



OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 18th November, 2015

7.00 pm

Town Hall, Watford

Publication date: 10 November 2015

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.

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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 K Crout, K Hastrick, A Joynes, A Khan, A Rindl, L Topping 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 24 September 2015 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. CORPORATE COMPLAINTS AND COMMENTS (Pages 7 - 14)

Report of the Customer Services Section Head

This report provides an overview of the councils management and performance in responding to complaints and comments.

6. OUTSTANDING ACTIONS AND QUESTIONS (Pages 15 - 18)

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

7. UPDATE ON THE COUNCIL'S PERFORMANCE INDICATORS AND MEASURES (IN-HOUSE SERVICES) - QUARTER 2: (JULY - SEPTEMBER) 2015/16 (Pages 19 - 30)

Report of the Partnerships and Performance Section Head

This report provides the results for the performance measures identified for Watford Borough Council's in-house services for Quarter 2 2015/16.

8. EXECUTIVE DECISION PROGRESS REPORT (Pages 31 - 40)

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 Hastrick, 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 –

- 27 October 2015

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 –

- 19 October 2015

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 –

- 21 October 2015

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. MANAGEMENT OF CONSERVATION AREAS TASK GROUP

The Task Group Chair to update the Scrutiny Committee on the progress of the review.

14. DATES OF NEXT MEETINGS

- Wednesday 16 December 2015 (For call-in only)
- Thursday 21 January 2016
- Thursday 4 February 2016 (For call-in only)