



OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 6th March, 2014

7.00 pm

Town Hall, Watford

Publication date: 26 February 2014

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 Democracy and Governance 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 meeting held on 22 January 2014 to be submitted and signed.
(All minutes are available on the Council's website.)

4. OUTSTANDING ACTIONS AND QUESTIONS (Pages 1 - 6)

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

5. REVENUES AND BENEFITS UPDATE (Pages 7 - 12)

Report of the Interim Head of Revenues and Benefits

This report provides the Scrutiny Committee with an update on current service levels, and the improvements and changes that have been made during Quarter 3.

6. HOMELESSNESS

Presentation by the Housing Section Head

7. UPDATE ON THE COUNCIL'S PERFORMANCE INDICATORS AND MEASURES - END OF QUARTER 3 (OCTOBER - DECEMBER) 2013/14 (Pages 13 - 26)

Report of the Partnerships and Performance Section Head

This report presents an update on the council's performance indicators at the end of quarter 3 (October - December) 2013/14.

8. EXECUTIVE DECISION PROGRESS REPORT (Pages 27 - 38)

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

9. HERTFORDSHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE

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

Scrutiny Panels and Task Groups

10. BUDGET PANEL

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

- Wednesday 26 February 2014

The minutes will be available on the Council's website –
www.watford.gov.uk/budgetscrutiny

The Chair of Budget Panel to provide an update to the Scrutiny Committee.

11. OUTSOURCED SERVICES SCRUTINY PANEL

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

- Thursday 13 February 2014

The minutes are available on the Council's website -
<http://watford.moderngov.co.uk/ieListMeetings.aspx?Committeeld=223>

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

12. COMMUNITY SAFETY PARTNERSHIP TASK GROUP

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

- Tuesday 18 February 2014

The minutes will be available on the Council's website -

<http://watford.moderngov.co.uk/ieListMeetings.aspx?Committeeld=209>

The Chair of the Community Safety Partnership Task Group to provide an update to the Scrutiny Committee.

13. PROPERTY TASK GROUP UPDATE

The Committee and Scrutiny Officer and the Chair of the Task Group, Councillor Bell to provide an update on the Property Task Group.

14. WORK PROGRAMME (Pages 39 - 44)

The Scrutiny Committee is asked to review the latest version of the work programme. Members are asked to discuss whether there are any subjects they would like to be considered for inclusion in the work programme for the new Municipal Year.

15. DATE OF NEXT MEETING

- Thursday 27 March 2014 (For call-in only)

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Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Outstanding actions and questions					
OA 7	(HSC 3 – Health Scrutiny Committee Update) The Committee and Scrutiny Officer to check the County’s Health Scrutiny Committee’s work programme for scrutiny of mental health services.	Committee and Scrutiny Officer			Email sent to Overview and Scrutiny Committee providing details of the Hertfordshire County Council Scrutiny Committee’s work programme and a link to the Hertfordshire Partnership University NHS Foundation Trust.
Performance Report					
PI 37	The Scrutiny Committee to review some of the performance data in more depth	Partnerships and Performance Section Head (in consultation with the Chair)	28 November 2013	Ongoing	To be included in future agendas.
PI 38	Officers to be asked to produce a report for the next meeting on homelessness and how they are trying to mitigate any potential risk.	Committee and Scrutiny Officer	22/01/14	March 2014	Included on this agenda
Housing Benefit update					
HB 5	Further update to be presented to Overview and Scrutiny Committee at its March meeting.	Interim Head of Revenues and Benefits / Shared Director of Finance	28 November 2013	March 2014	Included on this agenda.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
Affordable Housing Review					
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
Previous Reviews Updates					
PR 9	<u>Voluntary and Commissioning Sector Commissioning Framework</u> A further review of the Small Grants Fund to be carried out in one year.	Commissioning Manager	25 July 2013	July 2014	Added to rolling work programme
PR 11	<u>Watford Community Housing Trust</u> All Councillors to be provided with an electronic copy of “Gateway News”	Chief Executive – Watford Community Housing Trust	22 January 2014	March 2014	Councillors included on relevant email list and will receive e-version from March edition.
PR 12	<u>Watford Community Housing Trust</u> Chief Executive to ensure that information is available to residents explaining the process of how they can raise questions about the accuracy of their bills	Chief Executive – Watford Community Housing Trust	22 January 2014	March 2014	Letters to be sent out to residents by beginning of March re charges and how they can raise questions about the accuracy of bills.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PR 13	<u>Watford Community Housing Trust</u> The Chief Executive to ensure Councillors are provided with information about the call-back procedure	Chief Executive – Watford Community Housing Trust	22 January 2014	February 2014	Information provided to residents in Winter 2013 edition of Gateway News (copy of article attached as Appendix 1).
PR 14	<u>Watford Community Housing Trust</u> The freephone number to be added to the Home page of the Trust's website.	Chief Executive – Watford Community Housing Trust	22 January 2014	January 2014	Completed.
PR 15	<u>Watford Community Housing Trust</u> Councillors to receive a copy of the revised service charge schedule	Chief Executive – Watford Community Housing Trust	22 January 2014	March 2014	Councillors to receive information on rent and service charges at a similar time to tenants and leaseholders.
PR 16	<u>Watford Community Housing Trust</u> A Councillors' briefing to be arranged.	Chief Executive – Watford Community Housing Trust	22 January 2014	September 2014	Dates provisionally arranged – Thursday 10 th July and Wednesday 3 rd September.
PR 17	<u>Watford Community Housing Trust</u> All Councillors to be provided with a copy of "Everyone Matters"	Chief Executive – Watford Community Housing Trust / Committee and Scrutiny Officer	22 January 2014		Completed, Councillors provided with the link to Everyone Matters on the Housing Trust's website.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PR 18	<u>Watford Community Housing Trust</u> All Councillors to be sent an electronic copy of "Positive Impact"	Chief Executive – Watford Community Housing Trust	22 January 2014	February 2014	The document was emailed to all Councillors on 23 January 2014
PR 19	<u>Watford Community Housing Trust</u> The Chief Executive to be invited to the Scrutiny Committee's September meeting.	Committee and Scrutiny Officer	22 January 2014	July 2014	The Chief Executive has advised that, due to other commitments, Housing Trust representatives are unable to attend the September meeting and it has been agreed that representatives will attend the November meeting instead. Added to the rolling work programme.
HCC Health Scrutiny Committee					
HSC 3	A written update to be provided	Councillor Martins	28 November 2013	January 2014	To be completed.
Budget Panel					
BP 3	The Committee and Scrutiny Officer to remind all Chairs of Scrutiny Panels and Task Groups to provide a written update to the Scrutiny Committee.	Committee and Scrutiny Officer	22 January 2014	March 2014	An email was sent to the Chairs on 2 February reminding them. A further email was sent on 26 February advising them of the date of the next meeting.



