



OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 17th September, 2014

7.00 pm

Town Hall, Watford

Publication date: 9 September 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

Access to the Town Hall after 5.15 pm is via the entrance to the Customer Service Centre from the visitors' car park.

Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

The Committee Rooms are on the first floor of the Town Hall and a lift is available. Induction loops are available in the Committee Rooms and the Council Chamber.

FIRE/EMERGENCY INSTRUCTIONS

In the event of a fire alarm sounding, vacate the building immediately following the instructions given by the Democratic Services Officer.

- Do not use the lifts
- Do not stop to collect personal belongings
- Go to the assembly point at the Pond and wait for further instructions
- Do not re-enter the building until authorised to do so.

MOBILE PHONES

Please ensure that mobile phones are switched off or on silent before the start of the meeting.

FILMING / PHOTOGRAPHY / RECORDING / REPORTING

Please note: this meeting might be filmed / photographed / recorded / reported by a party other than Watford Borough Council for subsequent broadcast or publication.

If you do not wish to have your image / voice captured you should let the Chair or Democratic Services Officer know before the start of the meeting.

An audio recording may be taken at this meeting for administrative purposes only.

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 25 June 2014 to be submitted and signed.

Copies of the minutes of this meeting are usually available seven working days following the meeting.

(All minutes are available on the Council's [website](#).)

4. CALL-IN

To consider any Executive decisions which have been called in by the requisite number of Members.

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

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

6. PREVIOUS REVIEW UPDATE: SMALL GRANTS FUND - A REVIEW OF THE FUND FOR THE PERIOD MAY 2013 - MARCH 2014 (Pages 5 - 12)

Report of Commissioning Manager

This report provides a summary of the Small Grants Fund from May 2013 to March 2014.

7. UPDATE ON THE COUNCIL'S PERFORMANCE INDICATORS AND MEASURES (IN-HOUSE SERVICES) - QUARTER 1: (APRIL - JUNE) 2014/15
(Pages 13 - 22)

Report of Partnerships and Performance Section Head

This report provides an update on the Council's performance indicators for Quarter 1, 2014/15.

8. EXECUTIVE DECISION PROGRESS REPORT (Pages 23 - 32)

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 Aron, 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 met on the following occasions –

- 9 July 2014
- 9 September 2014

The minutes are 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 –

- 8 July 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 –

- 22 July 2014

The minutes are 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 Chair of the Property Task Group to provide an update.

14. DATES OF NEXT MEETINGS

- Thursday 30 October 2014 (For call-in only)
- Thursday 20 November 2014
- Thursday 18 December 2014 (For call-in only)

This page is intentionally left blank

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Outstanding actions and questions					
Performance Report					
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> <p>Detailed response to be circulated as soon as the information can be downloaded.</p> <p>(For 2014/15 these are now indicators CS13 and CS14 respectively)</p>	Partnerships and Performance Section Head	<p>6 March 2014</p> <p>25 June 2014</p>	<p>June 2014</p> <p>As soon as available</p>	Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.
PI 40	<p><u>CCS2 – Improved street and environmental cleanliness</u></p> <p>Forward the Annual indicator as soon as it is available.</p> <p>(For 2014/15 this indicator is CS2)</p>	Partnerships and Performance Section Head	25 June 2014	31 July 2014	Still waiting for the information; delay due to technical difficulties.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 41	<p><u>CCS2 – Improved street and environmental cleanliness</u></p> <p>Add to work programme for a report on this indicator.</p>	Committee and Scrutiny Officer	25 June 2014	1 September 2014	To be added to work programme.
PI 42	<p><u>CCS5 – Number of people sleeping rough on single night</u></p> <p>Provide further information about the grant to fund street outreach work, including how long the Council would receive the grant.</p>	Committee and Scrutiny Officer / Housing Section Head	25 June 2014	1 September 2014	<p>There are two sources of grant funding involved.</p> <p>One is the main DCLG homelessness grant. The Council has confirmation of this for the year 2014/15. An announcement is expected in December 2014 about whether there will be an allocation and how much this will be for the following year(s). A portion of this grant will fund 50% of the street outreach costs for this year.</p> <p>The second source was a one off grant to Hertfordshire authorities to fund single homelessness initiatives. This money will be used to fund 50% of the outreach provision during 2014/15 and will then be spent.</p> <p>There are various funding streams emerging from government and officers continue to work closely with other Herts authorities and the voluntary and statutory sector partners to see where there are opportunities to lever this into Watford.</p>

