



**WATFORD  
BOROUGH  
COUNCIL**

# **OVERVIEW AND SCRUTINY COMMITTEE**

**28 September 2017**

**7.00 pm**

**Town Hall, Watford**

**Contact**

Sandra Hancock

[legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

01923 278377

For information about attending meetings please visit the [council's website](#).

**Publication date: 20 September 2017**

# Committee Membership

Councillor K Hastrick (Chair)

Councillor Ahsan Khan (Vice-Chair)

Councillors J Dhindsa, A Dychton, A Grimston, Asif Khan, R Martins, D Walford and T Williams

## 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 20 July 2017 to be submitted and signed.

**4. Call-in**

To consider any executive decisions which have been called in by the requisite number of councillors.

**5. Review update: Parking Strategy (Year 1 recommendations) Task Group**

Presentation by the Transport and Infrastructure Section Head following a request by the scrutiny committee at its meeting in June 2017

**6. Commissioning Framework Community Centres - West Watford Community Association (Pages 5 - 6)**

Report of the Leisure and Community Section Head

There will be a presentation from the operator of the West Watford Community Association.

**7. Small Grants Fund Review 2016-2017 (Pages 7 - 14)**

Report of the Leisure and Community Section Head

This report provides the scrutiny committee with a review of the Small Grants Fund for 2016-2017.

**8. End of Quarter 1 (2017/18) Performance report (Pages 15 - 26)**

Report of the Head of Corporate Strategy and Communications

**9. Executive Decision Progress Report (Pages 27 - 30)**

The Scrutiny Committee is asked to review the latest edition of the Executive Decision Progress Report and consider whether any further information is required.

**10. 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**

**11. Scrutiny proposal - Tall buildings and Watford Borough Council's emergency plans (Pages 31 - 39)**

Report of the Committee and Scrutiny Officer

This report provides the scrutiny proposal submitted by Councillor Jeffree following the decision at Council in July 2017.

**12. Budget Panel**

Since the last Overview and Scrutiny Committee, Budget Panel has met on the following occasion –

- Wednesday 13 September 2017

The [minutes](#) are available on the council's website.

The Chair of Budget Panel to provide an update to the scrutiny committee.

### **13. Outsourced Services Scrutiny Panel**

Since the last Overview and Scrutiny Committee, Outsourced Services Scrutiny Panel met on the following occasion –

- Monday 25 September 2017

The [minutes](#) are available on the council's website.

The Chair of Outsourced Services Scrutiny Panel to provide an update to the scrutiny committee.

### **14. Community Safety Partnership Task Group**

Since the last Overview and Scrutiny Committee, the Community Safety Task Group has met on the following occasions –

- Thursday 27 July 2017
- Monday 4 September 2017

The [minutes](#) are available on the council's website.

The scrutiny committee to be provided with an update by the chair of the Community Safety Partnership Task Group.

### **15. Tackling Loneliness Task Group**

The chair or Committee and Scrutiny Officer to provide an update on the progress of the task group.

### **16. Work Programme (Pages 40 - 44)**

The scrutiny committee is asked to review the current version of the work programme and consider any additional areas councillors wish to scrutinise.

### **17. Dates of Next Meetings**

- Thursday 26 October 2017 (For call-in only)
- Thursday 23 November 2017
- Wednesday 20 December 2017 (For call-in only)

# Agenda Item 6

Report to: Overview and Scrutiny Committee  
Date of meeting: 28 September 2017  
Report of: Head of Community & Environmental Services  
Title: Community and Voluntary Sector Commissioning Framework – Community Centre presentations

## 1.0 SUMMARY

1.1 This report provides a summary of:

- Background information to the commissioning framework and which organisations operate the different community centres
- Oversight and governance arrangements with the council
- Performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPI)
- Understanding the social value and outcomes of the commissioning framework's investment in the community centre network

1.2 The presentation from the organisation which operates the West Watford Community Association provides elected members with information on the performance of the different facilities, which form part of the Community and Voluntary Sector Commissioning Framework

Contact Officer: Chris Fennell Corporate - Leisure and Community Section Head  
Email: [chris.fennell@watford.gov.uk](mailto:chris.fennell@watford.gov.uk)  
Tel: 01923 278317

**Report approved by: Head of Community & Environmental Services**

## 2.0 **Background information**

- 2.1 The council recognises that the voluntary and community sector has an important role in providing services within the borough which provide many positive benefits for those who live, work and visit Watford.
- 2.2 The Commissioning Framework is the council's mechanism that sets out the priorities for a range of leisure and community services which are delivered by voluntary and third sector organisations on behalf of WBC. The community centres provide a network of venues across the borough which plays host to a number of sports clubs, activity programmes and provides advice and support to local residents.
- 2.3 The authority provides a management grant to support the following council owned community centres across the borough:
- Holywell Community Centre – managed by W3RT
  - Orbital Community Centre – managed by YMCA
  - Meriden Community Centre – managed by Watford Football Club Sports and Education Trust (WFC Trust)
  - West Watford Community Association (WWCA)
- 2.4 The centres support the needs of their communities, fostering a sense of community spirit and cohesion. The facilities provide a range of activities that meet the needs of their customers in one or more of the following areas:
- Public health initiatives focusing on mental health and wellbeing
  - Support and skills building towards gaining employment
  - Activities for children/teenagers, older adults and people with disabilities
- ## 3.0 **Oversight and governance arrangements**
- 3.1 The quality of services commissioned by the council is monitored by the Leisure and Community Services Team on a regular basis. A rolling programme of reports and presentations to Portfolio Holders and the Overview and Scrutiny Committee has been agreed to ensure that elected members and leadership team are kept informed and updated regarding the progress and performance of the commissioning framework.
- ## 4.0 **Performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPI)**
- 4.1 Each of the commissioned organisations has an SLA and bespoke Service Specification which details the KPIs required by the council. Understanding the social value and the positive outcomes of the Commissioning Frameworks investment is important to the council. The authority has already started to capture the workforce and volunteering information. During 2017-2018 additional research will be conducted to establish a baseline dataset on the following topics (1) reducing the Carbon Footprint and evaluation of the wider supply chain and the economic benefit (2) local firms/companies employed by the community centres to deliver services.

Report to: Overview and Scrutiny Panel  
Date of meeting: 28<sup>th</sup> September 2017  
Report of: Leisure & Community Section Head  
Title: Small Grants Fund Review 2016 – 2017

## 1.0 **Summary**

1.1 This report provides Elected Members and Heads of Service with a review of the Small Grants Fund (SGF). The grant budget forms part of the Community and Voluntary Sector Commissioning Framework and covers the period from April 2016 to March 2017.

1.2 This report is for information only

## 2.0 **Recommendation**

2.1 That the report be noted

Contact Officer: Chris Fennell, Leisure & Community Section Head  
Email: [chris.fennell@watford.gov.uk](mailto:chris.fennell@watford.gov.uk)  
Tel: 01923 - 278317

Report approved by: Head of Community & Environmental Services

### 3.0 **Background**

Watford Council is committed to supporting a vibrant and engaged voluntary and community sector which can deliver quality and value for money services that benefit those who live, work and visit the town. The Community and Voluntary Sector Commissioning Framework 2016 - 2019 recognised the importance of maintaining a Small Grants Fund (SGF) programme to allow local community organisations the opportunity to apply for 100% one-off grants to support their group.

Applicants can apply for grants up to £2,000 towards:

1. a community initiative or project
2. items of equipment

### 3.1 **Governance procedure**

The decision process of the Small Grants Fund is delegated to the Head of Community and Environmental Services, in consultation with the then Portfolio Holder for Community. Delegated decision meetings would take place on a monthly basis throughout the year from April – February. Introduced in 2016 local ward councillors are informed when an application is received and when a grant is awarded.

The approved criteria for the Small Grants Fund applications for 2016 – 2017:

- meet one of the following council corporate priorities;
  - *'champion smart growth and economic prosperity'*,
  - *'provide for our vulnerable and disadvantaged communities'*,
  - *'deliver a digital Watford to empower our community'*
- demonstrable future benefit for the people of Watford

### 3.2 **Headline statistics**

Between 2016 – 2017 the small grants fund awarded £50,010 to;

- 32 voluntary and community sector organisations working to engage and benefit the local community
- The scheme attracted £30,376 of match funding for the different projects funded by the SGF

### 3.3 **On-going review of the small grant programme**

During 2016-17 officers undertook a review of the small grants fund.

This included:

- Geographical map of the Town (Appendix 1) showing ward locations of organisations
- Reviewed the grant application process flow chart and a set of Frequently Asked Questions (FAQ'S)
- Online SGF applications continue to be developed as part of the Watford 2020 programme
- Developed a database of other available funding streams to voluntary sector groups
- Undertake an annual satisfaction survey of applicants to the SFG (Appendix 2)
  - 2016-17 the survey was emailed to 48 organisations, with 28 responses (58% response rate).
  - 2017-18 the survey was emailed to 59 organisations, with 22 responses (37% response rate).



### 3.4 **Enhancing our relationships with non-constituted groups**

During the 2016-17 review the officers identified that improvements could be made to the councils processes for making payments to non-constituted organisations and reduce the barriers to allow them to access funding.

