



OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 23rd June, 2011

7.00 pm

Town Hall, Watford

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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 Legal and Property Services on 01923 278377 or by email to legalanddemocratic@watford.gov.uk (Minicom available on 01923 278499).

Welcome to this meeting. We hope you find these notes useful.

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COMMITTEE MEMBERSHIP

Councillor M Watkin (Chair)

Councillor S Rackett (Vice-Chair)

Councillors N Bell, S Greenslade, K Hastrick, P Jeffree, S Johnson, R Martins and K McLeod

AGENDA

PART A - OPEN TO THE PUBLIC

1. OVERVIEW AND SCRUTINY COMMITTEE (Pages 1 - 2)

Introduction to the role of Overview and Scrutiny Committee by the Chair

The approved terms of reference are attached.

2. APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP

3. DISCLOSURE OF INTERESTS (IF ANY)

4. CALL-IN

To consider any Executive decisions which have been called in by the requisite number of Members.

5. PERFORMANCE REPORT (Pages 3 - 20)

The Scrutiny Committee is asked to review the Council's performance indicators.

6. VOLUNTARY SECTOR TASK GROUP - CABINET RESPONSE (Pages 21 - 24)

The Scrutiny Committee is asked to review Cabinet's response to the Voluntary Sector Task Group review.

7. COMMUNITY SAFETY PARTNERSHIP TASK GROUP (Pages 25 - 26)

The Scrutiny Committee is asked to agree the membership of the Community Safety Partnership Task Group for 2011/12.

8. BUDGET PANEL UPDATE (Pages 27 - 30)

This report updates the Overview and Scrutiny Committee of the reports presented to Budget Panel.

9. FORWARD PLAN (Pages 31 - 40)

In accordance with the Overview and Scrutiny Committee's terms of reference the latest edition of the Forward Plan is attached for Members to review.

10. WORK PROGRAMME AND TASK GROUPS (Pages 41 - 94)

The Scrutiny Committee is asked to review the current version of the work programme. It is also asked to consider whether any Task Groups should be established and to agree the terms of reference and scope for the review.

11. DATES OF NEXT MEETINGS

- Tuesday 26 July 2011
- Wednesday 10 August 2011 (For call-in only)
- Wednesday 21 September 2011

Agenda Item 1

Terms of Reference for the Overview and Scrutiny Committee

- Consult on the scrutiny work programme and agree its content. The work programme to be a rolling programme
- Hear Call-ins and Councillor Calls for Action
- Monitoring of the Council's performance
- Regular review of the Cabinet's Forward Plan
- Regular liaison and regular discussion of future policy issues with the Cabinet
- Require the Cabinet to submit a report to the next Full Council meeting if the Committee is of the opinion that a decision made by the Cabinet was a key decision, as defined in the Access to Information Rules in Part 4 of the Constitution, but was not dealt with by Cabinet as a key decision
- To review and scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions
- To make reports or recommendation to the Council with respect to the discharge of those functions
- Respond to requests from the Cabinet and /or Council to undertake scrutiny reviews as it sees fit.
- Agree the scope of task group scrutiny reviews and appoint members to task groups.; [Numbers of task groups will be dependent upon the availability of members and officer support (direct and departmental)].
- When agreeing a scrutiny topic for task group investigation the committee will follow the set of criteria set out below to ensure its suitability for a scrutiny review. In order to qualify for consideration, submissions for topics to review must conform to at least one and numbers iv and v of the following:
 - i) affect a group or community of people (scrutiny will not normally look at service complaints) that either live or work or study in Watford and relates to Watford,
 - ii) be an issue of significant public concern,
 - iii) relate to a service, event or issue in which the Council has a significant stake,
 - iv) not be an issue which scrutiny has considered during the past 12 months,
 - v) not be an decision dealt with by another Council committee (excluding cabinet).
- Manage and co-ordinate task group work by checking that progress is according to timetable and testing the soundness of recommendations against scopes.
- Together with the task group chairs, formally present task group reports to Cabinet or Council or other appropriate groups and organisations.
- Follow up progress on all agreed recommendations (by Cabinet or Council as appropriate) of review work on a regular basis.
- Publicise the work programme and the outcome of review work at the beginning and throughout the year.
- Engage stakeholders and members of the public generally.
- Produce an annual report to Council.
- Produce an annual scrutiny plan and be responsible for the performance and development of scrutiny.

- Consider representations from petition organisers that their petition has not been dealt with properly in accordance with the Council's Petitions Scheme

PART A

AGENDA
ITEM

5

Report to: Overview and Scrutiny Committee

Date of meeting: 23 June 2011

Report of: Partnerships and Performance Section Head

Title: Update on the council's key performance indicators and measures – fourth quarter (end of year) 2010/11

1.0 SUMMARY

- 1.1 Watford BC's Corporate Plan 2010-14 sets out the thirteen key performance indicators that the council selected to measure its key priorities and where it knows it needs to improve performance during 2010/11. It was agreed for 2010/11 that Call-In and Performance Scrutiny Committee would scrutinise the performance of these indicators on a quarterly basis.
- 1.2 Since the last update (quarter 3) in March 2011, Council has agreed a new scrutiny structure, which has established an Overview and Scrutiny Committee. This Committee retains the responsibility for monitoring and challenging council performance.
- 1.3 At the request of the Chair of the Committee, the quarterly performance report has been reviewed and additional performance measures have been included in the latest report (attached in Appendix B). This report, therefore, presents an outturn report on the council's key performance indicators (KPIs) as well as other performance measures identified by Chair for Committee's consideration.

2.0 RECOMMENDATIONS

- 2.1 Note and comment on the outturn performance of the council's key performance indicators for 2010/11.
- 2.2 Note and comment on the outturn performance of those additional performance measures identified for Committee's consideration.
- 2.3 Note and feed back on the presentation of the performance information within the report and recommend any improvements.
- 2.4 Note the update on the national performance framework and current government requirements for the reporting of data.

Contact Officer:

For further information on this report please contact:

Kathryn Robson, Partnerships and Performance Section Head

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3.0 **Background information**

Each year, Watford Borough Council's Corporate Plan sets out the key performance indicators that the council has selected to measure its key priorities and where it knows it needs to improve performance. Some of these indicators were part of the National Indicator set (now deleted by government) and so have a National Indicator (NI) reference. These references are given in this report e.g. NI195 (see below). Section 3.2 presents an update on the national performance framework and associated data that the council is responsible for collecting and reporting from 2011/12 onwards.

It was agreed that Call-In and Performance Scrutiny Committee would scrutinise the council's performance in relation to these key performance indicators on a quarterly basis. Since the presentation of the third quarter report, Council has agreed a new scrutiny structure. This means that Overview and Scrutiny Committee now has responsibility for monitoring and scrutinising the council's performance (taking on this role from Call-In and Performance).

The Chair of the Committee has reviewed the performance information sent to scrutiny and requested that a broader range be reported, whilst retaining the key performance indicators. This report is attached as Appendix B.

3.1 **Key performance indicators (KPIs)**

3.1.1 For 2010/11 the council identified thirteen key performance indicators. These are attached as Appendix A.

3.1.2 **Outturn report 2010/11 on Watford BC KPIs – performance against target**

Of the 13 KPIs (taking NI181 as two indicators as it is reported in two parts – meaning 14 are reported in total):

- 5 were above target
- 0 were on target
- 5 were below target

Of the remaining four indicators:

- Three of the indicators have been deleted by government – NI 1, following the deletion of the Place Survey, NI 179 and NI188. These are no longer being collected or reported.
- One indicator is an update on progress rather than against a set target and is detailed in 3.1.6 (KPI 1)

3.1.3 KPIs performing above target

The following KPIs were reported as performing above target at the end of the year - 2010/11.

| | |
|-----------------------------------|--|
| National Indicator 181 (NI181) | Time taken to process Housing Benefit/Council Tax Benefit - new claims |
| National Indicator 195a (NI 195a) | Improved street and environmental cleanliness (levels of litter) |
| National Indicator 195b (NI 195b) | Improved street and environmental cleanliness (levels of detritus) |
| National Indicator 195c (NI 195c) | Improved street and environmental cleanliness (levels of graffiti) |
| National Indicator (NI 155) | Number of affordable homes delivered (gross) |

3.1.4 KPI on target

No KPIs were performing on target at the end of year – 2010/11.

3.1.5 KPI performing below target




The following KPIs were reported as performing below target at the end of the year - 2010/11.

| | |
|---------------------------------|---|
| National Indicator 156 (NI 156) | Number of households in temporary accommodation |
| National Indicator 181 (NI 181) | Time taken to process Housing Benefit/Council Tax Benefit - change of circumstances |
| National Indicator 191 (NI 191) | Residual household waste |
| National Indicator 192 (NI 192) | Household waste recycled and composted |
| KPI (KPI 2) | The average working days lost to sickness per full time equivalent employee |

3.1.6 Performance against target – actual performance

The table below shows the actual performance against target to the end of year 2010/11.

| Indicator | Target | Result | Performance against target |
|---|---|------------|----------------------------|
| National Indicator 1 (NI 1) | Indicator deleted by government | | |
| Number of affordable homes delivered (gross) (NI 155) | 250 | 356 | 😊 |
| Number of households in temporary accommodation (NI 156) | 55 | 86 | 😞 |
| Time taken to process Housing Benefit/Council Tax Benefit (NI 181) - <i>new claims</i> | 40 days | 36.06 days | 😊 |
| Time taken to process Housing Benefit/Council Tax Benefit (NI 181) - <i>change of circumstances</i> | 20 days | 31.58 days | 😞 |
| Residual household waste (NI 191) | 499kg | 515kg | 😞 |
| Household waste recycled and composted (NI 192) | 41.79% | 40.30% | 😞 |
| Improved street and environmental cleanliness (levels of litter) (NI 195a) | 5% | 4% | 😊 |
| Improved street and environmental cleanliness (levels of detritus) (NI 195b) | 9% | 6% | 😊 |
| Improved street and environmental cleanliness (levels of graffiti) (NI 195c) | 6% | 4% | 😊 |
| National Indicator 179 (NI 179) | Indicator deleted by government | | |
| National Indicator 188 (NI 188) | Indicator deleted by government | | |
| Achievement against the new Equalities Framework (KPI 1) | The Equality Act 2010 has revised the statutory duties for local authorities in relation to equalities. The council is considering how it can most effectively deliver the requirements of the Act including through the application of the Equalities Framework. Additional guidance from government is expected in summer 2011. | | |
| The average working days lost to sickness per full time equivalent employee (KPI 2) | 7.6 days | 8.5 days | 😞 |

-  = performing above target
-  = performance on target
-  = performing below target

3.2 **Way forward for the council's approach to performance monitoring and reporting**

3.2.1 On coming to power the coalition government made clear that it intends to make fundamental changes to the national performance framework for local government as part of its redefinition of the relationship between central and local government. There is clearly a belief that, over the last decade or so, local government has been burdened with too much red tape and a performance regime that has been expensive and poor value for local tax payers in terms of the outcomes it has achieved in relation to its overall cost.