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Contact us

Email us: enquiries@wcht.org.uk

Address: Gateway House, 59 Clarendon Road,
Watford WD17 1LA

Useful contacts – the Trust

General enquiries: **01923 209 000**

Repairs: **0800 218 2247 (free from a landline)**
or **01923 209 247**

Rent enquiry: **01923 209 111**

Anti-social behaviour: **01923 209 222**

Disabled adaptations: **01923 209 220**



Useful contacts – other agencies

Council Tax: **Watford Borough Council**
01923 226 400
Three Rivers District Council
01923 776 611

Refuse collection: **Veolia/Watford Borough Council**
0203 5676 900
Three Rivers District Council
01923 776 611

Water supply: **Affinity Water – 0845 782 3333**
Thames Water – 0845 9200 800

Disabled parking badges: **Hertfordshire County**
Council 0300 1234 050

Lost energy top-up card: **Check with your supplier**



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PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 6 March 2014
Report of: Interim Head of Revenues and Benefits
Title: Revenues and Benefits Update

1.0 SUMMARY

1.1 The purpose of this paper is to give members of the Committee an update on current service levels, and the improvements and changes that have been made during Quarter 3 (Q3).

2.0 RECOMMENDATIONS

2.1 That the Committee notes the report and comments on the contents.

Contact Officer:

For further information on this report please contact: Robert Della-Sala, Interim Head of Revenues and Benefits
telephone extension: 8023
email: robert.della-sala@watford.gov.uk

Report approved by: Joanne Wagstaffe, Director of Finance

3.0 BACKGROUND

3.1 The committee was previously informed that whilst improvements had been made in the delivery of the service, there were still significant areas that needed examination and understanding. These “structural” reviews were needed to ensure that the service is resilient and that future performance is sustainable in the long term. The areas that have been identified and focused on during Q3 and continue to be managed through Q4.

4.0 BENEFITS PERFORMANCE

4.1 The data below is designed to give the committee increased confidence about the overall performance of the service which the performance indicators by themselves would not necessarily provide.

4.2 New Claims WBC

As at 17/2/14 there were 126 new claims outstanding. Of these, 53 were awaiting information from customers (42%) and 73 were waiting to be processed (58%). The oldest WBC cases were as follows 25/11 (1), 16/12(3) and 23/13(1). These five cases are being tracked by the section managers. The oldest outstanding cases previously dated back to May 2013.

From 13/1/4 a pilot at Watford CSC on processing new claims “on the day” – has resulted in **95% of new claims received in the CSC at Watford being processed within 24 hours**. The overall new claims performance for all new claims processed in February (to 20/2/14) is **13 days**.