The council worked with Watford & Three Rivers Trust (W3RT) to develop a 'Volunteer Partnership Agreement' which satisfies the council audit and financial processes for non-constituted organisations, but also provided a link for small organisations in the borough to benefit from the protection of working under the umbrella of an infrastructure organisation like W3RT.

The Volunteer Partnership Agreement ensures that:

- Non constituted organisations have their funding award paid to W3RT.
- The Volunteer Partnership Agreement provides a legal framework within which W3RT is able to support the volunteer partners to deliver their activities.
- W3RT will provide the volunteer partners with support, advice and guidance to develop their organisation to become constituted.

Commissioning Officers improved the wording of the application form and guidance notes to highlight those applications from non-constituted groups were welcome and encouraged. This has been a slow process as many organisations are unaware that they are able to apply. Our continued efforts to meet organisations and publicise this fund has started to see an increase in applications from non-constituted organisations.

In 2016-2017, 3 non-constituted groups applied for funding, this is a 100% increase on the previous year and reflects the work the council has done to promote the scheme to grass root organisations in the borough.

### 3.5 **Relationship with Watford & Three Rivers Trust (W3RT)**

In 2017, W3RT appointed a new Service Manager with specific responsibility for the Council for Voluntary Services (CVS), Michal Siewniak. Michal has been keen to work with the officers since the start of his employment. He has supported the 3 non-constituted organisations who have received small grant funding.

The council also worked in partnership to plan a successful Small Charities Week Funding Conference on 22<sup>nd</sup> June 2017. Colleagues from the Heritage Lottery Fund and Herts Community Foundation were able to provide 1-2-1 sessions for organisations to speak to colleagues about their individual ideas for projects. Michal included WBC in the design and agenda for the conference and took our suggestions on board.

31 people registered to attend this event, with 32 people actually attending. 17 people completed feedback forms, a 55% response rate. Responders thought the presentations and 1-2-1 sessions were either excellent or good.

### 3.6 **Networking and Herts county wide funding partnerships**

Officers have continued to maintain positive working relationships with our neighbouring local authorities and other organisations that provide funding for local voluntary and community sector organisations. The council have established good links with:

- Three Rivers District, Dacorum Borough, Hertsmere Borough and St Albans District Councils
- Watford Community Housing Trust and Thrive Homes
- Watford and Three Rivers Trust (W3RT)

Networking meetings take place 2-3 times per year and cover agenda items such as:

- Current national, regional and local funding programmes
- Information sharing of application processes and paperwork including application forms and guidance notes
- Decision processes e.g. involvement of Elected Members or Portfolio Holders
- Annual budget allocation and award actual figures
- Possible projects for local authority cross boarder and joint working
- New funding initiatives and programmes (i.e. crowdfunding)

#### 4.0 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.

#### 5.0 Finance

The budget will be subject to the council's annual budget setting process and any requirements to make savings or provide growth will be dealt with as part of this process.

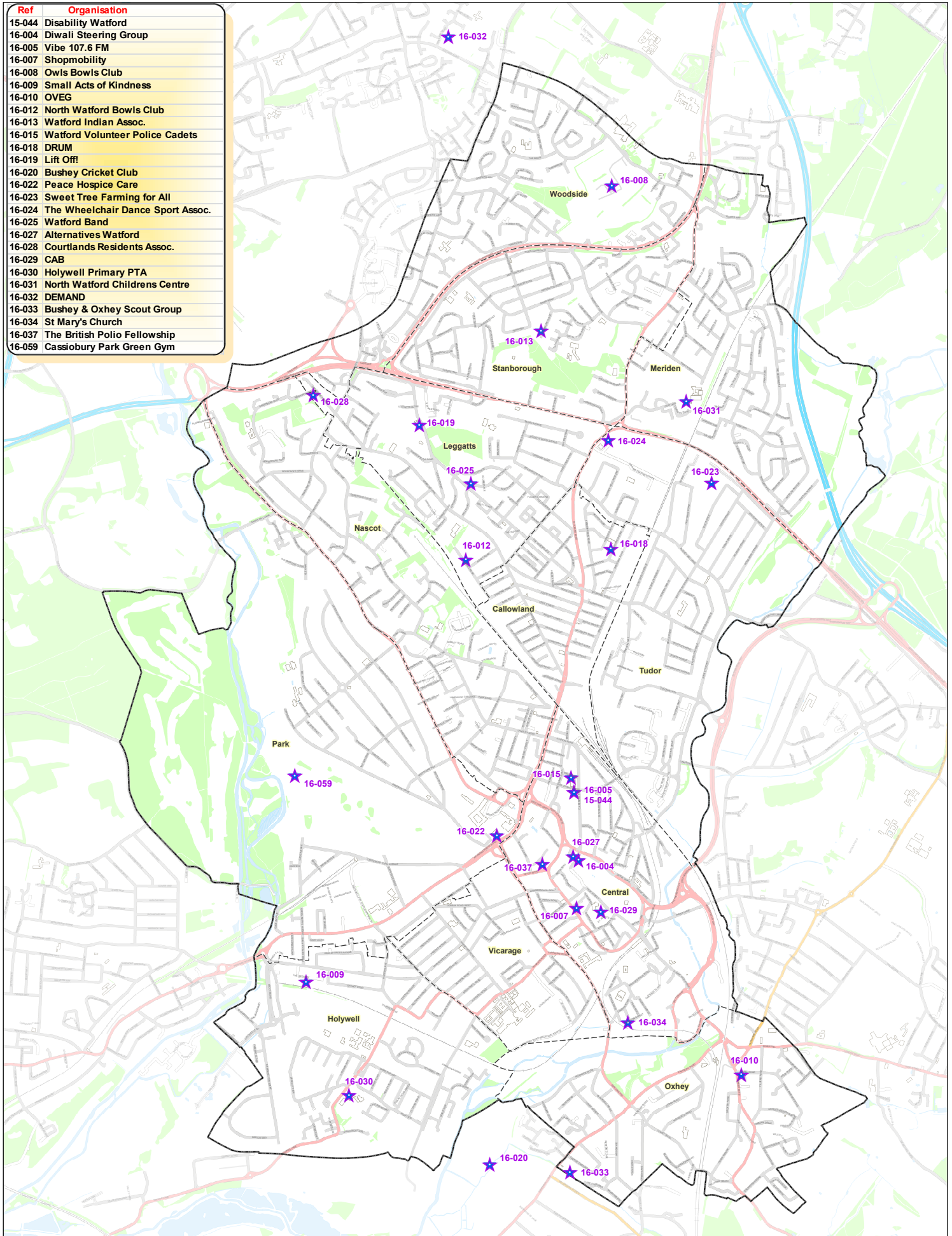
The SGF has an annual budget of £50,000

2013-2014	2014-2015	2015-2016	2016-2017
The budget for 2013-2014 was £50k with an additional £38,580 carried forward from 2012-2013 giving a total budget of £88,580	The budget for 2014-2015 was £50k	The budget for 2015-2016 was £50k with an additional £2000 returned funding due to a non-completed project	The budget for 2016-2017 was £50k
Total awards for 2013-14: £66,508.97	Total awards for 2014-2015: £49,442.59	Total awards for 2015-16: £51,609.90	Total awards for 2016: £50,010
57 organisations applied for funding	42 organisations applied for funding	43 organisations applied for funding	59 organisations applied for funding. 17 applications had to be deferred to 17/18 as the budget was fully spent.
43 applications were successful	33 applications were successful	35 applications were successful	32 applications were successful

#### 6.0 Appendix

1. GIS Ward map of grant applications - 2016-2017
2. Satisfaction survey results (conducted June 2017)
3. Application table shows 2016-2017 Ward comparison
4. Profile of grant received per month 2016-2017

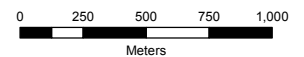
Ref	Organisation
15-044	Disability Watford
16-004	Diwali Steering Group
16-005	Vibe 107.6 FM
16-007	Shopmobility
16-008	Owis Bowls Club
16-009	Small Acts of Kindness
16-010	OVEG
16-012	North Watford Bowls Club
16-013	Watford Indian Assoc.
16-015	Watford Volunteer Police Cadets
16-018	DRUM
16-019	Lift Off!
16-020	Bushey Cricket Club
16-022	Peace Hospice Care
16-023	Sweet Tree Farming for All
16-024	The Wheelchair Dance Sport Assoc.
16-025	Watford Band
16-027	Alternatives Watford
16-028	Courtlands Residents Assoc.
16-029	CAB
16-030	Holywell Primary PTA
16-031	North Watford Childrens Centre
16-032	DEMAND
16-033	Bushey & Oxhey Scout Group
16-034	St Mary's Church
16-037	The British Polio Fellowship
16-059	Cassiobury Park Green Gym



**Small Grants Map 2016/17**

Town Hall, Watford,  
Hertfordshire WD17 3EX

Map Produced by: ryanro  
Publication Date: 10/08/2017



Scale 1:30,000

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2016 Ordnance Survey 100018689  
Aerial 2010 © Geoperspectives  
GI & Aerial 2013 © Watford BC

Community & Environmental Services  
Leisure & Community Team

**Small Grants Fund Review 2016-2017**

SGF Consultation:

- 12<sup>th</sup> June – 7<sup>th</sup> July 2017
- Survey emailed to all organisations that applied in 2016-17, 59 in total
- Survey focused on how organisations found the process of applying to us for funding
- 22 organisations responded, 37% response rate

Headline Results:

- 84% of responders were Very Satisfied and 16% of responders were Satisfied with our application processes and how we dealt with applications.
- 100% of the organisations that contacted the small grants fund team during their application found us to be Knowledgeable, Responsive and Approachable.
- 90% of responses said that their application to the small grants fund was successful.