3.2.2 A number of significant elements of the previous framework have already been abolished, for example the Comprehensive Area Assessment, the Place Survey and the national indicator set.

3.2.3 **Single data list**

On 13 October 2010 Eric Pickles MP, Secretary of State for Communities and Local Government, announced the replacement of the national indicator set with a single comprehensive list of all the data returns central government expects local government to provide.

3.2.4 A draft list containing the data collections and surveys central government might require from local government for 2011/12 was published on 17 December 2010 for consultation. Watford BC responded to the consultation and was in overall agreement with the rest of the local authority community in believing the data set still represents a significant burden on councils.

3.2.5 The 'final' list was published in April 2011. However, government is concerned that the list still represents a disproportionate burden on local authorities (partly as a result of feedback from councils) and sent the list out for further consultation. Although this consultation ended in May 2011, the government felt an inadequate range of responses had been received from local authorities and extended the consultation. Therefore, a final, definitive list is still not available.

Watford BC services have, in the meantime, been informed of the current proposals and are collecting what is expected of them on the draft list. However, there are very few measures that would be termed 'national indicators'. The majority of the data list is service information that is already reported to relevant departments e.g. finance / accounts data that is included in the annual audit.

The final list, which should be published over the summer, will be reported to Committee in autumn 2011.

3.2.6 **Financial transparency**

The government has pledged greater transparency across the public sector through publishing data and information to strengthen accountability to citizens. Since January 2011, Watford BC has been reporting a range of spending

information on its website in line with government requirements. This is not yet a statutory duty but government did make a request of local authorities that the following information be published by 31 January 2011:

- All expenditure over £500 (to be published on a monthly basis)
- Contracts and tenders over £500 (to be published on a monthly basis)
- Senior salaries (to be published annually)
- Members allowances (to be published annually – this was already done)

The information is available at:

<http://www.watford.gov.uk/ccm/content/strategic-services/transparency-and-openness/transparency-and-openness-in-our-work.en>

The government has recorded that Watford BC has complied with the requirements.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that there are no financial implications associated with this report. It is noted that NI179 (the national indicator that measured value for money) has been deleted and that the council is complying with government requirements for financial transparency.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications within this report. The council will need to ensure it complies with any emerging guidance or legislation that forms part of the government's approach to performance monitoring and the reporting of information.

Appendices

Appendix A - Watford BC 2010/11 key performance indicators

Appendix B – Watford BC - Measures Of Performance - End of year outturn report – 2011/12

Background papers:

- Quarterly update on service improvement plans for each service
- Corporate Plan 2010-14
- Department for Communities and Local Government Draft Single Data list








Appendix A - Watford BC 2010/11 key performance indicators

| <u>Reference</u> | <u>Definition</u> |
|---|---|
| National Indicator 1 (NI 1) | Percentage of people who believe people from different backgrounds get on well together in their local area (Place Survey indicator) DELETED IN YEAR |
| National Indicator 155 (NI 155) | Number of affordable homes delivered (gross) |
| National Indicator 156 (NI 156) | Number of households in temporary accommodation |
| National Indicator 181 (NI 181) | Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events* <i>* This is defined as one indicator although it is reported as two parts – new and change of circumstances</i> |
| National Indicator 191 (NI 191) | Residual household waste |
| National Indicator 192 (NI 192) | Household waste recycled and composted |
| National Indicator 195 (a, b and c) (NI 195a, NI 195b, NI 195c) | Improved street and environmental cleanliness (levels of litter, detritus and graffiti)* <i>* This is defined as one indicator although it has four parts (a-d). Three elements are key performance indicators</i> |
| National Indicator 179 (NI 179) | Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of 2008-09 financial year DELETED IN YEAR |
| National Indicator 188 (NI 186) | Planning to adapt to climate change DELETED IN YEAR |
| KPI (KPI 1) | Achievement against the new Equalities Framework |
| KPI (KPI 2) | The average working days lost to sickness per full time equivalent employee |

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WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE

End of year outturn report – 2011/12








| Ref | Measure | Target for year | Actual at end of year | % variance ¹ |  | Trend since last period (Q3) | Trend since last year | Service Lead | Comments |
|-----------------------|---|-----------------|-----------------------|-------------------------|---|------------------------------|-----------------------|------------------------|---|
| ES1 KPI | CO2 reductions from local authority operations | 3% | 13% | 10% |  | n/a | ↑ | Environmental Services | This is an annual indicator. |
| ES2 KPI (was NI 191) | Residual household waste per household | 499kg | 515kg | 3.2% |  | ↓ | ↑ | Environmental Services | Low is good; improved on 2009-10, when outturn was 517.9kg) |
| ES3 KPI (was NI 192) | Household waste recycled and composted | 41.79% | 40.30% | 3.6% |  | ↓ | ↑ | Environmental Services | Outturn was 39.66% in 2009-10 |
| ES9 | Percentage of the total tonnage of household waste arising which have been recycled | 21.81% | 17.38% | 20.31% |  | ↑ | ↑ | Environmental Services | |
| ES10 | Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion | 19.98% | 22.92% | 14.71% |  | ↓ | ↑ | Environmental Services | Performance on greenwaste remains high. |
| ES4 KPI (was NI 195a) | Improved street and environmental cleanliness (levels of litter) | 5% | 4% | 20% |  | ↓ | ↑ | Environmental Services | To be reported locally with proposed 2011/12 adjustment to quarterly surveying and reporting maintaining overall sample size. |

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¹ Variance: difference between actual performance and target for year as a percentage of the profile.

| Ref | Measure | Target for year | Actual at end of year | % variance ¹ |    | Trend since last period (Q3) | Trend since last year | Service Lead | Comments |
|-----------------------------|---|-----------------|-----------------------|-------------------------|---|------------------------------|-----------------------|------------------------|--|
| ES5 KPI (was NI 195b) | Improved street and environmental cleanliness (levels of detritus) | 9% | 6% | 33% |  | ↓ | ↑ | Environmental Services | To be reported locally with proposed 2011/12 adjustment to quarterly surveying and reporting maintaining overall sample size. |
| ES6 KPI (was NI 195c) | Improved street and environmental cleanliness (levels of graffiti) | 6% | 4% | 33% |  | ↑ | ↑ | Environmental Services | To be reported locally with proposed 2011/12 adjustment to quarterly surveying and reporting maintaining overall sample size. |
| ES7 | Improved street and environmental cleanliness (levels of fly posting) | 1% | 0% | 100% |  | ↓ | ↑ | Environmental Services | To be reported locally with proposed 2011/12 adjustment to quarterly surveying and reporting maintaining overall sample size. |
| ES8 | Improved street and environmental cleanliness (levels of fly tipping) | Very effective | Not effective | n/a |  | N/A | ↓ | Environmental Services | Enforcement actions and investigations (ie. work rate) have increased from last year. However the number of fly tips has also increased. Detailed analysis underway of cause of increase and awaiting results from across UK to compare as believe this is a national trend. |





¹ Variance: difference between actual performance and target for year as a percentage of the profile.

| Ref | Measure | Target for year | Actual at end of year | % variance ¹ |    | Trend since last period (Q3) | Trend since last year | Service Lead | Comments |
|----------------------|--|-----------------|-----------------------|-------------------------|---|------------------------------|-----------------------|--------------------|--|
| | | | | | | | | | Drawing up action plan to improve performance from these findings and carrying out audit of reporting procedures. |
| CS4 KPI (was NI 155) | Number of affordable homes delivered (gross) | 250 | 356 | 42.4% |  | N/A | ↑ | Community Services | This is an annual indicator. |
| CS5 KPI (was NI 156) | Number of households living in temporary accommodation | 55 | 86 | 56.37% |  | ↓ | ↓ | Community Services | |
| CS6 | Average length of stay in hostel accommodation (weeks) | 24 weeks | 17 weeks | 29.17% |  | ↓ | ↑ | Community Services | Although within target, performance in this area is affected by external factors such as HB processing and CBL and therefore continues to be closely monitored. In particular there is a focus around working with WCHT on the cases of higher rent arrears which are preventing clients from moving on through CBL. |
| CS7 | The number of people sleeping rough on a single night within the area of the local authority | 5 | 8 | 60% |  | N/A | ↓ | Community Services | This is an annual indicator so only reported in Quarter 3. |







¹ Variance: difference between actual performance and target for year as a percentage of the profile.

| Ref | Measure | Target for year | Actual at end of year | % variance ¹ |    | Trend since last period (Q3) | Trend since last year | Service Lead | Comments |
|-----|---|-----------------|-----------------------|-------------------------|---|------------------------------|-----------------------|--------------------|--|
| CS8 | Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for who housing advice casework intervention resolved their situation | 280 | 254 | 9.29% |  | ↓ | ↓ | Community Services | The decline in cases prevented corresponds with an increase in the number of homeless people for whom we have accepted a statutory duty. This is consistent with more private sector tenancies terminating and less access to the private rented sector through our rent deposit scheme. |
| CS9 | Number of new cases on Rent Deposit Scheme | 72 | 80 | 11% |  | ↑ | ↓ | Community Services | Work continuing in this area including joint working with Housing Benefit colleagues on fast tracking/direct payments to make the scheme more attractive to landlords. |
| PL1 | Processing of planning applications as measured against targets for 'major' applications | 85% | 73.33% | 13.73% |  | ↑ | ↓ | Planning | This is a very volatile result due to the very small number of applications received in this category. |
| PL2 | Processing of planning applications as measured against targets for 'minor' applications | 90% | 89.05% | 1.1% |  | ↑ | ↓ | Planning | |




¹ Variance: difference between actual performance and target for year as a percentage of the profile.