4.3 Number of Documents in Pending

As at 31/12/13 there were actually 304 (23.8%) documents in pending (awaiting responses from customers). The amount of work in pending has reduced from an **average** of 660 in September, 529 in October 436 in November, to 309 in December to 274 in January. The number of cases going into pending has reduced as we make more efficient use of the document management system and to ensure that we have all the relevant information before writing to clients. The impact of the new claims pilot has also reduced the number of documents going into pending.

4.4 Number of Claims Suspended

It is important not to suspend payment of benefit cases unnecessarily. An exercise was undertaken to review all the cases fraud had requested to be suspended as well as all other suspended cases.

In addition, we have reviewed the suspense codes so that they provide sufficient information to assist officers in knowing why a case has been suspended. All cases that are over 30 days are now being reviewed daily by managers and it is our aim to reduce the cases suspended over 40 days by two thirds by the end of March 2014.

Since December 2013 the number of cases that have been suspended for over 30 days has reduced from 42% to 18.5%. It is our aim to reduce this further but there will always be some cases that will be in suspense longer as customers may be waiting on third party information.

4.5 “Unauthorised lines” report

This report identifies cases which have been partially assessed on the system but for whatever reason have not been completed. There will have been no work outstanding as the assessor would have believed the case had been correctly completed. This report is important. This report has now been cleared and is being checked daily.

4.6 Work Outstanding

The overall amount of work outstanding has stabilised at about 1200 items. This is an encouraging figure as we have in the last 2 months

- dealt with 2000 more Atlas files than normal due to DWP uprating
- cleared 3300 significant dates going back over 5 years – these “housekeeping” dates will prevent and reduce future overpayments
- ring fenced and managed an appeals backlog that will be cleared by the 31/3/14

5.0 BENEFIT OUTPUTS – WATFORD

The tables shows the benefits performance for Watford

Watford	Target	Q1	Q2	Q3	Q4 *	YTD*
New Claims	22 days	21.42	16.32	16.61	18.64	18.69
Changes	15 days	69.84	24.48	15.45	39.65	41.42

Watford	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
New	25.43	19.35	19.49	14.47	22.53	20.15	14.54	16.21	17.09	17.82
Changes	102.71	64.17	45.64	29.28	14.15	20.34	16.55	15.34	16.88	18.64

*as at 20/2/14

The new claims and change in circumstances figures are also encouraging. In clearing the backlog, we cleared some cases that dated back to May 2013 and these cases alone added to the YTD figure.

The change in circumstances figure has also been impacted. We have cleared cases that have been suspended for over 900 days (though there would have been no impact on the customer) as well as cleared significant dates – in one case that added over 3000 days to our cumulative total.

Had we not cleared this work, then at the point that the work would have needed to have been done, the impact would have been significantly greater.

6.0 SERVICE IMPROVEMENTS

6.1 We have consulted with a number of our internal and external stakeholders about how we can improve service delivery. These discussions are on-going. In addition we have asked staff what they need to do their jobs better and how we can improve. Some of the changes have been small but have had an impact. Some are listed below:

- Joint weekly team meetings with all staff sharing performance information
- Meetings with CSC about scanning documents
- Focus on processing rather than pending cases
- Providing a printer at Oxhey so customers can be given information rather than it being sent later

- Re-scheduling when post arrives so it is scanned and indexed 3 hours earlier
- Project team established to look at document types used for scanning – changes have now been implemented
- Automation of Atlas files into Academy (went live January 2014)
- Archiving of Academy database (completed by end of January) – not done for 4 years
- Making more effective/efficient use of staff at outstations
- Introduction of a staff performance management system

6.2 **Watford Community Housing Trust & Thrive Housing**

We undertook a piece of work both Trusts to look at their top ten tenants with arrears. We were able to establish none of the cases were due to benefits and there was nothing for us to do. We have invited both Trusts to send us their next batch of ten cases so that we can examine these as well.

We also asked them to review their cases which had arrears and who were on benefits who do not appear to have applied for or received a Discretionary Housing Payment (DHP). We have provided the Trusts with claim forms and suggested that they assist these tenants to make a claim as the claim could be backdated to 1/4/13, therefore potentially reducing their arrears. We hope to get a small influx of new DHP claims in the next few weeks.

7.0 **Q4 WORK PROGRAMME**

7.1 There is a considerable amount of work still to be done to ensure that the year-end exercise for benefits runs smoothly. We will continue to put in place all the procedures and good practice to ensure that going forward performance is sustainable and improving.

In achieving this aim, performance during Q4 will improve, particularly when the impact of having cleared 300+ significant dates feeds into the PIs.

We are also working to build a “dashboard” which will provide an overview across the whole service as to what constitutes “normal” performance inputs and gives transparency as to where there may be areas of concern.

We have also identified a number of IT problems which IT and Capita are helping us to work through that will reduce the downtime we have had and improve resilience and efficiency of our systems.

