



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.

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 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)

Agenda Item 5

PART A

Report to: Overview and Scrutiny Panel
Date of Meeting: 18th November 2015
Report Of: Customer Service Section Head
Title: Corporate Complaints and Comments

1.0 Summary

- 1.1 This report provides an overview of the councils management and performance in responding to complaints and comments.
- 1.2 The council wants its customers to be satisfied with the services it provides but like all organisations we know that sometimes mistakes do happen and things do go wrong. Effective complaint management is an important element in maintaining the councils reputation. Complaints also provide a valuable way to understand customers expectations of service delivery and are an essential part of identifying service improvements and promoting good practice across the council.

2.0 Recommendations

- 2.1 Panel to note the content of this report

Contact Officer:

For further information on this report please contact:
Danielle Negrello, Customer Service Section Head
Telephone: 01923 278927 email: danielle.negrello@watford.gov.uk

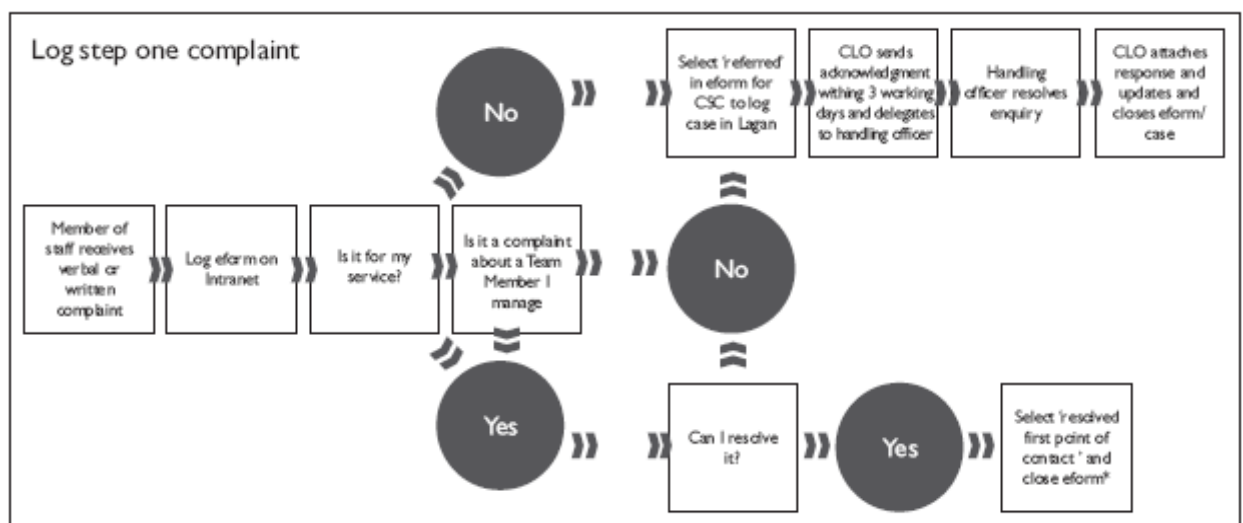
Report approved by:

Alan Gough, Head of Community and Customer Services.

3.0 Detailed Proposal

The Corporate Complaints procedure

- 3.1 The council has a two stage complaints procedure. All complaints should be resolved within 10 working days at both stages.
- 3.2 The complaints procedure, gives our customers the chance to raise any concerns and gives us the chance to put things right. It is a vital way for the council to find out what people think of the services it provides. All customer feedback help the council to improve the quality of services to better meet peoples' needs.
- 3.3 **Stage 1**
Customers can make a stage 1 complaint either verbally or in writing. Most complaints received at stage 1 are resolved at this initial contact.
- 3.4 Complaints should be logged by the member of staff who takes the complaint on the complaints e-form available via the intranet. However, there have been significant issues with the eform that IT are currently working to resolve, as an interim measure services are using a spreadsheet to record details of the complaint and actions.
- 3.5 Officers should acknowledge the complaint within 3 working days and investigate and respond to the complaint within 10 working days. Where they are not able to provide a full response within 10 working days, i.e. for a very complex complaint, officer should contact the customer and agree a revised timescale by when they can expect a full reply.
- 3.6 The following flow chart explains the process for logging and resolving stage 1 complaints.