| Ref | Measure | Target for year | Actual at end of year | % variance ¹ |    | Trend since last period (Q3) | Trend since last year | Service Lead | Comments |
|----------------------|--|----------------------------------|-----------------------|-------------------------|---|------------------------------|-----------------------|-----------------------|--|
| PL3 | Processing of planning applications as measured against targets for 'other' applications | 90% | 97.06% | 7.84% |  | ↓ | ↑ | Planning | |
| LP5 | Voter registration | 95% | 93.54% as at 19/1/11 | 1.54% |  | N/A | ↓ | Legal and Property | This is an annual indicator so only reported in Quarter 3. |
| HR1 KPI | Sickness absence (working days lost) | 7.6 days | 8.5 days | 11.84% |  | ↓ | ↑ | Human Resources | Same level of performance achieved as for 2009/10. Target for 2011/12 remains at 7.6 days. |
| RB1 KPI (was NI 181) | Av time to process benefits claims | 40 days | 36.06 days | 9.85% |  | ↑ | ↑ | Revenues and Benefits | |
| RB2 KPI (was NI 181) | Av time to process change of circs | 20 days | 31.58 days | 57.9% |  | ↑ | ↓ | Revenues and Benefits | |
| IT1 | ICT user satisfaction | 95% | 86.6% | 8.84% |  | N/A | N/A | ICT | |
| Co1 | CSC service levels - 80% calls answered in 20 secs | 80% calls answered in 20 seconds | 90% | 12.5% |  | ↑ | ↑ | Corporate | |
| Co2 | CSC service levels - 95% all calls answered | 95% all calls answered | 99% | 4.2% |  | ↔ | ↔ | Corporate | |

¹ Variance: difference between actual performance and target for year as a percentage of the profile.

| Ref | Measure | Target for year | Actual at end of year | % variance ¹ |    | Trend since last period (Q3) | Trend since last year | Service Lead | Comments |
|-----|---|-----------------|-----------------------|-------------------------|---|------------------------------|-----------------------|--------------|----------|
| Co3 | Calls resolved at first point of contact | 80% | 96% exc transfers | 20% |  | ↑ | ↑ | Corporate | |
| Co4 | Complaints resolved at stage one | 90% | 79% | 12.2% |  | ↑ | ↓ | Corporate | |
| Co5 | % of stage 1 complaints resolved within 10 days | 80% | 66% | 17.5% |  | N/A | N/A | Corporate | |

Key to performance against target

-  on target or above target
-  not on target but there is no cause for concern at this stage.
-  not on target/ more than 10% variance and is a cause for concern.

¹ Variance: difference between actual performance and target for year as a percentage of the profile.

Response to issues raised for Overview and Scrutiny Committee

June 2011

| Question | Response |
|--|--|
| <p>ES2 - Residual household waste per household</p> <p>Q. A small improvement in residual waste - but not reaching the target. We should ask what is the financial implication in terms of extra landfill tax of not hitting the target?</p> | <p>There are no financial implications to Watford Borough Council because the disposal costs are met by Herts County Council</p> |
| <p>ES9 – Percentage of the total tonnage of household waste arising which have been recycled</p> <p>Q. What does ES9 mean? Does it differ from ES3 (Household waste recycled and composted) because it talks about weight while ES3 is volume?</p> | <p>ES9 is the percentage of household waste (ES2) that is sent for recycling - so just glass, paper, cans, plastics, textile.</p> <p>ES2 (Residual household waste per household) is the total weight of waste collected per household and would include all the waste in the black bin, green bin and recycling boxes. This is a weight.</p> <p>ES3 (Household waste recycled and composted) includes greenwaste. This is like ES9 is a percentage. If you add ES9 and ES10 you will get ES3.</p> |
| <p>ES9 - Percentage of the total tonnage of household waste arising which have been recycled</p> <p>ES 10 – Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion</p> <p>Q. It looks to me as if the council is taking more share of waste in terms of composting and less in terms of recycling, and these figures cancel each other out, is that correct?</p> | <p>Yes it is correct and contributory factors are:</p> <ol style="list-style-type: none"> 1. because the 'total' amount of waste collected in the denominator in both calculations when we collect high levels of greenwaste does have a slight negative impact on the recycling rate. 2. since the introduction of cardboard and food waste in the composting collections, we have seen an increase in composting tonnages 3. there is a national trend of lower recycling tonnages as the packaging directives start to impact 4. there is a national trend of lower paper tonnages as more people use the internet for communications/transactions and instead of buying newspapers |
| <p>ES4 – Improved street and environmental cleanliness (levels of litter)</p> <p>ES5 - Improved street and environmental cleanliness (levels of detritus)</p> <p>ES6 - Improved street and environmental cleanliness (levels of graffiti)</p> <p>ES7 - Improved street and environmental cleanliness (levels of fly posting)</p> <p>ES8 - Improved street and environmental cleanliness (levels of fly tipping)</p> | <p>ES4 – ES7 – street cleansing indicators</p> <p>The NI 195 data for 10/11 was surveyed and collated in accordance with the original NI guidance and the data downloaded to the Keep Britain Tidy (formerly Encams) web site, (http://cleanliness-indicator.defra.gov.uk/default.aspx), previously established on Defra's behalf as the NI calculation return mechanism. Both the original BV199 and NI 195 survey set up and input processes have been subject to previous performance indicator external audit and passed without qualification.</p> <p>The survey procedure has been adjusted for 11/12 to allow for quarterly surveying, as opposed to 4 monthly, maintaining the minimum annual sample requirement of 900 transects selected in accordance with guidance methodology and definitions including the use of national photographic grade standards and continued performance calculation via the download site.</p> |

| Question | Response |
|--|--|
| <p>Q. E4 - E8 how are these figures obtained? How confident can we be in these figures?</p> | <p>ES8 – fly tipping indicator The data for ES8 is obtained by officers of the council and of Watford Community Housing Trust completing a form with details of the fly tip (ie. what type of waste, how big it is - 1 black bag / half a lorry load etc - and where it is etc) and the subsequent enforcement action taken (no action just cleared, letter sent, Fixed Penalty Notice issued, prosecution etc).</p> <p>Once a month all this data is then collated and checked for errors and then submitted to the Environment Agency via the software called Flycapture (weblink: http://www.environment-agency.gov.uk/research/library/data/41333.aspx) This data is then weighted via an Environment Agency spreadsheet and used to generate the 'rating' for Watford (ie. effective, not effective etc) based on number and size of fly tips (and if going up or down) and number and type of 'enforcement actions' and going up or down.</p> <p>Given all the above we have a high level of confidence in these figures</p> |
| <p>CS4 - Number of affordable homes delivered (gross)</p> <p>Q. This figure looks good, but does that mean the target was not ambitious enough? Or do we have a couple of 'bad' years coming up as a result of the state of the house building industry?</p> | <p>Number of affordable homes: note on targets - it can be difficult to predict which developments will be completed and which financial year completions will fall into as they depend on many factors which lie outside of our control. It is correct that we are not anticipating that the level of affordable housing development seen in 2010/11 will continue. Current prediction for 2011/12 is 118 units.</p> |
| <p>CS5 - Number of households living in temporary accommodation</p> <p>Q. This looks quite poor, I think state of personal finances will be bringing more people into temporary accommodation, but could this be confirmed</p> | <p>Temporary accommodation: we are continuing to see an increase in homelessness applications and numbers in temporary accommodation. Yes, we anticipate that changes to housing benefit and a reduction in employment opportunities are likely to have an adverse impact and are continuing to monitor</p> |
| <p>PL1 - Processing of planning applications as measured against targets for 'major' applications</p> <p>PL2 - Processing of planning applications as measured against targets for 'minor' applications</p> <p>PL3 - Processing of planning applications as measured against targets for 'other' applications</p> <p>Q. PL1 - 3 – can you specify what these are in the report? I imagine they are elapsed weeks</p> | <p>PL1 - Processing of planning applications as measured against targets for 'major' applications % within 13 weeks</p> <p>PL2 - Processing of planning applications as measured against targets for 'minor' applications % within 8 weeks</p> <p>PL3 - Processing of planning applications as measured against targets for 'other' applications % within 8 weeks</p> |

| Question | Response |
|---|--|
| <p>Q. ICT figures. Do we have any availability or uptime stats that could be included? I don't have a lot of faith in "consumer satisfaction" data. How is it measured?</p> | <p>In the last 6 months ICT has begun to collect data on the uptime of the council's ICT systems.</p> <p>The result for the 6 months between October 2010 and March 2011 are:</p> <p><u>WBC P1</u> COA Academy (Windows) Uniform Email Internet WBC Website Lagan File and Print Server</p> <p>Target: 99.5% Outturn: 98.57% Below target</p> <p><u>WBC P2</u> Touchpaper EROS Gauge Resource Link Intranet</p> <p>Target: 99.5% Outturn: 98.76% Below target</p> |
| <p>Q. Do we have any stats on the use of the Borough's facilities such as the Central Baths/Woodside etc.?</p> | <p>The service is still analysing the 2010/11 but from 2011/12 monthly figures should be available for scrutinising if Committee requests for future reports.</p> |
| <p>RB1 - Average time to process benefits claims – new claims</p> <p>Q. We are within target, and I know this might be centralised, but I think in this day and age there should be a more ambitious target... 36 days to do this is still a long time if you are waiting for it and in this age when digital communications should be speeding everything up. I don't want us to waste time on it if the Government do centralise everything but I would like us to have a look at the whole issue as...</p> | <p>Head of service attending meeting.</p> |
| <p>RB2 - Average time to process change of circumstances</p> <p>Q. The changes of circumstances processing is significantly worse and I would like an explanation for committee and the current state of play if known</p> | <p>Head of service attending meeting.</p> |

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*PART A

AGENDA **6**
ITEM

Report to: Overview and Scrutiny Committee
Date of meeting: 23 June 2011
Report of: Head of Legal and Property Services
Title: Voluntary Sector Task Group – Cabinet response

1.0 SUMMARY

- 1.1 The Voluntary Sector Task Group's report was submitted to Cabinet on 6 June 2011. Cabinet's response to the recommendations is attached as Appendix 1.

2.0 RECOMMENDATIONS

- 2.1 That the Overview and Scrutiny Committee notes Cabinet's response and considers any further action.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: legalanddemocratic@watford.gov.uk

Report approved by: Carol Chen, Head of Legal and Property Services

3.0 DETAILED PROPOSAL

- 3.1 As part of its 2010/11 work programme the Call-in and Performance Scrutiny Committee established a Task Group to undertake a review of the Council's support for the voluntary sector. The final report was presented to the Call-in and Performance Scrutiny Committee on 9 March 2011 when it was agreed that the final report would be forwarded to Cabinet for consideration.
- 3.2 Cabinet considered the recommendations at its meeting on 6 June and its response to the recommendations is attached.