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 43	<p><u>CCS7 – HomeLet</u></p> <p>Scrutiny Committee to be provided with a copy of the results of the current survey.</p> <p>(For 2014/15 this indicator is CS4)</p>	Committee and Scrutiny Officer / Housing Section Head	25 June 2014	1 September 2014	Officers will be meeting on 11 September to discuss the interim findings. An update will be provided once it is available.
PI 44	<p><u>DG1 – Voter Registration</u></p> <p>An all-Member briefing be arranged to explain about the new registration arrangements with particular emphasis on hard to reach people and those with no access to the internet.</p>	Committee and Scrutiny Officer / Electoral Services Manager	25 June 2014	1 September 2014	<p>The Committee and Scrutiny Officer emailed the Head of Democracy and Governance and Electoral Services Manager on 15 July 2014 to request an all-member briefing on Individual Electoral Registration.</p> <p>Response still awaited.</p>
PI 45	<p><u>HR1 – Sickness absence</u></p> <p>1) Contact the Customer Services Section Head to discuss Members being able to shadow CSC officers.</p> <p>2) Presentation to a future meeting about 'a day in the life of a Customer Services Officer'.</p>	Committee and Scrutiny Officer / Customer Service Section Head	25 June 2014	1 September 2014	<p>This indicator is to be reported to Outsourced Services Scrutiny Panel.</p> <p>The Committee and Scrutiny Officer has contacted the Customer Services Section Head to discuss attending a future meeting. Further discussions to take place with the Chair of Overview and Scrutiny and then an item added to the work programme.</p>
Affordable Housing Review					
AHR 8	<p>Recommendation 2 – piecemeal developments and Section 106 obligations – to be further reviewed in two year's time</p>	Committee and Scrutiny Officer	21 November 2012	November 2014	Added to rolling work programme

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Previous Reviews Updates					
PR 9	<u>Voluntary and Community 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	On the agenda for 17 September, as agreed.
Community Safety partnership Task Group					
CSP 4	The Committee and Scrutiny Support Officer be advised of the membership of the Task Group for 2014/15.	Committee and Scrutiny Officer	25 June 2014	7 July 2014	The Task Group's membership was updated for its meeting on 22 July 2014.
CSP 5	Councillors Brandon and Mehta be invited to take the final place on the Task Group.	Committee and Scrutiny Officer	25 June 2014	14 July 2014	Councillor Mehta accepted the final place on the Task Group following a discussion with Councillor Brandon.
Work Programme					
WP 19	Work programme to be updated with two discussion topics agreed in the meeting.	Committee and Scrutiny Officer	25 June 2014	September 2014	To be updated following discussion with the Chair of Overview and Scrutiny.

Agenda Item 6

PART A

Report to: Overview and Scrutiny Panel
Date of meeting: 17th September 2014
Report of: Commissioning Manager – Client Services – Leisure & Community
Title: Small Grants Fund – A review of the fund for the period May 2013 - March 2014

1.0 **SUMMARY**

- 1.1 This report provides a summary of the Small Grants Fund from May 2013 to March 2014
- 1.2 This report is for information only.

2.0 **RECOMMENDATION**

- 2.1 That the report be noted.

Contact Officer: Prema Mani, Commissioning Manager
Email: prema.mani@watford.gov.uk
Tel: 01923 278317

Report approved by: Head of Corporate Strategy & Client Services

2.0 DETAILED PROPOSAL

2.1 Background

The Commissioning Framework recognised the importance of maintaining a Small Grants Fund programme to allow voluntary sector organisations to apply for one-off payments to support their organisation. A key objective of the fund is to encourage small, grassroots organisations to apply for funding towards equipment and or a project/initiative to enable them to continue to thrive and meet the needs of the diverse community in Watford.