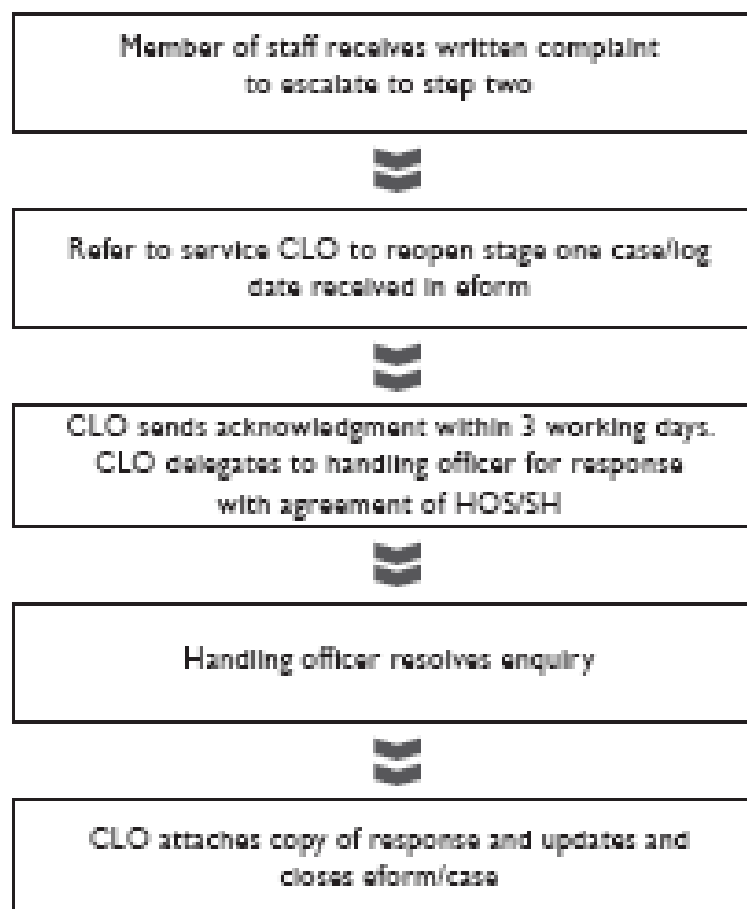


3.7 Stage 2

If a customer is unhappy with the response provided under Stage 1 of the procedure, they can escalate the complaint to stage 2 by contacting the council in writing within 15 working days of receiving the stage 1 response.

- 3.8 On receipt of a stage 2 complaint the service Customer Liaison Officer will reopen the initial complaint and with agreement from the service Section Head or if necessary Head of Service refer the complaint to an appropriate handling officer for investigation and response.

Log step two complaint



3.9 Ombudsmen Complaints

If the customer remains dissatisfied at the end of the complaints procedure, they can approach the Local Government Ombudsman who will decide whether to carry out an independent investigation into the complaint.

3.10 Comments

No comments have been logged by services this year.

3.11 Comments relating to the quality of service customers receive when they telephone or visit the CSC are captured via the GovMetric customer satisfaction system. These are reviewed by the Customer Service Management team and passed onto services on a monthly basis to review and take action where necessary.

3.12 Managing the procedure

The Council's Customer Service Section Head has overall responsibility for the procedure on behalf of the Council. The level of complaints across the authority is monitored by the Customer Service Section Head and reported to Services on a quarterly basis so that trends in complaints can be identified and service improvements made where necessary. Council wide performance against corporate response times and successful resolution of complaints and actions as a result of complaints are reported by service areas to Portfolio Holder's at quarterly meetings.