- 3.3 The Scrutiny Committee is asked to review Cabinet's response and consider whether any further action is required.

Appendices

Appendix 1 – Cabinet's response to the recommendations.

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.

Voluntary Sector Task Group report
Cabinet – report and minutes – 6th June 2011

File Reference

None

Cabinet Monday 6 June 2011

Call-in & Performance Scrutiny Committee Support for the Voluntary Sector Review

Response from the Portfolio Holder

I welcome the Committee's recommendations. They are timely as we will be able to take them all on board as part of our review of current priorities, which we will be carrying out in 2012 before setting the criteria for our commissioning framework for 2013/14 onwards. The current three year funding will end in March 2013. These recommendations reflect much of our current thinking on how we can improve our current arrangements

- 2.1 The Council should explore with Three Rivers DC opportunities for joint funding of cross border voluntary sector organisations and related projects.

We have not explored this to date. We will discuss with TRDC as part of our review.

- 2.2 The Council should provide active support and encouragement to grant funded organisations to share resources such as paid staff and premises. The Council should also encourage joint bids for funding.

This is something we have already discussed with a number of organisations and will continue to pursue. The new resource centre we fund at the Holywell Community Centre enables embryonic and small organisations to share premises and support. The LSP has also funded a resilience officer to work with organisations to become more sustainable, which will include looking at sharing resources

- 2.3 The available grants budget should be split into two streams – one for social and community work and projects one for art and cultural work and projects. Each stream should be defined by a different policy developed through extensive external consultation.

Agreed that we need to change. We will test out this recommendation as part of the review consultation for setting the new commissioning framework

- 2.4 The Council should review its criteria for grant awards to reflect changing circumstances and community needs brought about by the current economic problems.

Agreed, we will do this as part of the review in 2012

- 2.5 The Council should be more specific about the voluntary sector services it wishes to support to limit the number of bidders but increase their chances of being successful.

Agreed, and again something we will be testing as part of the review

- 2.6 There should be fluidity between the Mayor's Community Fund and the Councillor's ward fund where councillors can identify suitable projects for joint funding. In order to ensure some equity in the process each ward should be allocated a nominal £1,000 at the start of the year.

Whilst the Mayor welcomed applications, she would prefer councillors to encourage local communities to apply themselves. Also she would rather not set an artificial limit for each ward which she considered could be disproportionate. Councillors could apply for a grant once their Neighbourhood Forum funds were exhausted.

- 2.7 The task group has raised a number of issues around properties leased from the Council by voluntary sector organisations. The Task Group recommends that the new Overview & Scrutiny Committee, as a priority for its 2011/12 work programme, establishes a task group to review these anomalies and issues.

Prior to 2006 the council had no stated policy on dealing with leasing property to the voluntary sector. This had led to a variety of arrangements including a number of premises being let on full repairing leases, some with market rents some on a peppercorn and some with no formal agreement.

In 2006 cabinet agreed a new policy of transparency. All new leases or renewals would be on the basis of these organisations paying market rents which they would have to fund either through the grant we gave or from their own resources. No more hidden subsidy. Also we would no longer grant full repairing leases as it was apparent that the majority of these organisations did not have the means to undertake their obligations. We would where we could grant internal repairing leases only.

Since 2006 we have been applying this policy when leases have come up for renewal. This means, however, that there are still some premises where the lease is still in existence where the rent is not full market and the organisation still has full repairing obligations. We also still have some long outstanding negotiations to conclude.

As part of the property review we will revisit the policy on the voluntary sector. Scrutiny's help to scope a new policy would assist with this and would be welcome, provided it was done quickly. I think this would be much more productive than reviewing old arrangements which we have already decided must be changed.

- 2.8. The task group decided against including an examination of the likely affects of the Big Society on the voluntary sector in the scope of this review. However, members agreed that this will be a significant factor in the future and recommends that the new Overview & Scrutiny Committee establishes a task group to look at how the Big Society might impact on the voluntary sector and on the Council's grant giving.

I welcome Scrutiny's views on this, which can be fed into our 2012 review

*PART A

AGENDA **7**
ITEM

Report to: Overview and Scrutiny Committee
Date of meeting: 23 June 2011
Report of: Legal and Democratic Section Head
Title: Community Safety Partnership Task Group

1.0 **SUMMARY**

- 1.1 Annual Council on 25 May 2011 agreed the new scrutiny structure for Watford Borough Council. The new structure comprises an overarching Overview and Scrutiny Committee to manage the scrutiny process, including the scrutiny of the Community Safety Partnership.
- 1.2 The Community Safety Partnership is to be scrutinised by a permanent Task Group.

2.0 **RECOMMENDATIONS**

- 2.1 That the Overview and Scrutiny Committee agrees the membership of the Community Safety Partnership Task Group.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: legalanddemocratic@watford.gov.uk

Report approved by: Jason McKenzie, Legal and Democratic Section Head

3.0 **DETAILED PROPOSAL**

3.1 Under the new scrutiny structure it has been agreed that scrutiny of the Community Safety Partnership will be carried out by a permanent Task Group. The Council is legally required to hold at least two meetings a year to scrutinise the partnership.

3.2 Committee Membership

The Committee and Scrutiny Officer contacted all non-executive members of the Council by email on 19 May 2011 and informed them about the Community Safety Partnership. Members were invited to contact the officer if they were interested in taking part in the Task Group.

3.3 Eight Councillors have expressed an interest in taking part in the Community Safety Partnership Task Group. The Members have been listed in the order they responded to the officer.

- Councillor Ann Lovejoy
- Councillor Andrew Mortimer
- Councillor Karen Collett
- Councillor Rabi Martins
- Councillor Kelly McLeod
- Councillor Helen Lynch
- Councillor Asif Khan
- Councillor Malcolm Meerabux

3.4 The Overview and Scrutiny Committee is required to agree the membership of the Community Safety Partnership Task Group, which does not have to be politically balanced. No substitutions are permitted in Task Groups.

3.5 A Chair of the Task Group will be elected at the first meeting.

Appendices

None

Background Papers

Report and Minutes – Annual Council 25 May 2011

File Reference

None

*PART A

AGENDA

ITEM

8

Report to: Overview and Scrutiny Committee
Date of meeting: 23 June 2011
Report of: Head of Legal and Property Services
Title: Budget Panel Update

1.0 SUMMARY

- 1.1 Annual Council on 25 May 2011 agreed the new scrutiny structure for Watford Borough Council. The new structure comprises an overarching Overview and Scrutiny Committee to manage the scrutiny process, Budget Panel as a standing sub-committee and Task Groups, which will be set up as required.
- 1.2 The first meeting of Budget Panel for the 2011/12 Municipal Year is to be held on 22 June 2011.

2.0 RECOMMENDATIONS

- 2.1 That the Overview and Scrutiny Committee notes the reports presented to Budget Panel on 22 June 2011.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: legalanddemocratic@watford.gov.uk

Report approved by: Jason McKenzie, Legal and Democratic Section Head

3.0 **DETAILED PROPOSAL**

3.1 Under the new scrutiny structure Budget Panel has been set up as a standing sub-committee of the Overview and Scrutiny Committee.

3.2 Committee Membership

Following the appointment of Members to Budget Panel at Annual Council, the Head of Legal and Property Services was informed that the Conservative Group wished to make a permanent change of membership. The Group Leader advised that Councillor Meerabux would be replacing Councillor Mortimer. The change in membership would be confirmed at the first meeting.

3.3 Vice-Chair

At Annual Council Members were unable to elect a Vice-Chair for Budget Panel. Both Members nominated for the position declined to have their names put forward. Council was informed that the Vice-Chair would be elected at Budget Panel's first meeting on 22 June 2011. The Committee and Scrutiny Officer will advise the Overview and Scrutiny Committee of the name of the Vice-Chair.

3.4 The following reports were presented to Budget Panel at its meeting on 22 June 2011 –

- Corporate Process Improvement Programme
- Harlow Value for Money Study
- Housing Value for Money Review Phase 1
- Budget Panel Work Programme 2011/12

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that the reports presented to the first meeting of the Budget Panel are all related to identifying process and service efficiencies in order to meet reduced levels of central government funding.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Legal and Democratic Section Head comments that there are no legal implications in this report.

4.3 **Potential Risks**

None identified.

Appendices

None

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.

Minutes – Annual Council 25 May 2011

Agenda – Budget Panel 22 June 2011

File Reference

None

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*PART A

AGENDA

9

ITEM

Report to: Overview and Scrutiny Committee
Date of meeting: 23 June 2011
Report of: Head of Legal and Property Services
Title: Forward Plan

1.0 SUMMARY

- 1.1 The terms of reference for Overview and Scrutiny Committee includes 'regular reviews of the Cabinet's Forward Plan'. It is proposed that this will be a regular item on the Overview and Scrutiny Committee agenda.
- 1.2 The Scrutiny Committee is asked to review the latest edition of the Forward Plan and consider whether there are any proposed decisions it would like to investigate further. This report will indicate which items are new to the Forward Plan and which items have been amended or deleted from the previous edition.

2.0 RECOMMENDATIONS

- 2.1 That the Overview and Scrutiny Committee reviews the Forward Plan and considers whether there are any items it wishes to review further.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: legalanddemocratic@watford.gov.uk

Report approved by: Carol Chen, Head of Legal and Property Services

3.0 **DETAILED PROPOSAL**

3.1 Under the Local Government Act 2000, the Council is required to publish a Forward Plan of key decisions it is proposed will be taken within the next four months.

3.2 The Forward Plan indicates the nature of the key decision proposed; the contact officer; the proposed decision maker and those people and organisations who have been consulted.

3.3 New additions to the June 2011 Forward Plan

There were no new items added to the latest edition of the Forward Plan.

3.4 Amendments to the June 2011 Forward Plan

The following proposed decisions have been amended since the May 2011 edition –

- Approval of Private Sector Housing Renewal Policy – the date of the proposed Cabinet decision has been moved from July to September 2011.