8.0 **IMPLICATIONS**

8.1 **Financial**

8.1.1 The Shared Director of Finance comments that there are no financial implications included in this report.

8.2 **Legal Issues** (Monitoring Officer)

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

Appendices

None

Background Papers

No papers were used in the preparation of this report.

File Reference

None

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*PART A

Report to: Overview and Scrutiny Committee

Date of meeting: 6 March 2014

Report of: Partnerships and Performance Section Head

Title: Update on the council's performance indicators and measures – end of quarter 3 (October - December) 2013/14

1.0 **SUMMARY**

1.1 Watford BC's Corporate Plan 2013-17 sets out the council's priority areas for delivery over the next four years. These are supported by a suite of performance measures that help identify where performance is meeting or exceeding targets or where it is below target. In these latter cases, consideration needs to be given to the reasons for under-performance and to steps that might support improvement.

1.2 Overview and Scrutiny Committee scrutinise and comment on the performance of these indicators on a quarterly basis. This report, therefore, presents an update on the council's performance indicators at the end of quarter 3 (October - December) 2013/14.

2.0 **RECOMMENDATIONS**

2.1 Note and comment on the performance of the council's performance measures for 2013/14 at the end of quarter 3.

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**

Watford Borough Council's Corporate Plan 2013-17 sets out a medium term delivery plan of the council's work and areas for development. These are then translated into projects and areas of work for services to deliver and are reflected in individual service plans. These are regularly monitored for progress and achievement.

To support the delivery of these projects and areas of work, the council also identifies a number of performance measures or indicators, which provide regular information on progress against agreed targets.

A range of these are set out in Appendix A.

3.1 **End of quarter 3: 2013/14 performance report overview**

3.1.1 Watford BC - Measures Of Performance – Progress report at the end of quarter 3 2013/14 (July-September) is attached as Appendix A.

Those performance measures that are not performing against target are indicated either by a 😞 (under-performing by up to 10%) or by a ! (under-performing by over 10%). 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:

- Housing performance in relation to homelessness has performed well in quarter 3 despite the pressures on the service
- Benefits have consolidated its improved performance since last quarter– one indicator is now performing consistently within target, with the other (change of circumstances) showing continued improvement
- The council is working with services to improve its performance relating to complaint handling to ensure that service standards are met across all service areas

3.1.2 **Performance against target**

Of the 21 performance measures reported to Committee for quarter 3 2013/14:

- 8 are above target
- 10 are below target
- 2 are annual indicators so not reported at quarter 3
- 1 indicator is not appropriate for target setting (planning appeals – R & D 4)

3.1.3 **Performance trends - quarterly (quarter 3 compared to quarter 2 2013/14)**

Of the 21 performance measures reported to Committee for quarter 2 2013/14:

- 9 show improved performance from quarter 2
- 5 show declining performance from quarter 2
- 1 shows maintained performance from quarter 2

The remaining 6 measures are annual measures (so there is no result for quarter 3) or are ones where performance cannot be measured as a trend.

3.1.4 **Performance trends – annually (quarter 3 2013/14 compared to quarter 3 2012/13)**

Of the 21 performance measures reported to Committee for quarter 3 2013/14:

- 10 show improved performance from quarter 3 last year
- 5 show declining performance from quarter 3 last year

The remaining 6 measures are annual measures (so there is no result for quarter 3), are ones where performance cannot be measured as a trend or are new for 2013/14 so there is no comparison data.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Finance comments that there are no financial implications within this report.

4.2 **Legal Issues** (Monitoring Officer)

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

Appendices




Appendix A – Watford BC - Measures of Performance – Progress report as of end of quarter 3 2013/14

Background papers: Corporate Plan 2013-17

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WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE

October - December 2013 (Quarter 3) 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
COMMUNITY AND CUSTOMER SERVICES									
CCS1	CO2 reductions from local authority operations	- 27% for year	-	-	-	-	-	Community and Customer Services	Annual indicator.
CCS2	Improved street and environmental cleanliness (levels of fly tipping)	Effective	N/A	-	-	-	-	Community and Customer Services	Annual indicator Veolia's reporting is low and a meeting has been held with the new supervisor to try and address this.
CCS3	Affordable homes on identified sites – reported at end of Q2 and Q 4	66 up to Q2 105 for the year	52 Up to Q2	21.0%	!	N/A	↓	Community and Customer Services	Due to phasing of schemes we are now projecting 82 units in 2013/14. Completions: St Albans Road, Stanborough View 14 units (10 affordable rent, 4 shared ownership) Origin Leggatts 28 units (4 social rent, 24 shared ownership) HPCHA Cassio Campus 10 (shared ownership) HPCHA