3.13 Every member of staff is responsible for being aware of what constitutes a complaint, and for taking ownership of the complaint in the first instance. This is to ensure that all complaints are registered and responses are monitored.

3.14 Comprehensive guidance for responding to complaints is available for staff on the council intranet site.

3.15 Complaints Analysis

Overall the number of complaints received in year is very low when considered in the context of the total volume of customer interactions than have taken place across the council. Year to date the council has handled 19,500 face to face visitors, over 200,000 telephone contacts and 800,000 hits to our website.

3.16 A total of 16 complaints have been received this financial year. This is a reduction of 21 complaints on the same period the previous year, when 37 were received.

3.17 Number of Complaints received ytd 2015/16 compared to 2014/15

	FY 2014/2015	FY 2015/2016(ytd)
Total Complaints Received	54	18
Stage 1 Complaints	45	9
Stage 2 Complaints	5	3
Ombudsmen Complaints	4	6

3.18 Complaints and Compliments Received by service FY2015/2016

	Complaints	Compliments	Notes Complaints	Notes Compliments
Corporate Strategy and Client Services	5			
Community and Customer Services	6	26	4 - EH&L, 2 - Housing	7 - CSC, 17 EHL, 2 Housing,
Corporate Management	0			
Democracy and Governance	0	12		12 - Democracy
Finance	0			
Human Resources	0			
Regeneration and Development	3	1		1 - Planning
Revenues and Benefits	2			
Multiple Service Complaints	0	1		1- Planning/CSC
Total	16	40		

3.19 Complaint Analysis – Key Points

Corporate Strategy and Client Services - 4 of the 5 complaints received were from the same complainant about the same issue. This complaint was not upheld.

3.20 Of the 4 EH&L complaints, one was escalated to stage 2. This complaint remains outstanding as clarification of the exact issues raised within the complaint is outstanding.

3.21 Complaints resolved within 10 working days at stage 1

78% of complaints at stage 1 have been resolved within 10 working days. Where the target has not been achieved, in 2 out of 9 stage 1 cases, this have related to more complex complaints where significant investigation was required, resulting in an extended response time.

3.22 Complaints progressed to stage 2

18% or 3 of 16 cases of complaints progresses to stage 2. Two of these related to the same complainant complaining about the same issue – loose dogs disturbing chickens on an allotment site.

3.23 Ombudsman complaints

A total of 6 complaints have been referred to the Local Government Ombudsman year to date. This compares to 4 complaints the previous year. 3 cases related to Regeneration and Development, 2 cases related to Housing and 1 case to Corporate Strategy and Client Services.

The ombudsmen concluded that 5 of the complaints should be dealt with through the councils complaints process in the first instance, whilst 1 case relating to Housing remains under review.

3.24 Trends

The annual trend has shown that there has been a 43% year on year reduction in the volumes of complaints received. This significant reduction is mainly due to the improvements that have been delivered within the Revenues and Benefits Service, who previously had the highest level of complaints of all council services. It is also acknowledged that there has been a reduction in the level of complaints being formally logged due to the ongoing issue with the complaints eform.

3.25 Year to date, there have been no noticeable trends in the reasons for complaints across services resulting in changes to service or policy.

3.26 Service Improvements and learning from Complaints

Although this year there have been no identifiable trends in complaints resulting in service improvements, previously where issues have been identified action has been taken to improve service delivery. Most notably within the Revenues and Benefits service which historically received relatively high volumes of complaints regarding the customer experience.

3.27 A number of key improvements to frontline service delivery have been implemented over the previous 12 months: The Customer Service team broadened the range of Revenues and Benefits enquiries that they dealt with to include summons and reminder calls. They now deal with around 80% of calls and enquiries for Revenues. This has reducing call wait times and allowed Revenues officers to deal with case work and more complex cases.