3.5 Deletions from the June 2011 Forward Plan

The following decisions were deleted from the latest edition as they had been considered at Cabinet on 6 June 2011 or the delegated decision had been completed –

- Housing Value for Money Review (Phase 1) – this report will also be presented to Budget Panel on 22 June 2011.
- Update on the Council's Corporate Planning Approach
- Charter Place development
- Homelessness Strategy 2008-2013 mid-term review (Delegated decision by the Mayor)

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 There are no legal implications.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that if Overview and scrutiny wish to consider any proposed decision it needs to be mindful of when it is proposed that the decision be taken and ensure that it has completed its work prior to that time in order to be able to contribute to the decision makers deliberations.

4.3 **Potential Risks**
None identified.

Appendices

Appendix 1 – June 2011 edition of the Watford Borough Council Forward Plan

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.

May 2011 edition of the Watford Borough Council Forward Plan

File Reference

None

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Watford Borough Council FORWARD PLAN

June 2011 Issue

Contact Officer: Pat Thornton,
Committee Services Manager
Telephone: 01923 278372
Email: Legalanddemocratic@watford.gov.uk

(The next issue of the Forward Plan, covering the period August to November 2011, will be published in mid-July 2011.)

Issued: 15 June 2011

Corporate Management Board

FORWARD PLAN

July - October 2011

- The Forward Plan sets out key decisions the Cabinet intends to take over the following four months.
- A key decision involves expenditure of over £50,000 or significantly affects two or more wards within Watford.
- The Plan is updated and published on the Council's web-site each month. Copies are also available in the Customer Service Centre.
- Members of the public are entitled to view copies of the documents used in making a decision (column 8), unless they are confidential or exempt under the provisions the Local Government Act. If you wish to view a document please contact the Committee Services Manager (details above)
- Local residents may submit a petition to the Cabinet or to a portfolio holder making a decision. A petition must be signed by at least 30 local electors and sent to the Committee Services Manager at least 7 clear working days before the meeting or decision date
- A Key Decision must be in the Plan at least 14 days before the period in which it is to be taken. The decision dates are indicative and occasionally subject to change. Please contact Legal & Democratic Services if you wish to check the decision date for a particular item.
- A list of all key decisions taken and details of whether or not they have been called in is published on the Council's website.

Membership of the Cabinet and their portfolios:

| | |
|--------------------------|-------------------------------|
| Mayor Dorothy Thornhill | Housing & Health |
| Andrew Forrest | Community Services |
| Councillor Iain Sharpe | Planning and Legal & Property |
| Councillor Derek Scudder | Environmental Services |
| Councillor Andy Wylie | Finance and Shared Services. |

| Ref No. | Decision | Department | Contact Officer and extension number | Decision Maker | Date/Period decision is to be taken | Proposed consultees and how they are to be consulted | Documents to be used to assist the decision-maker |
|---------|----------|------------|--------------------------------------|----------------|-------------------------------------|--|---|
|---------|----------|------------|--------------------------------------|----------------|-------------------------------------|--|---|

Council Objective 2 Enhance the town's clean and green environment

| | | | | | | | |
|-----------|---|------------------------|---|----------------|-----------|---|--|
| EH22 7 | To approve the Climate Change Strategy and Adaptation Action plan for the Borough | Environmental Services | Justine Hoy Justine.hoy@watford.gov.uk Environmental Services 01923 278449 | Cabinet | July 2011 | Web based public consultation Workshop based consultation with LSP partners and other bodies and businesses operating within the borough. EIA to be undertaken if deemed necessary once the strategy and action plan are complete. This will be presented to One Watford's Equalities Panel | Watford's Climate Change Strategy Adaptation Action Plan Associated documents that will be referenced in the above two documents or the committee report |
|-----------|---|------------------------|---|----------------|-----------|---|--|

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Council Objective 5 Supporting individuals and the community

FINAL

| | | | | | | | |
|------|--|--------------------|---|----------------|----------------|---|--|
| C247 | Approval of Private Sector Housing Renewal Policy | Community Services | Rachel Dawson Rachel.dawson@watford.gov.uk Community Services 01923 278902 | Cabinet | September 2011 | Relevant staff, equalities panel and other specific equalities groups, Members and stakeholders | Private Sector Renewal Policy Equality Impact Assessment Cabinet report and appendices |
| C259 | To decide whether to approve the recommendations of the Housing Value for Money Review Phase 2 | Community Services | Rachel Dawson, Housing Section Head 01923 278902 | Cabinet | September 2011 | Staff, service users, partner agencies, other council departments, elected members through a combination of workshops, briefings, one to one contacts as appropriate. | Value for Money Review background documentation Equalities Impact Assessment |

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*PART A

AGENDA **10**
ITEM

Report to: Overview and Scrutiny Committee
Date of meeting: 23 June 2011
Report of: Legal and Democratic Section Head
Title: Work Programme and Task Groups 2011/12

1.0 **SUMMARY**

1.1 This report asks the Overview and Scrutiny Committee to consider items it wishes to incorporate in its work programme for 2011/12 and subjects that can be allocated to Task Groups for review. The draft work programme for 2011/12 is attached as Appendix 1 to this report.

2.0 **RECOMMENDATIONS**

- 2.1 That Overview and Scrutiny Committee agrees the draft work programme for 2011/12.
- 2.2 That Overview and Scrutiny Committee considers whether to establish any Task Groups.

Contact Officer:

For further information on this report please contact: Sandra Hancock,
Committee and Scrutiny Officer
telephone extension: 8377 email: legalanddemocratic@watford.gov.uk

Report approved by: Jason McKenzie, Legal and Democratic Section Head

3.0 DETAILED PROPOSAL

3.1 The agenda in 2011/12 will contain a number of standard items –

- Call-in
- Task Group Updates
- Budget Panel update
- Forward Plan
- Performance report
- Work Programme

3.2 Call-in

The terms of reference for Overview and Scrutiny Committee require it to review any Executive decisions which have been called in by the relevant number of non-executive Councillors.

3.3 Task Group Updates

The Overview and Scrutiny Committee is responsible for establishing Task Groups and agreeing the scope of the review. It is intended that Task Groups will inform Overview and Scrutiny Committee of the progress of their reviews and present their final reports for approval. The final Task Group reports will then be presented to Cabinet, Council or other relevant organisations.

3.4 Budget Panel Updates

The Budget Panel has been established as a sub-committee of the Overview and Scrutiny Committee. The report will inform Overview and Scrutiny of the work it has undertaken and any recommendations it needs to consider as referred to it by Budget Panel.

3.5 Forward Plan

The terms of reference for the Overview and Scrutiny Committee states that it undertakes regular review of the Cabinet's Forward Plan. The Forward Plan contains information about those Executive key decisions it is proposed will be taken within the following four months.

3.6 Performance Report

The Overview and Scrutiny Committee is tasked with monitoring the Council's performance. Under the previous scrutiny arrangement this was carried out by Call-in and Performance Scrutiny Committee on a quarterly basis. It is intended that this will continue and a report is included elsewhere on this agenda.

3.7 Work Programme

The work programme is an evolving document and it is intended that it will be reviewed at each meeting. The Overview and Scrutiny Committee will need to identify which previous reviews it wishes to monitor.

3.8 There are a number of items which have been carried forward from Policy Development Scrutiny Committee and Call-in and Performance Scrutiny Committee. Details are attached as Appendix 2 to this report. Members need

to consider when they would like the review updates incorporated into the programme.

- 3.9 Through the annual scrutiny survey a number of suggestions were put forward by Members and officers for scrutiny in 2011/12. Unfortunately the Committee and Scrutiny Team were unable to identify who had put forward the majority of the suggestions. The outstanding suggestions are –
- Revenues and Benefits – systems, speed of payment and outcomes, comparisons to other local councils
 - Shared Services – towards a merger?
 - Council support for Small Businesses in light of the current economic pressures. Should include a survey of SMEs – in all sections of the town and not just the Town Centre,
 - Housing – Council's role
 - Play – Council's role
 - Post implementation review of major projects including change
 - Outcomes from value for money studies
- 3.10 Where the Committee and Scrutiny Team were able to identify the Councillor or officer who had suggested topics, the new scrutiny proposal form was sent for completion. The form has also been sent to all Councillors, the Mayor and Leadership Team for suggestions. The scrutiny proposal form is attached as Appendix 3 to this report.
- 3.11 The Scrutiny Proposal Form has been developed to ensure the Overview and Scrutiny Committee has sufficient information when considering subjects for Task Groups. It will then be able to develop the terms of reference and scope of the review. On receipt of a scrutiny suggestion, the Committee and Scrutiny Officer will forward the information to the appropriate Head of Service for their comments. The suggestion and comments will then be presented to Overview and Scrutiny Committee for a final decision.
- 3.12 As at 10 June 2011 five scrutiny suggestions have been put forward utilising the Scrutiny Proposal form. The suggestions were forwarded to the relevant Heads of Service. Further information on each suggestion is shown below.
- 3.13 Recruitment of ex-offenders and disadvantaged youths
Councillor McLeod suggested that a review could be established to look at a policy on the recruitment of ex-offenders and disadvantaged youth. The proposal was forwarded to the Head of Human Resources for consideration. Full details of the suggestion and the Head of Human Resources comments are attached at Appendix 4.
- 3.14 Hospital Parking and its high charges
Councillor Collett suggested that a review should be carried out regarding parking at the hospital and the high charges. The proposal was forwarded to the Managing Director and Executive Director Services for advice on who to contact. A response is awaited. The proposal form is attached as Appendix 5.

- 3.15 Bin Collection Service in narrow streets
Councillor Meerabux suggested a review of the bin collection service in narrow terraced streets, for example in Callowland and Central wards. The proposal was forwarded to the Head of Environmental Services for comment. A response is awaited. Full details of the suggestion are attached as Appendix 6.
- 3.16 Parking in narrow terraced residential streets by large commercial vehicles
Councillor Meerabux suggested that a scrutiny review should be set up to investigate the parking in narrow terraced streets by large commercial vehicles. The suggestion was forwarded to the Head of Planning for her comments. The original proposal and the Head of Planning's response is attached at Appendix 7.
- 3.17 Use of Cassiobury Park
Councillor Meerabux suggested that the use of Cassiobury Park should be reviewed. The proposal was forwarded to the Head of Community Services and her response has been incorporated into the scrutiny proposal form, which is attached at Appendix 8.
- 3.18 Task Groups
The Scrutiny Committee is asked to decide whether it wishes to establish any Task Groups to undertake reviews. The terms of reference for the Task Group would need to be set and a scope prepared. The Committee and Scrutiny Officer will then contact all non-executive members to ask whether they would be interested in taking part in the review. The final membership will be appointed at the next Overview and Scrutiny Committee.

