



OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 25th June, 2014

7.30 pm

Town Hall, Watford

Publication date: 17 June 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.

ACCESS

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COMMITTEE MEMBERSHIP

Councillor K Collett (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors J Aron, N Bell, S Greenslade, K Hastrick, A Joynes, R Martins and D Walford

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 6 March 2014 to be submitted and signed. *(All minutes are available on the Council's [website](#).)*

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

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

5. EXECUTIVE DECISION PROGRESS REPORT (Pages 5 - 22)

The Scrutiny Committee is asked to review the final edition for 2013/14 and the latest edition of the 2014/15 Executive Decision Progress Report and consider whether any further information is required.

6. UPDATE ON THE COUNCIL'S KEY PERFORMANCE INDICATORS AND MEASURES - END OF YEAR (QUARTER 4) 2013/14 (Pages 23 - 34)

Report of the Partnerships and Performance Section Head

The Scrutiny Committee is asked to review the performance information for 2013/14 and to note the changes for 2014/15.

7. HERTFORDSHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE

The Committee and Scrutiny Officer to provide an update on the Health Scrutiny Committee.

Scrutiny Panels and Task Groups

8. COMMUNITY SAFETY PARTNERSHIP TASK GROUP MEMBERSHIP (Pages 35 - 40)

Report of the Committee and Scrutiny Officer

The Scrutiny Committee is asked to agree the membership for the Community Safety Partnership Task Group.

9. BUDGET PANEL

Since the last Overview and Scrutiny Committee there have been no Budget Panel meetings.

The Committee and Scrutiny Officer to confirm the details of the Panel, including the Chair and Vice-Chair.

10. OUTSOURCED SERVICES SCRUTINY PANEL

Since the last Overview and Scrutiny Committee there have been no Outsourced Services Scrutiny Panel meetings.

The Committee and Scrutiny Officer to confirm the details of the Panel, including the Chair and Vice-Chair.

11. PROPERTY TASK GROUP UPDATE

The Chair of the Property Task Group to update the Scrutiny Committee on the current status of the Task Group.

12. WORK PROGRAMME (Pages 41 - 42)

The Scrutiny Committee is asked to review the current version of the work programme. It is also asked to consider whether any Task Groups should be established and to agree the terms of reference and scope for the review.

13. DATES OF NEXT MEETINGS

- Monday 11 August 2014 (For call-in only)
- Wednesday 17 September 2014
- Thursday 30 October 2014 (For call-in only)

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Outstanding actions and questions					
OA 8	Check whether the County Council is reviewing mental health services for young people.	Committee and Scrutiny Officer	6 March 2014	April 2014	<p>The County Council has carried out a review 'Children's Mental Health', which was published on 19 June 2012. The Topic Group made 5 recommendations. The Executive Member provided a response to each of the recommendations. The recommendations are monitored by the County Council's Monitoring of Recommendations Topic Group. The recommendations are only signed off when Members are content the recommendations have been implemented or justifiable reasons are given for non implementation.</p> <p>The report is available from the Committee and Scrutiny Officer.</p>
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.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 39	<p><u>CCS12 – Complaints resolved at Stage 1 and CCS13 – complaints resolved within 10 days</u></p> <p>The Scrutiny Committee to be provided with details of the 15 unresolved complaints, including which services they related to.</p>	Partnerships and Performance Section Head	6 March 2014	June 2014	Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.
Housing Benefit update					
HB 6	Update to be presented to Overview and Scrutiny Committee at its September meeting.	Interim Head of Revenues and Benefits / Shared Director of Finance	6 March 2014	September 2014	This update has been transferred to Outsourced Services Scrutiny Panel, which is responsible for scrutinising the Shared Services following the change to a Lead Authority Model from April 2014.
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	<p><u>Voluntary and Community Sector Commissioning Framework</u></p> <p>A further review of the Small Grants Fund to be carried out in one year.</p>	Commissioning Manager	25 July 2013	July 2014	Officers have requested that this deferred to the September meeting. The work programme has been updated.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PR 20	<u>Watford Community Housing Trust</u> Watford Community Housing Trust to be contacted regarding the accessibility of the freephone number.	Committee and Scrutiny Officer	6 March 2014	June 2014	The Housing Trust's Chief Executive provided the following response – “As indicated at the meeting in line with our Transfer Promises we have a free phone number for Repairs - we do not have a free phone number for general enquiries. This is something we are considering and if we go down that route we will ensure it is widely publicised.”
Outsourced Services Scrutiny Panel					
OS 5	The Scrutiny Panel Chair to be asked to provide a written update of the previous meeting.	Committee and Scrutiny Officer	6 March 2014	April 2014	The update circulated to the Scrutiny Committee by email.
Work Programme					
WP 18	Representative from Healthwatch Hertfordshire to be invited to provide an all-Member briefing on the organisation's role in the health sector. The briefing to take place in June before the next Overview and Scrutiny Committee.	Chair of Overview and Scrutiny Committee	6 March 2014	April 2014	The Member briefing has been arranged for 25 June 2014, before Overview and Scrutiny Committee.