3.28 A fast track Benefits assessment process has been introduced in the CSC, allowing Benefits claims to be verified by Customer Service staff and processed and approved by a Benefits officer within 1 working day. The result of this is a reduction in benefits claim turn around times and reduced customer chase calls or visits regarding pending claims.

3.29 Finally, the call centre technology deployed in the Customer Service Centre has been utilised by the Revenues and Benefits team. Revenues and Benefits staff are based in the call centre to take calls. This has had the benefit of sharing knowledge with CSC staff, so they can more confidently deal with a wider range of enquiries relating to Revenues and Benefits. Managers in the Revenues and Benefits team also have access to live time call data. At busy times they can overflow calls to the back office to staff who have access to the call system and reduce wait times.

3.30 These improvements have resulted in a reduction of complaints relating to the Revenues and Benefits service of 93%

3.31 Other matters

The issues with the eform preventing the effective logging and reporting of complaints are still being investigated by Capita and our customer relationship management system (CRM) supplier, Kana. It has been acknowledged by Capita that the length of time it has taken to resolve the issues being experienced is not acceptable.

3.32 Once the eform issues are resolved, a full refresher and training programme to staff of the corporate complaints process will be required to ensure an understanding of complaints and their importance to the organisation and how to log them according to the corporate guidance.

3.33 A specific piece of work is underway to review the current CRM solution and identify if an upgrade or replacement is recommended. In light of the issues experienced with a timely resolution of the eform issue, the process for logging of compliments and complaints will be a feature of this review.

3.34 Currently complaints through social media are not logged through the corporate complaints process. They are low level and monitored by Communications and Customers Services. Customer Services respond to customer enquiries and issues received through this channel. This arrangement will remain under constant review to monitor if a more formal logging of issues raised via social media is required.

3.35 The following are not dealt with through the councils corporate complaints procedure and are dealt with through appeals or other procedures:

- Rehousing
- Offers of housing
- Council Tax bills and Council Tax, Benefit decisions
- Housing Benefit decisions
- Licensing decisions
- Planning decisions
- Parking tickets
- Appeals to legal notices
- Decisions our councillors have made
- Complaints about something that has been to court or is going to court
- Formal cautions such as those about noise nuisance
- Insurance claims against us such as claims for damage caused to property
- Complaints against councillors

4.0 Implications

4.1 Financial

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

4.1.2 .

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.

File Reference

None

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
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> <p>Provide Members with details of the reasons for the most recent unresolved complaints at stage 1.</p> <p>Information about complaints to be circulated as soon as available</p>	Partnerships and Performance Section Head	6 March 2014	June 2014	Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.
	25 June 2014		As soon as available		
	17 September 2014		As soon as available	Not available (February 2015)	
	24 September 2015			Report to be presented at the November meeting on complaints, comments and compliments.	

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 48	Provide trends for indicators over a period of 10 years.	Partnerships and Performance Section Head	18 June 2015	September 2015	Not all performance measures have been collected over this period. For those where there is an available track record of performance, such as planning indicators, this information can be provided. However, trend performance is not always meaningful as definitions are often amended and the local government environment changes to often render long term comparisons unhelpful. As well as additional trend data, benchmarking information is sometimes available to help support more in depth understanding of the council's performance.
PI 49	<u>CS4 – No. of households in temporary accommodation</u> 1) Check housing report from last meeting for comparison data 2) Ask whether a definition of household can be provided 3) Check if information can be broken down further than currently reported.	Committee and Scrutiny Officer	24 September 2015	November 2015	Update to follow

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 50	<p><u>CS6 – No. of households in b and b who are pregnant/with dependent children</u></p> <p>Are distances to schools taken into account when placing families?</p>	Committee and Scrutiny Officer	24 September 2015	November 2015	Update to follow
Executive Decision Progress Report					
ED 6	Officers to be asked if they monitored the cumulative effect of agreed schemes on Watford.	Committee and Scrutiny Officer	17 September 2014	31 October 2014	<p>The Managing Director and Head of Regeneration and Development have been contacted regarding this enquiry.</p> <p>The Committee and Scrutiny Officer to make further enquiries.</p>
Hertfordshire County Council's Health Scrutiny Committee					
HSC 5	Circulate link to agenda for meeting on 1 October 2015.	Committee and Scrutiny Officer	24 September 2015	October 2015	The link to the agenda and minutes was circulated to the Scrutiny Committee on 14/10/15.