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

Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
									<p>Gammons Farm 14 (affordable rent) Affinity Sutton</p> <p>Expecting in quarter 4: Croxley View 16 (6 social rent, 10 affordable rent) WCHT</p>
CCS4	Number of households living in temporary accommodation	120	110	8.3%		↓	↓	Community and Customer Services	<p>Last year 189 decisions of whom 54% equivalent were accommodated at year end. Quarters 1-3 this year 142 decisions with 55 under investigation. We are seeing an increase in ending of private sector tenancies which has overtaken parental eviction as primary cause in Quarter. 3.</p> <p>Continuing discussions with partners to expand baseline of temporary accommodation.</p>








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

Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
CCS5	The number of people sleeping rough on a single night within the area of the local authority	10	15	50.0%		N/A	↓	Community and Customer Services	WBC continuing to fund street outreach through DCLG Homelessness Grant. Monitoring and multi agency casework continuing. Some disengagement from clients, milder weather has been a contributing factor.
CCS6	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	45	53	17.8%		↓	↑	Community and Customer Services	Continuing difficulty in accessing private rented sector has an adverse impact on the prevention figure. 50% of cases were assisted to remain in their existing home.
CCS7	Number of private sector units secured for use under Homelet	17	15	11.8%		↑	N/A	Community and Customer Services	HomeLet launched on 1 July 2013 to offer a new range of incentives to private sector landlords. Increased engagement due to additional Christmas incentives. Total of 11 renewals achieved in addition to this figure. Reducing LHA levels from 1 April 2014 will place the scheme under pressure. Joint working with Revs and Bens and casework to be undertaken.




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

Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
CCS8	The number of households in bed and breakfast accommodation and nightly lets who are pregnant/with dependent children	0 B&B 18 Nightly lets 20 in total	0 B&B 16 Nightly lets 16 in total	20.0%		↑	N/A	Community and Customer Services	<p>Aim is to reduce B&B which will necessitate an increase in nightly lets. These units are slightly higher cost but offer better facilities to households e.g. the ability to prepare and cook food as they are self contained.</p> <p>Initial nightly let opportunities now taken up. Focus moving to commissioning hostel places by conversion/refurbishment of council or partner assets.</p>
CCS9	CSC service levels - 80% calls answered in 20 secs	80% calls answered in 20 seconds	82%	2.5%		↑	↑	Community and Customer Services	
CCS10	CSC service levels - 95% all calls answered	95% all calls answered	98%	3.2%		↔	↑	Community and Customer Services	
CCS11	Calls resolved at first point of contact	90%	81 % excl transfers	10.0%		↓	↓	Community and Customer Services	Reduction in resolved at FPC figures following outsourcing of waste and recycling service.




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

Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
CCS12	Complaints resolved at stage one	90%	45%	50.0%	!	↓	↓	Community and Customer Services	31 Complaints received in Q3 14 Resolved at stage 1 15 remain unresolved 2 complaints escalated to stage
CCS13	% of stage 1 complaints resolved within 10 days	80%	37%	53.8%	!	↑	n/a	Community and Customer Services	Complaints resolved beyond 10 working days 14 complaints responded to in 10 days 15 remain unresolved 2 responded to outside of timescales





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





Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q1 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
REGENERATION AND DEVELOPMENT									
RD1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	70.00%	17.6%	!	↑	↑	Regeneration and Development	Only 10 applications fell within this category
RD2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	97.48%	8.3%	😊	↑	↑	Regeneration and Development	159 applications in this category
RD3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	99.46%	10.5%	😊	↑	↑	Regeneration and Development	367 applications in this category
RD4	Planning appeals allowed	-	29.41% (5 out of 17)	-	-	-	-	Regeneration and Development	

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






Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q1 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
DEMOCRACY AND GOVERNANCE									
DG1	Voter registration	96%	97.28%	1.3%		N/A	↑	Legal and Property services	

Ref	Measure	Target for Q3 2013/14	Actual at end of Q3 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
HUMAN RESOURCES									
HR1	Sickness absence (working days lost)	1.26 days (for the quarter) 3.75 days (cumulative)	1.49 days (for the quarter) 5.42 days (cumulative)	57%		↓	↑	Human Resources	The statistics have been amended to reflect current workforce profile.




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

Appendix A - Watford BC - Measures Of Performance – Progress report as of quarter 3 - 2013/14

Ref	Measure	Target for Q2 2013/14	Actual at end of Q2 2013/14	% variance ¹	  	Trend since last period (Q2 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
REVENUES AND BENEFITS									
RB1 KPI1i	Av time to process benefits claims	22 days	16.61 days	22%		↑	↑	Revenues and Benefits	Performance reduced from 16.21 days in November to 17.09 days in December as the backlog and old cases were cleared.. The Christmas closure also impacted on processing times. Q3 performance was 16.61 days compared with 16.32 days in Q2 and 21.42 days in Q1.
RB2 KPI1ii	Av time to process change of circs	15 days	16.88 days	13%		↑	↑	Revenues and Benefits	Performance reduced from 15.34 days in November to 16.88 days in December as the backlog and old cases were cleared. The Christmas closure also impacted on processing times. Q3 performance was 15.45 days compared with Q2 performance of 24.48 days and Q1 performance of 69.84 days.

