Vehicles and their contents are left in the car parks at the owners risk and Watford Borough Council, their servants or agents shall not be responsible for any injury to any person nor for any loss or damage to any vehicle or its contents, howsoever caused.
9. A charge of £7.00 will be made for lost cards.
10. The foregoing terms and conditions of issue may be subject to amendments by Watford Council.

All enquiries relating to the scheme should be forwarded to Watford Council, The Parking Shop, 71 - 73 Market Street, Watford, Herts. WD18 0PS. Telephone 01908 223508.

BIBLIOGRAPHY

The following documents were found to be useful:

1. The Blue Badge Scheme: rights and responsibilities in England

This is a useful leaflet for people issued with a Blue Badge . It includes and explains information on: who can use the badge, how it should be displayed, where users can and cannot park and other useful facts.

Copies of this leaflet can be downloaded from the DfT website at :

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/206022/blue-badge-rights-responsibilities.pdf

2. Watford Borough Council Parking Service Annual Parking Enforcement Report 2011/2012

In accordance with the Traffic Management Act 2004, local authorities that carry out Civil Parking Enforcement are expected to be accountable and transparent and as such are required to publish an annual report within six months of the end of every financial year.

This document gives information which includes enforcement activity, the financial aspect of civil parking enforcement and plans for the future.

The report can be downloaded using the link below.

<http://www.watford.gov.uk/ccm/content/parking/annual-parking-enforcement-report-2010-11.en>

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Agenda Item 14

Overview and Scrutiny Committee Rolling Work Programme

2013/2014

Committee Membership:

Chair **Councillor Karen Collett**
Vice-Chair **Councillor Asif Khan**
Councillors **Jeanette Aron, Nigel Bell, Sue Greenslade, Kareen Hastrick, Stephen Johnson, Ann Lovejoy and Rabi Martins**

Date of Meeting	Item for agenda	Officer
To be decided	Affordable Housing Review – recommendation 6 (benefit changes impact) – possible Task Group	Committee and Scrutiny Officer
27 June 2013	Call-in	
	Quarter 4 2012/13 Performance report	Partnerships and Performance Section Head
	Update on plans for the Hospital car park	Committee and Scrutiny Officer / Associate Director of Infrastructure
	Update on Housing Benefits progress	Head of Revenues and Benefits
	Community Safety Partnership Task Group – membership for 2013/14	Committee and Scrutiny Officer
	Outsourced Services Scrutiny Panel – membership for 2013/14 and Terms of reference	Committee and Scrutiny Officer
	Management of Disabled Parking Bays Task Group – Final report	Task Group / Committee and Scrutiny Officer
	Watford Community Housing Trust Task Group – Update	Task Group Chair – Councillor Khan
4 July 2013	Call-in	
25 July 2013	Call-in	
	Previous review update: Voluntary and Community Sector Commissioning Framework	Committee and Scrutiny Officer / Head of Community Services
	Update on the organisations who were subject to a cut in their grant	Head of Community Services

June 2013

Date of Meeting	Item for agenda	Officer
26 September 2013	Call-in	
	Quarter 1 2013/14 Performance report	Partnerships and Performance Section Head
	Previous Review Update: Services for the Deceased	Committee and Scrutiny Officer
	CS13 (KPI6) – households living in temporary accommodation update plus budget information	Partnerships and Performance Section Head
	Affordable Housing Review – recommendation 1 affordable housing threshold update	Head of Planning
	Watford Community Housing Trust Task Group – Final report	Task Group and Committee and Scrutiny Support Officer
24 October 2013	Call-in	
28 November 2013	Call-in	
	Quarter 2 2013/14 Performance report	Partnerships and Performance Section Head
19 December 2013	Call-in	
22 January 2014		
6 February 2014	Call-in	
6 March 2014	Call-in	
	Affordable Housing Review – recommendation 1 (affordable housing units)	Committee and Scrutiny Officer
	Quarter 3 2013/14 Performance report	Partnerships and Performance Section Head
	Review the first and second quarters' performance of the new Nomination Policy	Committee and Scrutiny Officer / Housing Section Head

Date of Meeting	Item for agenda	Officer
27 March 2014	Call-in	

2014/15

Committee membership to be agreed at Annual Council

Date of Meeting	Item for agenda	Officer
June 2014	Call-in	
	Quarter 4 2013/14 Performance report	Partnerships and Performance Section Head
July 2014	Call-in	
September 2014	Call-in	
	Quarter 1 2014/15 Performance report	Partnerships and Performance Section Head
October 2014	Call-in	
November 2014	Call-in	
	Quarter 2 2013/14 Performance report	Partnerships and Performance Section Head
	Affordable Housing Review – Recommendation 2 Piecemeal developments and Section 106 obligations further update	Committee and Scrutiny Officer
December 2014	Call-in	
January 2015		
February 2015	Call-in	
March 2015	Call-in	
	Quarter 3 2014/15 Performance report	Partnerships and Performance Section Head

The above programmes dos not include the standing items –

- Minutes from Budget Panel / Outsourced Services Scrutiny Panel / Task Groups
- Outstanding actions and questions
- Executive Decisions Progress Report
- Work Programme
- Dates of Next Meetings