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 18 November 2015
Report of: Partnerships and Performance Section Head
Title: Update on the council's performance indicators and measures (in-house services) – quarter 2: (July - September) 2015/16

1.0 **SUMMARY**

- 1.1 This report provides the results for the performance measures identified for Watford Borough Council's in-house services for Quarter 2 2015/16
- 1.2 These performance measures play a critical role in ensuring that the council's in-house services are well managed and delivering the quality of service expected by residents and customers. Analysis of the results highlights areas of strong performance and, more importantly, which areas might require some additional focus to improve performance. In these latter cases, consideration needs to be given to the reasons for under-performance and to steps that might support improvement

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 2 2015/16.
- 2.2 To advise of any indicators where additional trend information or benchmarking would be helpful for members' understanding of the council's performance.

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 BC regularly collects and monitors performance data for a wide range of its service areas. This is to ensure that services are performing at an acceptable standard. It helps highlight areas of good performance as well as those areas which might require some additional focus to improve performance. This performance data and information is reported to the council's Leadership Team on a regular basis and to Cabinet and either Overview and Scrutiny Committee or Outsourced Services Scrutiny Panel on a quarterly basis. Overview and Scrutiny Committee scrutinise those service areas that are delivered directly by Watford BC.

3.1 **Performance of 'in-house' service performance measures as of Quarter 2 2015-16**

3.1.1 Set out in Appendix A is an update on performance to the end of Quarter 2 2015-16 of performance measures for the council's in-house services. Within this, there are three main areas of council activity:

- Housing
- Customer Services
- Planning

3.2 **Analysing results to assess performance**

3.2.1 The performance report in Appendix A as well as showing the results for the quarter also shows some relevant analysis to provide context for these results. This analysis relates to how well the measure or indicator has performed in relation to the target set for the quarter and how performance for this quarter compares to previous periods (trend information).

It is important to note that a low result is good / better performance for some measures (such as households in temporary accommodation). For others, a high result is good / better (such as time planning applications, calls answered within agreed service levels).

3.2.2 **Performance against target**

Targets are set for the majority of the indicators at the start of the financial year. These are usually based on previous performance, however, services are expected to set targets that are challenging and help drive improved performance. Targets have not been set for all measures and so it is not possible in every case to show this analysis.

In the report, those performance measures that are not performing against target are indicated either by:

- a 😞 (under-performing by a variance from target of up to 10%) or
- a ! (under-performing by a variance from target over 10%).

Where a measure is performing well (on or above target) it is highlighted with:

- a 😊 (any positive variance)

3.2.3 Performance against previous periods (trend information)

In addition, the report provides trend information. Where possible current performance has been compared with the performance for the same quarter last year (Q2 2014/15) and with the previous quarter (Q1 2015/16). This information can help provide context on the relative performance of an indicator and help assess whether there are any trends emerging, which might be of concern. Trend analysis shows whether performance has:

- Improved since the previous period – shown by a ‘↑’ and with the relevant previous period result as an indication of the extent of improvement
- Declined since the previous period – shown by a ‘↓’ and with the relevant previous period result as an indication of the extent of decline.
- Stayed the same since the previous period – shown by a ‘↔’

In the report the periods shown are, as detailed above, the previous year or previous quarter.

The actual result for the previous period is also shown (in square brackets [*result*]) so the extent of the trend can be assessed.