Appendices

Appendix 1 – Draft Work Programme 2011/12

Appendix 2 – Items carried forward from 2010/11

Appendix 3 – Scrutiny Proposal Form

Appendix 4 – Scrutiny suggestion – Recruitment of ex-offenders and disadvantaged youth

Appendix 5 – Scrutiny suggestion – Hospital parking and its high charges

Appendix 6 – Scrutiny suggestion – Bin collection service in narrow terraced streets

Appendix 7 – Scrutiny suggestion – Large commercial vehicles parking in narrow terraced streets

Appendix 8 – Scrutiny suggestion – Use of Cassiobury Park

Background Papers

Report and Minutes – Annual Council 25 May 2011

File Reference

None



MEMBERSHIP 2011/12

Councillor Mark Watkin (Chair)
Councillor Steve Rackett (Vice-Chair)
Councillors Nigel Bell, Sue Greenslade, Kareen Hastrick, Peter Jeffree, Stephen Johnson, Rabi Martins, Kelly McLeod

Overview and Scrutiny Committee Work Programme 2011/12

OVERVIEW AND SCRUTINY COMMITTEE – PROGRAMME OF WORK 2011/12

INTRODUCTION

The work programme of the Overview and Scrutiny Committee is a live document which will be managed throughout the year. Items may be added or deleted as the year progresses at the discretion of the Committee.

The Committee's work programme is centred on:

- i. Call in of Cabinet decisions (as necessary).
- ii. Reviewing the Cabinet's Forward Plan
- iii. Monitoring of the Council's performance (through regularly produced performance reports and measures).
- iv. Reviewing progress on all agreed recommendations of review work on a regular basis.

The Scrutiny Committee will set up time limited task groups to examine issues in depth. Upon conclusion of the assigned task, task groups will report their findings back to the Overview and Scrutiny Committee for ratification.

HOW DO I RAISE AN ISSUE?

If you would like to raise an issue with the Overview and Scrutiny Committee, please contact Sandra Hancock, Committee and Scrutiny Officer
Telephone: 01923 278377
Email: legalanddemocratic@watford.gov.uk

Meeting 1 – 23 June 2011

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|---|--------------------------|---|-----------------------------|
| Call-in | Consideration of Executive decision(s) called in | | | |
| Forward Plan (Committee and Scrutiny Officer) | Review the Executive's Forward Plan | | Report including the latest edition of the Forward Plan | |
| Budget Panel update (Committee and Scrutiny Officer) | Monitor the work undertaken by the Panel | | Report | |
| Voluntary Sector Task Group – Cabinet response (Committee and Scrutiny Officer) | To consider the response from Cabinet and consider any further action. | | Report and Cabinet response | |
| Work Programme (Committee and Scrutiny Officer) | Agree the rolling work programme and identify suitable topics for further investigation by time limited task groups | | Report and draft work programme | |
| 2010/11 Quarter 4 Performance Management Report (Partnerships and Performance Section Head) | Regular review of the Council's performance | | Report | |

Meeting 2 – 26 July 2011
Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|--|--------------------------|---|-----------------------------|
| Forward Plan (Committee and Scrutiny Officer) | Review the Executive's Forward Plan | | Report including the latest edition of the Forward Plan | |
| Budget Panel update (Committee and Scrutiny Officer) | Monitor the work undertaken by the Panel | | Report | |
| Task Group update (Committee and Scrutiny Officer) | Monitor the work undertaken by the current Task Group(s) | | Report | |
| Previous review update | Monitor the agreed recommendations from a previous review | | | |
| Affordable Housing review – Cabinet response (Committee and Scrutiny Officer) | Review the Cabinet response and consider any further action. | | Report and Cabinet response | |
| Work Programme (Committee and Scrutiny Officer) | Monitor the rolling work programme and amend as required | | Report and latest work programme | |
| | | | | |

Meeting 3 – 10 August 2011
Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|--|--------------------------|---------------------|-----------------------------|
| Call-in (if required) | Consideration of Executive decision(s) called in | | | |

Meeting 4 – 22 September 2011

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|---|--------------------------|---|-----------------------------|
| Forward Plan (Committee and Scrutiny Officer) | Review the Executive's Forward Plan | | Report including the latest edition of the Forward Plan | |
| Budget Panel update (Committee and Scrutiny Officer) | Monitor the work undertaken by the Panel | | Report | |
| Task Group update (Committee and Scrutiny Officer) | Monitor the work undertaken by the current Task Group(s) | | Report | |
| Previous review update | Monitor the agreed recommendations from a previous review | | | |
| Work Programme (Committee and Scrutiny Officer) | Agree the rolling work programme and identify suitable topics for further investigation by time limited task groups | | Report and draft work programme | |
| 2011/12 Quarter 1 Performance Management Report (Partnerships and Performance Section Head) | Regular review of the Council's performance | | Report | |

Meeting 5 – 12 October 2011

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|--|--------------------------|---------------------|-----------------------------|
| Call-in (if required) | Consideration of Executive decision(s) called in | | | |

Meeting 6 – 24 November 2011

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|--|--------------------------|---|-----------------------------|
| Call-in | Consideration of Executive decision(s) called in | | | |
| Forward Plan (Committee and Scrutiny Officer) | Review the Executive's Forward Plan | | Report including the latest edition of the Forward Plan | |
| Budget Panel update (Committee and Scrutiny Officer) | Monitor the work undertaken by the Panel | | Report | |
| Task Group update (Committee and Scrutiny Officer) | Monitor the work undertaken by the current Task Group(s) | | Report | |
| Previous review update Public Pride (Environmental Services) | Policy Development Scrutiny Committee (January 2011) requested an update on recommendations 6 and 7 of the Public Pride report | | Report | |
| Work Programme (Committee and Scrutiny Officer) | Monitor the rolling work programme and amend as required | | Report and latest work programme | |

| Meeting 6 – 24 November 2011 <i>Committee Room / 7.00 pm.</i> | | | | |
|---|---|-------------------|--------------|----------------------|
| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
| 2011/12 Quarter 2 Performance Management Report (Partnerships and Performance Section Head) | Regular review of the Council's performance | | Report | |
| | | | | |

| Meeting 7 – 22 December 2011 <i>Committee Room / 7.00 pm.</i> | | | | |
|---|--|-------------------|--------------|----------------------|
| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
| Call-in (if required) | Consideration of Executive decision(s) called in | | | |

Meeting 8 – 2 February 2011

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|--|--------------------------|---|-----------------------------|
| Call-in | Consideration of Executive decision(s) called in | | | |
| Forward Plan (Committee and Scrutiny Officer) | Review the Executive's Forward Plan | | Report including the latest edition of the Forward Plan | |
| Budget Panel update (Committee and Scrutiny Officer) | Monitor the work undertaken by the Panel | | Report | |
| Task Group update (Committee and Scrutiny Officer) | Monitor the work undertaken by the current Task Group(s) | | Report | |
| Previous review update Services for the Deceased (Community Services) | Policy Development Scrutiny Committee (February 2011) requested an update on the recommendations from the Services for the Deceased report | | Report | |
| Work Programme (Committee and Scrutiny Officer) | Monitor the rolling work programme and amend as required | | Report and latest work programme | |
| 2011/12 Quarter 3 Performance Management Report (Partnerships and Performance Section Head) | Regular review of the Council's performance | | Report | |

Meeting 9 – 7 March 2012

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|---|---|--------------------------|---|-----------------------------|
| Call-in | Consideration of Executive decision(s) called in | | | |
| Forward Plan (Committee and Scrutiny Officer) | Review the Executive's Forward Plan | | Report including the latest edition of the Forward Plan | |
| Budget Panel update (Committee and Scrutiny Officer) | Monitor the work undertaken by the Panel | | Report | |
| Task Group update (Committee and Scrutiny Officer) | Monitor the work undertaken by the current Task Group(s) | | Report | |
| Previous review update | Monitor the agreed recommendations from a previous review | | | |
| Work Programme (Committee and Scrutiny Officer) | Monitor the rolling work programme and amend as required | | Report and latest work programme | |
| | | | | |

Meeting 10 – 29 March 2012

Committee Room / 7.00 pm.

| AGENDA ITEM AND REPORT PROVIDER | REASONS FOR INCLUSION ON AGENDA | EXPECTED OUTCOMES | REQUIREMENTS | FOLLOW UP / PROGRESS |
|--|--|--------------------------|---------------------|-----------------------------|
| Call-in (if required) | Consideration of Executive decision(s) called in | | | |

Items for consideration in 2012/13

2011/12 Quarter 4 Performance report (June)

Overview and Scrutiny Committee

Items carried over from 2009/10 and earlier

Policy Development Scrutiny Committee

- Parking policies
- Public Pride – some recommendations to be reviews when Neighbourhood Forum Task Group report reviewed; one to be reviewed by Community Safety Partnership Task Group; one to be reviewed by Overview and Scrutiny in October 2011; one referred to Environmental Services. Partnership working in Environmental Services to be added to scrutiny work programme.
- Arts and Sports review update on comments – the Scrutiny Committee wanted to keep this under review for 'a few years'.
- Services for Older People – the update on this review referred to monitoring the county performance indicators.

Call-in and Performance Scrutiny Committee

- Updates on 2010/11 reviews
 - Elections
 - Leisure centres
 - Economic Development
 - Choice-Based lettings
 - Neighbourhood Forums
 - Support for the Voluntary Sector
 - Licensing
- Update on 2009/10 review
 - Youth Connexions and Pro-action
- Task Group review updates
 - Green spaces
 - St Albans Road

Other suggestions from 2010/11

- Housing Benefits processing
- Planning Department performance
- Contracting and procurement arrangements
- Shared Services pros and cons and further development

As of 10 June 2011 no further information is available about the suggested scrutiny topics.

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Selection of topics and issues for scrutiny by councillors or officers

The selection of useful and viable topics and issues is vital to the successful and effective operation of scrutiny.

It is proposed that from June 2011 scrutiny topics be selected from a rolling programme open throughout the year. This will require scrutiny to promote and advertise its willingness to accept new projects and for the Overview & Scrutiny Committee to more actively manage the programme on an ongoing basis.