Improvements made or planned based on what responders told us:

- 1 responder stated that it would make it easier to only provide quotes for items over a certain cost value, therefore saving time obtaining 3 quotes for very small purchases. This is something we can discuss with decision makers and potentially set a limit on for future applications.
- 60% of responders stated they would like to be able to apply on-line. Our survey in 2015-16 revealed that 62% of responders agreed that they would like to be able to apply on-line. Over the past 12 months we have been working with our colleagues in customer services to create an on-line application process. Over the coming weeks, this will be tested by the Commissioning Officers and past applicants to resolve any anomalies with a view to go live as soon as possible.
- 1 responder suggested increasing the amount you can apply for to £4000 so that projects can be funded for a period of 2 years. Again, this will be discussed with decision makers at a future meeting.

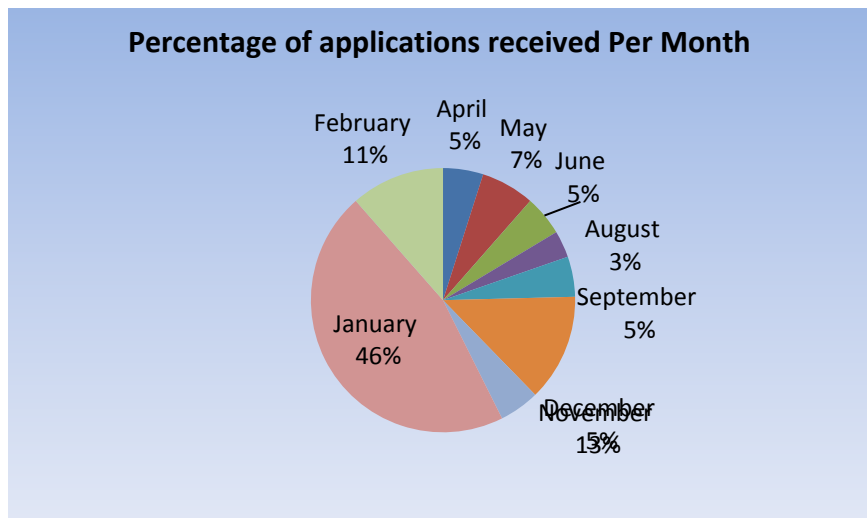
Other planned work:

- Continuing to work with Communications to publicise successful projects to include website publicity, social media etc.
- Undertake an annual funding surgery with partners to promote the small grants fund and provide 1-2-1 sessions for potential applicants to meet Commissioning Officers and get advice on their projects.

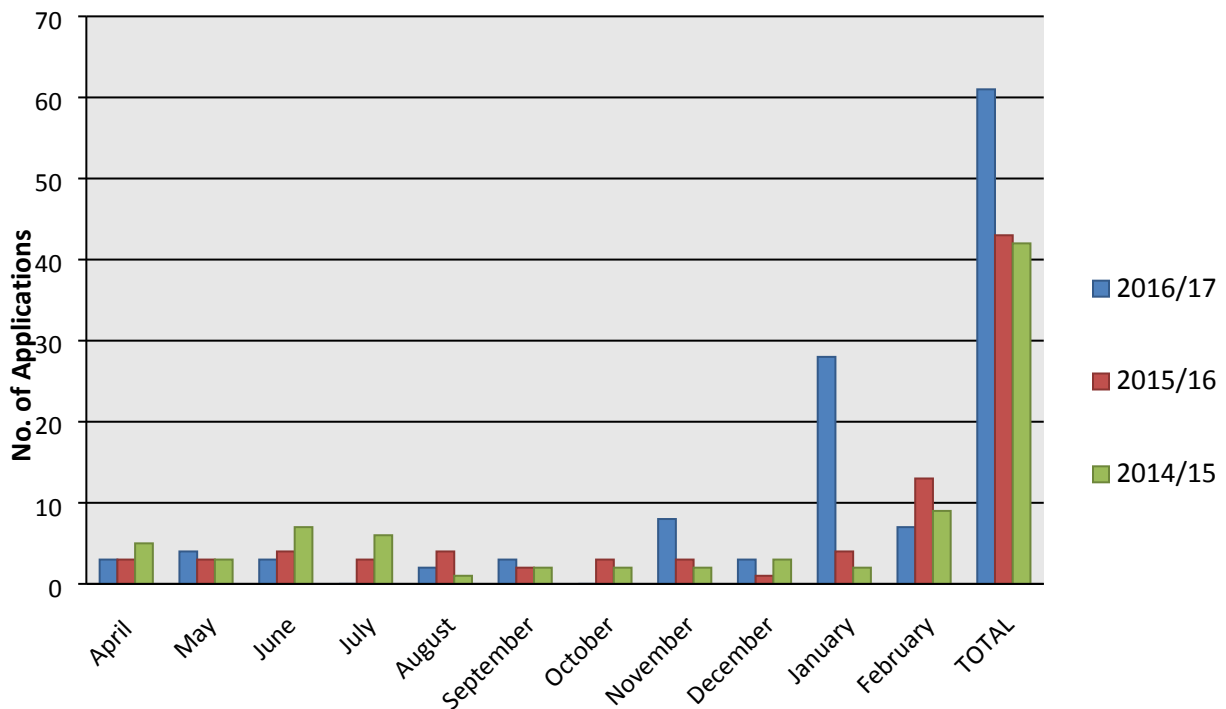
Leisure & Community Team				
Small Grants Fund Review Project 2016-19				
2016-17				
No:	Organisation:	Ward:	Awarded:	Description:
15-044	Disability Watford	Central	£1,729	Funding to undertake a survey to establish why disabled people don't access shopping areas.
16-001	Watford South Scouts Group	Vicarage	£0	Application unsuccessful. No funding allocated.
16-002	Attico Arts Centre	Central	£0	£931 was originally award to purchase equipment but the centre closed so the funding award was not processed.
16-003	ActOne Arts Base	Central	£2,000	Funding to support a project that provides disabled trainees with the opportunity to gain valuable work experience at DanceBase Watford classes.
16-004	Diwall Steering Group	Central	£2,000	To provide funding towards the 2016 Diwall celebrations.
16-005	Vibe 107.6 FM	Central	£1,382	Funding to purchase computer equipment.
16-006	The Dojo	Rickmansworth	£0	Application unsuccessful. No funding allocated.
16-007	Shopmobility	Central	£562.50	Funding to purchase a new scooter.
16-008	Owls Bowls Club	Woodside	£930	Funding to erect fencing around bowls green perimeter.
16-009	Small Acts of Kindness	Holywell	£1,910	To deliver gift bags to older residents in Watford during the winter of 2016-17.
16-010	OVEG	Oxhey	£1,892.94	Funding to purchase a gazebo and PA equipment.
16-011	The Living Room	St Albans	£0	Application unsuccessful. No funding allocated.
16-012	North Watford Bowls Club	Callowland	£2,000	Funding to purchase maintenance equipment for the bowling green.
16-013	Watford Indian Association	Holywell	£1,000	Funding towards 2 festivals (Navratri and Diwali).
16-014	Pandav Vidhya Shala Project	Hertsmere	£0	Application unsuccessful. No funding allocated.
16-015	Watford Volunteer Police Cadets	Central	£1,000	Funding to subsidise two camping weekends to Phasels Wood and Snowdonia for the Police Cadets.
16-016	Hertfordshire Boat Rescue	Hertfordshire Wide	£1,497	To fund the replacement of an inflatable rescue boat (IBR).
16-017	EMSA Free Karaoke	Holywell	£0	Funded through Locality Budget.
16-018	DRUM	Callowland	£2,000	Funding to purchase woodwork and carpentry equipment.
16-019	Lift Off!	Leggatts	£1,210.13	Funding to purchase new tables and chairs for a variety of children's groups run by the church.
16-020	Bushey Cricket Club	Oxhey	£2,000	Funding to purchase a lawn mower.
16-021	Pro Action Herts	Hatfield	£1,800	Funding to support 2 courses in Watford offering Mental Health First Aid Training.
16-022	Peace Hospice Care	Park	£583.20	Funding to purchase 20 lockable syringe driver boxes.
16-023	Sweet Tree Farming for All	Tudor	£2,000	Funding towards the purchase of an animal trailer and staff costs of the animal encounter sessions.
16-024	The Wheelchair Dance Sport Association	Tudor	£600	Funding towards running taster sessions and 2 bursary sessions.
16-025	Watford Band	Leggatts	£1,915	Funding towards the purchase of new uniforms and waistcoats for band members.
16-026	Pandav Vidhya Shala Project	Hertsmere	£0	Application unsuccessful. No funding allocated.
16-027	Alternatives Watford	Central	£2,000	Funding to purchase 50 Essential Items Baby Boxes.
16-028	Courtlands Residents Association	Leggatts	£1,079.60	Funding to purchase a community noticeboard.
16-029	CAB	Central	£1,990	Disability Benefits Training Project.
16-030	Holywell Primary PTA	Holywell	£1,739.17	Funding towards the development of the school wildlife area and a parent notice board.
16-031	North Watford Childrens Centre	Meriden	£454.76	Funding towards a fun day at Meriden Community Centre to engage with hard to reach families.
16-032	DEMAND	Abbots Langley	£2,000	Funding to manufacture bespoke items of disability equipment for Watford residents.
16-033	Bushey & Oxhey Scout Group	Oxhey	£2,000	Funding to purchase a safety gas cage and tents.
16-034	St Mary's Church	Central	£2,000	Funding to purchase new seating in the church.
16-035	Electric Umbrella	Kings Langley	£2,000	Funding towards the cost of providing the Electric Umbrella Tour 2017.
16-036	St Meryl PTA	Carpenters Park	£0	Application unsuccessful. No funding allocated.
16-037	The British Polio Fellowship	Central	£2,000	Funding towards the setting up of a Watford support group.
16-038	Herts Practical Parenting Programme	Cheshunt	£2,000	Funding towards the provision of short term intensive tailored support to vulnerable and disadvantaged families.
16-039	Peace Hospice Care	Park	£0	Option to defer to 2017-18 not required by the organisation.
16-040	Aspire Amateur Dramatic Society	South Oxhey	£0	Deferred to 2017-18
16-041	MCCC	Vicarage	£0	Deferred to 2017-18
16-042	WFC CSE Trust	Meriden	£0	Deferred to 2017-18
16-043	Companion Voices	Park	£0	Deferred to 2017-18
16-044	Cassio Pre School	Nascot	£0	Deferred to 2017-18
16-045	Neomari Creative Sector Services	Tudor	£0	Deferred to 2017-18
16-046	Playskill	Meriden	£0	Deferred to 2017-18
16-047	Watford Town Cricket Club	Woodside	£0	Application unsuccessful. No funding allocated.
16-048	Watford Rape Crisis	Central	£0	Deferred to 2017-18
16-049	Home-Start	Central	£0	Deferred to 2017-18
16-050	Mums in Action	Meriden	£0	Option to defer to 2017-18 not required by the organisation.
16-051	Signpost	Central	£0	Option to defer to 2017-18 not required by the organisation.
16-052	Watford Mencap	Across Watford	£0	Deferred to 2017-18
16-053	Kids West HUB	Woodside	£0	Deferred to 2017-18
16-054	The Dan Tien	Callowland	£0	Deferred to 2017-18
16-055	Rotary Club of Watford	Central	£0	Deferred to 2017-18
16-056	Watford Circus Society	Holywell	£0	Deferred to 2017-18
16-057	One YMCA	Central	£0	Option to defer to 2017-18 not required by the organisation.
16-058	Watford Polish Community Association	Vicarage	£0	Deferred to 2017-18
16-059	Cassiobury Park Green Gym	Park	£734.70	To assist the organisation with start-up costs and equipment as they are becoming a self-managed group.
16-060	Watford Sling and Cloth Nappy Library	Nascot	£0	Deferred to 2017-18
16-061	West Herts Breastfeeders	Central and Leggetts	£0	Deferred to 2017-18
	<b>Ward:</b>	<b>Total:</b>		
	Callowland	3		
	Central	17		
	Holywell	5		
	Leggetts	4		
	Meriden	4		
	Oxhey	3		
	Nascot	2		
	Park	4		
	Tudor	3		
	Vicarage	3		
	Woodside	3		