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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	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>Call-in not applicable</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> <p>Call-in not applicable</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. Approved by Cabinet on 10 March 2014 Not called in
Review and Update Corporate Plan	Corporate Strategy and Client Services	Cabinet / Council	March 2014	Amended Key decision Previously proposed to be taken in February. Approved by Cabinet on 10 March 2014 and Council on 19 March 2014 Call-in not applicable
Moving Shared Services to a Lead Authority	Shared Director of Finance and Democracy and Governance	Cabinet / Council	March 2014	New Approved by Cabinet on 10 March 2014 and Council on 19 March 2014 Call-in not applicable

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of the Residential Design Guide	Regeneration and Development	Cabinet	July 2014	New Key decision
Revised Housing Nomination Policy	Community and Customer Services	Cabinet	July 2014	New Key decision
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
Approval of the revised Housing Nominations Policy	Community and Customer Services	Cabinet		Deleted Key decision Previously proposed to be taken in June, then September and then November 2013 This matter has been delayed for the foreseeable future.

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 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>

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Watford Borough Council

Executive Decision Progress Report

May 2014 – May 2015

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: legalanddemocratic@watford.gov.uk

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Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Amendment to the Council's Housing Nomination Policy (Armed Forces related regulations)	Community and Customer Services	Head of Community and Customer Services	May 2014	New Key decision Approved by the Head of Community and Customer Services on 1 May 2014 Not called in
Award a 4-year hawk flying contract as part of the WBC pigeon control strategy for the Town Centre	Community and Customer Services	Head of Community and Customer Services	May 2014	New Key decision The Chair of Overview and Scrutiny Committee agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency". Approved by the Head of Community and Customer Services on 29 May 2014 Call-in not applicable
Provision of a temporary ice rink in Watford Town Centre	Community and Customer Services	Elected Mayor	June 2014	New Key decision Approved by Mayor Thornhill on 4 June 2014 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of the Residential Design Guide	Regeneration and Development	Cabinet	July 2014	New Key decision
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 to “opt to tax” for VAT on a parcel of land on which the new market is to be built	Regeneration and Development	Cabinet	July 2014	New Key decision This decision is covered by Paragraph 3, Schedule 12A of the Access to Information Act; it refers to information relating to the financial or business affairs of the Council.
Increase in budget to fund ICT Roadmap expenditure	Shared Director of Finance	Cabinet	July 2014	New Key decision
To approve the continued development of the BIG events programme and the use of reserves to help fund this over the next 3 years	Head of Community and Customer Services	Cabinet	July 2014	New Key decision

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Charter Place redevelopment by INTU	Democracy and Governance	Cabinet	July 2014	New Key decision
St Albans Road Parking Study: results of the stage 2 consultation and recommendations for further work	Regeneration and Development	Cabinet	July 2014	New Key decision
Completion of Stage 1 of Watford Business Park Strategic Masterplan and Regeneration Initiative	Regeneration and Development	Cabinet	September 2014	New Key decision
Approval to consult on draft Sports Facilities strategy	Corporate Strategy and Client Services	Cabinet	September 2014	New Key decision
Revised Housing Nomination Policy	Community and Customer Services	Cabinet	September 2014	New Key decision

*PART A

Report to: Overview and Scrutiny Committee

Date of meeting: 25 June 2014

Report of: Partnerships and Performance Section Head

Title: Update on the council's performance indicators and measures – end of year / quarter 4 (January – March) 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 scrutinises and comments on the performance of those indicators relating to council delivered services and areas of work on a quarterly basis. This report, therefore, presents an update on these council's performance indicators at the end of year / quarter 4 (January - March) 2013/14.

