

OVERVIEW AND SCRUTINY COMMITTEE

28 June 2018

Present: Councillor K Hastrick (Chair)
Councillor J Dhindsa (Vice-Chair)
Councillors S Bashir, S Cavinder, K Crout, M Hofman, Asif Khan,
R Martins and I Stotesbury

Also present: Councillor Mark Watkin, Portfolio Holder

Officers: Head of Corporate Strategy and Communications
Watford 2020 Programme Manager
Committee and Scrutiny Officer

1 Apologies for Absence/Committee Membership

There was a change of membership for this meeting: Councillor Khan replaced Councillor Turmaine.

2 Disclosure of interests (if any)

There were no disclosures of interests.

3 Minutes

The minutes of the meeting held on 8 March 2018 were submitted and signed.

4 Watford 2020 Update

The scrutiny committee received an update from the Watford 2020 Programme Manager which provided the latest progress on the Watford 2020 programme.

The Programme Manager highlighted some of the key headlines shown in the report. He advised that there had been some delay to the housing project due to resourcing issues, sickness and the implementation of the Homelessness Reduction Act module. The Programme Board had reviewed the project and was satisfied the project was back on track. Several service-led projects had started and the designs would be presented to the Programme Board.

The Programme Manager informed the scrutiny committee that there was one risk and this was shown in the report. The team was struggling to complete the recruitment to the Business Analyst and Project Manager posts. They had recently filled two out of the five posts. Another advert had been placed and further interviews would be arranged for suitable applicants.

The Head of Corporate Strategy and Communications commented that generally recruitment was difficult, due to Watford being close to London, where higher salaries could be found in the private sector and London boroughs. However recently it had been noted that some people appeared to be choosing to make lifestyle changes and apply for posts on lower salary but they were closer to home and not having to commute.

The Watford 2020 Programme Manager confirmed the pay bands for the two roles. He added that many people carried out these roles on a consultancy basis and were paid a day rate.

In response to a question about the implications of the risk, the Programme Manager advised that the money budgeted for the unfilled posts was still available and therefore was showing as a saving. Currently there was no risk and the programme was still on time. However if it was not possible to recruit to more of the posts there could be a risk to the overall programme and a new approach to the resourcing of the programme would have to be considered.

A question was posed about internal applicants. The Programme Manager said that there may be potential secondment opportunities. Two officers had already been in contact about the Business Analyst roles. The team would prefer people with experience, but may consider one or two people with less experience if places needed to be filled.

The Portfolio Holder commented that the Watford 2020 Programme Manager had transferred from another service and had shown it could be successful. He felt there could be others within the council with the talent to carry out these roles.

Following a question about the financial benefits, the Watford 2020 Programme Manager advised that the detailed information was in the Outline Business Case which had recently been agreed at Cabinet. Some of the areas highlighted in the report included commercial ideas, savings through digitisation and automating processes and centralisation and consolidation of functions. The detailed design work which had just commenced would narrow down the areas where savings and efficiencies could be achieved.

A comment was made about the number of abbreviations within the report. The chair said this had been mentioned to officers and it was suggested that a glossary could be provided.

The Portfolio Holder noted the comment but did not want officers to write lots of different reports for the various meetings where the information was presented. He referred councillors to the council's intranet where the Programme Manager had set up a very informative section, which was regularly updated.

Reference was made to the recently cancelled all-member briefing about Watford 2020 and when a new meeting would be arranged.

The Watford 2020 Programme Manager said that it was important that all councillors had an oversight of the programme. He would arrange for a new briefing to be set up. He added that he was happy to respond to councillors' questions between meetings.

RESOLVED –

that the Watford 2020 update be noted.

5

End of year 2017/18: Key Performance Indicator (KPI) Report

The scrutiny committee received a report of the Head of Corporate Strategy and Communications, which set out the results of the key performance indicators for in-house services for the end of year, 2017/18.

The Head of Corporate Strategy and Communications advised the scrutiny committee of the definitions of 'major', 'minor' and 'other' planning applications. She asked councillors to let her know if there were any specific performance measures they would like to see within the report. She would then see if it was possible to capture the requested information.

Following a comment about the Customer Service Centre targets, the Head of Corporate Strategy and Communications responded that she had asked the Head of Service Transformation to provide a response. She was aware that one point was ensuring the quality of responses to customer. The service was also working to support people to use the self-help mechanism. Through the Watford 2020 programme most people would be digitally enabled but support would be there for those who were not.

It was agreed that those services below the target would be asked to provide an explanation for the report. The Head of Corporate Strategy and Communications agreed to find out the response rates for Revenues and Benefits calls.

RESOLVED –

1. that the key performance indicator results for the end of year 2017/18 be noted.
2. that the committee advises the Head of Corporate Strategy and Communications of any additional key performance indicators which councillors would like to see considered for 2018/19.
3. that the committee advises the Head of Corporate Strategy and Communications of ways to improve how the indicators and results are presented for 2018/19.

6

Work Programme 2018/19

The scrutiny committee received a report of the Committee and Scrutiny Officer setting out the first draft of the 2018/19 Overview and Scrutiny Committee work programme.

The Committee and Scrutiny Officer reminded councillors that scrutiny was a member-led process. The work programme contained a number of gaps to enable councillors to put forward suggestions for future meetings. Due to the close proximity of the next meeting the chair had already agreed with the Portfolio Holder for Housing and Head of Housing that they would present a report in July.