3.2.3 Members have expressed an interest in longer term trend analysis for the council’s performance indicators. Whilst this is not always possible – some of the indicators are relatively new, some have had definitions amended over the years – this information can be explored for any indicators identified. In addition, benchmarking information is available for some indicators. This also provides context for the council’s performance.

4.0 IMPLICATIONS.

4.1 Financial

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

4.2 Legal Issues (Monitoring Officer)

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


Appendices

Appendix A – Watford BC - Measures of Performance – Progress report as of
end of quarter 2 2015/16 (in-house services)




Background papers: Corporate Plan 2015-19

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





July - September (Quarter 2) 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	 % variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	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 – final result for 2014/15 not yet available.
CS2	Improved street and environmental cleanliness (levels of fly tipping)	Effective [Result for 2014/15 = effective]	-	-	-	-	-	-	Annual indicator. Whilst this indicator is only measured annually, the council and Veolia work together to tackle this issue both in terms of clearing flytips and taking forward any prosecutions where necessary.
CS3	Affordable homes on identified sites (Biannual indicator)	44	-	-	-	-	↓ [68] [Q2 : 14/15]	-	No update on delivery. Homes identified for 2015/16 are: Homes identified: Tolpits Lane (WCHT): 10

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 2 – 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	  ! % variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	Comment
									Thorpe Cres (WCHT): 2 Dodd Green and North Western Ave - Leggatts Site (Aldwyck): 15 52-56 High Street (Home Group): 17
CS4	Number of households living in temporary accommodation	200	200	218	N/A	 [9%]	↓ [68] [Q2 : 14/15]	↓ [205] [Q1 : 15/16]	
CS5	Number of private sector units secured for use under HomeLet	20 for Apr/Sept 50 for Oct /Mar	10	3 out of 10	3 out of 20	! [7%]	↓ [7] [Q2 : 14/15]	↑ [0] [Q1 : 15/16]	A review of Homelet is being undertaken as part of a wider project to assess temporary accommodation solutions available to Watford BC.

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 2 – 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	 % variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	Comment
CS6	Total number of households shared bed and breakfast accommodation and nightly lets.	40 Nightly lets	40 Nightly lets	40 Nightly lets	N/A	 [0.0%]	Nightly let ↓ [0] [Q2 : 14/15]	Nightly let ↑ [56] [Q1 : 15/16]	
	The number of households in bed and breakfast accommodation and nightly paid lets who are pregnant/with dependent children	25 B&B	25 B&B	15 B&B	N/A	 [40.0%]	B&B ↓ [21] [Q2 : 14/15]	B&B ↑ [30] [Q1 : 15/16]	
CS7	The number of people sleeping rough on a single night within the area of the local authority	15	15	-	-	-	-	-	This indicator is reported in Q3 and so not reported for Q1. New Hope regularly updates the council on the number of rough sleepers, however, so there is continual mangement of this area of housing activity.
CS8	CSC service levels 90% calls answered in 20 secs	90%	90%	82% [Sept-15]	N/A	 [8.9%]	↑ [78.0%] [Q2 : 14/15]	↓ [86.0%] [Q1 : 15/16]	Below target Council Tax notices going out and systems down





Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 2 – 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	! % variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	Comment
CS9	Long Waits' for calls received to CSC Long wait = calls not answered within 2 minutes	CSC 3% or less	CSC 3% or less	6% [Sept-15]	N/A	 [7.0%]	 [9.0%] [Q2 : 14/15]	 [2.0%] [Q1 : 15/16]	As above.
CS10	CSC service levels 95% all calls answered	95%	95%	97% [Sept-15]	N/A	 [2.1%]	 [97.0%] [Q2 : 14/15]	 [98.0%] [Q1 : 15/16]	
CS11	Calls resolved at first point of contact	90%	90%	97% inc transfers 62% exc transfers	N/A	 [7.8%]	 [91.0%] [Q2 : 14/15] [52%] [Q2 : 14/15]	 [97.0%] [Q1:15/16] [58%] [Q1:15/16]	