1. Sources

The following are sources of ideas for the work programme:

- Performance indicators, both national and internal.
- Views of Cabinet and Leadership Team especially in relation to policy subjects.
- The Council's surveys, such as the annual residents' survey.
- The Complaints Report which is compiled annually by the Customer Service Centre.
- Service complaints more widely; although individual cases will not be taken up if a large volume of complaints is received about a single issue then it may be appropriate to pursue the topic.
- Reports of external inspections of services.
- The views of the Council's partners.
- Issues picked up by ward councillors in their locality.
- The Council's Forward Plan

2. Criteria

To qualify for consideration the topic must meet the following criteria:

- Affect a group or community of people. Scrutiny will not normally look at individual service complaints.
- Relate to a service, event or issue in which Watford Borough Council has a significant stake.
- Not be an issue that Scrutiny has covered during the last year.

- Not be a planning or licensing issue, or any other matter dealt with by another council committee.
- To match one or more of the Council's current priorities.
- To be feasible and able to be completed within the timescale projected for the work.
- There must be availability within the relevant department/service to support the review.
- Be a topic that members wish to scrutinise.

Suggestions for topics to be scrutinised – evaluation table

A Member/Officer suggesting a topic for scrutiny must complete this table as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

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| | |
|--|---------------------|
| Proposer: Councillor/Officer | |
| <p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific issues and areas which should be included/excluded from the review. Should the focus be on past performance, future policy or both?</i></p> | |
| <p>Why have you recommended this topic for scrutiny?</p> | |
| <p>What are the specific outcomes you wish to see from the review?</p> | <i>Give details</i> |

| Does the proposed item meet the following criteria? | |
|---|-----------------------|
| It must affect a group or community of people | <i>Give details</i> |
| It must relate to a service, event or issue in which the council has a significant stake | <i>Give details</i> |
| It must not have been a topic of scrutiny within the last 12 months <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> | <i>Please confirm</i> |
| It must not be an issue, such as planning or licensing, which is dealt with by another council committee | <i>Please confirm</i> |

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| <p>Does the topic meet the council's priorities?</p> | <ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town's 'clean & green' environment 3. Enhance the town's sustainability 4. Enhance the town's economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery <p style="text-align: center;"><i>Please confirm which ones</i></p> |
| <p>Are you aware of any limitations of time or other constraints which need to be taken into account?</p> <p><i>Factors to consider are forthcoming milestones, demands on the relevant service area and member availability</i></p> | <p style="text-align: center;"><i>Include details</i></p> |
| <p>Does the topic involve a Council partner or other outside body?</p> | <p style="text-align: center;"><i>Include details</i></p> |
| <p>Please complete the 'sign off' section at the end of this document</p> | |

| The following section to be completed by Democratic Services | |
|---|---|
| <p>Consultation with relevant Heads of Service <i>(this section to be completed by Democratic Services)</i></p> | <p><i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview & Scrutiny Committee.</i></p> |
| <p>Has the relevant Head of Service been consulted?</p> <p>Is this a topic which the service department(s) is able to support.</p> <p>When was the last time this service was the subject of a scrutiny review?</p> | <p><i>Yes/no (if no, please give reason)</i></p> <p><i>Include HoS comments here</i></p> <p><i>Include date if known</i></p> |

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| Sign off | | | |
| Councillor/Officer | date | Head of Service | date |

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Suggestions for topics to be scrutinised – evaluation table

- Policy on recruitment of ex-offenders and disadvantaged youths. Are we doing enough or is it a problem

A Member/Officer suggesting a topic for scrutiny must complete this table as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

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| | |
|--|--|
| Proposer: Councillor Kelly Mcleod | |
| <p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific issues and areas which should be included/excluded from the review. Should the focus be on past performance, future policy or both?</i></p> | <ul style="list-style-type: none"> • Policy on recruitment of ex-offenders and disadvantaged youths. Are we doing enough or is it a problem • As a requirement for rehabilitation, work is a major factor in stopping re-offending by people in the justice system. Does the council want to have a policy on hiring of ex-offenders and what criteria will be followed when choosing staff. What policy does the council currently have? What are the existing numbers of ex-offenders do we currently have, what posts do they hold, what posts do we think they should not hold? • We would need to speak with HR, send a questionnaire to relevant heads of services, a discrete questionnaire to any staff that are ex -offenders about working within the council and barriers to gaining other work or promotions. |
| <p>Why have you recommended this topic for scrutiny?</p> | <p>As part of the Community Safety Partnership Committee, I attended a seminar on what councils can do to help reduce people from re-offending and a positive policy by the council is the first stage.</p> |
| <p>What are the specific outcomes you wish to see from the review?</p> | <p>I would like to see a policy on hiring ex-offenders for the council, examining whether the policy that the council may already have is sufficient and asking any departments that may have a problem with a hiring policy that encourages positive discrimination.</p> |

| Does the proposed item meet the following criteria? | |
|--|---|
| It must affect a group or community of people | Ex-offenders need to have an opportunity to gain employment and settle in our community. This could be for young offenders and repeat offenders |
| It must relate to a service, event or issue in which the council has a significant stake | This would be a positive outcome for the Community Safety Partnership and working with our partners. |
| It must not have been a topic of scrutiny within the last 12 months | I do not believe that this topic has been covered in such a precise detail 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. |
| It must not be an issue, such as planning or licensing, which is dealt with by another council committee | HR may have a policy on hiring of ex-offenders but how effective this may be and how many are actually hired – What support is given to staff (discrete or acknowledged discrimination) |
| Does the topic meet the council's priorities? | <ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town's 'clean & green' environment 3. Enhance the town's sustainability 4. Enhance the town's economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery <p>Numbers 3,4,5,6,7</p> |

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|---|---|
| <p>Are you aware of any limitations of time or other constraints which need to be taken into account?</p> <p><i>(Factors to consider are forthcoming milestones, demands on the relevant service area and member availability)</i></p> | <p>This should be a task group item as it should only take about 4 meetings to investigate.</p> |
| <p>Does the topic involve a Council partner or other outside body?</p> | <p>This could include the probation services, housing partners</p> |
| <p>Please complete the 'sign off' section at the end of this document</p> | |

| The following section to be completed by Democratic Services | |
|---|---|
| <p>Consultation with relevant Heads of Service (this section to be completed by Democratic Services)</p> | <p><i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview & Scrutiny Committee.</i></p> |
| <p>Has the relevant Head of Service been consulted?</p> <p>Is this a topic which the service department(s) is able to support.</p> <p>When was the last time this service was the subject of a scrutiny review?</p> | <p>Email to Head of Human Resources 1 June 2011</p> <p>“I have reviewed the proposal and while I do think it has merit, at the moment and in the current circumstances I do not think it is something we can progress. We are in a period of reviewing budgets and reorganisations within the Council. We are trying to retain some vacancies for those people that may face redeployment as part of the reorganisations and therefore we do only have limited vacancies to consider. Those that we do have tend to be for very specific skills.</p> <p>We also have very low turnover currently so not many vacancies become available as not many people are changing jobs.</p> <p>In light of these circumstances I reluctantly conclude that we cannot progress the suggestion further at this time. Perhaps it is something we can come back to once we have steered our way through the budget cuts and re-organisations taking place over the next 2/3 years.”</p> |

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| Sign off | | | |
| Councillor/Officer Kelly Mcleod | date 30 May 2011 | Head of Service Terry Baldwin | Date 10 June 2011 |

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Suggestions for topics to be scrutinised – evaluation table

A Member/Officer suggesting a topic for scrutiny must complete this table as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

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| Proposer: Councillor/Officer Councillor Karen Collett | |
| <p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific issues and areas which should be included/excluded from the review. Should the focus be on past performance, future policy or both?</i></p> | <p>Hospital Parking and its high charges</p> <p>People visiting A & E have to worry about money running out of meter, as waits in Casualty are long.</p> <p>Patients' families who are called in as a loved one is losing their fight for life. Ticket given – causing distress.</p> <p>I feel we should support the users and staff of Watford General.</p> |
| <p>Why have you recommended this topic for scrutiny?</p> | <p>I feel that Watford residents are penalised for using the hospital services.</p> |
| <p>What are the specific outcomes you wish to see from the review?</p> | <p>Reducing the cost for outpatients and visitors. Free parking for individual cases. To lessen the financial burden of users. A fairer system.</p> |

| Does the proposed item meet the following criteria? | |
|--|--|
| It must affect a group or community of people | People using Watford General and visitors |
| It must relate to a service, event or issue in which the council has a significant stake | Healthcare |
| It must not have been a topic of scrutiny within the last 12 months | |
| It must not be an issue, such as planning or licensing, which is dealt with by another council committee | No |
| Does the topic meet the council's priorities? | <ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town's 'clean & green' environment 3. Enhance the town's sustainability 4. Enhance the town's economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery Number 1 Number 5 Number 7 |

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| <p>Are you aware of any limitations of time or other constraints which need to be taken into account?</p> <p><i>Factors to consider are forthcoming milestones, demands on the relevant service area and member availability</i></p> | Possibility |
| <p>Does the topic involve a Council partner or other outside body?</p> | Yes – Hospital Trust / Car Park Contractor |
| <p>Please complete the ‘sign off’ section at the end of this document</p> | |

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|---|---|
| <p>The following section to be completed by Democratic Services</p> | |
| <p>Consultation with relevant Heads of Service <i>(this section to be completed by Democratic Services)</i></p> | <p><i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview & Scrutiny Committee.</i></p> |
| <p>Has the relevant Head of Service been consulted?</p> <p>Is this a topic which the service department(s) is able to support.</p> <p>When was the last time this service was the subject of a scrutiny review?</p> | <p>Email to Managing Director 2/6/11</p> <p>Response awaited</p> |

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| Sign off | | | |
| Councillor/Officer K Collett | Date 24/5/11 | Head of Service | date |

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Suggestions for topics to be scrutinised – evaluation table

A Member/Officer suggesting a topic for scrutiny must complete this table as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

| | |
|--|---|
| Proposer: Councillor/Officer Councillor Malcolm Meerabux | |
| <p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific issues and areas which should be included/excluded from the review. Should the focus be on past performance, future policy or both?</i></p> | <p>Bin collection service in narrow terraced streets, e.g. Callowland, Central – ‘One size does not fit all wards’.</p> <p>Bin Boxes etc are sometimes left on pavements for considerable periods which creates an obstacle course for those who are not able or are pushing prams.</p> |
| <p>Why have you recommended this topic for scrutiny?</p> | <p>Health and safety concerns for residents e.g. elderly, infirm, push chairs.</p> |
| <p>What are the specific outcomes you wish to see from the review?</p> | <p><i>Give details</i></p> <p>(1) Clutter free pavements as some residents may be at work all day. Bins/boxes returned where possible to the front gardens in narrow terraced residential streets.</p> |

