



# OUTSOURCED SERVICES SCRUTINY PANEL

**Tuesday, 23rd September, 2014**

**7.00 pm**

**Please note the start time of this meeting.**

Publication date: 15 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 Jodie Kloss/Alan Garside in Democracy and Governance on 01923 278376 or by email to [legalanddemocratic@watford.gov.uk](mailto: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 P Taylor (Chair)

Councillor K Hastrick (Vice-Chair)

Councillors S Counter, J Dhindsa, S Greenslade, A Joynes and R Martins

## AGENDA

### PART A - OPEN TO THE PUBLIC

1. **APOLOGIES FOR ABSENCE/ COMMITTEE MEMBERSHIP**
2. **DISCLOSURES OF INTEREST**
3. **MINUTES**

To submit for signature the minutes of the meeting held on 8<sup>th</sup> July 2014.

*All minutes area available on the Council's website.*

4. **UPDATE ON ACTIONS** (Pages 1 - 6)

The update on actions is attached for the Panel's comments and for sign-off of completed actions.

5. **REVENUE AND BENEFITS REPORT** (Pages 7 - 14)

Report of Head of Revenues and Benefits.

This report provides the Panel with an update on current Revenues and Benefits information.

6. **PERFORMANCE REPORT** (Pages 15 - 30)

Report of the Partnerships and Performance Section Head.

This report provides the Panel with the relevant performance indicators for Quarter 1 (2014/15).