**SGF Applications received monthly 2016/17**

- The pie chart below is based on total number of applications received from April 2016 to February 2017. The column graph shows a comparison between applications received in the last financial compared with 2014/15 and 2015/16.
- Following an autumn publicity campaign and the funding surgery we held in November 2016, there was a surge in applications being submitted, some of which had to be deferred to the new financial year as the SGF budget was fully spent.
- No applications were received in July and October.



**SGF Applications Received April 2014 - February 2017**



# Agenda Item 8

**Report to:** Overview and Scrutiny Committee

**Title:** End of Quarter 1 (June) 2017 /18  
Key Performance Indicator (KPI) Report

**Date of meeting** 28 September 2017

**Report of:** Head of Corporate Strategy and Communications

## 1.0 SUMMARY

1.1 Watford BC's Corporate Plan sets out the council's priorities and corporate work programme over a four year period. Underpinning the plan is a suite of key performance indicators. These measures support the delivery of good quality services (both internal and external) by highlighting areas of good performance and, more importantly, under performance. Leadership Team has approved a review of these indicators during 2017/18 so that they align more closely with the council's priorities and support decision-making and improvement.

1.2 The attached report shows the results for these key performance indicators at the end of Quarter 1 (June) 2017/18. This means that both quarterly and monthly results are included – the report shows which are collected and reported quarterly and which monthly. The report also shows:

- The result for Quarter 1
- The cumulative result for monthly indicators unless they are only collected on a monthly basis and no cumulative result has been submitted
- The results for the same period in 2016/17 if available
- The result for the previous period – end of Quarter 4 / March 2016/17
- The target that was set for 2017/18
- Whether the indicator result is above or below target
- Benchmarking information, where available, against Hertfordshire authorities or all England authorities

1.3 A significant amount of the data has been presented in chart / graphic format to support analysis of the information provided.

## 2.0 DECISION REQUIRED

2.1 Overview and Scrutiny Committee is asked to note the key performance indicator results for Quarter 1 2017/18.

### Contact Officer:

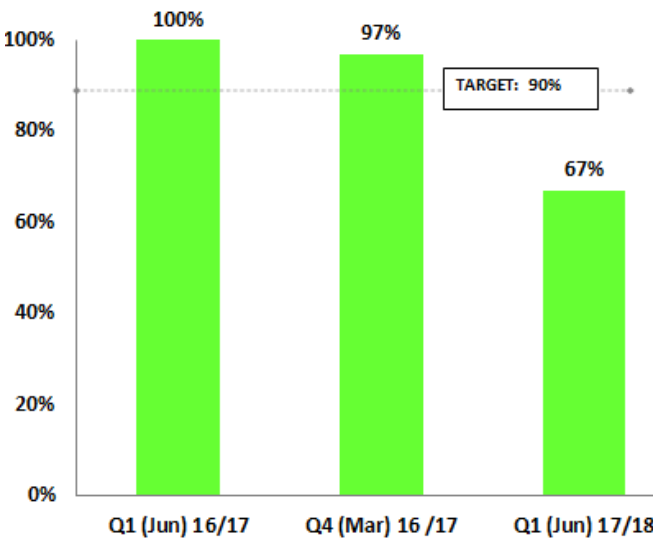


For further information please contact:

Kathryn Robson, Head of Corporate Strategy & Communications - ext.: 8077 or  
[kathryn.robson@watford.gov.uk](mailto:kathryn.robson@watford.gov.uk)