At the Cabinet meeting of 8th October 2012 it was agreed that the approval of the eligibility criteria for the Small Grants Fund would be delegated to the Head of Community Services (now Corporate and Client Services), in consultation with the Portfolio Holder and the Chair of the Voluntary & Community Sector Commissioning Framework task group.

The approved criteria for the Small Grants Fund for 2013 – 2014 was:

- demonstrated need for the community initiative, project and/or item(s) of equipment; and
- demonstrable future benefit for the people of Watford

Applicants could apply for the following to a maximum bid of £2,000:

- equipment (but not sports equipment)
- funds towards a specific event/initiative/project

2.2 Summary of the Small Grants Fund from May 2013 – March 2014

Applications

There has been very good take-up of the fund with a steady stream of applications being received throughout the year.

Between May 2013 and March 2014, there were 61 applications. The table below provides a breakdown of applications.

Total applications	61
Number of successful applications	44
Number rejected	17
Number of successful applications - community initiative or project only	9 (21%)
% of successful applications - community initiative/project and equipment	12 (28%)
% of successful applications - equipment only	21 (48%)
% of successful applications (42) given partial funding	16%

Range of applications

Appendix 1 (attached) provides details of the applications that were awarded funding in 2013/14. 48% of the successful applications were for equipment. Organisation requests covered a range of diverse needs including a new disability scooter, a boiler for the kitchen of a community café and a solar powered watering system.

Of the applications requesting funding for a project/initiative, the majority were for specific events or workshops and ranged from support towards Queens Road summer market and Watford Celebration to workshops for dads and baby sessions. A number of initiatives were aimed at improving the green spaces and playground facilities in Watford including regenerating an orchard area and installing a park skate ramp.

Organisations

A key element of the Small Grants Fund has been to encourage small to medium sized organisations to apply for funding. In this context small to medium sized organisations are defined as those with minimal or no paid staff and therefore predominately operated by volunteers.

In 2013-2014, the majority of applications came from small and medium sized organisations with 67% (41) of the total applications.

Rejected applications

There were 17 rejected applications. Reasons for rejecting applications were primarily because organisations wanted funding for items outside the scope of the fund, for example for core funding, capital building works or sports equipment. A number were individual private businesses or clubs. Applicants are offered possible avenues of funding if appropriate (for example for sports related equipment), and are also referred to Watford & Three Rivers Trust (W3RT) who receive funding from the council to provide support and advice to the voluntary sector including the provision of funding advice and support.

Demonstrable benefits

The successful applicants are required to complete a monitoring form providing information on how the funding was allocated, including presenting receipts and identifying any under spend. Additionally they are required to provide evidence of the demonstrable benefit for people in Watford.

With regard to demonstrable benefits some common themes have emerged particularly from those applications who received funding towards projects/initiatives. These included increased awareness and knowledge of a particular subject matter, opportunity to try out new skills, increased confidence and reduction in social isolation. There were a number of initiatives/equipment requests targeted at engaging young people. Feedback received indicated that these initiatives enabled young people to participate in more focused activities and helped limit behaviour issues.

2.3 **Budget**

The budget for 2013-2014 was £50k with an additional £38,580 carried forward from 2012-2013 giving a total budget of £88,580.

Total awards amounted to £68,889.16.

This was the first year that the base funding (£50K) of the small grants initiatives (previously the Annual and Mayor's fund) was fully spent.