2.0 **RECOMMENDATIONS**

- 2.1 To note and comment on the performance of the council's performance measures for 2013/14 at the end of year / quarter 4 for those areas where the council deliver the service / area of work.
- 2.2 To note the changes to performance measures for 2014/15.

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. The range contains those indicators where services delivered directly by the council or for areas of work for which it is responsible (i.e. not outsourced to another organisation or company).

3.1 **End of year / quarter 4: 2013/14 performance report overview**

3.1.1 Watford BC - Measures Of Performance – Progress report at the end of quarter 4 2013/14 (January - March) 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 throughout the year despite the pressures on the service
- Benefits continue to consolidate its improved performance – one indicator is now performing consistently within target. Change of circumstances performance reflects work being undertaken to tackle backlogs. This will impact performance as closed cases are included in performance calculations.
- 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
- Sickness, whilst not achieving the year-end target, is demonstrating significant improvements

3.1.2 Performance against target

Of the 21 performance measures reported to Committee for end of year / quarter 4 2013/14:

- 12 are above target
- 6 are below target
- 2 results are not yet available (CCS1 & CCS2)
- 1 indicator is not appropriate for target setting (planning appeals – R & D 4)

3.1.3 Performance trends - quarterly (quarter 4 compared to quarter 3 2013/14)

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

- 8 show improved performance from quarter 3
- 6 show declining performance from quarter 3
- 1 shows maintained performance from quarter 3

The remaining 6 measures are ones where performance could not be measured as a trend. This might be because information was not available in quarter 3.

3.1.4 Performance trends – annually (quarter 4 2013/14 compared to quarter 4 2012/13)

Of the 21 performance measures reported to Committee for quarter 4 2013/14:

- 12 show improved performance from quarter 4 last year
- 5 show declining performance from quarter 4 last year

The remaining 4 measures are ones where performance cannot be measured as a trend or are new for 2013/14 so there is no comparison data.

3.2 Performance measures 2014/15 – changes to measures reported to Committee

- 3.2.1 Whilst performance measures will still be reported to Overview and Scrutiny Committee during 2014/15, the move to the lead authority model for Revenues and Benefits means that the indicators for this service will now be reported to Outsourced Services Scrutiny Panel.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Finance (Shared Services) 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 4 2013/14

Background papers: Corporate Plan 2013-17




WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE

January – March 2014 (Quarter 4) 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹	  	Trend since last period (Q3 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. The result for this will be available later in 2014/15 (July).
CCS2	Improved street and environmental cleanliness (levels of fly tipping)	Effective	N/A	-	-	-	-	Community and Customer Services	Annual indicator. Result to follow.
CCS3	Affordable homes on identified sites – reported at end of Q2 and Q4	105 for the year	82 (2.15 per 1,000 households)	22.0%	!	↓	↓	Community and Customer Services	
CCS4	Number of households living in temporary accommodation	120	110 (2.9 per 1,000 households)	8.3%	😊	↔	↓	Community and Customer Services	<ul style="list-style-type: none"> - 12 households in self-contained temporary accommodation with exclusive use of facilities. - 59 households in hostels - 13 households in housing owned by the local authority. - 19 households in housing owned by a registered provider.