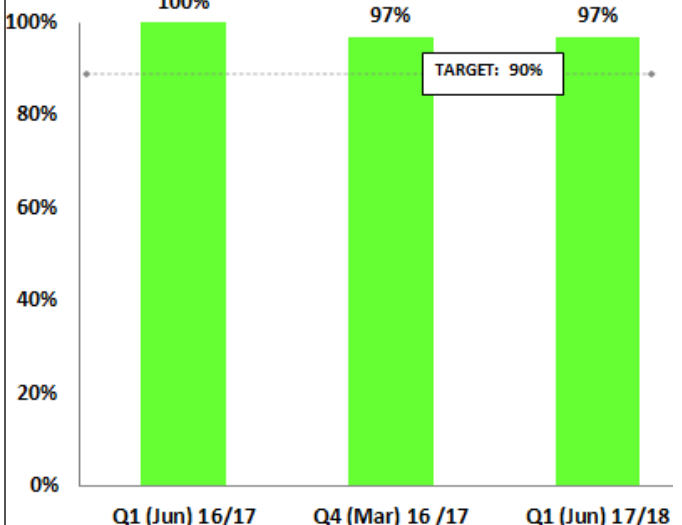

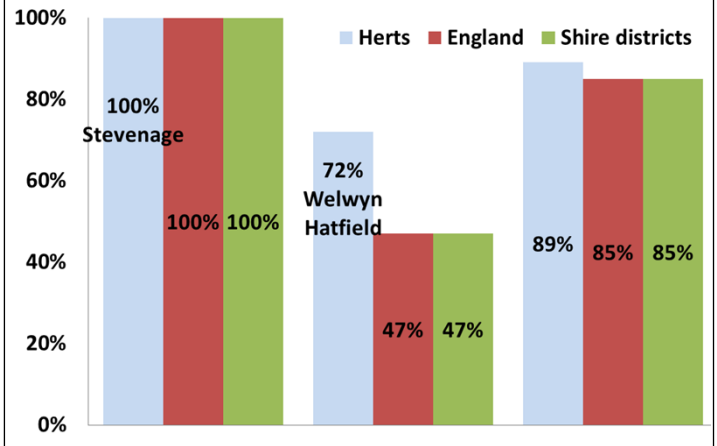
# KEY PERFORMANCE INDICATORS: 2017/18

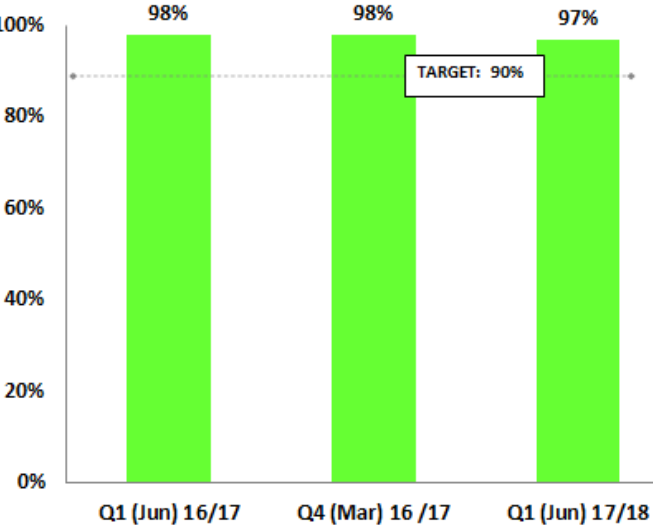

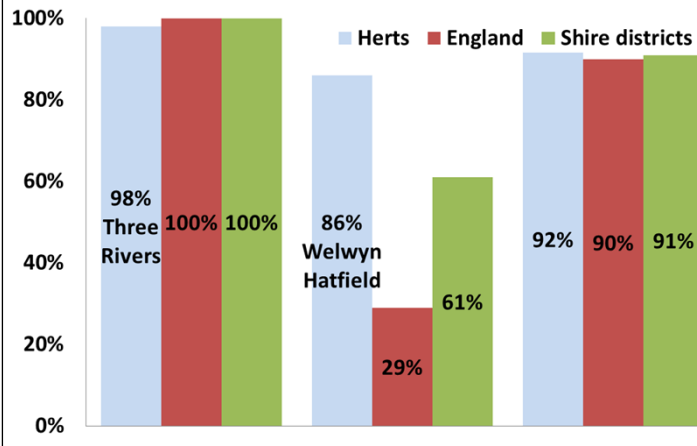
## MONTHLY INDICATORS: JUNE 2017 & QUARTERLY INDICATORS: QUARTER 1

### I. CUSTOMER FIRST INDICATORS

	Indicator	Service area	Reporting frequency	Results (Quarter 1)	Comments & Benchmarking (where available)																										
<b>PLANNING:</b>																															
1.	Processing of planning applications: 'major' applications - % determined within 13 weeks  <b>A high result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 67%</b></p> <p>Major applications determined in 13 weeks</p>  <table border="1"> <caption>Major applications determined in 13 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>100%</td> </tr> <tr> <td>Q4 (Mar) 16/17</td> <td>97%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>67%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 (Jun) 16/17	100%	Q4 (Mar) 16/17	97%	Q1 (Jun) 17/18	67%	Target	90%	<p><b>Below target:</b> </p> <p><b>Target for Q1: 90%</b>      <b>Target for 2017/18: 90%</b></p> <p>This result is for three applications received in the quarter. Two were processed within 13 weeks, one outside of 13 weeks. This was due to a single deferral from Development Management Committee where an extension of time was not secured.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: 2016/17</p>  <table border="1"> <caption>Benchmarking: Herts, England &amp; Shire Districts performance: 2016/17</caption> <thead> <tr> <th>Category</th> <th>Herts</th> <th>England</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>50%</td> <td>31%</td> <td>31%</td> </tr> <tr> <td>Average</td> <td>86%</td> <td>87%</td> <td>87%</td> </tr> </tbody> </table>	Category	Herts	England	Shire districts	Best	100%	100%	100%	Worst	50%	31%	31%	Average	86%	87%	87%
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2.	<p>Process of planning applications: 'minor' applications - % determined within 8 weeks</p> <p><b>A high result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 97%</b></p> <p>Minor applications determined in 8 weeks</p>  <table border="1"> <caption>Minor applications determined in 8 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>100%</td> </tr> <tr> <td>Q4 (Mar) 16/17</td> <td>97%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>97%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Result (%)	Q1 (Jun) 16/17	100%	Q4 (Mar) 16/17	97%	Q1 (Jun) 17/18	97%	Target	90%	<p><b>Above target:</b> </p> <p><b>Target for Q1: 90%</b>      <b>Target for 2017/18: 90%</b></p> <p><b>Benchmarking: Herts, England &amp; Shire Districts performance:2016/17</b></p>  <table border="1"> <caption>Benchmarking: Herts, England &amp; Shire Districts performance:2016/17</caption> <thead> <tr> <th>Category</th> <th>Herts (%)</th> <th>England (%)</th> <th>Shire districts (%)</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100% (Stevenage)</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>72% (Welwyn Hatfield)</td> <td>47%</td> <td>47%</td> </tr> <tr> <td>Average</td> <td>89%</td> <td>85%</td> <td>85%</td> </tr> </tbody> </table>	Category	Herts (%)	England (%)	Shire districts (%)	Best	100% (Stevenage)	100%	100%	Worst	72% (Welwyn Hatfield)	47%	47%	Average	89%	85%	85%
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4.	CSC service levels – 85% calls answered in 20 seconds (Revenues and Benefits calls are not included)  <b>A high result is good for this indicator</b>	Service Transf'tion  Andrew Cox	Monthly	<p><b>RESULT: 73%</b></p> <p>CSC service levels – 85% call answered in 20 secs</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>70%</td> <td>85%</td> </tr> <tr> <td>Q4 (Mar) 16/17</td> <td>87%</td> <td>85%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>73%</td> <td>85%</td> </tr> </tbody> </table>	Period	Result (%)	Target (%)	Q1 (Jun) 16/17	70%	85%	Q4 (Mar) 16/17	87%	85%	Q1 (Jun) 17/18	73%	85%	<p><b>Below target:</b></p> <p><b>Target for Jun-17: 85%</b>      <b>Target for 2017/18: 85%</b></p> <p>Increase in Electoral Registration calls due to general election.</p>
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Q1 (Jun) 16/17	70%	85%															
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Q1 (Jun) 17/18	73%	85%															
5.	Long wait calls received to CSC Long wait = calls not answered within 2 minutes  (Revenues and Benefits calls are not included)  <b>A low result is good for this indicator</b>	Service Transf'tion  Andrew Cox	Monthly	<p><b>RESULT: 27%</b></p> <p>CSC service levels: long wait calls (not answered in 2 mins)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>12%</td> <td>3%</td> </tr> <tr> <td>Q4 (Mar) 16/17</td> <td>4%</td> <td>3%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>27%</td> <td>3%</td> </tr> </tbody> </table>	Period	Result (%)	Target (%)	Q1 (Jun) 16/17	12%	3%	Q4 (Mar) 16/17	4%	3%	Q1 (Jun) 17/18	27%	3%	<p><b>Target for Jun-17: 3%</b>      <b>Target for 2017/18: 3%</b></p> <p>Increase in Electoral Registration calls due to general election.</p>
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	Indicator	Service area	Reporting frequency	Results (Quarter 1)	Comments & Benchmarking (where available)												
6.	CSC service levels 95% all calls answered	Service Transf'tion  Andrew Cox		Report not available.	<b>Target for Jun-17: 95%</b> <b>Target for 2017/18: 95%</b>												
7.	Calls resolved at first point of contact	Service Transf'tion  Andrew Cox		Report not available.	<b>Target for Jun-17: 3%</b> <b>Target for 2017/18: 3%</b>												
8.	Complaints resolved at stage one	Service Transf'tion  Andrew Cox		<p><b>RESULT: 100%</b></p> <p>The chart displays the percentage of complaints resolved at stage one. The y-axis ranges from 0% to 100%. The x-axis shows three quarters: Q1 (Jun) 16/17, Q4 (Mar) 16 /17, and Q1 (Jun) 17/18. A horizontal dashed line indicates a target of 90%. The results are 75% for Q1 (Jun) 16/17, 'Not available' for Q4 (Mar) 16 /17, and 100% for Q1 (Jun) 17/18.</p> <table border="1"> <caption>Complaints resolved at stage one</caption> <thead> <tr> <th>Quarter</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>75%</td> <td>90%</td> </tr> <tr> <td>Q4 (Mar) 16 /17</td> <td>Not available</td> <td>90%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Result	Target	Q1 (Jun) 16/17	75%	90%	Q4 (Mar) 16 /17	Not available	90%	Q1 (Jun) 17/18	100%	90%	<p>Above target </p> <p><b>Target for Jun-17: 90%</b>      <b>Target for 2017/18: 90%</b></p>
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9.	% of stage 1 complaints resolved within 10 days	Service Transf'tion  Andrew Cox		<p><b>RESULT: 100%</b></p> <p>% stage 1 complaints resolved within 10 days</p> <table border="1"> <caption>Data for % stage 1 complaints resolved within 10 days</caption> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>40%</td> <td>80%</td> </tr> <tr> <td>Q4 (Mar) 16 /17</td> <td>Not available</td> <td>80%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>100%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Result (%)	Target (%)	Q1 (Jun) 16/17	40%	80%	Q4 (Mar) 16 /17	Not available	80%	Q1 (Jun) 17/18	100%	80%	<p>Above target </p> <p><b>Target for Jun-17: 80%</b>      <b>Target for 2017/18: 80%</b></p>
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II. QUALITY OF LIFE INDICATORS

