



**WATFORD
BOROUGH
COUNCIL**

OVERVIEW AND SCRUTINY COMMITTEE

8 March 2018

7.00 pm

Town Hall, Watford

Contact

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

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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 18 January 2018 to be submitted and signed.

4. Watford 2020 Update (Pages 4 - 9)

Report of the Watford 2020 Programme Manager

5. Customer Service Centre Refurbishment (Pages 10 - 13)

Report of the Customer Service Section Head

6. End of Quarter 3 (October - December 2017) 2017/18 Key Performance Indicator (KPI) Report (Pages 14 - 28)

Report of the Head of Corporate Strategy and Communications

7. Executive Decision Progress Report (Pages 29 - 39)

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

8. Hertfordshire County Council's Health Scrutiny Committee

The next Health Scrutiny Committee is due to take place on 15 March 2018.

Scrutiny Panels and Task Groups

9. Tackling Loneliness Task Group - Cabinet response (To Follow)

The scrutiny committee is to receive Cabinet's response to the recommendations of the Tackling Loneliness Task Group. Cabinet is due to consider the task group's report and recommendations on Monday 5 March 2018.

10. Scrutiny proposal - Watford Community Housing (Pages 40 - 48)

Report of the Committee and Scrutiny Officer

11. Budget Panel

There have been no Budget Panel meetings since the last Overview and Scrutiny Committee in January.

12. Outsourced Services Scrutiny Panel

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

- 21 February 2018

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

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

13. Community Safety Partnership Task Group

There have been no meetings since the last Overview and Scrutiny Committee in January.

14. Dates of Next Meetings

- Thursday 22 March 2018 (call-in only)