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 4 - 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹	  	Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
									- 7 in Bed and Breakfast accommodation.
CCS5	The number of people sleeping rough on a single night within the area of the local authority	10	15	50.0%	!	N/A This indicator is collected once a year during Q3	↓	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	170	179	5.3%	😊	↓	↑	Community and Customer Services	
CCS7	Number of private sector units secured for use under Homelet	17	48 new placements (plus 11 renewals)	182%	😊	↑	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 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 4 - 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹	  	Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
									1 April 2014 will place the scheme under pressure. Joint working with Revenues and Benefits and casework to be undertaken.
CCS8	The number of households in bed and breakfast accommodation and nightly lets who are pregnant/with dependent children	0 B&B 20 Nightly lets 20 in total	7 B&B 12 Nightly lets 19 in total	5%		↑	N/A	Community and Customer Services	Whilst the overall total (19) is below target (20), the aim is for people to be accommodated in nightly lets rather than bed and breakfast due to the facilities available in nightly lets.
CCS9	CSC service levels - 80% calls answered in 20 secs	80% calls answered in 20 seconds	87%	9%		↑	↑	Community and Customer Services	
CCS10	CSC service levels - 95% all calls answered	95% all calls answered	99%	4%		↑	↑	Community and Customer Services	
CCS11	Calls resolved at first point of contact	80%	87% exc transfers	9%		N/A	↓	Community and Customer Services	Result was not available for Q3 2013/14.
CCS12	Complaints resolved at stage one	90%	64%	29%		↓	↑	Community and Customer Services	14 complaints received 9 resolved at stage 1 Unresolved Complaints 2 –Revenues & Benefits 1 – Customer & Community Services

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 4 - 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
									Stage 2 Complaints 1 - Revenues & Benefits 1 – Regeneration & Development
CCS13	% of stage 1 complaints resolved within 10 days	80%	91%	13.75%		↑	↑	Community and Customer Services	

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 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%	78.57%	7.7%		↑	↑	Regeneration and Development	
RD2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	97.14%	8%		↓	↑	Regeneration and Development	
RD3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	99.58%	11%		↑	↑	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 4 - 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
RD4	Planning appeals allowed	-	25	-	-	-	↑	Regeneration and Development	Of the 25 appeals, 8 were allowed (7 were section 78 appeals and 1 was an advertisement). This was 15 less appeals than in 2012/13.

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
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DEMOCRACY AND GOVERNANCE

DG1	Voter registration	96%	97.28%	1.3%		N/A	↑	Democracy and Governance	
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Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
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HUMAN RESOURCES

HR1	Sickness absence (working days lost)	5 days (cumulative)	6.4 days (cumulative)	28%	!	↑	↑	Human Resources	While the stretch target has not been attained, the annual absence rate of 6.4 days demonstrates a continued reduction and is the lowest ever recorded at WBC.
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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 4 - 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
									The monthly absence rate for March of 0.3 days is also the lowest ever recorded, is 11% lower than February 2014 and a 55% reduction from March 2013.




Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹		Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
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REVENUES AND BENEFITS




RB1 KPI1i	Av time to process benefits claims	22 days	17.70 days	9%		↓	↑	Revenues and Benefits	Q4 new claims average was 14.64 days compared to 16.61 days in Q3, 16.32 in Q2 and 21.42 in Q1; Year to date was 17.70 days . The trend is improving each month and each quarter.
RB2 KPI1ii	Av time to process change of circs	15 days	29.80 days	99%		↓	↓	Revenues and Benefits	Q4 Change in Circumstances was 22.04 days compared to 15.45 days in Q3, 24.48 in Q2 and 69.84 in Q1 The service anticipated the increase in Q4 due to clearing out over 2000 changes which dated back 1, 2,3, 4 and 5 years as part of the cleansing process.

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 4 - 2013/14

Ref	Measure	Target for year 2013/14	Actual at end of year 2013/14	% variance ¹	  	Trend since last period (Q3 2013/14)	Trend since last year (2012/13)	Service Lead	Comments
									The 3.43 days achieved in month takes into account large volumes of rent increases we processed in month.

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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*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 25 June 2014
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 2014/15 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: Jason McKenzie, Legal and Democratic Section Head

3.0 DETAILED PROPOSAL

Background

- 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 draft work programme is attached as Appendix 1 and will be discussed at the Task Group's first meeting.
- 3.2 At a recent meeting of the Constitution Working Party, Members were asked to consider agreeing a consistent approach to the Council's three permanent scrutiny panels, Budget Panel, Outsourced Services Scrutiny Panel and Community Safety Partnership Task Group. Officers had suggested that the membership of the three panels and the Chairs should be appointed at Annual Council.