	Indicator	Service area	Reporting frequency	Results (Quarter 1)	Comments & Benchmarking (where available)																																																					
	<b>HOUSING:</b>																																																									
10.	Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accom.)</i> <b>A high result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Biannually	<b>Not reported for Q1</b>	<b>Target for 2017/18: 32</b>																																																					
11.	Number of statutory homeless  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 38</b></p> <p><b>Number of statutory homeless (new cases)</b></p> <table border="1"> <caption>Number of statutory homeless (new cases)</caption> <thead> <tr> <th>Quarter</th> <th>Number of cases</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>41</td> </tr> <tr> <td>Q4 (Mar) 16 /17</td> <td>32</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>38</td> </tr> </tbody> </table>	Quarter	Number of cases	Q1 (Jun) 16/17	41	Q4 (Mar) 16 /17	32	Q1 (Jun) 17/18	38	<p><b>No target set.</b></p> <p><b>Benchmarking:</b> Herts and England performance Jan – Mar 2017</p> <table border="1"> <thead> <tr> <th colspan="3"><b>Numbers accepted as being homeless and in priority need</b></th> </tr> <tr> <th></th> <th><b>Total</b></th> <th><b>Number per 1,000 households</b></th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>66</td> <td>1.67</td> </tr> <tr> <td>Dacorum</td> <td>35</td> <td>0.55</td> </tr> <tr> <td>East Herts</td> <td>11</td> <td>0.18</td> </tr> <tr> <td>Hertsmere</td> <td>34</td> <td>0.81</td> </tr> <tr> <td>North Herts</td> <td>12</td> <td>0.21</td> </tr> <tr> <td>St Albans</td> <td>23</td> <td>0.39</td> </tr> <tr> <td>Stevenage</td> <td>33</td> <td>0.89</td> </tr> <tr> <td>Three Rivers</td> <td>23</td> <td>0.62</td> </tr> <tr> <td>Watford</td> <td>32</td> <td>0.80</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>43</td> <td>0.91</td> </tr> <tr> <td>England</td> <td></td> <td>0.63</td> </tr> <tr> <td>London</td> <td></td> <td>1.13</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>0.54</td> </tr> </tbody> </table>	<b>Numbers accepted as being homeless and in priority need</b>				<b>Total</b>	<b>Number per 1,000 households</b>	Broxbourne	66	1.67	Dacorum	35	0.55	East Herts	11	0.18	Hertsmere	34	0.81	North Herts	12	0.21	St Albans	23	0.39	Stevenage	33	0.89	Three Rivers	23	0.62	Watford	32	0.80	Welwyn Hatfield	43	0.91	England		0.63	London		1.13	England exc. London		0.54
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12.	Reasons for homelessness  <b>Narrative indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>No target set.</b></p> <table border="1"> <thead> <tr> <th><b>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</b></th> <th><b>Q1 Apr - Jun</b></th> </tr> </thead> <tbody> <tr> <td>Loss of private sector tenancy</td> <td>14 (37%)</td> </tr> <tr> <td>Parental eviction</td> <td>10 (26%)</td> </tr> <tr> <td>Family or friend eviction</td> <td>4 (11%)</td> </tr> <tr> <td>Other</td> <td>4 (11%)</td> </tr> <tr> <td>Loss other rented</td> <td>2 (5%)</td> </tr> <tr> <td>Relationship break non-violent</td> <td>2 (5%)</td> </tr> <tr> <td>Left hospital/institution/care</td> <td>1 (2.5%)</td> </tr> <tr> <td>Other violence</td> <td>1 (2.5%)</td> </tr> </tbody> </table> <p>Loss of a private sector tenancy continues to be the main reasons for becoming homeless.</p> <p><b>Benchmark against England and London (2016/17)</b></p> <table border="1"> <thead> <tr> <th><b>Homeless acceptances Top main reasons for loss of last settled home</b></th> <th><b>England</b></th> <th><b>London</b></th> <th><b>England exc London</b></th> </tr> </thead> <tbody> <tr> <td>Relatives/friends no longer able or willing to provide accommodation (parents)</td> <td>14%</td> <td>14%</td> <td>14%</td> </tr> <tr> <td>Relatives/friends no longer able or willing to provide accommodation (other)</td> <td>12%</td> <td>16%</td> <td>11%</td> </tr> <tr> <td>Relationship breakdown with partner (violent)</td> <td>12%</td> <td>5%</td> <td>14%</td> </tr> <tr> <td>Relationship breakdown with partner (other)</td> <td>5%</td> <td>2%</td> <td>7%</td> </tr> <tr> <td>Mortgage arrears (repossession or other loss of home)</td> <td>1%</td> <td>0%</td> <td>1%</td> </tr> <tr> <td>Rent arrears</td> <td>3%</td> <td>3%</td> <td>3%</td> </tr> <tr> <td>End of assured shorthold tenancy</td> <td>29%</td> <td>24%</td> <td>26%</td> </tr> <tr> <td>Loss of other rented or tied housing</td> <td>7%</td> <td>8%</td> <td>6%</td> </tr> <tr> <td>Other reasons</td> <td>16%</td> <td>16%</td> <td>19%</td> </tr> </tbody> </table>	<b>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</b>	<b>Q1 Apr - Jun</b>	Loss of private sector tenancy	14 (37%)	Parental eviction	10 (26%)	Family or friend eviction	4 (11%)	Other	4 (11%)	Loss other rented	2 (5%)	Relationship break non-violent	2 (5%)	Left hospital/institution/care	1 (2.5%)	Other violence	1 (2.5%)	<b>Homeless acceptances Top main reasons for loss of last settled home</b>	<b>England</b>	<b>London</b>	<b>England exc London</b>	Relatives/friends no longer able or willing to provide accommodation (parents)	14%	14%	14%	Relatives/friends no longer able or willing to provide accommodation (other)	12%	16%	11%	Relationship breakdown with partner (violent)	12%	5%	14%	Relationship breakdown with partner (other)	5%	2%	7%	Mortgage arrears (repossession or other loss of home)	1%	0%	1%	Rent arrears	3%	3%	3%	End of assured shorthold tenancy	29%	24%	26%	Loss of other rented or tied housing	7%	8%	6%	Other reasons	16%	16%	19%	
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13.	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i>  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 212</b></p> <p>Households in temporary accommodation</p> <table border="1"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Households</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>221</td> </tr> <tr> <td>Q4 (Mar) 16/17</td> <td>208</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>212</td> </tr> <tr> <td>Target</td> <td>200</td> </tr> </tbody> </table>	Quarter	Households	Q1 (Jun) 16/17	221	Q4 (Mar) 16/17	208	Q1 (Jun) 17/18	212	Target	200	<p><b>Below target:</b> </p> <p><b>Target for Jun-17: 200      Target for 2017/18: 200</b></p> <p><b>Benchmarking:</b> Herts and England performance Jan – Mar 2017</p> <table border="1"> <thead> <tr> <th colspan="3">Number of households in temporary accommodation</th> </tr> <tr> <th></th> <th>Total</th> <th>Number per 1,000 households</th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>465</td> <td>11.74</td> </tr> <tr> <td>Dacorum</td> <td>84</td> <td>1.32</td> </tr> <tr> <td>East Herts</td> <td>15</td> <td>0.25</td> </tr> <tr> <td>Hertsmere</td> <td>168</td> <td>4.02</td> </tr> <tr> <td>North Herts</td> <td>70</td> <td>1.23</td> </tr> <tr> <td>St Albans</td> <td>139</td> <td>2.35</td> </tr> <tr> <td>Stevenage</td> <td>110</td> <td>2.97</td> </tr> <tr> <td>Three Rivers</td> <td>88</td> <td>2.37</td> </tr> <tr> <td>Watford</td> <td>208</td> <td>5.20</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>65</td> <td>1.38</td> </tr> <tr> <td>England</td> <td></td> <td>3.33</td> </tr> <tr> <td>London</td> <td></td> <td>15.12</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>1.17</td> </tr> </tbody> </table>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	465	11.74	Dacorum	84	1.32	East Herts	15	0.25	Hertsmere	168	4.02	North Herts	70	1.23	St Albans	139	2.35	Stevenage	110	2.97	Three Rivers	88	2.37	Watford	208	5.20	Welwyn Hatfield	65	1.38	England		3.33	London		15.12	England exc. London		1.17
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14.	Number of households living in temporary accommodation with children <i>Snap-shot at quarter end</i>  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick		<p><b>RESULT: 186</b></p> <p>Households in temporary accommodation with children</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>182</td> </tr> <tr> <td>Q4 (Mar) 16 /17</td> <td>179</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>186</td> </tr> </tbody> </table>	Quarter	Number of Households	Q1 (Jun) 16/17	182	Q4 (Mar) 16 /17	179	Q1 (Jun) 17/18	186	<p><b>No target set for this indicator.</b></p> <p>This is the P1E return figure to government.</p> <p>it includes pregnant women with no other dependents</p> <p>These households had a total of 376 children including expected children.</p>																																								
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15.	Number of households living in temporary accommodation without children <i>Snap-shot at quarter end</i>  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick		<p><b>RESULT: 26</b></p> <p>Households in temporary accommodation with children</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>29</td> </tr> <tr> <td>Q4 (Mar) 16 /17</td> <td>29</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>26</td> </tr> </tbody> </table>	Quarter	Number of Households	Q1 (Jun) 16/17	29	Q4 (Mar) 16 /17	29	Q1 (Jun) 17/18	26	<p><b>No target set for this indicator.</b></p> <p>All households involved were single males or females. The table below shows a breakdown by gender and age range of the 26 households.</p> <table border="1"> <thead> <tr> <th></th> <th></th> <th>25</th> <th>45</th> <th>60</th> <th></th> </tr> </thead> <tbody> <tr> <td>Gender /</td> <td></td> <td>-</td> <td>-</td> <td>-</td> <td></td> </tr> <tr> <td>Age range</td> <td>16-17</td> <td>18-24</td> <td>44</td> <td>59</td> <td>64</td> <td>Total</td> </tr> <tr> <td>Male</td> <td>1</td> <td>3</td> <td>12</td> <td>5</td> <td>1</td> <td>22</td> </tr> <tr> <td>Female</td> <td></td> <td></td> <td>3</td> <td>1</td> <td></td> <td>4</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>1</b></td> <td><b>3</b></td> <td><b>15</b></td> <td><b>6</b></td> <td><b>1</b></td> <td><b>26</b></td> </tr> </tbody> </table> <p>85% of single people in TA are male. 58% of this cohort is in the age range of 25-44.</p>			25	45	60		Gender /		-	-	-		Age range	16-17	18-24	44	59	64	Total	Male	1	3	12	5	1	22	Female			3	1		4	<b>Grand Total</b>	<b>1</b>	<b>3</b>	<b>15</b>	<b>6</b>	<b>1</b>	<b>26</b>
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	Indicator	Service area	Reporting frequency	Results (Quarter 1)	Comments & Benchmarking (where available)
16.	<p>Rough sleepers within the authority area <i>Snap shot taken on one night in November</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Annual	<b>Not reported for Q1</b>	<p><b>Target for 2017/18: 12</b></p> <p>Count held in November 2016: 13</p> <p>Next count due in November 2017.</p> <p>New Hope continues to deliver the council's Outreach Services contract to work with rough sleepers including through its Rough Sleepers Prevention Service.</p> <p>Feedback from New Hope about rough sleepers they worked with in 2016-17 includes the following:</p> <ul style="list-style-type: none"> <li>• At least a third of the rough sleepers they have worked with were problematic drug users. The majority of these were known to be involved with begging and various aspects of criminality in the town centre</li> <li>• A large rise in chaotic lifestyles in the rough sleeping population was seen, mostly due to drug use</li> <li>• 17% of rough sleepers worked with during 2016/17 were EEA nationals. Although the service engaged well with this client group it was difficult to find them accommodation due to lack of income and alcohol issues</li> </ul>