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 2 – 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	😊😞! % variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	Comment
CS12	Average waiting times in the CSC for Revenues and Benefits enquiries	-	=	Revenues	-	=	-		Results to follow.
				Result to follow					
				Revenues team: Result to follow					
				Benefits					
				CSC team: Result to follow					
				Benefits Team:- Result to follow					
CS13	Complaints resolved at stage one	80%							Customer Services section head attending meeting and will be update the Committee on this area of performance. As of Sept 2015, figures indicate a 100% complaints are resolved at stage one. This was out of a total of 5 for the month.

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 2 – 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	  ! % variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	Comment
CS14	% of stage 1 complaints resolved within 10 days	80%							Customer Services section head attending meeting and will be update the Committee on this area of performance. As of Sept 2015, figures indicate a 100% complaints are resolved at stage one. This was out of a total of 5 for the month.
REGENERATION AND DEVELOPMENT									
RD1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	85%	100.0%	-	 [0.0%]	↔ [100.0%] [Q2 : 14/15]	↔ [100.0%] [Q1:15/16]	
RD2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	90%	93.7%	-	 [4.1%]	↓ [100.0%] [Q2 : 14/15]	↓ [99.6%] [Q1:15/16]	

Appendix A - Watford BC - Measures Of Performance (in-house services) – Progress report as of quarter 2 – 2015/16

Ref	Indicator	Target for year	Profile for period (Q2)	Results for period (Q2)	Cumulative result (Q2)	% variance	Trend since last year (Q2 2013/14)	Trend since last period (Q1 2015/16)	Comment
RD3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	90%	98.55%	-	 [9.5%]	↓ [100.0%] [Q2 : 14/15]	↑ [90.95%] [Q1:15/16]	



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.

Watford Borough Council

Executive Decision Progress Report

May 2015 – May 2016

Contact Officer: Sandra Hancock
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: legalanddemocratic@watford.gov.uk