- 3.3 Following discussion about the recommendations, the Working Party agreed that no changes should be made to the arrangements for the Community Safety Partnership Task Group and the membership should continue to be agreed by Overview and Scrutiny Committee. The appointment of the Chair would continue to be elected at the Task Group's first meeting.
- 3.4 The Community Safety Partnership 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.
- 3.5 In 2013/14 the Community Safety Partnership Task Group comprised the following seven non-executive Councillors –
- Councillor Asif Khan (Chair)
 - Councillor Jeanette Aron
 - Councillor Anne Joynes
 - Councillor Ann Lovejoy
 - Councillor Rabi Martins
 - Councillor Kelly McLeod
 - Councillor Malcolm Meerabux
- 3.6 Committee Membership 2014/15
- Following the Borough elections on 22 May 2014, the Democratic Services Manager wrote to all Group Leaders and Group Secretaries with details of the politically balanced and non-politically balanced committees. The letter was sent prior to the Constitution Working Party meeting. The letter made reference to the recommendations to the Working Party and requested nominations for the Community Safety Partnership Task Group. In response to the letter, the Liberal Democrat and Labour Groups named their representatives. As the nominations have already been put forward, the Committee and Scrutiny Officer has not emailed all non-executive councillors asking if they have an interest in participating in the Task Group.
- 3.7 The Members nominated for a place on the Community Safety Partnership Task group are as follows –
- Councillor Jeanette Aron
 - Councillor Stephen Bolton
 - Councillor Rabi Martins
 - Councillor Kelly McLeod
 - Councillor Mo Mills
 - Councillor Seamus Williams
- 3.8 Overview and Scrutiny Committee is asked to consider the appropriate number of Members for the Task Group and agree the membership for the Community Safety Partnership Task Group, based on the information in paragraph 3.7.
- 3.9 The Task Group's Chair will be elected at the first meeting on Tuesday 22 July 2014.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Director of 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 Democracy and Governance comments that there are no legal implications in this report.

Appendices

Appendix 1 – Community Safety Partnership Task Group’s draft work programme

Background Papers

Labour and Liberal Democrat committee nomination papers

File Reference

None

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**Community Safety Partnership Task Group
Draft Work Programme
2014/15**

Committee Membership:

To be agreed by Overview and Scrutiny Committee

Date of Meeting	Item for agenda	Officer
2014/2015		
22 July 2014	Election of Chair	
	Review of Community Safety Partnership's performance in 2013/14 and priorities for 2014/15.	Community Safety Manager
	Update on Police approach to vulnerable residents.	Police
	Work programme	Committee and Scrutiny Support Officer
1 October 2014	Update on the implementation of the antisocial behaviour measures in the Crime and Policing Bill. (To be arranged as an all-member briefing?)	Antisocial Behaviour Coordinator
	Update on Scan Net system (To be arranged as an all-member briefing?)	Police
3 December 2014	CCTV use in Watford – visit to Shady Lane	
	Consultation on the review of strategic priorities	Community Safety Manager
23 February 2015	Probation Service?	Representatives from the Probation Service

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Overview and Scrutiny Committee Rolling Work Programme

2014/15

Committee Membership:

Chair **Councillor Karen Collett**
Vice-Chair **Councillor Jagtar Singh Dhindsa**
Councillors **Jeanette Aron, Nigel Bell, Sue Greenslade, Kareen Hastrick, Anne Joynes, Rabi Martins and Darren Walford**

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
25 June 2014	Call-in	
	Quarter 4 2013/14 Performance report	Partnerships and Performance Section Head
	Community Safety Partnership Task Group – membership to be agreed	Committee and Scrutiny Officer
	Property Task Group Update	Committee and Scrutiny Officer / Councillor Bell
11 August 2014	Call-in	
17 September 2014	Call-in	
	Quarter 1 2014/15 Performance report	Partnerships and Performance Section Head
	Previous Review Update: Voluntary and Commissioning Framework - Review of the Small Grants Fund	Commissioning Manager
	Revenues and Benefits Update	Director of Finance / Interim Head of Revenues and Benefits
	Property Task Group	Committee and Scrutiny Officer / Councillor Bell
30 October 2014	Call-in	

Date of Meeting	Item for agenda	Officer
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
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