## Executive Decision Progress Report

**May 2017 – May 2018**

Contact Officer: Sandra Hancock  
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

All officer decisions are available on the [Officer Decision Register](#) or on the full [Decision Register](#). Only 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
To note the business plan associated with Watford Riverwell is being updated and that there will be a number of associated changes relating to the masterplan	Place Shaping and Corporate Performance	Cabinet	June 2017	Part B decision due to the information being commercially sensitive. Considered by Cabinet at its meeting on <a href="#">5 June 2017</a>
To increase delegation limit of the Portfolio Holder for Property to enable the Property Investment Board to acquire and dispose of property	Place Shaping and Corporate Performance	Cabinet	June 2017	Part B decision due to the information being commercially sensitive. Considered by Cabinet at its meeting on <a href="#">5 June 2017</a>
To adopt the Cycle Parking Supplementary Planning Document, to supplement policies in the Local Plan Core Strategy	Place Shaping and Corporate Performance	Cabinet	July 2017	Considered by Cabinet at its meeting on <a href="#">3 July 2017</a> Not called in

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Local Plan Part 2 (Site allocations and development management policies) – not to submit Local Plan Part 2 for examination, but to focus on progressing the Local Plan review	Place Shaping and Corporate Performance	Cabinet	September 2017	Considered by Cabinet at its meeting on <a href="#">11 September 2017</a>
Funding for public realm improvements to High Street, Watford	Place Shaping and Corporate Performance	Cabinet and Council	September 2017	Considered by Cabinet at its meeting on <a href="#">11 September 2017</a> and due to be considered by Council on <a href="#">17 October 2017</a>
Construction of a four-storey building and raised deck car park on Town Hall campus	Democracy and Governance	Cabinet	September 2017	Considered by Cabinet at its meeting on <a href="#">11 September 2017</a> (Appendices are Part B as information is commercially sensitive)
Watford Riverwell	Place Shaping and Corporate Performance	Cabinet	September 2017	Part B decision due to information being commercially sensitive. Considered by Cabinet at its meeting on <a href="#">11 September 2017</a>

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Cassiobury Park car park	Community and Environmental Services	Cabinet	October 2017	Due to be considered by Cabinet at its meeting on <a href="#">9 October 2017</a>
To agree to promote a Compulsory Purchase Order at the request of Watford Community Housing Trust for the redevelopment of land on the Meriden Estate	Democracy and Governance	Cabinet	November 2017	Due to be considered by Cabinet at its meeting on <a href="#">6 November 2017</a>
To recommend a level of fine under the Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016)	Community and Environmental Services	Cabinet	December 2017	Originally due to be considered by Cabinet at its meeting on 11 September 2017, deferred to meeting on <a href="#">4 December 2017</a>

## PART A

**Report to:** Overview and Scrutiny Committee  
**Date of meeting:** 28 September 2017  
**Report of:** Committee and Scrutiny Officer  
**Title:** Scrutiny proposal - Tall buildings and Watford Borough Council's emergency plans

### 1.0 **Summary**

- 1.1 At Council on 11 July, members agreed to the setting up of a task group in response to motions from the Labour and Liberal Democrat groups. The motions were in response to the fire at Grenfell Tower.
- 1.2 This report asks Overview and Scrutiny Committee to consider the proposal, attached at Appendix 1, and agree the task group membership.

### 2.0 **Recommendations**

- 2.1 That Overview and Scrutiny Committee considers the scrutiny proposal submitted by Councillor Jeffree, attached as Appendix 1 to this report. The scrutiny committee to agree a task group in line with the Council decision on 11 July 2017.
- 2.2 That Overview and Scrutiny Committee agrees the membership for the task group.

**Contact Officer:**

For further information on this report please contact: Sandra Hancock,  
Committee and Scrutiny Officer  
telephone extension: Tel: 01923 278377 email:  
sandra.hancock@watford.gov.uk

**Report approved by:** Carol Chen, Head of Democracy and Governance

### 3.0 **Detailed proposal**

- 3.1 At Council on 11 July 2017 the Labour and Liberal Democrat groups each submitted a motion following the tragic fire at Grenfell Tower in London. Following a debate, it was agreed that both motions would be forwarded to a new task group.
- 3.2 Following Council, the Committee and Scrutiny Officer forwarded the scrutiny proposal form to Councillors Bell and Jeffree, the proposers of the Labour and Liberal Democrat motions.
- 3.3 Councillor Jeffree submitted a draft proposal which was discussed with Councillor Bell, the Committee and Scrutiny Officer and Committee and Scrutiny Support Officer (AG). Some amendments were made as a result of the meeting and the revised form was then sent to relevant officers within the council.
- 3.4 On 23 August 2017 the Committee and Scrutiny Officer emailed all non-executive councillors informing them of the suggested task group and details of the proposed scope. Councillors were asked to contact the Committee and Scrutiny Officer if they were interested in participating in this review.
- 3.5 At the time of writing this report seven councillors have expressed an interest in taking part in the task group –
- Councillor Peter Jeffree
  - Councillor Nigel Bell
  - Councillor Robbie Laird
  - Councillor Rabi Martins
  - Councillor Tim Williams
  - Councillor Kareen Hastrick
  - Councillor Maggie Parker

The Committee and Scrutiny Officer will provide any further update at the meeting.

- 3.6 Overview and Scrutiny Committee is reminded that task groups are limited to a maximum of five members. In addition, they do not have to be politically balanced.
- 3.7 Overview and Scrutiny Committee is asked to review the attached proposal and agree the establishment of a task group. The scrutiny committee will also need to approve the task group's membership.



## 4.0 **Implications**

### 4.1 **Financial**

4.1.1 The Head of Finance comments that any financial implications from recommendations by the task group would have to be agreed in compliance with the Council Constitution.

### 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.

### 4.3 **Equalities/Human Rights**

4.3.1 None identified as part of this report.

### 4.4 **Potential Risks**

4.4.1 No potential risks have been identified. The task group will need to consider any potential risks when agreeing its recommendations.

## **Appendices**

Appendix 1 – Scrutiny proposal form from Councillor Peter Jeffree in consultation with Councillor Nigel Bell

## **Background Papers**

The following background papers were used in the preparation of this report. If you wish to inspect or take copies of the background papers, please contact the officer named on the front page of the report.