2.4 **Publicity initiatives**

There was a concentrated publicity drive to ensure that voluntary sector organisations were made aware of the fund. Officers worked with the Communications team to develop posters and leaflets to publicise the fund in the following venues and publications:

- Members Bulletin
- About Watford
- Community centres and libraries
- WBC Customer Service Centre
- Parks and open spaces
- Adventure playgrounds
- Allotment sites
- Websites including Herts County Council and W3RT
- Commissioned partners (CAB, Shopmobility, Palace Theatre, Colosseum, Leisure Centres)
- Watford Women's Centre

Additionally there was periodic marketing via Facebook and Twitter. The success of the first year of the Small Grants Fund can in part be attributed to the increased visibility of the fund.

3.0 **Changes to the fund for 2014-2015**

The Head of Corporate Strategy and Client Services and the Portfolio Holder have agreed to keep the existing criteria for the Small Grants Fund for 2014-2015 within the budget of £50k. In the period April – July 2014, 22 applications were received. Some changes have been made to application assessments resulting in a more efficient and effective administration process.

4.0 **IMPLICATIONS** **Legal Issues**

The Head of Democracy and Governance states that the Council has a number of different powers it can use to fund grants of this nature.

Finance

The Finance Manager advises that there are no budget implications arising from the report

APPENDIX 1: SMALL GRANTS FUNDING AWARDS 2013-14

	ORGANISATION	FULLY FUNDED	PART FUNDED
1	Demand	£1,229 - artists easel for people with limited mobility or wheelchair users	
2	Herts Pride	£2,000 - Family Fun day event	
3	Oxhey Village Environment Group	£2,000 - towards equipment hire	
4	Café West	£1,416 - for new boiler	
5	Watford New Hope Trust	£2,000 - hire of market stalls for Queens Road market	
6	Queens Rd Community Action Group	£1,900 - towards Queens Road Summer market	
7	Daydreamer Company	£1992 - towards costs of providing workshops	
8	Multi Cultural Community Centre	£2,000 - purchase of chairs and shed	
9	Watford & Bushey Bridge Club		<ul style="list-style-type: none"> ○ Application request = £1,067 ○ Amount approved to upgrade bidding boxes (based on % of residents from Watford) = £330.77
10	Herts Aid		<ul style="list-style-type: none"> ○ Application request = £1,500 ○ Amount approved = £600 for BME Football Tournament (based on % of Watford residents) = £600.
11	Peace Hospice	£2,000 - purchase of a Smart Seat £2000	
12	Farming for All	£1,967.45 - equipment & materials for projects across Watford	
13	Shopmobility	£1066.95 - new disability scooter	

	ORGANISATION	FULLY FUNDED	PART FUNDED
14	Watford Live	£2,000 - publicity and advertising	
15	Nascot Wood Slot Car Club		<ul style="list-style-type: none"> ○ Application for £1,250 ○ Amount awarded for Club equipment costs: £1,100 ○ Request to fund travel costs did not meet criteria
16	Woodside Church of the Nazarene		<ul style="list-style-type: none"> ○ Application was for £1,196 ○ Amount awarded: £1,000 for equipment for community youth group ○ Request to fund tuck shop supplies did not meet the criteria
17	Leavesden Toy Library and Play Project	£1,935 - drop-in workshops for dads and baby sessions	
18	Fullerians Rugby Football Club	£2,000 - outdoor tables	
19	Carers in Herts	£1,510 - to run a 3-day personal development programme	
20	Get Set Grow Bromet	£2,000 - to install a solar powered watering system	
21	Small World Nursery	£2,000 - to develop nursery garden	
22	Derby Road Baptist Church Parent & Toddlers	£1,164.48 - to purchase children's play kitchen	
23	Watford African Caribbean Association	£2,000 - new equipment for supplementary school	
24	Friends of Harebreaks Adventure Playground	£1,983.71 -park skate ramp	