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| | |
| Does the proposed item meet the following criteria? | |
| It must affect a group or community of people | <i>Give details</i> Residents in narrow terraced streets with narrow pavements but have small front gardens. |
| It must relate to a service, event or issue in which the council has a significant stake | <i>Give details</i> Bin service |
| It must not have been a topic of scrutiny within the last 12 months <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> | <i>Please confirm</i> |
| It must not be an issue, such as planning or licensing, which is dealt with by another council committee | <i>Please confirm</i> Not applicable |

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|---|---|
| <p>Does the topic meet the council's priorities?</p> | <ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town's 'clean & green' environment 3. Enhance the town's sustainability 4. Enhance the town's economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery <p style="text-align: center;"><i>Please confirm which ones</i></p> <p>Bin service (1) (2) (5)</p> |
| <p>Are you aware of any limitations of time or other constraints which need to be taken into account?</p> <p><i>Factors to consider are forthcoming milestones, demands on the relevant service area and member availability</i></p> | <p style="text-align: center;"><i>Include details</i></p> <p>None</p> |
| <p>Does the topic involve a Council partner or other outside body?</p> | <p style="text-align: center;"><i>Include details</i></p> <p>None</p> |
| <p>Please complete the 'sign off' section at the end of this document</p> | |

| The following section to be completed by Democratic Services | |
|---|---|
| <p>Consultation with relevant Heads of Service <i>(this section to be completed by Democratic Services)</i></p> | <p><i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview & Scrutiny Committee.</i></p> |
| <p>Has the relevant Head of Service been consulted?</p> <p>Is this a topic which the service department(s) is able to support.</p> <p>When was the last time this service was the subject of a scrutiny review?</p> | <p>Email to Head of Environmental Services 7/6/11</p> <p>Response awaited.</p> |

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| Sign off M A Meerabux | | | |
| Councillor/Officer Malcolm Meerabux | Date 30th May 2011 | Head of Service | date |

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Suggestions for topics to be scrutinised – evaluation table

A Member/Officer suggesting a topic for scrutiny must complete this table as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

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| Proposer: Councillor/Officer MALCOLM MEERABUX | |
| <p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific issues and areas which should be included/excluded from the review. Should the focus be on past performance, future policy or both?</i></p> | <p><u>Parking</u> in narrow terraced residential streets by large commercial vehicles e.g. in Callowland and Central Wards</p> <p>This growing trend needs to be examined.</p> |
| <p>Why have you recommended this topic for scrutiny?</p> | <p>(1) Loss of light of a large, branded, 'colourful', vehicle leads to a significant loss of light to homes.</p> <p>(2) Reduction in parking in spaces due to size and is also used as '2nd vehicle'.</p> |

| | |
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| <p>What are the specific outcomes you wish to see from the review?</p> | <p style="text-align: right;"><i>Give details</i></p> <p>(1) Improvement in the quality of life of residents i.e. reduction in noise, pollution, wider roads as these vehicles are removed, more residential parking spaces.</p> <p>(2) homes not blighted by loss of light due to these high sided vehicles.</p> |
| <p>Does the proposed item meet the following criteria?</p> | |
| <p>It must affect a group or community of people</p> | <p style="text-align: right;"><i>Give details</i></p> <p>Residents in Callowland, Central Wards where the streets are narrow and congested.</p> |
| <p>It must relate to a service, event or issue in which the council has a significant stake</p> | <p style="text-align: right;"><i>Give details</i></p> <p>Parking</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 style="text-align: right;"><i>Please confirm</i></p> |

| | |
|---|---|
| <p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p> | <p style="text-align: right;"><i>Please confirm</i></p> <p>Parking – not applicable</p> |
| <p>Does the topic meet the council’s priorities?</p> | <ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town’s ‘clean & green’ environment 3. Enhance the town’s sustainability 4. Enhance the town’s economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery <p style="text-align: right;"><i>Please confirm which ones</i></p> <p><u>Parking</u> (1) (2) (5)</p> |
| <p>Are you aware of any limitations of time or other constraints which need to be taken into account?</p> <p><i>Factors to consider are forthcoming milestones, demands on the relevant service area and member availability</i></p> | <p style="text-align: right;"><i>Include details</i></p> <p>No</p> |

| | |
|---|---------------------------|
| Does the topic involve a Council partner or other outside body? | No <i>Include details</i> |
| Please complete the 'sign off' section at the end of this document | |

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| <p>The following section to be completed by Democratic Services</p> | |
| <p>Consultation with relevant Heads of Service <i>(this section to be completed by Democratic Services)</i></p> | <p><i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview & Scrutiny Committee.</i></p> |
| <p>Has the relevant Head of Service been consulted?</p> <p>Is this a topic which the service department(s) is able to support.</p> <p>When was the last time this service was the subject of a scrutiny review?</p> | <p>Email to Head of Planning – 7/6/11</p> <p>I don't think this is a suitable topic for the O&S to review, basically because there is little we can do about it. I think the following written briefing should suffice.</p> <p>Watford is subject to a ban that applies to overnight parking by vehicles in excess of 5 tonnes, HGV types.</p> <p>There are no other restrictions, in areas outside Controlled Parking Zones, that prevent vehicles larger than the average car parking on street (except normal no waiting restrictions - single and double yellow lines).</p> <p>As a result, there are no laws or regulations that can be used by anyone, including the police, to simply restrict vehicles parking on the public highway because they are slightly larger than usual and may restrict light to nearby properties etc.</p> <p>If vehicles cause an obstruction either because of poor parking or because of their width the police could take action.</p> |

Inside the CPZ there are size limits on vehicles that are eligible for a permit. Vehicles must not exceed 5.25m long and/or 2.3m high. However, all vehicles can still display visitor vouchers, regardless of their size, and all vehicles can park outside of the controlled hours, except for the 5 tonne lorries referred to.

7 June 2011

Sign off M. A. Meerabux

Councillor/Officer
Malcolm Meerabux

Date
30th May 2011

Head of Service
Jane Custance

Date
7 June 2011

Suggestions for topics to be scrutinised – evaluation table

A Member/Officer suggesting a topic for scrutiny must complete this table as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

| | | | |
|---|--|---|--|
| Proposer: Councillor/Officer | | MALCOLM MEERABUX | |
| Topic recommended for scrutiny: | | The use of Cassiobury Park Review | |
| <i>Please include as much detail as is available about the specific issues and areas which should be included/excluded from the review. Should the focus be on past performance, future policy or both?</i> | | (1) Is the park being increasingly used for big events | |
| | | (2) Has footfall increased with the attendant issues of increased parking pressures. | |
| Why have you recommended this topic for scrutiny? | | Need to review if we need to re-examine how Cassiobury Park can best be used to benefit all groups. | |
| What are the specific outcomes you wish to see from the review? | | <i>Give details</i> | |
| | | (1) A balanced use of the park | |
| | | (2) A monitoring of the e.g. the noise, parking impacts | |
| | | (3) A 'value for money' approach using cost/benefit analysis | |

| Does the proposed item meet the following criteria? | |
|---|--|
| It must affect a group or community of people | Residents close to the park <i>Give details</i> |
| It must relate to a service, event or issue in which the council has a significant stake | Leisure <i>Give details</i> |
| It must not have been a topic of scrutiny within the last 12 months <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> | <i>Please confirm</i> |
| It must not be an issue, such as planning or licensing, which is dealt with by another council committee | <i>Please confirm</i> |

| | |
|---|---|
| <p>Does the topic meet the council's priorities?</p> | <ol style="list-style-type: none"> 1. Improve the health of the town and enhance its heritage 2. Enhance the town's 'clean & green' environment 3. Enhance the town's sustainability 4. Enhance the town's economic prosperity and potential 5. Supporting individuals and the community 6. Securing an efficient, effective, value for money council 7. Influence and partnership delivery <p style="text-align: center;"><i>Please confirm which ones</i></p> <p>Cassiobury Park (1) (2) (3) (4) (5) (6) (7)</p> |
| <p>Are you aware of any limitations of time or other constraints which need to be taken into account?</p> <p><i>Factors to consider are forthcoming milestones, demands on the relevant service area and member availability</i></p> | <p style="text-align: center;"><i>Include details</i></p> <p>None</p> |
| <p>Does the topic involve a Council partner or other outside body?</p> | <p style="text-align: center;"><i>Include details</i></p> <p>None</p> |
| <p>Please complete the 'sign off' section at the end of this document</p> | |

| The following section to be completed by Democratic Services | |
|---|---|
| <p>Consultation with relevant Heads of Service <i>(this section to be completed by Democratic Services)</i></p> | <p><i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview & Scrutiny Committee.</i></p> |
| <p>Has the relevant Head of Service been consulted?</p> <p>Is this a topic which the service department(s) is able to support.</p> <p>When was the last time this service was the subject of a scrutiny review?</p> | <p>Yes - Lesley Palumbo, Head of Community Services</p> <p><i>This topic is an issue which will form part of a wider proposal in relation to Cassiobury Park. The Parks and Open Spaces Team have currently initiated a proposed Heritage Lottery Fund (HLF) funded restoration of the park which will involve the appointment of a consultant to look at all aspects of the park, including usage, activity, community development and consultation, audience development and as part of this, it will assess the current situation and where we need to be in relation to developing restoration proposals and a Conservation Management Plan. Community Services would therefore not support a scrutiny analysis at this time on the basis that much of the evidence will not be available to support a scrutiny process until after this work has been undertaken and assessed as part of the wider HLF bid process.</i></p> <p><i>The Call in and Performance Scrutiny Committee reviewed the Green Spaces Strategy action plan at its meeting on the 4th February 2010 which covers the Parks and Open Spaces strategic and operational work area of which Cassiobury Park forms a part.</i></p> |

| | | | |
|---------------------------|---------------------------------|------------------------|----------------------------------|
| Sign off | | | |
| M. A. Meerabux | | | |
| Councillor/Officer | Date | Head of Service | Date |
| Malcolm Meerabux | 30th May 2011 | Lesley Palumbo | 10th June 2011 |

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