Motions to Council 11 July 2017  
Minutes of Council 11 July 2017

## **File Reference**

None

**Suggestions for topics to be scrutinised – evaluation table**

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section 1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

<b>Section 1 – Scrutiny Suggestion</b> Scrutiny of WBC policy on tall buildings following resolution at full Council meeting in July 2017	
<b>Proposer: Councillor Peter Jeffree</b>	
<p><b>Topic recommended for scrutiny:</b></p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> <li>• <i>areas which should be <u>included</u> in the review.</i></li> <li>• <i>areas which should be <u>excluded</u> from the review.</i></li> <li>• <i>Whether the focus should be on past performance, future policy or both.</i></li> </ul>	<p>Review current WBC planning policy on tall buildings and emerging policy in the draft Local Plan part 2.</p> <p>Review WBC emergency plans and procedures for major incidents.</p> <p>Review Building Regulation requirements for fire precautions in tall buildings.</p> <p>Review British Standards relevant to fire safety in tall buildings.</p> <p>Review emerging information from Grenfell investigations and public inquiry, where relevant to Watford.</p>
<b>Why have you recommended this topic for scrutiny?</b>	This scrutiny topic arises from public concern about safety of tall buildings following the Grenfell Tower disaster

**What are the specific outcomes you wish to see from the review?**

*Examples might include:*

- *To identify what is being done and what the potential barriers are;*
- *To review relevant performance indicators;*
- *To compare our policies with those of a similar authority;*
- *To assess the environmental/social impacts;*
- *To Benchmark current service provision;*
- *To find out community perceptions and experience;*
- *To identify the gap between provision and need*

A clearer definition of what we mean by the term 'tall building'

Identify which buildings in Watford are within that definition  
(including residential and non-residential buildings)

Classification of construction methods used in Watford's stock of tall buildings

Identify best practice for fire safety management in tall buildings

Identify shortcomings in fire safety precautions in individual buildings or building types

Make recommendations for improvements where necessary

Make recommendations for future policy changes

Achieve clarity about WBC major incident emergency procedures, and make recommendations where relevant.

<p><b>How do you think evidence might be obtained?</b></p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> <li>• Questionnaires/Surveys</li> <li>• Site visits</li> <li>• Interviewing witnesses</li> <li>• Research</li> <li>• Performance data</li> <li>• Public hearings</li> <li>• Comparisons with other local authorities</li> </ul>	<p>Desktop research on Watford's current building stock - heights, construction method and materials etc.</p> <p>Desktop research on future plans for tall buildings in Watford</p> <p>Site visits to relevant buildings of different heights</p> <p>Gather relevant information from other local authorities for comparison</p> <p>Gather information and advice from the Fire Service and Building Research Establishment</p> <p>Gather information and advice from WBC building control and planning departments</p>
<p><b>Does the proposed item meet the following criteria?</b></p>	
<p>It must affect a group or community of people</p>	<p>This scrutiny is relevant to any owners, operators or occupants of tall buildings in Watford.</p>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p>Relevant to the Council's planning, building control and Housing functions.</p>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>This has not previously been a scrutiny topic.</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>Tall buildings policy would fall under the remit of Planning Policy Advisory Group, is this a problem?</p>
<p><b>Does the topic meet the council's priorities?</b></p>	<ol style="list-style-type: none"> <li><b>1. Identify ways to manage the borough's housing needs</b></li> <li><b>2. Champion smart growth and economic prosperity</b></li> <li>3. Provide for our vulnerable and disadvantaged communities</li> <li>4. Deliver a digital Watford to empower our community</li> <li><b>5. Secure our own financial future</b></li> </ol> <p><i>Please confirm which ones - in <b>BOLD</b></i></p>

<p><b>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</b></p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> <li>• <i>forthcoming milestones, demands on the relevant service area and member availability:</i></li> <li>• <i>imminent policy changes either locally, regionally or nationally within the area under review.</i></li> </ul>	<p>No specific time limitations however this topic could affect policies within the draft local plan part 2 which is currently overdue for publication.</p> <p>Likely to be affected by national building regulations changes as information emerges from investigations and the public inquiry around Grenfell.</p>
<p><b>Does the topic involve a Council partner or other outside body?</b></p>	<p>Emergency procedures for major incidents are a joint responsibility with HCC and emergency services.</p> <p>Fire safety in buildings is subject to recommendations of the Fire Service and the Building Research Establishment.</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> <li>• <i>Age</i></li> <li>• <i>Disability</i></li> <li>• <i>Gender reassignment</i></li> <li>• <i>Pregnancy or maternity</i></li> <li>• <i>Race</i></li> <li>• <i>Religion or belief</i></li> <li>• <i>Sex</i></li> <li>• <i>Sexual orientation</i></li> <li>• <i>Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</i></li> </ul>	<p>May have implications for age and disability</p>
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<p><b>Sign off</b>  <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p><b>Councillor/Officer</b>  <i>Councillor Peter Jeffree in consultation with Councillor Nigel Bell</i></p>	<p><b>Date</b>  <b>09/08/2017</b></p>

**Overview and Scrutiny Committee  
Work programme 2017/18**

**Chair** Councillor Karen Hastrick

**Vice-Chair** Councillor Ahsan Khan

**Councillors** Jagtar Singh Dhindsa, Aga Dychton, Amanda Grimston, Asif Khan, Rabi Martins, Darren Walford and Tim Williams

<b>Date of meeting</b>	<b>Item for agenda</b>	<b>Purpose/outcomes</b>	<b>Officer</b>
<b>22 June 2017</b>	Commissioning Framework: Community Centres – Holywell and Meriden	To receive presentations from each of the community centres funded through the Commissioning Framework and information about the work they carry out	Leisure and Community Section Head / Contract Monitoring Officer (Leisure and Community Team)
	Performance indicators: Quarter 4 2016/17	To review the end of year performance indicators	Deferred to July
	New Task Group: Tackling loneliness	To approve new task group – tackling loneliness	Committee and Scrutiny Officer
	Review recommendations: Conservation Areas Task Group	To review the implementation of the Management of Conservation Areas Task Group’s recommendations	Committee and Scrutiny Officer
	Review recommendations: Parking Strategy (Year 1 recommendations) Task Group	To review the implementation of the Parking Strategy (Year 1 recommendations) Task Group’s recommendations	Committee and Scrutiny Officer



<b>Date of meeting</b>	<b>Item for agenda</b>	<b>Purpose/outcomes</b>	<b>Officer</b>
<b>22 June 2017 (continued)</b>	Community Safety Partnership Task Group: Membership, Chair and Terms of Reference	To approve the membership of the Community Safety Partnership Task Group To agree the task group's chair To agree the updated task group's updated terms of reference	Committee and Scrutiny Officer
	Work Programme 2017/18	To review the work programme for the forthcoming year	Committee and Scrutiny Officer
<b>20 July 2017</b>	Commissioning Framework: Community centres – Orbital (YMCA)	To receive a presentation from one of the community centres funded through the Commissioning Framework and information about the work they carry out	Leisure and Community Section Head
	Performance indicators – overview of PIs	Why does the council have PIs? Can councillors change them, e.g. targets? Are they reported to other organisations, e.g. central government	Head of Corporate Strategy and Communications
	Performance indicators: Quarter 4 2016/17	To review the end of year performance indicators	Head of Corporate Strategy and Communications
	Review: Management of Conservation Areas	Officers to provide a response to the scrutiny committee's questions from the previous meeting, including timeline for implementing recommendations	Urban Design and Conservation Manager

<b>Date of meeting</b>	<b>Item for agenda</b>	<b>Purpose/outcomes</b>	<b>Officer</b>
<b>28 September 2017</b>	Small Grants Fund review – 2016-2017	To review the annual report of the Small Grants Fund	Leisure and Community Section Head
	Commissioning Framework: Community centres – West Watford Community Association	To receive a presentation from one of the community centres funded through the Commissioning Framework and information about the work they carry out	Leisure and Community Section Head
	Performance report: Quarter 1 2017/18	To review the performance indicators for quarter 1 of 2017/18	Head of Corporate Strategy and Communications
	Review: Parking Strategy (Year 1 recommendations)	Officer's to provide a response to the scrutiny committee's questions from the July meeting.	Transport and Infrastructure Section Head / Traffic Engineer
	Scrutiny Proposal: Tall buildings and the council's emergency plan	To consider the proposed task group as discussed at July Council. To agree the task group membership	Committee and Scrutiny Officer
<b>26 October 2017</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>23 November 2017</b>	Commissioning Framework Year 1 (2016-2017) review report	To review the annual report of the Commissioning Framework	Leisure and Community Section Head
	Performance report: Quarter 2 2017/18	To review the performance indicators for quarter 2 of 2017/18	Head of Corporate Strategy and Communications
	Watford 2020		Head of Service Transformation

<b>Date of meeting</b>	<b>Item for agenda</b>	<b>Purpose/outcomes</b>	<b>Officer</b>
<b>20 December 2017</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>18 January 2017</b>			
<b>8 February 2017</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>8 March 2017</b>	Call-in only	To consider any called in executive decisions	Committee and Scrutiny Officer
<b>22 March 2017</b>	Performance report: Quarter 3 2017/18	To review the performance indicators for quarter 3 of 2017/18	

#### **Standing items to be included on all agendas (except those for call-in only)**

- Call-in
- Executive decisions progress report
- Updates from chairs of Outsourced Services Scrutiny Panel; Budget Panel; Community Safety Partnership Task Group; Task Groups
- Update from council's representative on the Health Scrutiny Committee
- Work programme
- Dates of next meetings

#### **Items for consideration**

- Council's corporate priorities
    - managing the borough's housing needs
    - providing for the town's vulnerable and disadvantaged community
- further information is available in the council's [Corporate Plan](#)

- Customer Service Centre changes (January / March 2018)

**Items to be carried forward to 2018/19**

- Review of recommendations: Neighbourhood Forum Task Group