The Committee and Scrutiny Officer advised that the Leisure and Community Section Head had suggested that the scrutiny committee could review the Small Grants Fund 2017/18 annual report at the September meeting. Members were happy with this suggestion. However they asked for examples where the project had gone well and another where members may be able to put questions to officers.

The Committee and Scrutiny Officer informed the scrutiny committee that any ideas they had could initially be presented as a report to Overview and Scrutiny Committee when members could decide whether a more in depth review was required, possibly requiring a task group to be set up.

Councillor Crout suggested that a review could be about the council's response to disability issues in the town centre. He said it would also show the good work

being carried out in the town centre. It was agreed that the scrutiny proposal form would be forwarded to Councillor Crout.

RESOLVED –

1. that the work programme be updated to include the Small Grants Fund 2017/18 annual report in September.
2. that the scrutiny proposal form be sent to Councillor Crout.

7 Executive Decision Progress Report

The Scrutiny Committee received the final edition of the Executive Decision Progress Report for 2017/18 and the latest edition for 2018/19. The Committee and Scrutiny Officer advised that since the publication of the report the Cassiobury Park car park report had been deferred to September.

RESOLVED –

that the updated report be noted.

8 Hertfordshire County Council's Health Scrutiny Committee

Councillor Hastrick informed the scrutiny committee that the last Health Scrutiny Committee had been held on 9 May 2018. She advised that councillors had received a report on the partnership working between West Herts Hospital Trust and the Royal Free. They had also been informed about the ongoing discussion between the county council and Herts Valleys Clinical Commissioning Group about Nascot lawn. She assured councillors that the Health Scrutiny Committee was not giving up on this matter.

The link to the minutes would be circulated to Overview and Scrutiny Committee.

9 Commissioning Framework Task Group (2018)

The scrutiny committee received a report of the Committee and Scrutiny Officer which included the final scrutiny proposal for the new task group.

The Committee and Scrutiny Officer advised that no other councillors had come forward requesting to be on the Commissioning Framework Task Group. This meant that there were still two places available, although the task group could operate with councillors.

The chair suggested the Labour Group may wish to put forward one or two councillors for the task group.

The Labour councillors said that they would discuss it further at their group meeting on Monday and would advise the Committee and Scrutiny Officer of any nominations.

The Committee and Scrutiny Officer stated that she would liaise with the Leisure and Community Section Head about the timings of the task group and it would be made clear at the first meeting.

RESOLVED –

1. that the scrutiny proposal be agreed.
2. that the final membership decision be delegated to the Head of Democracy and Governance in consultation with the chair of Overview and Scrutiny Committee. The membership is to include those councillors who have already submitted their names, Councillors Crout, Martins and Hofman.

10 **Watford Community Housing Task Group**

The scrutiny committee received a report of the Committee and Scrutiny Officer which indicated the five councillors who had shown an interest in the task group. There were no further nominations to be noted.

RESOLVED –

that the Watford Community Housing Task Group comprises the following membership –

- Councillor Asif Khan
- Councillor Kareen Hastrick
- Councillor Stephen Cavinder
- Councillor Amanda Grimston
- Councillor Aga Dychton

11 **Budget Panel**

Councillor Bashir, chair of Budget Panel, informed the scrutiny committee that the panel had met on 26 June 2018. He advised that the panel had received some training at the beginning of the meeting. Councillors had then reviewed the Finance Outturn for 2017/18; the minutes would be forwarded to Cabinet for

information. The panel also discussed its work programme. Councillors had considered requesting information on the Watford 2020 programme.

The Committee and Scrutiny Officer advised that the Watford 2020 programme was a regular item on the Overview and Scrutiny Committee's agenda, ensuring that non-executive councillors were aware of its progress. Overview and Scrutiny Committee could refer items to Budget Panel for review.

12 Outsourced Services Scrutiny Panel

It was noted that Outsourced Services Scrutiny Panel had not met since the last Overview and Scrutiny Committee. The next meeting would be held on 9 July 2018.

13 Community Safety Partnership Task Group 2018/19

The scrutiny committee received a report of the Committee and Scrutiny Officer which asked members to agree the 2018/19 membership for Community Safety partnership Task Group and to appoint a chair.

The Committee and Scrutiny Officer informed the scrutiny committee that there had been an over-subscription to the task group. The number of seats was limited to seven in accordance with the decision at Annual Council.

Councillor Cavinder agreed to withdraw his name from the list.

The scrutiny committee was then asked to appoint the chair. The Committee and Scrutiny Officer reminded councillors that the chair was required to be a member of Overview and Scrutiny Committee.

The Chair nominated Councillor Crout, which was seconded by Councillor Hofman.

On being put to the scrutiny committee the nomination was AGREED.

RESOLVED –

1. that the following councillors be appointed to the Community Safety partnership Task Group for 2018/19 –
 - Councillor Keith Crout
 - Councillor Jagtar Singh Dhindsa
 - Councillor Kareen Hastrick

- Councillor Rabi Martins
- Councillor Bilqees Mauthoor
- Councillor Mo Mills
- Councillor Glen Saffery

2. that Councillor Keith Crout be appointed Chair of the Community Safety Partnership Task Group for 2018/19.

14

Dates of Next Meetings

- Thursday 19 July 2018
- Thursday 27 September 2018
- Thursday 25 October 2018 (for call-in only)

Chair

The Meeting started at 7.00 pm
and finished at 8.10 pm