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

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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Watford Borough Council

Executive Decision Progress Report

May 2013 – May 2014

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

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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	Key decision This decision was taken in private due to the content of the report. It is covered by Paragraph 3, Schedule 12A, as it included financially and commercially sensitive information as part of the procurement process. Approved by the Head of Community Services on 20 June 2013 Not called in
To consider the 2012-2013 Financial Outturn for the Authority	Finance	Cabinet	July 2013	Key decision Agreed by Cabinet on 8 July 2013 Not called in
Revised Medium Term Financial Strategy 2013-2017	Finance	Cabinet	July 2013	Key decision Agreed by Cabinet on 8 July 2013 Not called in
New Watford Market Update	Legal and Property Services	Cabinet	July 2013	Key decision Agreed by Cabinet on 8 July 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Future delivery of Building Control service	Planning	Cabinet	July 2013	Key decision Agreed by Cabinet on 8 July 2013 Not called in
Approval of the Conservation Areas Management Plan	Planning	Cabinet	July 2013	Key decision Agreed by Cabinet on 8 July 2013 Not called in
Agree to take forward a Compulsory Purchase Order to deliver the Watford Health Campus and associated road infrastructure (Part A)	Corporate Management	Cabinet	July 2013	Key decision Agreed by Cabinet on 8 July 2013 Not called in
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	Key decision This decision was taken in private due to the content of the report. It is covered by Paragraph 3, Schedule 12A, as it included financial information relating to compensation and negotiation with interested parties. Agreed by Cabinet on 8 July 2013 Not called in

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	Key decision In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified. Agreed by Cabinet on 8 July 2013 Not called in
Revocation of out of date Supplementary Planning documents	Planning	Cabinet	N/A	Non-key decision Agreed by Cabinet on 8 July 2013 Not called in
Streetscape design guide	Planning	Cabinet	N/A	Non-key decision Agreed by Cabinet on 8 July 2013 Not called in
Watford Credit Union loan guarantee scheme	Community Services	Cabinet	N/A	Non-key decision Agreed by Cabinet on 8 July 2013 Not called in
Strategic Flood Risk Assessment – Level 2	Regeneration and Development	Managing Director	N/A	Non-key decision Agreed by Managing Director on 5 August 2013. Noted by Cabinet on 7 October 2013

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Awarding 5 year contract for the provision of CCTV monitoring staff	Regeneration and Development	Head of Regeneration and Development	August 2013	Key decision This decision was taken in private due to the content of the report. It is covered by Paragraph 3, Schedule 12A, as it included commercially sensitive information within the evaluation report. Agreed by Head of Regeneration and Development on 9 August 2013 Not called in
Authorisation to formally advertise inviting representations in relation to proposals for the introduction of parking controls for various roads within Watford	Regeneration and Development	Head of Regeneration and Development	September 2013	Key decision Agreed by Head of Regeneration and Development on 13 September 2013 Not called in
Memorandum of Understanding – Quality Bus Network Partnership	Regeneration and Development	Cabinet	September 2013	Decision taken by the Mayor on 29 August 2013.
Management of Disabled Parking Bays Task Group report	Democracy and Governance	Cabinet	N/A	Non-key decision Agreed by Cabinet on 7 October 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
To write off irrecoverable debts	Revenues and Benefits	Cabinet	October 2013	Key decision This item had been deferred from April. Agreed by Cabinet on 7 October 2013 Not called in
Approval of the revised Homelessness Strategy	Community and Customer Services	Cabinet	October 2013	Key decision Previously proposed to be taken in June and then September 2013 Agreed by Cabinet on 7 October 2013 Not called in
Investors in People	Human Resources	Cabinet	October 2013	Non-key decision Noted by Cabinet on 7 October 2013 Not called in
To agree a charge can be made to premises for the collection, storage and return of abandoned shopping trolleys	Corporate Strategy and Client Services	Cabinet	October 2013	Key decision Approved by Cabinet on 7 October 2013 Not called in
Adoption of the Watford Green Spaces Strategy	Corporate Strategy and Client Services	Cabinet	November 2013	Key decision Approved by Cabinet on 11 November 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Agreed amendments to the Allotment FAQs	Corporate Strategy and Client Services	Cabinet	November 2013	Key decision Approved by Cabinet on 11 November 2013 Not called in
New Watford Market Update	Regeneration and Development	Cabinet	November 2013	Key decision Approved by Cabinet on 11 November 2013 One recommendation to Council on 20 November 2013 Not called in
Appointment of Greenhill's Asset Manager and for approval to enter an agreement with the Local Enterprise Partnership	Regeneration and Development	Cabinet	November 2013	Key decision Approved by Cabinet on 11 November 2013 Not called in
Appointment of a Town Centre Manager, approval for the allocation of funds to the Town Centre Partnership and the establishment of the One Stop Business Advice Centre	Regeneration and Development	Cabinet	November 2013	Key decision Approved by Cabinet on 11 November 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Period 6 Finance Digest	Finance	Cabinet	November 2013	Non-key decision Approved by Cabinet on 11 November 2013 Not called in
Irrecoverable write-offs	Revenues and Benefits	Cabinet	November 2013	Non-key decision Approved by Cabinet on 11 November 2013 Not called in
To award a contract for the Town Centre CCTV control room relocation	Regeneration and Development	Head of Regeneration and Development	November 2013	Key decision Approved by Head of Regeneration and Development on 25 November 2013 Not called in
To approve the appointment of a sole supplier for the provision of Statutory Compliance Tests and Inspections to Council operated properties.	Democracy and Governance	Cabinet	December 2013	Key decision Approved by Cabinet on 2 December 2013 Not called in
Consideration of WBC signing up to the LGA's Climate Local Initiative	Community and Customer Services	Cabinet	December 2013	Key decision Approved by Cabinet on 2 December 2013 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Controlled Parking Zones – high level review	Regeneration and Development	Cabinet	December 2013	Key decision Approved by Cabinet on 2 December 2013 Not called in
Watford Community Housing Trust – Task Group report	Democracy and Governance	Cabinet	December 2013	Non-key decision Approved by Cabinet on 2 December 2013 Not called in
Herts Waste Partnership Tendering Process (Part B)	Corporate Strategy and Client Services	Cabinet	December 2013	Key decision This decision did not meet the 28 day notice required. 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 contains commercially sensitive information. 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”. Approved by Cabinet on 2 December 2013 Call-in not applicable