	ORGANISATION	FULLY FUNDED	PART FUNDED
25	Friends of Cassiobury Park	£2,000 - regenerate orchard area	
26	Watford YMCA	£1,400 - establish new youth forums	
27	Westfield Pre School	£1,117.32 - equipment for the pre school outdoor area/garden.	
28	Papermouth	£2,000 - set up a company that organises and promotes Watford based music, art and creative events.	
29	Shopmobility	£1,998 - replace the computers and staff security systems at the Shopmobility office.	
30	Watford & Bushey Art Society		<ul style="list-style-type: none"> ○ Application request: £1,994.54 ○ Amount awarded (based on % of people from Watford) towards the provision camera equipment for members with special needs: £1,400
31	Watford Deaf Sports & Social Club	£630 - purchase a laptop and projector for use by the club and its members.	
32	Community Learning Partnership	£1,332.76 - to run a 6 week crochet project in partnership with Kingsway Infant School.	
33	Watford Live 2	£1,000 - to learn more about animation by holding a screening about the making of the short film	
34	Home-Start Watford & Three Rivers	£2,000 to re-vamp the toy library used by Homestart volunteers who visit families in their homes.	

	ORGANISATION	FULLY FUNDED	PART FUNDED
35	Westfield Children's Centre	£1,960 towards the development of a garden club.	
36	The Watford Celebration	£1,650 towards cost of Watford Celebration event	
37	The Watford Interfaith Association	£515 towards the annual interfaith cricket tournament	
38	Watford Swimming Club		<ul style="list-style-type: none"> ○ Amount requested:£1,627.65 ○ Amount awarded: £500 towards publicity of the swim school ○ Additional request was for sport equipment which does not meet the criteria for funding
39	Amanartis	£2,000 towards the purchase of kilns	
40	Peace Hospice 2	£2,000 towards the purchase of free standing TVs and electronic information boards	
41	Friends of Harwoods Adventure Playground	£1,965 towards a multi levelled tower	
42	Trinity Methodist Church	£324 towards a skip to clear waste	
43	Watford Cannabis Support Network	£1,999 to create communication materials	
44	St John's Playgroup	£1,304 to purchase play equipment	

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 17 September 2014
Report of: Partnerships and Performance Section Head
Title: Update on the council's performance indicators and measures (in-house services) – quarter 1: (April - June) 2014/15

1.0 SUMMARY

- 1.1 Watford BC's Corporate Plan 2014-18 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 Over recent years, a number of the council's services have been outsourced and are now delivered by external providers. In light of this, an Outsourced Services Scrutiny Panel has been established to provide scrutiny of those services that are no longer directly delivered by the council. This includes monitoring of relevant performance information. For Overview and Scrutiny Committee this has means a significant reduction in the performance measures it is required to scrutinise on a quarterly basis.
- 1.3 This report, therefore, presents an update on these council's performance indicators at quarter 1 (April - June) 2014/15.

2.0 RECOMMENDATIONS

- 2.1 To note and comment on the performance of the council's performance measures for those areas where the council directly delivers the service / area of work.at the end of quarter 1 2014/15
- 2.2 To consider whether there are any additional areas of in-house service performance that the Committee might wish to scrutinise and monitor.

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**

Watford Borough Council's Corporate Plan 2014-18 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.

Over recent years, the council has outsourced a range of services, which are now provided for the authority by external providers. These include: parking, environmental services, leisure management, ICT and, more recently, revenues and benefits through the establishment of the lead authority model, with Three Rivers District Council now providing this service for Watford BC.

3.1 **Impact of increase in outsourced service provision for Watford BC services**

- 3.1.1 As the number of services provided by external providers for Watford BC increased, the decision was taken to establish an Outsourced Services Scrutiny Panel for Watford with the specific remit to provide scrutiny and challenge to these outsourced services.
- 3.1.2 The impact of this change in scrutiny arrangements, along with the increased range of outsourced services over the last 12 months, has been to significantly reduce the extent of performance information that falls under Overview and Scrutiny Committee's remit. The current suite of measures reported for 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) is set out in Appendix A along with an update on performance to the end of Quarter 1.
- 3.1.3 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%.
- 3.1.4 In addition, the report provides trend information. Where possible current performance has been compared with the performance for the same quarter last year (Q1 2013/14) and with last quarter (Q4 2013/14). This information can help provide context on the relative performance of an indicator and help assess whether there are any trends emerging.