All officer decisions are available on the [Officer Decision Register](#) or on the full [Decision Register](#). Only officer key decisions are shown below. Further information about [forthcoming decisions](#) are available online.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Award contract for provision of CMS technology to support delivery of a new website	Community and Customer Services	Head of Community and Customer Services	1 July 2015	Key decision 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 Head of Community and Customer Services on 1 July. Agreed by Head of Community and Customer Services on 1 July 2015 Not Called-in
Croxley Rail Link	Managing Director	Cabinet	July 2015	Key decision Considered by Cabinet on 13 July 2015 Not called in
Sutton, Gade and Church car park variation	Regeneration and Development	Cabinet	July 2015	Key decision Considered by Cabinet on 13 July 2015 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of strategy for Watford Business Park	Regeneration and Development	Cabinet	July 2015	Key decision and Part B This report is covered by Paragraph 3, Schedule 12A, as it included commercially sensitive information. Considered by Cabinet on 13 July 2015 Not called in
Financial Outturn for 2014/15	Director of Finance	Cabinet	July 2015	Key decision Considered by Cabinet on 13 July 2015 (following consideration by Budget Panel on 7 July) Not called in
Watford Health Campus – to approve the revised business plan for the LABV	Managing Director	Cabinet	July 2015	Key decision Considered by Cabinet on 13 July 2015 Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval to extend lease at Ascot Road	Regeneration and Development	Portfolio Holder	August 2015	<p>Amended Key Decision</p> <p>The Chairman of the Council, in the absence of 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>The report is covered by Paragraph 3, Schedule 12A, as it contained commercially sensitive information.</p> <p>Approved by Portfolio Holder for Regeneration and Development on 29 September 2015</p> <p>Not called in</p>
Approval of Economic Development Strategy	Regeneration and Development	Cabinet	July 2015	<p>Key decision</p> <p>Originally due to be considered by Cabinet on 13 July 2015</p> <p>Considered by Cabinet on 7 September 2015</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
Approval of Commissioning Framework	Corporate Strategy and Client Services	Cabinet	September 2015	Key decision Considered by Cabinet on 7 September 2015 Not called in
Cemetery Review	Corporate Strategy and Client Services	Cabinet	September 2015	Key decision Considered by Cabinet on 7 September 2015 Not called in
Award of contract to provide the Rough Sleeper Outreach Contract	Community and Customer Services	Head of Community and Customer Services	September 2015	<p>Amended</p> <p>Key decision and Part B (in part)</p> <p>Some of the documents are covered by Paragraph 3, Schedule 12A, as they contain commercially sensitive information.</p> <p>Agreed by Head of Community and Customer Services on 17 September 2015</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
Update on the progress of the Cassiobury Park Heritage Lottery Fund Project and to sign off and approve contract for construction work.	Corporate Strategy and Client Services	Cabinet Mayor	October 2015	<p>Amended</p> <p>Key decision and Part B (in part)</p> <p>The appendix to the report is covered by Paragraph 3, Schedule 12A, as it contains commercial information relating to tender.</p> <p>This decision was originally due to be taken by Cabinet on 5 October, due to the cancellation of Cabinet the decision was made by the Mayor.</p> <p>Agreed by Mayor on 6 October 2015</p> <p>Not called in</p>
Addition to Capital Programme – Watford Business Park	Managing Director	Council	October 2015	<p>New</p> <p>Agreed by Council on 14 October 2015</p> <p>Call-in not applicable</p>
Boundary Review Report	Democracy and Governance	Council	October 2015	<p>New</p> <p>Agreed by Council on 14 October 2015</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
Agree response to Government's Local Plan Expert Panel	Regeneration and Development	Portfolio Holder	October 2015	New Non-key decision Agreed by Portfolio Holder on 20 October 2015 Call-in not applicable
Council modernising its branding	Corporate Strategy and Client Services	Head of Corporate Strategy and Client Services	October 2015	New Non-key decision Considered by Head of Corporate Strategy and Client Services on 21 October 2015 Call-in not applicable
Release of covenant for land at Leggatts Campus	Regeneration and Development	Portfolio Holder	November 2015	New Key decision and Part B The report is covered by Paragraph 3, Schedule 12A, as it contains commercially sensitive information. Due to be considered by Portfolio Holder in November 2015

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Disposal of the freehold interest in 73-83 and 83b Tolpits Lane, Watford	Regeneration and Development	Portfolio Holder	November 2015	New Key decision Due to be considered by Portfolio Holder in November 2015
Capita Progress report: to set out the provisional exit plan and approve a procurement exemption	Managing Director	Cabinet	November 2015	New Key decision Due to be considered by Cabinet on 30 November 2015
Business Park Development	Regeneration and Development	Cabinet	November 2015	New Key decision and Part B The report is covered by Paragraph 3, Schedule 12A, as it contains commercially sensitive information. Due to be considered by Cabinet on 30 November 2015

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
29-35 High Street Poundland-Choice Unit New Lease	Regeneration and Development	Cabinet	November 2015	<p>New</p> <p>Key decision and Part B</p> <p>The report is covered by Paragraph 3, Schedule 12A, as it contains commercially sensitive information.</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 November.</p> <p>Due to be considered by Cabinet on 30 November 2015</p>
Renegotiation of bowls club lease	Regeneration and Development	Cabinet	July 2015	<p>Key decision and Part B (commercially sensitive information)</p> <p>Originally due to be considered by Cabinet on 13 July 2015</p> <p>Report deferred to a later date.</p>
Revenues and Benefits write-offs	Revenues and Benefits	Cabinet	July 2015	<p>Non-key decision</p> <p>Originally due to be considered by Cabinet on 13 July 2015</p> <p>Withdrawn</p>