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Update on the progress of Cassiobury Park Heritage Lottery Fund Project and to sign off and approve current designs	Corporate Strategy and Client Services	Cabinet	January 2014	<p>Updated</p> <p>Key decision</p> <p>Previously proposed to be taken in November 2013.</p> <p>Approved by Cabinet on 20 January 2014 and Council on 29 January 2014</p>
<p>Draft Revenue and Capital Estimates 2014/2017;</p> <p>agree the Council Tax Base;</p> <p>agree the Collection Fund surplus/deficit;</p> <p>approve detailed revenue estimates incl. growth, savings and fees and charges;</p> <p>approve Capital Programme</p>	Finance	Cabinet	January 2014	<p>Updated</p> <p>Key Decision</p> <p>Approved by Cabinet on 20 January 2014 and Council on 29 January 2014.</p>
Procurement Rules Exemption – Homeless Review Contract	Community and Customer Services	Cabinet	January 2014	<p>Updated</p> <p>Non key decision</p> <p>Approved by Cabinet on 20 January 2014</p> <p>Not called in</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Watford's Monitoring Report 2013	Regeneration and Development	Cabinet	January 2014	Updated Non key decision Approved by Cabinet on 20 January 2014 Not called in
Charter Place Development – acquisition of land	Regeneration and Development	Cabinet	March 2014	Amended Key decision Previously proposed to be taken in February.
Review and Update Corporate Plan	Corporate Strategy and Client Services	Cabinet	March 2014	Amended Key decision Previously proposed to be taken in February.
To note the progress on the Allotments Investment Programme and Farm Terrace Update	Corporate Strategy and Client Services	Cabinet	July 2014	Amended Key decision Previously proposed to be taken in November 2013, then January 2014 and then February 2014

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of the revised Housing Nominations Policy	Community and Customer Services	Cabinet		<p>Deleted</p> <p>Key decision</p> <p>Previously proposed to be taken in June, then September and then November 2013</p> <p>This matter has been delayed for the foreseeable future.</p>
Approval of the Private Sector Housing Renewal Policy	Community and Customer Services	Cabinet		<p>Deleted</p> <p>Key decision</p> <p>Previously due to be taken by February, then June 2013</p> <p>This matter has been delayed for the foreseeable future.</p>

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	Hospital car park update	Director of Infrastructure
	Benefits Department update	Head of Revenues and Benefits
	Quarter 4 2012/13 Performance report	Partnerships and Performance Section Head
	Outstanding actions and questions	Committee and Scrutiny Officer
	Executive Decision Progress report	Committee and Scrutiny Officer
	Hertfordshire County Council's Health Scrutiny Committee	Councillor Rabi Martins and Committee and Scrutiny Officer
	Outsourced Services Scrutiny Panel – membership for 2013/14 and Terms of reference	Committee and Scrutiny Officer
	Community Safety Partnership Task Group – membership for 2013/14	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
	Work Programme	Committee and Scrutiny Officer