3.2 **Future considerations**

- 3.2.1 Given the reduced range of performance information currently reported to Committee, the Committee might wish to consider if there are other areas of performance that fall within its remit on which it could receive performance information. This could include performance information on those services retained in-house or it could be a wider consideration of corporate plan commitments, for example a progress update on a project / programme of work identified within the plan.

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 1 2014/15 (in-house services)

Background papers: Corporate Plan 2014-18




This page is intentionally left blank

WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE (in-house services)






April - June 2014 (Quarter 1) 2014/15

Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	   % variance	Trend since last year (Q1 2013/14)	Trend since last period (Q4 2013/14)	Comment
COMMUNITY AND CUSTOMER SERVICES									
CS1	Per capita reduction in CO ₂ emissions from local authority operations (over 5 yr period) (Annual indicator)	-	-	-	-	-	-	-	Annual indicator – not reported this quarter.
CS2	Improved street and environmental cleanliness (levels of fly tipping)	Effective	-	-	-	-	-	-	Annual indicator – not reported this quarter.
CS3	Affordable homes on identified sites (Biannual indicator)	76	76	50	Reported at qu. 2 and qu. 4	-	-	-	Target revised to 74 includes 8 Rent for Less not let through WBC housing register (not part of affordable housing allocation) Sites are Benskin House St Albans Road, Upton Road, Aldenham Road. Not reported this quarter.











Appendix A - Watford BC - Measures Of Performance (in-house services)– Progress report as of quarter 1 – 2014/15

Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	 % variance	Trend since last year (Q1 2013/14)	Trend since last period (Q4 2013/14)	Comment
CS4	Number of households living in temporary accommodation	120 (3.1 per 1,000 households)	112	113	113	 [1%]	↓ [105] [Q1:13/14]	↓ [110] [Q4:13/14]	Likely to increase due to possessions in private rented sector.
CS5	Number of private sector units secured for use under HomeLet	60 new placements	15	5 plus 10 renewals	5	! [66.7%]	↓ [10] [Q1:13/14]	Not comparable as a cumulative figure for the year end was reported at end of Q4.	HomeLet review in progress, due to report Aug 14.
CS6	The number of households in bed and breakfast accommodation and nightly lets who are pregnant/with dependent children	25 nightly let 10 B&B	16 nightly let 7 B&B	16 nightly let 8 B&B	16 nightly let 8 B&B	 [0%] [Nightly] ! [14.3%] [B&B]	↓ [13] [Q1:13/14] ↓ [6] [Q1:13/14]	↓ [12] [Q4:13/14] ↓ [7] [Q4:13/14]	No cases over the 6 week statutory time limit

Appendix A - Watford BC - Measures Of Performance (in-house services)– Progress report as of quarter 1 – 2014/15

Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	 % variance	Trend since last year (Q1 2013/14)	Trend since last period (Q4 2013/14)	Comment
CS7	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	180	45	52	52	 [15.56%]	↑ [32] [Q1:13/14]	↑ [37] [Q4:13/14]	
CS8	The number of people sleeping rough on a single night within the area of the local authority	15	-	-	-	-	-	-	This indicator is reported in Q3. Not reported this quarter.
CS9	CSC service levels 80% calls answered in 20 secs	80%	80%	84%	N/A	 [5%]	↑ [58%] [Q1:13/14]	↓ [87%] [Q4:13/14]	
CS10	Long Waits' for calls received to CSC Long wait = calls not answered within 2 minutes	CSC 6% or less	CSC 6% or less	CSC 6%	N/A	 [0%]	Not collected in Q1 2013.	↔ [6%] [Q4:13/14]	
CS11	CSC service levels 95% all calls answered	95%	95%	98%	N/A	 [3.15%]	↑ [95%] [Q1:13/14]	↓ [99%] [Q4:13/14]	

Appendix A - Watford BC - Measures Of Performance (in-house services)– Progress report as of quarter 1 – 2014/15

Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	 % variance	Trend since last year (Q1 2013/14)	Trend since last period (Q4 2013/14)	Comment
CS12	Calls resolved at first point of contact	80%	80%						Unable to report for Quarter 1 due to fault with Lagan reporting.
CS13	Complaints resolved at stage one	90%	90%	43%	N/A	 [52.2%]	 [43%] [Q1:13/14]	 [64%] [Q4:13/14]	Total complaints received = 14 Unresolved Complaints R&B – 7 of 7 C&CS Housing – 1 of 2
CS14	% of stage 1 complaints resolved within 10 days	80%	80%	48%	N/A	 [35.5%]	 [36%] [Q1:13/14]	 [91%] [Q4:13/14]	
REGENERATION AND DEVELOPMENT									
RD1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	85%	100%	100%	 [17.6%]	 [33%] [Q1:13/14]	 [78.57%] [Q4:13/14]	The total of major, minor and other applications does not equal the total number of applications dealt with, because DCLG has identified a number of additional application types that are not included in any of the three categories. 4 Applications in Q1.

Appendix A - Watford BC - Measures Of Performance (in-house services)– Progress report as of quarter 1 – 2014/15

Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	% variance	Trend since last year (Q1 2013/14)	Trend since last period (Q4 2013/14)	Comment
RD2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	90%	100%	100%	[11.1%]	↔ [100%] [Q1:13/14]	↑ [97.14%] [Q4:13/14]	63 applications in Q1
RD3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	90%	99.19%	99.19%	[10.2%]	↓ [100%] [Q1:13/14]	↓ [99.58%] [Q4:13/14]	From 1 April this year, DCLG has redefined "other" applications and this has had the effect, in Quarter 1, of reducing by 36 the number of applications that would have been reported in this category. 123 applications in Q1

on target/in budget **or** above target

not on target/ over budget but there is no cause for concern at this stage.

! not on target/ more than 10% variance or £50k over budget and is a cause for concern.

This page is intentionally left blank

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

All officer decisions are available on the Council's website – <http://watford.moderngov.co.uk/mgDelegatedDecisions.aspx?bcr=1> or from 6 August 2014 all Officer decisions are available on - <http://watford.moderngov.co.uk/mgListOfficerDecisions.aspx?bcr=1&BAM=0>. Only Officer key decisions are shown below.

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	<p>New</p> <p>Key decision</p> <p>Approved by the Head of Community and Customer Services on 1 May 2014</p> <p>Not called in</p>
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	<p>New</p> <p>Key decision</p> <p>The Chair of Overview and Scrutiny Committee agreed that the decision could be dealt with in accordance with Access to Information Procedure Rule 16 of the Constitution, "Special Urgency".</p> <p>Approved by the Head of Community and Customer Services on 29 May 2014</p> <p>Call-in not applicable</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Provision of a temporary ice rink in Watford Town Centre	Community and Customer Services	Elected Mayor	June 2014	<p>New</p> <p>Key decision</p> <p>Approved by Mayor Thornhill on 4 June 2014</p> <p>Not called in</p>
Decision to “opt to tax” for VAT on a parcel of land on which the new market is to be built	Regeneration and Development	Portfolio Holder	July 2014	<p>Amended</p> <p>Key decision</p> <p>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.</p> <p>Agreed by the Portfolio Holder on 14 July 2014</p> <p>Not called in</p>
Herts Waste Partnership Agreement Deed of Variation	Corporate Strategy and Client Services	Portfolio Holder	N/A	<p>New</p> <p>Non-key decision</p> <p>Agreed by the Portfolio Holder on 18 July 2014</p>
Approval of the Residential Design Guide	Regeneration and Development	Cabinet	July 2014	<p>Amended</p> <p>Key decision</p> <p>Agreed by Cabinet on 23 July 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
To note the progress on the Allotments Investment Programme and Farm Terrace Update	Corporate Strategy and Client Services	Cabinet	July 2014	<p>Amended</p> <p>Key decision</p> <p>Previously proposed to be taken in November 2013, then January 2014 and then February 2014</p> <p>Agreed by Cabinet on 23 July 2014</p> <p>Not called in</p>
Increase in budget to fund ICT Roadmap expenditure	Shared Director of Finance	Cabinet	July 2014	<p>Amended</p> <p>Key decision</p> <p>Agreed by Cabinet on 23 July 2014 and then Council on 30 July 2014</p> <p>Call-in not applicable</p>
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	<p>Amended</p> <p>Key decision</p> <p>Agreed by Cabinet on 23 July 2014</p> <p>Not called in</p>
Charter Place redevelopment by INTU	Democracy and Governance	Cabinet	July 2014	<p>Amended</p> <p>Key decision</p> <p>Agreed by Cabinet on 23 July 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
St Albans Road Parking Study: results of the stage 2 consultation and recommendations for further work	Regeneration and Development	Cabinet	July 2014	Amended Key decision Agreed by Cabinet on 23 July 2014 Not called in
Approval to enter Section 106 Agreement for Watford Health Campus	Regeneration and Development	Cabinet	N/A	New Non-key decision Agreed by Cabinet on 23 July 2014 Not called in
Grand Union Canal Towpath refurbishment Phase 3, contract rules exemption	Regeneration and Development	Cabinet	N/A	New Non-key decision Agreed by Cabinet on 23 July 2014 Not called in
Asbestos Removal Works Under: HSE Control of Asbestos Regulations 2012	Democracy and Governance	Cabinet	N/A	New Non-key decision Agreed by Cabinet on 23 July 2014 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Building Control	Regeneration and Development	Cabinet	N/A	<p>New</p> <p>Non-key decision</p> <p>Agreed by Cabinet on 23 July 2014</p> <p>Not called in</p>
Financial Outturn for the Authority 2013/14	Director of Finance	Cabinet	July 2014	<p>New</p> <p>Key decision</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified that the decision was to be taken by Cabinet in July.</p> <p>Agreed by Cabinet on 23 July 2014</p> <p>Not called in</p>
Municipal Bonds Agency	Director of Finance	Cabinet and Council	N/A	<p>New</p> <p>Non-key decision</p> <p>Agreed by Cabinet on 23 July 2014 and then Council on 30 July 2014</p> <p>Call-in not applicable</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Award of contract for provision of a Homelessness Review Service (Part B)	Community and Customer Services	Cabinet	July 2014	<p>New</p> <p>Key decision</p> <p>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 regarding the awarding of a contract.</p> <p>Agreed by Cabinet on 23 July 2014</p> <p>Not called in</p>
Procurement of a footfall counting solution for Watford Town Centre	Regeneration and Development	Economic Development Officer	August 2014	<p>New</p> <p>Key decision</p> <p>Agreed by Economic Development Officer and Team on 15 August 2014</p> <p>Not called in</p>
Completion of Stage 1 of Watford Business Park Strategic Masterplan and Regeneration Initiative	Regeneration and Development	Cabinet	September 2014	<p>Amended</p> <p>Key decision</p> <p>Considered by Cabinet on 1 September</p> <p>Call-in deadline 9 September</p>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval to consult on draft Sports Facilities strategy	Corporate Strategy and Client Services	Cabinet	September 2014	Amended Key decision Considered by Cabinet on 1 September Call-in deadline 9 September
Watford Business Park Strategic Masterplan	Regeneration and Development	Cabinet	September 2014	New Key decision Considered by Cabinet on 1 September Call-in deadline 9 September
Application to BID Loan Fund	Regeneration and Development	Cabinet	September 2014	New Non-key decision Considered by Cabinet on 1 September Call-in deadline 9 September
Revised Housing Nomination Policy	Community and Customer Services	Cabinet	October 2014	Amended Key decision Originally the decision was due to be considered in September.
WBC Housing Strategy	Community and Customer Services	Cabinet	December 2014	New Key decision

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Private Sector Discharge Policy	Community and Customer Services	Cabinet	January 2015	New Key decision

This page is intentionally left blank