February 2014

Date of Meeting	Item for agenda	Officer
4 July 2013	Call-in	None – meeting cancelled
25 July 2013	Call-in	None
	Previous review update: Voluntary and Community Sector Commissioning Framework	Commissioning Manager
	Update on the organisations who were subject to a cut in their grant	Commissioning Manager
	Task Groups – Chairs and guidance notes	Committee and Scrutiny Officer
26 September 2013	Call-in	None
	Outstanding Actions and Questions	Committee and Scrutiny Officer
	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	included in Outstanding actions and questions update
	Affordable Housing Review – recommendation 1 affordable housing threshold update	included in Outstanding actions and questions update
	Executive Decision Progress Report	Committee and Scrutiny Officer
	HCC's Health Scrutiny Committee	Cllr Martins
	Watford Community Housing Trust Task Group – Final report	Task Group and Committee and Scrutiny Support Officer
	Updates from Chairs of Scrutiny Panels and Task Groups	Councillors Counter, Dhindsa and Khan
24 October 2013	Call-in	None – meeting cancelled

Date of Meeting	Item for agenda	Officer
28 November 2013	Call-in	None
	Outstanding Actions and Questions	Committee and Scrutiny Officer
	Revenues and Benefits Update	Shared Director of Finance / Head of Revenues and Benefits
	Quarter 2 2013/14 Performance report	Partnerships and Performance Section Head
	Executive Decision Progress Report	Committee and Scrutiny Officer
	HCC's Health Scrutiny Committee	Councillor Martins
	Management of Disabled Parking Bays Report – Cabinet response	Committee and Scrutiny Officer
	Watford Community Housing Trust – Trust's response	WCHT / Committee and Scrutiny Officer
	Updates from Chairs of Scrutiny Panels and Task Groups	Councillors Counter, Dhindsa and Khan
19 December 2013	Call-in	None – meeting cancelled
22 January 2014	Previous review update: Watford Community Housing Trust	WCHT / Committee and Scrutiny Officer
	Outstanding Actions and Questions	Committee and Scrutiny Officer
	Executive Decision Progress Report	Committee and Scrutiny Officer
	HCC's Health Scrutiny Committee	Councillor Martins
	Updates from Chairs of Scrutiny Panels and Task Groups	Councillors Counter, Dhindsa and Khan
6 February 2014	Call-in	None – meeting cancelled

Date of Meeting	Item for agenda	Officer
6 March 2014	Revenues and Benefits Update	Shared Director of Finance / Interim Head of Revenues and Benefits
	Homelessness – presentation by the Housing Section Head	Housing Section Head
	Outstanding Actions and Questions	Committee and Scrutiny Officer
	Quarter 3 2013/14 Performance report	Partnerships and Performance Section Head
	Executive Decision Progress Report	Committee and Scrutiny Officer
	HCC's Health Scrutiny Committee	Councillor Martins
	Property Task Group Update	Committee and Scrutiny Officer / Councillor Bell
	Updates from Chairs of Scrutiny Panels and Task Groups	Councillors Counter, Dhindsa and Khan
	Work Programme	Committee and Scrutiny Officer
27 March 2014	Call-in	

Deleted from Work Programme

- Review the first and second quarters' performance of the new Nomination Policy

The Nominations Policy has not yet been adopted by the Council and has been delayed for the foreseeable future.

2014/15

Committee membership to be agreed at Annual Council

Date of Meeting	Item for agenda	Officer
25 June 2014	Call-in	
	Quarter 4 2013/14 Performance report	Partnerships and Performance Section Head
	Previous Review Update: Voluntary and Commissioning Framework - Review of the Small Grants Fund	Commissioning Manager
	Outsourced Services Scrutiny Panel – membership to be confirmed	Committee and Scrutiny Officer
	Community Safety Partnership Task Group – membership to be agreed	Committee and Scrutiny Officer
	Property Task Group Update	Committee and Scrutiny Officer / Councillor Bell
24 July 2014	Call-in	
17 September 2014	Call-in	
	Quarter 1 2014/15 Performance report	Partnerships and Performance Section Head
	Property Task Group	Committee and Scrutiny Officer / Councillor Bell
30 October 2014	Call-in	
20 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
	Previous Review update: Watford Community Housing Trust	Committee and Scrutiny Officer / Housing Trust’s Chief Executive

February 2014

Date of Meeting	Item for agenda	Officer
18 December 2014	Call-in	
22 January 2015		
5 February 2015	Call-in	
5 March 2015	Call-in	
	Quarter 3 2014/15 Performance report	Partnerships and Performance Section Head
26 March 2015	Call-in	

The future programme for forthcoming meetings does not include the standing items

- Outstanding actions and questions
- Executive Decisions Progress Report
- Hertfordshire County Council's Health Scrutiny Committee update
- Updates from Chairs of Scrutiny Panels and Task Groups
- Work Programme
- Dates of Next Meetings